



Real World Testing Reports Result for NextGen Healthcare

GENERAL INFORMATION

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

Developer Name: NextGen Healthcare

Product Name(s), Version Number(s) and Certified Health IT CHPL ID(s):

NextGen Enterprise EHR 6.2021.1 Cures 15.04.04.2054.Next.60.10.1.220318

NextGen Enterprise EHR Enterprise 8 15.04.04.2054.Next.80.11.1.230620

Developer Real World Testing Plan Page URL: [Certifications | NextGen CMS, ONC Product Certifications](#)

CHANGES TO ORIGINAL PLAN

Summary of Change [Summarize each element that changed between the plan and actual execution of Real World Testing]	Reason [Describe the reason this change occurred]	Impact [Describe what impact this change had on the execution of your Real World Testing activities]
<p>§ 170.315(b)(1) Modified Measure/Metric section to measure successfully exported and validated imported CCD and Referral Note type C-CDA documents.</p>	<p>The previous outbound metric was measuring count and was changed to percentage. The previous inbound measure was capturing validation status for inbound C-CDA documents generated by systems outside of NextGen, even though NextGen had not created these documents. The metric now measures inbound documents were validated, regardless of the status.</p>	<p>There is no significant change to the outbound metric, only the format. The inbound metric more accurately represents proper use of our certified software by measuring both successful import and validation C-CDA documents.</p>

WITHDRAWN PRODUCTS

Product Name(s):	N/A
Date(s) Withdrawn:	N/A
Inclusion of Data in Results Report	N/A



JUSTIFICATION FOR REAL WORLD TESTING APPROACH

Because the functionality is the same in all products, all Real World Testing will occur in NextGen Enterprise 6.2021.1 Cures.

- This plan will cover NextGen Healthcare's approach to Real World Testing for our ambulatory care client base.
- Data will be gathered primarily in an automated fashion using database queries and logs. Where that is not possible, we will engage clients to gather the data in a direct approach.
- Each criterion will have between one to two metrics defined to showcase how the criterion is being used in real clinical scenarios. The numbers of customers used for each criterion will be defined as part of each metric, as well as the timeframe where applicable examined to collect each metric.
- The main care settings used throughout this testing is the Ambulatory Care Setting including multispecialty practices, community health centers and primary care organizations.
- No supported specialty types were excluded from metric and data collection.
- Success will be defined by our ability to highlight how each of these criteria is being used by providers in real patient care. Some criteria, for example (b)(3) ePrescribing, will have a much higher volume of use than (f)(7) Healthcare Surveys due purely to the nature of the criterion and its use for daily patient care.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.

Standard (and version)	2023 CMS QRDA Category III IG for Eligible Clinicals/Professionals
Updated certification criteria and Associated Product	(c)(3) Clinical Quality Measures – Report
CHPL Product Number	<p>NextGen Enterprise EHR 6.2021.1 Cures 15.04.04.2054.Next.60.10.1.220318</p> <p>NextGen Enterprise EHR Enterprise 8 15.04.04.2054.Next.80.11.1.230620</p>
Method used for standard update	SVAP
Date of ONC ACB notification	09/16/2023
Date of customer notification (SVAP only)	9/18/2023
Conformance measure	Conformance was demonstrated through the CMS validation tool and Cypress
USCDI updated certification criteria (and USCDI version)	N/A



Care Setting(s)

All criteria were tested in the Ambulatory setting.

Metrics and Outcomes

§ 170.315(b)(1) Transitions of Care

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
<p>Count of total imported/exported CCD and Referral Note type C-CDAs into the EHR using either NextGen® Share or NextGen® Rosetta Interface Messenger within a 3-month timeframe:</p> <ul style="list-style-type: none"> Percentage of successfully exported CCDAs Percentage of validated imported CCDAs 	<p>§ 170.315(b)(1)</p>	<p>NextGen® Share OR NextGen® Rosetta Interface Messenger</p>	<p>Successfully Exported Results:</p> <ul style="list-style-type: none"> 3 month timespan 4/1/24 - 6/30/24 Total Client Systems = 403 Total Exported CCDA documents = 216,864 <p>Success Percentage: 98.66%</p> <p>Imported and Validated Results:</p> <ul style="list-style-type: none"> 3 month timespan 4/1/24 - 6/30/24 Total Client Systems = 779 Total Imported CCDA documents = 836,121 <p>Validation Percentage: 99.47%</p>



