



GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name: HCA Healthcare – Information Technology Group

Product Name(s): MyHealthONE

Version Number(s): 4.0

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2740.MyHe.04.01.1.221216

Developer Real World Testing Page URL: <https://hcahealthcare.com/util/documents/onc-certification/mho-onc-health-it-rwt-plan-2024.pdf>

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

HCA Healthcare has a self-developed Patient Portal Module, MyHealthONE, which is made available for use by patients treated within the HCA Healthcare organization.

Real world testing for the standards subject to the real-world testing rules codified in 45 CFR 170.405(b)(1)(iii) will be limited to patients of HCA Healthcare who have created a MyHealthONE patient account.

MyHealthONE Patient Portal - 170.315(e)(1): View, Download and Transmit

Users can access the MyHealthONE product from a desktop PC or mobile device in the United States, Canada, and Mexico.

To complete real world testing, a query will be run to determine the number of MyHealthONE users who accessed MyHealthONE and were able to view, download, or transmit their health information, as defined in USCDI v1 as available.

Metrics will be collected for the following:

- Total number of unique patients at HCA Hospitals.
- Total number of unique hospital patients/users with a MyHealthONE account linked to their health information.
- Total number of times unique hospital patients/users viewed their health information via MyHealthONE.
- Total number of times unique hospital patient/MyHealthONE users downloaded their health information.
- The percentage of hospital patient/MyHealthONE users who downloaded their health information.
- Total number of times unique hospital patient/MyHealthONE users transmitted their health information to a third party using the Direct or email method.
- Percentage of hospital patient/MyHealthONE users who transmitted their health information.
- Total number of times an authorized representative/proxy used MyHealthONE to access the health information of a patient.
- Total number of hospital patients/MyHealthONE users who viewed their activity log.



These metrics and associated findings will be compiled and incorporated into the RWT (Real World Testing) Results Report.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS-SVAP AND USCDI)

MyHealthONE will be utilizing USCDI v1 content for the products subject to the 2024 Real World Testing time-frame.

MEASURES USED IN OVERALL APPROACH

DESCRIPTION OF MEASUREMENT/METRIC

Describe the measure(s) that will be used to support the overall approach to Real World Testing.

Measurement/Metric	Description	Associated Certification Criteria	Justification
View Clinical Data	Capture activity log metrics associated with the MyHealthONE “viewed clinical information” event from HCA’s enterprise data warehouse (EDW).	170.315(e)(1) – View, Download, Transmit to 3 rd Party – 2015 Cures Update	HCA Healthcare will identify the number of MyHealthONE users and overall percentage of acute care patients who viewed clinical data.
Download Clinical data	Capture activity log metrics associated with the MyHealthONE “download clinical information” event from HCA’s enterprise data warehouse (EDW).	170.315(e)(1) – View, Download, Transmit to 3 rd Party – 2015 Cures Update	HCA Healthcare will identify the number of MyHealthONE users and overall percentage of acute care patients who downloaded clinical data.
Transmit Clinical data	Capture activity log metrics associated with the MyHealthONE “transmit clinical information” event from HCA’s enterprise data warehouse (EDW).	170.315(e)(1) – View, Download, Transmit to 3 rd Party – 2015 Cures Update	HCA Healthcare will identify the number of MyHealthONE users and overall percentage of acute care patients who transmitted clinical data.
Proxy	Capture activity log metrics associated with the MyHealthONE “proxy” event from HCA’s enterprise data warehouse	170.315(e)(1) – View, Download, Transmit to 3 rd Party – 2015 Cures Update	HCA Healthcare will identify the number of MyHealthONE users who viewed health information of a patient in the role of an authorized representative.
View Activity Log	Capture activity log metrics associated with the MyHealthONE “View activity log” event from HCA’s enterprise data warehouse	170.315(e)(1) – View, Download, Transmit to 3 rd Party – 2015 Cures Update	HCA Healthcare will identify the number of MyHealthONE users who viewed the activity log entries associated with their account.



CARE SETTING(S)

Care Setting	Justification
Inpatient Facilities	<p data-bbox="573 285 1373 344">MyHealthONE intends to focus its RWT within the UI via web browser and mobile app.</p> <p data-bbox="573 384 1357 470">The EHR environments providing data to MyHealthONE for the inpatient facility user will be the Meditech 5.6.7 and Expanse clinical production environments.</p>

EXPECTED OUTCOMES

Expected Outcomes
<p>The outcomes HCA expects to observe via this real-world test plan include determination of high volume of frequently used VDT (View, Download, and Transmit) capabilities within MyHealthONE. The volume of unique users will reflect the number of persons that were enabled to interact with the electronic health information for themselves and others within a given timeframe.</p> <p>It is expected that the volume for “view” events will be greater than the events for downloading and transmitting, as view actions are the primary actions associated with MyHealthONE Web and Mobile applications. Download and transmit features in MyHealthONE are accessed less frequently and thus will have lower volume of events. Similarly, we expect to see low volumes of activity log events in comparison to view events. This is because, while providing an important function, activity logs are only utilized by the patients on rare occasions.</p>

REAL WORLD TESTING METRICS

Measurement/Metric
Number and percentage of clinical data views via MyHealthONE portal.
Number and percentage of download clinical data events via MyHealthONE portal.
Number and percentage of transmit clinical data events via MyHealthONE portal.
Number of proxy access events via MyHealthONE portal.
Number of activity log events via MyHealthONE portal.

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Finalize database queries required to compile metrics for collection and reporting. Define calculations required to report number and percentage results.	Inpatient	Q1 2024
Retrieve data and calculate findings quarterly, from the beginning of Q2 through the end of Q4.	Inpatient	Q2-4 2024
Compile RWT Results & Author RWT Results Report <ul style="list-style-type: none"> Report findings associated with use of MyHealthONE to View, Download and Transmit clinical data 	Inpatient	January 31, 2025
Submit RWT Results Report to ONC-ACB <ul style="list-style-type: none"> MyHealthONE to submit RWT Results Report to Drummond Group 	Inpatient Urgent Care	February 1, 2025



ATTESTATION

This Real-World Testing plan is complete with all required elements, including measures that address all certification criteria and care settings. All information in this plan is up to date and fully addresses the Health IT Developer's Real World Testing requirements.

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