REAL WORLD TESTING PLAN TEMPLATE

GENERAL INFORMATION

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

Developer Name: NextGen Healthcare

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

NextGen® Direct Messaging	2.13	15.04.04.2054.Next.02.03.0.201218
NextGen® Direct Messaging	2.14	15.04.04.2054.Next.02.04.0.210812

Developer Real World Testing Page URL: https://www.nextgen.com/certifications

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

This plan will cover **§ 170.315(h)(2) Direct Project, Edge Protocol**, and **XDR/XDM17** for the **Direct Messaging** product.

• Data will be gathered primarily by:
  o Sending messages in a manual fashion to and from HISPs (Health Information Service Providers) i.e., organizations that hold or process health information
  o Running queries against our production database to assess success percentage for outbound and inbound messages over a period of 30 days to and from HISPs

• Each criterion will have four measurements listed in the Description of Measurement/Metric section below

• Success will be defined by the completion/success rate of the messages sent to and from HISPs

• Testing will be performed using **NextGen Direct Messaging v2.14**, but will account for version 2.13 as the functionality is the same in all versions

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

Standard (and version)	N/A
USCDI -updated certification criteria (and USCDI version)	N/A

MEASURES USED IN OVERALL APPROACH
Description of Measurement/Metric

§ 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM17

Measurement/Metric	Description
Successfully sending messages to HISPs w/C-CDA (medical information) attached w/associated MDNs (Processed and Dispatched) to at least 3 HISP partners	The tester verifies that the Health IT Module has successfully sent encrypted and signed health information to 3 partner HISPs using Direct v1.2 in accordance with the standard specified at **§ 170.202(a)(2)**. The verification includes: Indication through documentation that the Health IT Module sent "Wrapped" RFC-5751 messages to 3 separate and unrelated HISP partners. Indication through documentation of the Health IT Module receiving processed Message Disposition Notifications (MDNs) from each of the 3 partner HISPs generated upon receiving the Direct message from the Health IT Module.
Successfully receiving messages from HISPs w/C-CDA (medical information) attached w/associated MDNs (Processed and Dispatched) from at least 3 HISP partners	The tester verifies that the Health IT Module has received encrypted and signed health information from 3 partner HISPs using Direct v1.2 in accordance with the standard specified at **§ 170.202(a)(2)**. The documentation includes: - Indication that the Health IT Module successfully received "Wrapped" RFC-5751 messages from 3 separate and unrelated HISP partners. - Indication of the Health IT Module generating and transmitting processed Message Disposition Notification (MDNs) to each of the 3 partner HISPs generated upon receiving the Direct message from each partner HISP.
Successfully sending XDR/XDM messages to HISPs w/associated MDNs (Processed and Dispatched) to at least 3 HISP partners	The tester verifies that the Health IT Module has successfully sent encrypted and signed health information to 3 partner HISPs using Direct v1.2 in accordance with the standard specified at **§ 170.202(b)**. The verification includes: - Indication through documentation that the Health IT Module sent "Wrapped" RFC-5751 messages to 3 separate and unrelated HISP partners. - Indication through documentation of the Health IT Module receiving processed Message Disposition Notifications (MDNs) from each of the 3 partner HISPs generated upon receiving the Direct message from the Health IT Module.

| Successfully receiving XDR/XDM messages from HISPs w/associated MDNs (Processed and Dispatched) from at least 3 HISP partners | The tester verifies that the Health IT Module has received encrypted and signed health information from 3 partner HISPs using Direct v1.2 in accordance with the standard specified at **§ 170.202(b)**. The documentation includes:

- Indication that the Health IT Module successfully received "Wrapped" RFC-5751 messages from 3 separate and unrelated HISP partners.
- Indication of the Health IT Module generating and transmitting processed Message Disposition Notification (MDNs) to each of the 3 partner HISPs generated upon receiving the Direct message from each partner HISP. |