§ 170.315(b)(2) Clinical Information Reconciliation and Incorporation

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Percentage of C-CDA records received within a one-month timeframe where medications, allergies, and problems were reconciled	§ 170.315(b)(2)	NextGen® Share OR NextGen® Rosetta Interface Messenger	Total of 5154 CCDA records where medications, allergies, and problems were reconciled (0.48% of total CCDA received). The software was working as expected, the end users determined what data is reconciled. Timeframe: One Month (6/1-6/30) No errors in transmission were captured

§ 170.315(b)(3) Electronic Prescribing

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Calculation of the percentage of successful transactions for each supported message type over a 10-day timeframe along with total counts for each transaction type	§170.315(b)(3)	First Databank and Surescripts	Over 4.0 million e-prescribing Transactions Timeframe: 10 Days (07/28-8/6) Success Percentage: 97.5% NewRx – 2.1 million RxRenewal Request – 717,575 RxRenewal Response – 518,454 CancelRx Request – 218,831 CancelRx Response – 196,873 RxChange Request – 17,634 RxChange Response – 5,955 RxFill – 86,713 RxHistory – 90,439 RxHistory Response – 80,967



§ 170.315(b)(6) Data Export

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
The count of export summaries created during a three-month timeframe	§ 170.315(b)(6)	NextGen® Share OR NextGen® Rosetta Interface Messenger	Total of 472,407 export summaries were generated, across 956 batches. Timeframe: Three Months (4/1-6/30) No errors in transmission were captured Success Percentage: 99.2%

§ 170.315(b)(9) Care Plan

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Count of Care Plan documents received within a three-month timeframe	§ 170.315(b)(9)	NextGen® Share OR Nextgen® Rosetta Interface Messenger	For this metric, we counted the total number of Care Plan documents received. No clients received one of these reports during the specified timeframe. Timeframe: Three Months (4/1-6/30) Count of Reports Generated using Mock Data: 1 No errors in transmission were captured
Count of Care Plan documents generated within a three-month timeframe	§ 170.315(b)(9)	NextGen® Share OR Nextgen® Rosetta Interface Messenger	Total of 568 Care Plan documents Generated Timeframe: Three Months (4/1-6/30) No errors in transmission were captured Success Percentage: 100%

§ 170.315(c)(1) Clinical Quality Measures – Record and Export

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Overall count of QRDA CAT I files EXPORTED by querying the HQM database	§ 170.315(c)(1)	Nextgen® HQM	Total of 3,480,604 files exported between Jan 1 and October 31 2024
Count of QRDA CAT I files EXPORTED / Count of QRDA CAT	§ 170.315(c)(1)	Nextgen® HQM	3,480,604 exported 3,486,808 generated



I files generated to calculate the percentage of successful QRDA CAT I files EXPORTED during the reporting period EXPORTED by querying the HQM database			99.82% of files were exported successfully
Count of QRDA CAT I EXPORTED files failed / Count of QRDA CAT I file EXPORT attempts to calculate the rate of success vs. failure for file generation by querying the HQM database	§ 170.315(c)(1)	Nextgen® HQM	9 files failed to zip properly for export 3,486,819 export attempts 0.0003% of exported files failed

§ 170.315(c)(2) Clinical Quality Measures – Import and Calculate

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
170.315(c)(2) Overall count of QRDA CAT I files IMPORTED by querying the HQM database	§ 170.315(c)(2)	Nextgen® HQM	Total of 1513 files were imported between Jan 1 and October 31 2024
170.315(c)(2) Count of QRDA CAT I files IMPORTED / Count of QRDA CAT I files uploaded to calculate the percentage of successful QRDA CAT I files IMPORTED during the reporting period by querying the HQM database	§ 170.315(c)(2)	Nextgen® HQM	1513 files were imported 1513 files were uploaded 100% of imported files were imported successfully
Overall count of QRDA CAT I files imported by querying the HQM database	§ 170.315(c)(2)	Nextgen® HQM	Total of 1513 files were imported between Jan 1 and October 31 2024
Validate imported QRDA CAT I data exists in a random sample of IMPORTED patient files by visually inspecting the patient level data in the HQM Production environment and producing a SQL query of the data in the underlying tables in the HQM database being used for calculation	§ 170.315(c)(2)	Nextgen® HQM	25 imported patient files were reviewed, and data was visible in the application and in the underlying tables.



