



Net Health WoundExpert

General Information

Plan Report ID Number: 2024001

Developer Name: Net Health

Product Name: Net Health® WoundExpert

Version Number: 7.0

Certified Health IT Product List (CHPL) ID: 15.04.04.2815.Woun.07.00.1.181231

Developer Real World Testing Page URL: www.nethealth.com/real-world-testing

Real World Testing Results

Table of Contents

- Changes to Original Plan
- Withdrawn Products
- Summary of Testing Methods and Key Findings
 1. Electronically Send and Receive Referrals
 2. E-Prescribing
 3. Data requests – Application Access
 4. Patient Access to View, Download, Transmit
 5. Patient Selection – Application Access
 6. Export and Import CQM Data
 7. Direct Project
 8. Data Export
- Standards Updates (Including SVAP and USCDI)
- Care Settings
- Metrics and Outcomes
 1. Electronically Send and Receive Referrals
 2. E-Prescribing
 3. Data requests – Application Access
 4. Patient Access to View, Download, Transmit
 5. Patient Selection – Application Access
 6. Export and Import CQM Data
 7. Direct Project
 8. Data Export
- Key Milestones



- Attestation

Changes to Original Plan

Summary of Change	Reason	Impact
Application name change from “Net Health Wound Care” to “Net Health WoundExpert.”	Marketing and branding alignment within the business.	None

Withdrawn Products

Net Health did not withdraw any certified products in 2024.

Summary of Testing Methods and Key Findings

Net Health WoundExpert’s approach to real world testing (RWT) reinforces our commitment to compliance with our certification criteria. Our cloud-based, SaaS (Software as a Service) application allows for real-time, de-identified and aggregated usage reports, permitting Net Health to verify the application works in production as intended and verifying Net Health WoundExpert’s ability to be used by providers in the real world.

Within the second year (2023) of Real-World Testing results collection and monitoring, we saw how real customer usage applied to the methods selected for the plan – this includes areas with low levels of usage. However, due to the nature of our application, we were able to submit test data within the production environment for most low-usage methods in order to replicate and produce results, as they would be if a provider had initiated the methods. As such, the results shared in this report demonstrate what the real-time, de-identified, and aggregated usage of these methods are within the same production environment that our providers use.

Through monitoring these results, we were also able to identify areas where the methods were producing errors or error rates above the desired thresholds. Using this visibility, we were able to address these areas.

1. Electronically Send and Receive Referrals

Measure: Numbers of received and sent referral summaries, and associated success rate, in the Net Health WoundExpert production environment.



Description: A provider should be able to electronically send and receive a referral from another provider or clinical practice within the Net Health WoundExpert software using the specified standards. This measure will demonstrate the ability of a provider to send a care/referral summary from Net Health WoundExpert, receive a care/referral summary, and review, validate, and incorporate data within Net Health WoundExpert using the most up to date USCDI v1 data.

Net Health internal audit log reports will be reviewed to validate the number of times a provider sent or received a transition of care/referral summary, along with success and error rates. This aggregate report will be reviewed quarterly by Net Health staff. Net Health WoundExpert also provides clients with a Referral Summary Error Log that allows them to see for themselves within the application if an imported referral summary has failed, along with the associated error message.

Additionally, the measure will verify the correct patient record and incorporate the data into the appropriate patient's record by matching any pre-existing patient records on name, date of birth, and facility with the incoming transition of care. If demographic information does not match, the clinician can locate the patient manually using a search function or create a new patient record.

For inbound patient referrals, Net Health WoundExpert users can utilize a reconciliation tool built into the software for the imported Consolidated-Clinical Document Architecture (C-CDA) data. Users can then compare items already documented on the patient record and any new medical record elements included in the referral summary. The clinician can then elect to reconcile the two data sets to create a comprehensive medical record for the patient.

