

REAL WORLD TESTING PLAN – October 31, 2024

ONC - Health IT Certification Program

Table of Contents

General Information.....	1
Justification for Real World Testing Approach	2
Standards Updates (SVAP)	2
Measures Used in Overall Approach	3
1. Description of the Measurement/Metric.....	3
2. Associated Certification Criteria.....	3
3. Justification for Selected Measurement/Metric	4
4. Care Setting(s)	4
5. Expected Outcomes	5
Schedule of Key Milestones	5

General Information

Developer Name:	D.A.W. SYSTEMS, INC.
Product Name:	SCRIPTSURE CLOUD ERX
Version Name:	V.2.1 & v3.0
Certified Health IT Product List (CHPL) ID:	15.04.04.2919.Scri.02.01.0.220413 15.04.04.2919.Scri.03.02.0.231102
Developer Real World Testing Page URL:	https://www.dawsystems.com/pdf/realworldtestingplan102024.pdf
Certified Health IT Criteria:	170.315: (a)(1), a(4), a(5), b(3), b(10), d(1-8), d(12-13), g(2-5)
Associated Real World Testing Measure(s) for RWT (Scope of Real-World Testing):	170.315(b)(3), 170.315(b)(10)
RWT Plan report ID Number:	DAWRWT103124



Justification for Real World Testing Approach

D.A.W. SYSTEMS, INC. (hereinafter “DAW”) provides ScriptSure Cloud ERX (hereinafter “ScriptSure”) ONC Certified Health IT Solution (modular) to medical professionals in ambulatory care settings. The ScriptSure application is an Electronic Prescribing solution. The ScriptSure application is either sold directly to end users to be used as a stand-alone application or it is licensed to and integrated/interfaced with an EHR partner application. The audience and user base of the ScriptSure application covers a range of specialties. These specialties include family practice, internal medicine, pain management, hospice, palliative care, dentistry, behavioral health and more. All end users of ScriptSure electronically prescribe using the application. End user facilities using ScriptSure range from solo-practitioners to large group and multi-provider facilities.

The applicable and required criteria that will be tested is 170.315(b)(3) & 170.315 (b)(10).

DAW will focus Real World Testing on the electronic prescribing of both controlled and non-controlled medications in ambulatory settings across multiple specialties and multiple facility sizes. DAW will measure usability, successful transmission of Electronic Prescriptions across the Surescripts ERX network, receiving messages back from pharmacies and analyze and track error rates of electronic prescribed medications. Qualitative data will be collected through analysis of prescription transactions and quantitative data from end user feedback (where applicable) and analysis of support cases. This approach is justified based on the criteria, scope of the application and DAW userbase audience (ambulatory settings in which all of use ScriptSure to electronically prescribe). Completion will demonstrate compliance and maintenance to the associated (170.315(b)(3) and 170.315(b)(10)).

Standards Updates (SVAP)

Standard (and version):	Not Applicable
Updated certification criteria & associated product:	Not Applicable
Health IT Module CHPL ID:	Not Applicable
Method used for standard update:	Not Applicable
Date of ONC ACB notification:	Not Applicable
Date of customer notifications:	Not Applicable
Conformance measure:	Not Applicable
USCDI updated certification criteria:	Not Applicable

Measures Used in Overall Approach

1. Description of the Measurement/Metric

The following detail the testing Measurements that will be used to determine compliance and to produce the Real World Testing Final Report. Each of the measurements below will apply to data derived from users subject to the Real World Testing defined in the Care Settings section below.

Measurement		Description of Measurement/Metric
1.	Successful Prescriptions sent by End Users	This is calculated by the total number of prescriptions that were successful divided by the total number of prescriptions that were sent electronically to pharmacies by the users subject to the Real World Testing. Results will be represented in fractions and converted to percentages based of the Care Settings examined. Descriptions of acceptable rates based on industry practices will be evaluated and determined, and the results will be measured against the industry rates and overall compliance with the requirement of associated criteria. Prescriptions may be broken down into controlled vs noncontrolled and structured SIG vs free form SIG counts.
2.	Error Prescriptions	Determine the total number of error prescriptions over the timeline for the RWT and categorize them for analysis to determine if the error was caused by a ScriptSure issue, network issue, or pharmacy issue and within those categories if the issue is the result of a programmatic issue or a user/pharmacist training issue. The results will begin by calculating the total number of errors for the Care Settings and divide that by the total number of prescriptions the Care Settings executed. From there, the error messages will be separated into categories to determine the causes of errors and analyze.
3.	Change Prescription Requests	Calculate the total number of change prescription received and then calculate the total number of change prescriptions responded to by providers.
4.	Drug History Download Success and Utilization	Determine the total number of Drug History Download (DHD) requests sent and compare the number of successful, unsuccessful and error responses.
5.	Single Patient Export and Patient Population Export	Determine from log files Authorized users that have successfully exported individual patient and patient population exports and determine how many exports have been done and if any were unsuccessful.