Measure rate of success vs failure of visual inspection			
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§ 170.315(c)(3) Clinical Quality Measures - Report

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
170.315(c)(3) Overall Count of QRDA CAT III files EXPORTED by supported program file type (CPC+, PCF, MIPS Quality) by querying the HQM database	§ 170.315(c)(3)	Nextgen® HQM	CPC+ : The program was retired in 2023, so no files were exported for that program PCF : Total of 44 files exported MIPS Quality : Total of 46 files were exported
Count of QRDA CAT III files successfully submitted / Count of QRDA CAT III files EXPORTED from a random sample of 5 files per supported CMS Program to calculate a percentage of QRDA CAT III files in the correct format by contacting the clients by phone or email to confirm successful submission	§ 170.315(c)(3)	Nextgen® HQM	PCF : Confirmed that all 5 files from the sample were successfully submitted 100% success rate MIPS Quality : Confirmed that all 5 files from the random sample were successfully submitted. 100% success rate

§170.315(e)(1) View, Download, and Transmit to 3rd Party

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Count of C-CDAs successfully viewed % Of errors compared to success over a one-month timeframe	§170.315(e)(1)	Medfusion Patient Portal (NextGen® PxP Patient Portal)	Total of 1,663,160 views Timeframe : One month (10/1-10/31) Success Percentage : 100%
Count of C-CDAs successfully downloaded % Of errors compared to success over a one-month timeframe	§170.315(e)(1)	Medfusion Patient Portal (NextGen® PxP Patient Portal)	Total of 537,930 Downloads Timeframe : One month (10/1-10/31) Success Percentage : 99% success
Count of C-CDAs successfully viewed transmitted	§170.315(e)(1)	Medfusion Patient Portal (NextGen® PxP Patient Portal)	Total of 20,946Transmits Timeframe : One month (10/1-10/31) Success Percentage : 100% success



% Of errors compared to success over a one-month timeframe			
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§ 170.315(f)(1) Transmission to Immunization Registries

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Count of Immunization orders (VXU) reported to Registries in a one-month timeframe	§ 170.315(f)(1)	NextGen® Rosetta Interface Messenger	Total of 497,779 transmissions Timeframe: One Month (6/1-6/30) 17,402 failures in transmission were captured Success Percentage: 96.5%
Count of Immunization queries and responses (QBP) received from Registries in a one-month timeframe	§ 170.315(f)(1)	NextGen® Rosetta Interface Messenger	Total of 188,679 queries Timeframe: One Month (6/1-6/30) 1,763 failures in transmission were captured Success Percentage: 99%

§ 170.315(f)(2) Transmission to Public Health Agencies – Syndromic Surveillance

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Count of Syndromic Surveillance Reports generated over a three-month timeframe	§ 170.315(f)(2)	NextGen® Rosetta Interface Messenger	For this metric, we counted the total number of Syndromic Surveillance reports generated. No clients transmitted one of these reports during the specified timeframe. Timeframe: Three Months (4/1-6/30) Count of Reports Generated using Mock Data: 1 No errors in transmission were captured.



§ 170.315(f)(4) Transmission to Cancer Registries

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Count of Cancer registry reports generated over a three-month timeframe	§ 170.315(f)(4)	NextGen® Rosetta Interface Messenger	Total of 7,078 transmissions Timeframe: Three Months (4/1-6/30) No errors in transmission were captured Success Percentage: 100%

§ 170.315(f)(5) Transmission to Public Health Agencies – Electronic Case Reporting

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Count of Electronic Case Reports generated over a three-month timeframe	§ 170.315(f)(5)	Nextgen® Rosetta Interface Messenger and NextGen® Share	Total of 3,101 transmissions Timeframe: Three Months (4/1-6/30) 173 failures in transmission were captured Success Percentage: 94.4%