Justification for selected measure/metric: By utilizing a cloud-based, SaaS application, Net Health can run aggregated reports of functionality usage within the application across customer installations in our production environment. Net Health WoundExpert is able to demonstrate conformance with the certification criteria in wound care practices without disrupting providers and clients with data requests by analyzing the number of successful and error-generating exchanges of C-CDAs.

2. E-Prescribing

Measure: Number of quarterly successful transactions for each supported e-prescribing message type in the Net Health WoundExpert production environment and number of errors for each message type.



Description: A provider should be able to perform electronic prescribing following the standards in §170.315(b)(3).

Because Net Health WoundExpert is a SaaS-based application, Net Health will create internal reports that demonstrate real world use of electronic prescribing. Net Health WoundExpert can meet all requirements of §170.315(b)(3) by querying our database for utilization numbers (and associated errors) for each supported e-prescribing message type as defined by the requirements. This will be done quarterly to verify all transaction types are being utilized and reviewed by Net Health staff.

If Net Health WoundExpert providers have not completed transactions for each message type stipulated in §170.315(b)(3), those transactions will not be able to be demonstrated in our production environment using this method. However, Net Health users do currently e-prescribe in the Net Health WoundExpert application today. Net Health will respond to any findings that indicate zero usage for particular message types and investigate.

Justification for selected measure/metric: By pulling aggregate usage reports from the Net Health database, we can demonstrate conformance with certification criteria without disrupting our providers and clients with data requests. These aggregated reports will demonstrate that new prescriptions were successfully routed to Surescripts, and that previous e-prescriptions can be effectively updated within the Net Health WoundExpert application from inbound e-prescription requests utilizing the latest NCPDP standard message formats.

3. Data Requests – Application Access

Measure: Number of successful exchanges of structured patient information in Net Health’s production environment as measured by API calls within the publicly available Net Health API.

Description: A patient should be able to share their health information upon request with third-party vendors that have elected to integrate with Net Health’s publicly available FHIR API. Additionally, third-party vendors should be able to perform an EMR-based launch of a FHIR application as part of this new program. Documentation and costs associated with this API will be made available to all vendors.

Given the patient population our application serves, and our status as a specialty EMR, utilization of this API function is low; however, we hope to drive adoption by generating meaningful use cases alongside our customers. If that is the case, upon our completion of



this test, Net Health can prove conformance with this certification criteria in our production environment with test data.

If, by the end of Quarter 3, Net Health WoundExpert is not able to verify all the requirements using aggregated and de-identified reporting data, Net Health will utilize a test application built in our production environment with which we can exchange test patient information to collect results in quarter 4. All tests can be completed in our production environment.

Due to Net Health WoundExpert being a SaaS-based application, all requirements of §170.315(g)(10), and §170.315(g)(9) can be met by querying the database to verify the number of responses for data requests by data category, date range, or all data categories in accordance with the criteria. A quarterly review of the certification criteria will be done to verify each requirement is met throughout the year.

Justification for selected measure/metric: By utilizing Net Health WoundExpert's cloud capabilities to pull aggregate reports of functionality from the application, we can demonstrate conformance with the certification criteria without disrupting our providers and their patients with data requests.

Furthermore, it would be difficult to verify FHIR API utilization if our clients' patients are not taking advantage of this function or if no third-party vendors have elected to utilize our publicly available FHIR API. By using a test facility in the same production environment used by our clients and integrating a Net Health-developed healthcare app, Net Health will demonstrate conformance to the certification criteria.

4. Patient Access to View, Download, Transmit

Measure: Number of successful downloads, views and transmissions of patient C-CDAs within Net Health's Patient Portal as triggered by a patient's (or their authorized representative) action within our cloud-based portal.

Description: A patient should be able to view, download and transmit their health information to a third-party. Net Health has built a Patient Portal to fulfill this function, allowing patients on- demand access to their medical record information.