2. Associated Certification Criteria

The associated certification criteria are controlled and non-controlled medications sent using per **170.315(b)(3) & 170.315(b)(10)**

3. Justification for Selected Measurement/Metric

All Providers (Care Settings) utilize the application to electronically prescribe medications in line with 170.315(b)(3). Analysis of Measurements below will demonstrate Real World use and offers the ability to test the efficacy and utilization of the application and its compliance with ONC criteria 170.315(b)(3). Each of the following are Measurements within the required tests for (b)(3) and therefore justified in the Real World Testing. 170.315(b)(10) will be measured from log files to determine authorized end user utilization of the patient

Measurement		Justification
1.	Successful Prescriptions sent by End Users	Measuring the rate of successful prescriptions will demonstrate that users are able to send prescriptions successfully to pharmacies.
2.	Error Prescriptions	Measuring the rate of prescriptions that result in an error will demonstrate that users are able to successfully send prescriptions to pharmacies without receiving errors which also verifies the compliance with the NCPDP standard format that prescriptions are sent in.
3.	Change Prescription Requests	Measuring the rate of change requests responded will help demonstrate efficiency of the system and proper notification to providers for a timely response.
4.	Drug History Download Success and Utilization	Measures the rate of DHD responses to assist providers with efficiency to perform medication reconciliations and ensure drug-allergy and drug-drug interactions are being performed against DHD medications for the patients.
5.	Single Patient Export and Patient Population Export	Measuring the utilization of export patient data in a CCD-A format for single patients and for an entire practice.

4. Care Setting(s)

The care setting selected for Real World Testing represent differing user types (MD, DO) and specialties (General Practice, Psychiatrist, Hospice). Recent new users (within 3 months of utilizing ScriptSure) and long-term users (in excess of 1 year) will be included in the testing results. The care settings that will be subject to Real World Testing are listed below and will represent a viable cross section of the Real World users of the ScriptSure ONC Certified application. A minimum of 5 active providers at a minimum of 3 practices will be tested. (DAW may decide to include more providers and facilities in the testing.) Our testing will measure ambulatory sites that we support and target and market to. This will cover a sufficient and viable sample of active users of the certified EHR:

- A. Solo Practice (1more providers) in any specialty (ambulatory setting).
- B. Group Practice (2 or more providers) in Behavioral Health (ambulatory setting).
- C. Hospice facility (long-term care setting).

5. Expected Outcomes

Measurement		Expected Outcome
1.	Successful Prescriptions sent by End Users	> 99% of all prescriptions sent by a provider will be successful. We expect that there will be equal success of prescriptions across both controlled and non-controlled prescriptions and across all Care Settings and user types.
2.	Error Prescriptions	< 1% of all prescriptions sent will result in an error.
3.	Change Prescription Requests	> 75% RxChange response rate.
4.	Drug History Download Success and Utilization	> 90% of prescriptions will have DHD properly captured.
5.	Single Patient Export and Patient Population Export	Audit Log will show successful export of single patients and where utilized successful export of entire patient population. No errors realized as a part of the export activities.

Schedule of Key Milestones

Key Milestone	Care Setting	Date/Timeframe
Define specific end users that will be tracked throughout the course of the Real World Testing	All Care Settings defined	Q1 2025
Begin collection of data as laid out by the plan for analysis	All Care Settings defined	Q2 2025
Capture data at end of quarter for analysis and comparison to previous quarter	All Care Settings defined	Q3 2025
Create final reports and submit by 2/1/2026	All Care Settings defined	Q4 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.

Authorized Representative Name: Adam Forman, COO

Authorized Representative Email: aforman@dawsystems.com

Authorized Representative Phone: 866-755-1500

Authorized Representative Signature: 

Date: October 31, 2024