§ 170.315(f)(7) Transmission to Public Health Agencies – Health Care Surveys

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Count of Healthcare Survey reports generated over a three-month timeframe	§ 170.315(f)(7)	NextGen® Rosetta Interface Messenger	Total of 346,100 transmissions Timeframe: Three Months (4/1-6/30) No errors in transmission were captured Success Percentage: 100%

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

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Query the API to successfully perform to	§170.315(g)(7)	NextGen® Patient Access API	Total Queries: 648,164 Timeframe: 30 days (Oct. 1-Oct 31)



<ul style="list-style-type: none"> Identify a patient and receive a token for access <p>Report the number of successes vs failures over time to determine a success/failure rate</p>			<p>Success Percentage: (84.0%)</p> <p>Failure: 118,494 (16.00%)</p>
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§ 170.315(g)(9) Application Access – All Data Request

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
<p>Query the API to successfully perform to:</p> <ul style="list-style-type: none"> Retrieve a C-CDA R2.1 document and validate using the test tool <p>Report the number of successes vs failures over time to determine a success/failure rate for each of the above steps</p>	<p>§170.315(g)(9)</p>	<p>NextGen® Patient Access API AND Medfusion Patient Portal (NextGen® PxP Portal)</p>	<p>Total Queries: 29,066,675</p> <p>Timeframe: 30 days (Oct. 1-Oct 31)</p> <p>Success Percentage: (95.0%)</p> <p>Failure Percentage: 1,465,133 (5.0%)</p>

§ 170.315(g)(10) Standardized API for Patient and Population Services

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
<p>Query the API to successfully perform to:</p> <ul style="list-style-type: none"> Retrieve the full set of data for each USCDI v1 data category. Demonstrate the ability to display this data in the NextGen EHR <p>Report the number of successes vs failures over time to determine</p>	<p>§170.315(g)(10)</p>	<p>NextGen® Patient Access API</p>	<p>Total Queries: 1,013</p> <p>Timeframe: 30 days (Oct. 1-Oct 31)</p> <p>Success Percentage: (24.5%)</p> <p>Failure Percentage: 3,120 (75.5%)</p> <p>Failures were not unexpected, data sent is from outside sources and therefore out of our control</p> <p>Failure Reason Codes below:</p> <p>401: Unauthorized 58.1%</p> <p>400: Bad Request .02%</p> <p>404: Not Found 17.2%</p>



§ 170.315(h)(1) Direct Messaging

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Collect the count of sent/received direct messages using NextGen® Share within a 3-month timeframe: <ul style="list-style-type: none"> Number of Successfully sent Direct Messages Number of Failed to send Direct Messages 	§ 170.315(h)(1)	NextGen® Share	Outbound Messages: 3 month timespan 4/1/24 - 6/30/24 Total Messages = 480,886 Success Percentage: 98.17% Failure Percentage: 1.83%
Collect the count of sent/received direct messages using NextGen® Share within a 3-month timeframe: <ul style="list-style-type: none"> Number of Successfully received Direct Messages Number of Failed to receive Direct Messages 	§ 170.315(h)(1)	NextGen® Share	Inbound Messages: 3 month timespan 4/1/24 - 6/30/24 Total Messages = 2,122,956 Success Percentage: 99.51% Failure Percentage: 0.49%

KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Queries were developed and validated with internal data, client systems and/or transactions	Ambulatory	Q2, 2024
Data collected and / or observed from client systems	Ambulatory	Q2, 2024
Validation and analysis of data and metrics completed	Ambulatory	Q4, 2024
Report created and submitted to ONC-ACB (Drummond)	Ambulatory	Q1, 2025



ATTESTATION

This Real World Testing Results 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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Date: 01/17/2025 | 08:34:15 PST

Certified health IT continues to be compliant with the certification criteria, including the required technical standards and vocabulary codes sets; certified health IT is exchanging EHI in the care and practice settings for which it is marketed for use; and EHI is received by and used in the certified health IT. (85 FR 25766) ⁱⁱ <https://www.federalregister.gov/d/2020-07419/p-3582>