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Elixir is world's first EHR completely built on Salesforce. Completely modular EHR solution integrated with highly efficient CRM and RCM capabilities that can be tailored to your needs. Elixir has End to end patient intake management and offers dynamic patient 360 degree for greater outreach and an integrated patient care experience. Elixir comes with Next-Gen Revenue Cycle Management solution with intuitive medical billing and automated claim management and payment processing. Elixir empowers your healthcare facility by effectively automating various business processes, hence minimizing interaction with the EHR system and allowing your staff to spend more time on patient care. It leverages various Salesforce functionalities to ensure data security and provides seamless integrations. The Telehealth and patient portal capabilities provide a seamless patient experience. Elixir consists of four independent modules that fit rightly into your healthcare business irrespective of your facility size and type viz. Electronic Health Record, Contact Centre, Billing and Patient Portal.

Real-World Testing (RWT) Plan for 2025

Certification Details:

- **HIT Vendor: Mirketa Inc**
- **Date Certified: 21-July-2023**
- **Product and Version: Elixir Version 1**
- **Certificate Number: 15.05.05. 3165.MRKT.01.00.1.230721**
- **Relied Upon Software: EMR Direct -B1 Criteria**
- **Real World Test Plan Page URL: - https://www.mirketa.com/elixirehr-hit-1-certified/**

2. Testing Approach "The testing approach will focus on validating the functionality of the certified capabilities, including those that are critical to the safe and effective operation of the Elixir Version 1 system in a real-world environment, specifically within the behavioural health care setting, as it is the only care setting to which the product is marketed.

170.315(b)(1) Transitions of Care Real World Testing Plan: Generation of C-CDA CCD and Referral Note (Behavioural health setting) for Elixir - Measure 1: Generation of C-CDA CCD **Measure Name:** Generation of C-CDA CCD **Associated Criterion:** §170.315(b)(1) Transitions of Care
Description: Real World Testing (RWT) of Elixir's Transitions of Care certified capabilities will focus on tracking customer use to generate and transmit conformant HL7® CDA® Consolidated Clinical Document Architecture (C-CDA) documents during patient transitions within the behavioural health setting. The C-CDA documents will be created according to U.S. Core Data for Interoperability (USCDI) and HL7 CDA C-CDA R2.1

Implementation Guide (IG) specifications. Elixir will track and report on real-world production activity, including the generation and transmission of C-CDA Continuity of Care (CCD) and Referral Note documents, ensuring compliance with the Transitions of Care criterion.

Expected Outcomes: The expected outcome is the successful generation of standards-conformant C-CDA CCD documents for each transition of care, with a high success rate (98% or higher) in real-world conditions.

Care Settings for Real World Testing: **Justification**: The ability to generate C-CDA CCD documents is critical for ensuring continuity of care, particularly in the behavioural health setting, where secure, accurate documentation is necessary to manage complex patient care transitions.

Implementation: Implementation of C-CDA CCD and Referral Note generation and transmission capabilities will be represented in the aggregate metric reporting.

Real World Testing Milestones:

1. Complete actual RWT activities execution (includes execution of monthly report): End of Q3 2025
2. Complete assessment of RWT data for results and outcomes compilation: End of year 2025

Real World Testing Expected Outcomes:

1. The expected outcomes for C-CDA document creation and transmission will be observance of high volumes of successful document generation and transmission, reflecting the overall success of Elixir's certified capabilities in the real world

Real World Testing Metrics:

1. Number of standards-conformant C-CDA CCD documents generated and transmitted per month.
2. Number of standards-conformant C-CDA Referral Note documents generated and transmitted per month.

Justification for Real World Testing Approach: We selected the methodology of tracking production activity for the identified components across our customer base as this reflects the actual real-world use of the certified capabilities in the provision of healthcare for their intended purposes. This aligns closely with the Office of the National Coordinator for Health IT's (ONC) stated intent and purpose of RWT.

Schedule of Key Milestones:

- **Preparation Phase:** Q1 2025
- **Initial Testing Period:** Q2 2025 (beginning of 90-day window)
- **Midpoint Evaluation:** Mid-Q2 2025
- **Final Testing Phase:** End of Q2 2025
- **Reporting and Submission:** Q3 2025

Real-World Testing Plan: ONC Certification Criterion §170.315(g)(7) - Application Access - Patient Selection

Objective: To verify that the certified Health IT module provides an API and supporting documentation enabling external applications to request a unique patient identifier and follow-up requests, even if actual adoption by users is expected to be zero.

Test Environment: Conduct testing in a simulated healthcare environment using Elixir, ensuring the API endpoints and documentation are accessible.

Test Scenarios: 1. Number of Requests for a Patient ID or Token.

