

CY 2024 Real World Testing Report for Axxess EHR

Developer Name Axxess

Product Name Axxess Palliative Care

Version Number v1

Certified Health IT Product List (CHPL) Product Number

15.07.04.3134.AXXE.01.01.0.230320

<https://chpl.healthit.gov#/listing/11267>

Developer Real World Testing Report URL

<https://www.axxess.com/cehrt/>

About Axxess

[Axxess](#) is the leading global technology innovator for healthcare at home, focused on solving the most complex industry challenges. Trusted by more than 9,000 organizations that serve more than 5 million patients worldwide, Axxess offers a complete suite of easy-to-use software solutions that empower home health, home care, hospice, and palliative providers to make healthcare in the home human again. Multiple independent certifications have confirmed that Axxess has the most secure and industry-compliant software available for providers. The company's collaborative culture focused on innovation and excellence is recognized nationally as a “Best Place to Work.”

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DEVELOPER ATTESTATION

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

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01/31/2025

Standards Updates (SVAP and USCDI)

Standard (and version)	All standards and versions aligned with USCDI v1.
Updated certification criteria and associated product	N/A
CHPL Product Number	15.07.04.3134.AXXE.01.01.0.230320
Method used for standard update	N/A
Date of ONC ACB notification	N/A
Date of customer notification	N/A
Conformance measure	N/A
USCDI updated certification criteria (and USCDI version)	USCDI v1

§170.315(g)(7) Patient Selection – Application Access

Description of the measure/metric

Measure: Number of successful exchanges of structured patient information with a vendor from Axxess' production environment utilizing a shared patient ID.

Description: Axxess' patient selection API allows for a standard exchange of patient health information utilizing a shared patient ID to ensure accurate record exchange. Because Axxess Palliative Care is a SaaS-based application, all requirements of §170.315(g)(7) can be met by querying the database for each individual requirement. Biannual review of certification criteria will be done to verify each requirement is met throughout the year.

To ensure that our team can consistently test these criteria, Axxess will be testing in a mirrored production environment to confirm compliance to demonstrate the confirmation to the certification criteria.

Associated certification criteria

Certification Criteria	Requirement
§ 170.315(g)(7) Application Access – Patient Selection	(i) Receive a request and return an ID or token to obtain data

Justification for selected measure/metric

By utilizing Axxess's SaaS solution to pull API result validation of functionality from the application, we can demonstrate conformance with the certification criteria without disrupting our providers and clients with data requests.

Schedule of milestones

Key Milestone	Date/Timeframe
Beginning of collection period for Real World Testing	January 15, 2024
Review system updates for a potential SVAP update	April 15, 2024
Verify aggregate reports for data collection	Biannually, 2024
RWT period ends, verify collection of all data	December 31, 2024
Analyze data and create report	January 31, 2025

Care setting(s) that are addressed

Our certified EMR supports the following care settings:

- Palliative Providers: Independent providers or an organization consisting of groups of providers who offer palliative care for patients primarily in the home or other post-acute care settings.

This measure applies to our care settings.

Expected outcomes

- Real World Testing (RWT) will allow Axxess to identify and match a singular patient record with external vendors and respond to the request.
- RWT will demonstrate the ability for a vendor to receive a patient ID from Axxess for medical record integrity.

Report Results

For the 2024 Real-World Testing (RWT) period, Axxess conducted a structured assessment of the certified API functionality for §170.315(g)(7) - Patient Selection.

Since no real-world clients are using this API, Axxess performed synthetic data testing to validate compliance.

Testing Environment

- Mirrored Production Environment: API testing was conducted in a staging environment replicating Axxess Palliative's production conditions.
- Synthetic Patient Data: Simulated USCDI v1-compliant patient records.
- Validation Tools: API queries were executed using Postman and internal test scripts.

Tested API Workflow

1. An external API query was sent to retrieve an ID or token from Axxess Palliative.
2. Axxess Palliative processed the request and generated a response.
3. The system returned an ID or token, confirming compliance with §170.315(g)(7).

Testing Results

Test Case	Successful API Calls	Total API Requests	Success Rate
API request for an ID or token	5	5	100%
API response returning an ID or token	5	5	100%

- Numerator: Number of successful API calls that returned a valid ID or token.
- Denominator: Total number of API requests executed in the test.
- Result: 100% success rate, confirming that Axxess Palliative's API meets certification requirements.