Because Net Health WoundExpert is a SaaS-based application, all requirements of §170.315(e)(1) can be met by querying the database for each individual requirement. A quarterly review of each certification criterion will be done to verify each requirement is met.

All criteria are tested against the new 21st Century Cures Act updates test procedures in addition to testing the real-world usage and results of the core software functions.



Justification for selected measure/metric: By utilizing Net Health WoundExpert's cloud capabilities to pull aggregate reports of functionality from the application, we can demonstrate conformance with the certification criteria without disrupting our providers and clients with data requests.

Patient medical record information in the format of the USCDI v1 elements is fully viewable in a human-readable format within Net Health's patient portal. Successful downloads, views and transmissions imply effective utilization of this key functionality within our patient portal.

5. Patient Selection – Application Access

Measure: Number of successful exchanges of structured patient information with a third-party vendor in Net Health's production environment utilizing a shared patient ID.

Description: Net Health's publicly available FHIR API allows for a standard exchange of patient health information utilizing a shared patient ID to ensure accurate record exchange.

Because Net Health WoundExpert is a SaaS-based application, all requirements of §170.315(g)(7) can be met by querying the database for each individual requirement. A quarterly review of certification criteria will be done to verify each requirement is met throughout the year.

Furthermore, it would be difficult to verify API utilization if our clients' patients are not taking advantage of this function or if no third-party vendors have elected to utilize our publicly available API. By using a test facility in the same production environment used by our clients and integrating a Net Health-developed healthcare app, Net Health will demonstrate conformance to the certification criteria.

Justification for selected measure/metric: By utilizing Net Health WoundExpert's cloud capabilities to pull aggregate reports of functionality from the application, we can demonstrate conformance with the certification criteria without disrupting our providers and clients with data requests.

Furthermore, it would be difficult to verify API utilization if our clients' patients are not taking advantage of this function or if no third-party vendors have elected to utilize our publicly available API. By using a test facility in the same production environment that is utilized by our clients and integrating a Net Health-developed healthcare app, Net Health will demonstrate conformance to the certification criteria.



6. Export and Import CQM Data

Measure 1: Number of QRDA Category I files created by Net Health WoundExpert users.

Description: Net Health WoundExpert is designed with interoperability in mind, allowing providers to record and export MIPS CQM information, as well as import data files and calculate measure scores.

Net Health WoundExpert will utilize internal reports to demonstrate clients can successfully import/ export data files. Net Health will monitor utilization of our QRDA Category I export capabilities throughout the reporting year.

Measure 2: Number of successful data submissions directly to CMS using Net Health WoundExpert's Automatic Transmission.

Description: Net Health WoundExpert has also developed functionality to allow individual providers to directly report promoting interoperability and eCQM data to CMS via the Net Health WoundExpert application and CMS' OAuth API. Utilizing internal reports and audit logs, Net Health WoundExpert can verify whether clients are utilizing the API successfully.

Justification for selected measure/metric: Net Health's focus is on using our cloud-based application's ability to provide unbiased utilization data. We will monitor utilization of these functions to demonstrate our clients' ability to utilize the system to record, export, import, calculate and report for CQM data.

7. Direct Project

Measure: Number of messages successfully routed to Secure Exchange Solutions.

Description: Net Health partners with Secure Exchange Solutions to meet the §170.315(h)(1) Direct Project certification criteria. The measure will verify that our integration with Secure Exchange Solutions is in production and Net Health WoundExpert users are able to successfully send and receive direct messages as detailed by the criteria.

Justification for selected measure/metric: Net Health WoundExpert uses a third-party, Secure Exchange Solutions, to meet this criterion via their SES Direct product. Secure Exchange Solutions will submit a real-world testing plan as part of their certification, so our measure is based on verification of our successful integration with Secure Exchange Solutions in our production environment.

8. Data Export



Measure: Number of successful exports using Net Health WoundExpert's data export tool.