2. Simulate a variety of external applications making requests for patient IDs or tokens via the Elixir API.
3. Number of Requests Providing Sufficient Information: verify that the requests providing sufficient information to generate a valid response are accurately counted.
4. Ensure the API properly validates incoming requests and only considers those meeting the requirements.
5. Number of Follow-Up Requests Using Provided Patient ID or Token: Simulate follow-up requests using the patient IDs or tokens provided by Elixir in response to the initial requests
6. Record the number of follow-up request made during the testing period

Test Execution:

1. Set up a testing environment with access to the Elixir API endpoints and supporting documentation.
2. Define test scenarios and establish testing metrics.

Preparation Phase:

1. **Test Environment Setup:**
    - Configure the Elixir API endpoints in a simulated healthcare environment that mirrors real-world usage as closely as possible. Ensure the API documentation is readily accessible and accurate for external developers.
    - Prepare test accounts and dummy patient data in compliance with the necessary security and privacy regulations to be used during the testing phase.
    - Validate that the test environment mimics the actual deployment, including necessary authentication mechanisms, data encryption standards, and access control.
2. **API Documentation Review:**
    - Review and finalize the API documentation for external applications, ensuring all endpoints required for patient selection, identification, and follow-up requests are detailed.
    - Conduct an internal review of the API documentation to confirm it contains clear, step-by-step instructions for developers on making requests, handling responses, and troubleshooting common errors.
3. **Define Test Scenarios:**
    - Establish a set of test scenarios that cover various cases of external applications requesting patient IDs and making follow-up requests.

- Scenarios should include valid and invalid request submissions, testing of edge cases, and varying data completeness to ensure the robustness of the API.
- Define metrics for success, such as expected error rates, response times, and successful completion of requests.

4. **Prepare Testing Tools:**
   - Set up internal monitoring tools to track all API interactions during the 90-day window. These tools will capture data on the number of requests, response times, errors encountered, and the success rate of patient data retrieval.
   - Prepare automated testing scripts that simulate a variety of external applications making patient ID requests and follow-up requests.
5. **Stakeholder Engagement:**
   - Engage with key stakeholders, including external application developers, to ensure they are familiar with the API documentation and test scenarios.
   - Schedule training sessions or walkthroughs if necessary to facilitate a smooth testing process for all parties involved.
6. **Baseline Data Collection:**
   - Gather baseline performance data from the test environment prior to the start of formal testing. This will serve as a comparison point for the testing outcomes and help identify any significant deviations or issues**.**

Testing Phase: 1. Monitor incoming request and validate that they are handled appropriately by Elixir.
2. Document the number of requests received, those providing sufficient information, and follow-up requests made.

Verification Phase: 1. Verify the accuracy of the recorded metrics against the expected outcomes.
2. Ensure that the API and supporting documentation meet the required standards and provide clear guidance for external application developers.

Documentation and Reporting: 1. Document the testing process, including test scenarios, test data used, test results, and any issues encountered.
2. Prepare a comprehensive report demonstrating compliance with the certification criterion, including the recorded metrics.

Analysis of Results: Analyse the test results to identify any trends or patterns in the requests received. Assess the effectiveness of the Elixir API in facilitating patient data exchange with external applications.

User Feedback Collection: Gather feedback from stakeholders, including developers of external applications, regarding their experience with the Elixir API. Collect suggestions for improving the usability and functionality of the API based on user feedback.

Continuous Improvement: Utilize testing findings and user feedback to iteratively improve the Elixir API and supporting documentation, implement necessary updates or enhancements to address any identified deficiencies and ensure ongoing compliance with certification requirements.

Measurement/Metric Description:

This measure demonstrates the utilization of the FHIR R4 resources to search for patients within the specified Health IT module. It involves tracking the number of patient searches conducted using the FHIR R4 Patient endpoint during a 90-day window.

Associated Certification Criteria:
§170.315(G)(7) – Application Access – Patient Selection
§170.315(g)(7)(i)
§170.315(g)(7)(ii)

Justification for Selected Measurement/Metric:
The utilization of resources, specifically the Patient endpoint, is crucial for efficient patient selection and data retrieval. By measuring the number of patient searches conducted using this endpoint, we can assess the effectiveness and utilization of the FHIR R4 capabilities within the health IT module. This aligns with the certification criteria related to application access and patient selection.

Test Methodology:
Internal monitoring tools will be utilized to track the utilization of the patient endpoint over the specified 90-day period. The tools will capture data on the number of patient searches conducted and provide insights into how the endpoint is being utilized within the system

Care Setting(s):

Behavioural Health Care Specialty Setting:
This measurement is designed specifically for behavioural health care facilities targeted by the certified product. Behavioural health care settings have unique patient identification and selection needs, making it important to test the utilization of resources in these settings.