Analysis and Key Findings

All API calls successfully processed patient selection requests, demonstrating compliance with the certification criteria. The system correctly returned an ID or token in response to external queries, ensuring that patient selection functionality operates as expected. Additionally, authentication and authorization mechanisms were validated, confirming that the API securely processes and grants access to requested patient data. The response format adhered to USCDI v1 and FHIR standards, aligning with interoperability requirements. Throughout testing, no API failures or non-conformities were observed, indicating the system's reliability and adherence to certification expectations.

Non-Conformities or Errors Discovered

No discrepancies or errors were identified during testing, and all API functions performed as expected. Additionally, there were no deviations from Axxess' documented Real World Testing (RWT) Test Plan, confirming that the testing process followed the planned methodology and met certification requirements.

§ 170.315(b)(10) Electronic Health Information Export

Description of the measure/metric

Measure: Number of successful EHI (Electronic Health Information) exports using Axxess EHI export tool within Axxess' cloud-based software.

Description: Axxess has developed an EHI export tool to comply with this certification criterion. Users in a role with the specified permission can generate and download export files for a single patient or patient population for a specific date and time range.

Once generated, these files can be imported into another software that meets standard criteria while supporting the specified export format, facilitating integration into the patient's medical record.

A report detailing the successful exports conducted by our clients or demo site in our production environment can be generated by Axxess. This ensures we are not dependent on client utilization to measure success and validation.

Associated certification criteria

Certification Criteria	Requirement
§ 170.315(b)(10) Electronic Health Information export	(i) Single patient electronic health information export (ii) Patient population electronic health information export

Justification for selected measure/metric

A successful EHI export indicates the effective extraction and sharing of information from Axxess for utilization by other systems, contributing to a comprehensive patient medical record. Our EHI export tool has been meticulously reviewed and engineered to meet the regulations for criterion § 170.315(b)(10) Electronic Health Information export.

Schedule of milestones

Key Milestone	Date/Timeframe
Beginning of collection period for Real world testing	January 15, 2024
Review system updates for a potential SVAP update	April 15, 2024
Verify aggregate reports for data collection	Biannually, 2024
RWT period ends, verify collection of all data	December 31, 2024
Analyze data and create report	January 31, 2025

Care setting(s) that are addressed

Our certified EMR supports the following care settings:

- Palliative Providers: Independent providers or an organization consisting of groups of providers who offer palliative care for patients primarily in the home or other post-acute care settings. This measure applies to our care settings.

Expected outcomes

Real World Testing (RWT) will demonstrate the capability for a user role with the specified permission to export:

- EHI (Electronic Health Information) export of a single patient at any chosen time.
- EHI of all patients available at the time of certification.
- Include a publicly accessible hyperlink detailing the export format.

Report Results

For the 2024 Real-World Testing (RWT) period, Axxess conducted an assessment of the certified functionalities of §170.315(b)(10) - Electronic Health Information Export to validate the system's ability to generate and export patient health data in compliance with ONC's interoperability requirements.

Since no real-world clients actively used this feature during the testing period, Axxess performed structured synthetic data testing in a mirrored production environment to confirm compliance.

Testing Environment

- Tested System: Axxess' EHI Export Tool.
- Test Data: Synthetic patient records generated using USCDI v1-compliant datasets.
- Testing Process:
 - Single patient export: Validated export functionality for an individual patient's EHI.
 - Patient population export: Simulated exporting a batch of patient records.
 - Validation Method: Ensured exported files met structured data format requirements for integration with external systems.

Testing Metrics & Results

Test Case	Successful Exports	Total Export Attempts	Success Rate
Single patient EHI export	2	2	100%
Patient population EHI export	2	2	100%

- Numerator: The number of successful EHI exports completed.
- Denominator: The total number of export requests performed.
- Result: A 100% success rate, confirming that Axxess' EHI Export Tool meets certification requirements.

Analysis and Key Findings

Axxess' synthetic testing validated the functionality of the EHI Export Tool, ensuring that patient records can be accurately exported for external use. All export attempts successfully produced structured EHI files in the appropriate format.

- Single patient export requests consistently retrieved and generated an exportable data file without errors.
- Patient population exports were successfully generated, demonstrating the tool's ability to handle bulk data extraction.
- The exported files adhered to ONC standards and were formatted correctly for integration into external systems.
- No errors, failures, or non-conformities were observed during testing.

Non-Conformities or Errors Discovered

No discrepancies or deviations from the documented Real World Testing (RWT) Test Plan were identified. The export functionality performed as expected, and all results confirmed compliance with §170.315(b)(10) - Electronic Health Information Export.