Description: Net Health has built a data export tool to meet this certification criterion. Our users with a Facility Administrator user role can generate and download a CDA file containing relevant treatment information for one or more patients in a specific date and time range. Once the file is generated, it can be imported into another CEHRT or another EMR that supports the CDA file format, allowing this information to be integrated into the patient's medical record. Net Health can generate a report of the total number of successful exports completed by our facilities in our production environment.

Justification for selected measure/metric: A successful export indicates the ability to successfully extract this information out of the Net Health WoundExpert application for use by another system in service of the completeness of a patient's medical record. Our data export tool has been reviewed and designed to meet the regulations for criterion § 170.315(b)(6) Data Export.

Standards Updates (Including SVAP and USCDI)

- ✓ **Yes, I have products certified with voluntary SVAP or USCDI standard (see table below).**

Standard (and version)	170.215(a)(2) 4.0.0 HL7® FHIR® US Core Implementation Guide STU 4.0.0, June 2021
Updated certification criteria and associated product	170.315(g)(10)
CHPL Product Number	15.04.04.2815.Woun.07.00.1.181231
Conformance measure	ONC Test Procedure; Version: 2.2 Net Health WoundExpert implements the FHIR R4 API and adheres to the 170.315(g)(10) certification criteria, allowing for secure and standardized data exchange with other healthcare systems.

Care Setting(s)



- **Outpatient Wound Care:** Hospital-based or privately-owned outpatient wound care clinics
- **Independent Providers:** Independent providers or groups of providers who offer wound care services in post-acute facilities



Metrics and Outcomes

1. Electronically Send and Receive Referrals

Associated certification criteria

Certification Criteria	Requirement
§170.315 (b)(1) Transitions of Care – Cures Update	(i)(A) Send transition of care/referral summaries
	(i)(B) Receive transition of care/referral summaries
§170.315(b)(2) Clinical Information Reconciliation and Incorporation – Cures Update	(ii) Transition of care/ referral summary is matched to the correct patient
	(iii) Reconcile information

Relied Upon Software

- Secure Exchange Solutions SES Direct

Expected outcomes

- Real world testing (RWT) will indicate the provider's ability to send and/or receive electronic referrals, with <1% error rate.
- RWT will demonstrate that the Health IT Module is conformant to “§170.315 (b)(1) Transitions of Care” and “§170.315(b)(2) Clinical Information reconciliation and incorporation” certification criteria.
- RWT will demonstrate that the Health IT Module is interoperable as specified in §170.315 (b)(1) by demonstrating the ability to send and receive referrals.
- RWT will demonstrate that the Health IT Module is able to reconcile and incorporate C-CDA as specified in §170.315(b)(2) to demonstrate the Health IT Module is interoperable with <1% error rate.

Results

Quarter	Received Direct Messages	Sent Direct Messages			
	Success	Success	Confirmed	Failed	Error Rate
Q1	3425	4954	1	27	0.55%
Q2	3260	4543	3	5	0.11%



Q3	3873	5857	0	2	0.03%
Q4	5055	6663	2	20	0.30%
Year	15,613	22,017	6	54	0.24%

Results Clarification

Met expected outcomes for our real-world testing plan? Yes

Results demonstrate that the Net Health WoundExpert application is actively sending and receiving transition of care/referral summaries. Received messages garner a 100% success rate, as reception implies success. Sent messages are measured by statuses of “success,” “confirmed,” and “failed.” “Success and “confirmed” are counted towards the overall success rate of message transmission, as both statuses indicate successful connectivity being established for message transmission. Results indicate a <1% error rate in each quarter, as well as the overall year, meeting the expected outcomes for this measure.