170.315(b)(10) - Data Export Real World Testing Plan

- **Description**:
  This measure addresses the Real-World Testing (RWT) requirements for the Data Export functionality as outlined in the 170.315(b)(10) criterion. The plan will ensure that the product can generate exportable data in the specified format, making the data easily transferable and accessible by relevant healthcare systems.
- **Objective**:
  To validate the product's ability to perform a data export as required by the certification criteria under real-world conditions. This includes exporting structured data from patient records for interoperability purposes.
- **Key Milestones:**
  1. Testing Preparation (Q1 2025): Setup for testing environment, ensuring all necessary data export features are activated.
  2. Initial Testing Period (Q2 2025): Execute test cases for data export, validating successful exports under multiple care settings.
  3. Final Testing and Review (Q3 2025): Complete final testing phase, address any issues, and review performance results.

4. Reporting (Q4 2025): Compile testing results and submit documentation as required.

- **Care Setting(s):** Behavioural health care settings often involve complex and sensitive patient data, including mental health and substance use disorder information. Transitions of care in behavioural health are critical, as patients frequently move between outpatient counselling, inpatient treatment, and other specialty care providers. Testing in this setting ensures that the system can handle the secure, accurate, and seamless exchange of critical health data, maintaining continuity of care and adhering to privacy standards such as HIPAA and 42 CFR Part 2. It is essential to provide real-time access to patient records for coordinated care across multiple providers involved in behavioural health treatments.
- **Justification**: The data export feature is critical for ensuring data interoperability between healthcare providers, allowing seamless transitions and sharing of patient data. Testing in real-world conditions across care settings will ensure the product's reliability and compliance with the certification requirements.

- **Expected Outcomes for b10: Data Export**

1. **Benchmark for Success:**
    - The system is expected to successfully export structured data in at least 98% of test cases across multiple care settings.
    - The acceptable error rate for failed exports due to system issues or incorrect configurations will be less than 2%.
2. **Observation of Results:**
    - The testing process will track the number of successful data exports generated by the system, ensuring compliance with the defined standards.
    - Error rates will be tracked and analysed, and any issues will be reported and addressed during the testing period.
    - Real-time logs will be utilized to record any failures in data exports, and the system will be adjusted as needed to meet the export requirements.
3. **Success Metric:**
    - A 98% success rate in the export of structured data for interoperability.
    - Identification and mitigation of any issues encountered during the data export process to improve system reliability over time.

Key Milestones for g7 (170.315(g)(7) - Application Access - Patient Selection)

1. **Milestone 1: Preparation Phase**
    - **Timeline**: Q1 2025
    - **Description**: In this phase, the testing environment will be prepared. This includes ensuring that all systems involved in patient access and selection are configured and operational, and that necessary data points are in place for testing. Test plans and use cases will be finalized.
2. **Milestone 2: Initial Testing Period (Start of 90-Day Window)**
    - **Timeline**: Q2 2025

- **Description**: This milestone marks the start of the 90-day Real World Testing window for the **g7 criterion**. During this time, test cases will be executed in real-world conditions, assessing the ability of the system to allow patient selection and access via authorized third-party applications. The focus will be on ensuring compliance with the API criteria and interoperability standards.

3. **Milestone 3: Midpoint Evaluation**
   - **Timeline**: Mid-Q2 2025
   - **Description**: At this point, interim testing results will be reviewed. Any identified issues or deviations from expected results will be addressed, and adjustments to the testing plan will be made if necessary. Progress will be evaluated to ensure the system meets the g7 requirements.
4. **Milestone 4: Final Testing Phase (End of 90-Day Window)**
   - **Timeline**: End of Q2 2025
   - **Description**: This phase marks the completion of the 90-day testing period for g7. All tests will be finalized, and any remaining issues resolved. A detailed review of the results will be conducted to ensure compliance with the Real-World Testing criteria.
5. **Milestone 5: Reporting and Submission**
   - **Timeline**: Q3 2025
   - **Description**: The final milestone involves the preparation of the Real-World Testing report, which will include the findings and outcomes of the g7 criterion testing. The report will be submitted to the appropriate regulatory authorities, and documentation will be made publicly accessible as required.

90-Day Testing Window for g7:

- **Start Date**: April 1, 2025
- **End Date**: June 30, 2025
- This window aligns with the **Initial Testing Period** (Q2 2025), where the system's compliance with the **g7 criterion** will be tested under real-world conditions.

Expected Outcomes for g7: Application Access - Patient Selection

1. **Benchmark for Success:**
   - The expected outcome is that external applications will be able to successfully request and receive patient identifiers in 95% of attempts.
   - The acceptable error rate will be less than 5% for failed requests due to missing or incorrect information.
2. **Observation of Results:**
   - During the 90-day testing window, the API usage will be monitored to ensure the correct number of patient ID requests and follow-up requests are successfully processed.
   - Error rates will be tracked and trended over time. Any repeated errors or issues will be logged and analysed to identify root causes and make adjustments to the API functionality if necessary.
   - Success will be measured based on the number of successful patient identifier requests processed by the API without issues.

3. **Success Metric:**
    - A 95% success rate in handling patient selection requests through the API.
    - Regular monitoring and trend analysis to ensure any deviations from expected outcomes are addressed and minimized over time.

Standards Updates: This product does not include any voluntary SVAP standards updates."

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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