Associated Certification Criteria

Measurement/Metric	Associated Certification Criteria
Successfully sending message to HISP w/C-CDA (medical information) attached w/associated MDNs (Processed and Dispatched) to at least 3 HISP partners	A requirement of **§ 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM** is the ability to verify that Direct Messaging has successfully sent encrypted and signed health information to 3 partner HISPs using Direct v1.2 in accordance with the standard specified at § 170.202(a)(2). The verification includes: - Indication through documentation that the Health IT Module sent "Wrapped" RFC-5751 messages to 3 separate and unrelated HISP partners. - Indication through documentation of the Health IT Module receiving processed Message Disposition Notifications (MDNs) from each of the 3 partner HISPs generated upon receiving the Direct message from the Health IT Module.
Successfully receiving message from HISP w/C-CDA (medical information) attached w/associated MDNs (Processed and Dispatched) from at least 3 HISP partners	A requirement of **§ 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM** is the ability to verify that Direct Messaging has received encrypted and signed health information from 3 partner HISPs using Direct v1.2 in accordance with the standard specified at **§ 170.202(a)(2)**. The documentation includes: - Indication that the Health IT Module successfully received "Wrapped" RFC-5751 messages from 3 separate and unrelated HISP partners. - Indication of the Health IT Module generating and transmitting processed Message Disposition Notification (MDNs) to each of the 3 partner HISPs generated upon receiving the Direct message from each partner HISP.

Justification for Selected Measurement/Metric

Measurement/Metric	Justification
Successfully sending XDR/XDM message to HISP w/associated MDNs (Processed and Dispatched) to at least 3 HISP partners	A requirement of **170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM** is the ability to verify that Direct Messaging has successfully sent encrypted and signed XDR/XDM messages from Direct Messaging to 3 partners (e.g., other vendor Health IT Modules (HISPs) that have implemented (h)(1) or (h)(2) capabilities) using Direct v1.2 in accordance with the standard specified at **§ 170.202(b)** ONC XDR and XDM for Direct Messaging Specification
Successfully receiving XDR/XDM message from HISP w/associated MDNs (Processed and Dispatched) from at least 3 HISP partners	A requirement of **170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM** is the ability to verify that Direct Messaging has successfully received encrypted and signed XDR/XDM messages from at least 3 HISP partners (e.g., other vendor Health IT Modules (HISPs) that have implemented (h)(1) or (h)(2) capabilities) using Direct v1.2 in accordance with the standard specified at **§ 170.202(b)** ONC XDR and XDM for Direct Messaging Specification

Care Setting(s)

Care Setting	Justification
HIEs (i.e., we facilitate health information exchange via the Direct Protocol)	We provide for health information exchange / Nextgen helps to process the sending and receiving of direct messages via the Direct Protocol.
Hospitals, Ambulatory Clinics, Payers	We allow various types of HISPs to use our service to exchange Direct messages.

Expected Outcomes

Measurement/Metric	Expected Outcomes
Success rate for sending direct messages w/C-CDA content	100% percent of messages sent with C-CDA content will be delivered with the appropriate MDNs (Dispatched and Processed notifications) to the various HISP partners.
Success rate for receiving direct messages w/C-CDA content	100% percent of messages received with C-CDA content will be delivered with the appropriate MDNs (Dispatched and Processed notifications) to our system.
Successfully sending XDR/XDM message to HISP w/associated MDNs (Processed and Dispatched) to at least 3 HISP partners	100% percent of messages sent with XDR/XDM data will be delivered with the appropriate MDNs (Dispatched and Processed notifications) to the various HISP partners.
Successfully receiving XDR/XDM message from HISP w/associated MDNs (Processed and Dispatched) from at least 3 HISP partners	100% percent of messages received with XDR/XDM data will be delivered with the appropriate MDNs (Dispatched and Processed notifications) to our system.

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Development of candidate list of HISP partners to assist with the Real-World Testing	HIEs, Hospitals, Ambulatory Clinics, Payers	10/04/2023
Finalization of the Real-World Testing plan, and submission to ONC-ACB per ONC-ACB instruction	IEs, Hospitals, Ambulatory Clinics, Payers	11/15/2023
RWT / Collection of data / create report	HIEs, Hospitals, Ambulatory Clinics, Payers	04/01/2024
Validation of expected results	HIEs, Hospitals, Ambulatory Clinics, Payers	06/01/2024

Submission of final test results Report	HIEs, Hospitals, Ambulatory Clinics, Payers	02/15/2025

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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DocuSigned by:

John Ellis

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[i] 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