2. E-Prescribing

Associated certification criteria

Certification Criteria	Requirement
§170.315(b)(3) – Cures Update	Prescribe, respond to change requests

Relied Upon Software

- First Databank
- SureScripts e-Prescribing

Expected outcomes

- Real world testing (RWT) will indicate the provider’s ability to send or change electronic prescriptions with <1% error rate
- RWT will demonstrate that the Health IT Module is conformant to § 170.315(b)(3) Electronic prescribing certification criteria.
- RWT will demonstrate that the Health IT Module is interoperable as specified in §170.315(b)(3) by demonstrating that aggregate reports of live clients/ facilities achieving each of the standards in § 170.315(b)(3).



Results

	Q1		Q2		Q3		Q4	
Message Type	Success	Failed	Success	Failed	Success	Failed	Success	Failed
CANRES	20	0	24	0	32	0	23	0
CANRX	19	21	18	16	30	12	20	11
CHGRES	28	58	28	35	39	76	16	53
NEWRX	29860	491	31702	261	31590	310	31075	372
RENREQ	4836	75	4898	53	4985	29	4525	5
RENRES	330	19	313	16	311	14	361	24
RXCHG	376	4	356	5	466	9	466	4
RXFILL	1589	14	1682	10	1857	3	1909	4
RXHREQ	18143	0	24679	0	23013	0	19446	0
RXHRES	18143	0	24679	0	23013	0	19446	0
Total Error Rate								
	0.92%		0.45%		0.53%		0.61%	
Error Rate for the Year								
	0.61%							



Results Clarification

Met expected outcomes for our real-world testing plan? Yes

Results indicate a <1% error rate in each quarter and an overall <1% error rate for the year, meeting the expected outcomes for this measure. We did note that, despite the overall error rate meeting the <1% goal the CHGRES message type's number of failures is greater than the number of successes in all quarters and the CANRX message type's number of failures was greater than the number of successes in Q1. However, we saw the same pattern of results in 2023's report, at which time we investigated this pattern. From that work, we know that this is user-error related, not system-error related. User errors include providers attempting to transmit these message types who are not configured to be allowed to do so, users entering in custom allergies instead of selecting from pre-populated options, and other invalid data entries within the messages. We continue to monitor the associated areas of the application for opportunities to add in-application education to mitigate these users errors.

3. Data Requests – Application Access

Associated certification criteria

Certification Criteria	Requirement
§ 170.315(g)(10) Standardized API for patient and population services	(i) Data response for single patient data
	(ii) Data response for multiple patients' data
§ 170.315(g)(9) Application Access – All Data Request – Cures Update	(I) Respond to request for all data classes/dates in C-CDA

Relied Upon Software

- Swagger
- Identity Server 4

Expected outcomes

- Real world testing (RWT) will allow Net Health to verify utilization of our publicly available FHIR API by both third-party vendors and patients who have elected to share their health information with a third-party app.
- RWT will demonstrate the ability to respond to a request for patient data and return said patient data utilizing a shared patient ID via our secure FHIR-based API.
- RWT will demonstrate the ability to respond to a request for all USCDI data categories in a summary record format in accordance with § 170.315(g)(9).



- RWT will demonstrate the ability to respond to requests for a single patient’s data or for multiple patients’ data as a group according to the standard adopted consistent with the FHIR Resource search criteria include adopted in §170.315(g)(10).

Results

Quarter	Patient Accounts Registered	Single Patient Request for Data	Summary Record Request for Data
Q1	0	0	0
Q2	0	0	0
Q3	0	0	0
Q4	0	0	0

Results Clarification

Met expected outcomes for our real-world testing plan? N/A

Results indicate no customer utilization. There were no valid third party requests to connect or set up a connection with our FHIR resource in the 2024 calendar year. In 2024, only 2 Net Health WoundExpert test facilities had the ONC Inferno SmartApp, and we did not have reason to run any testing that would log results within the year. Net Health did complete the required service update for (g)(10) in 2024 and confirmed the FHIR service is functional and passing the ONC test tool.

WoundExpert’s test apps and patients connected to the (g)(10) FHIR resource underwent a migration to azure cloud hosting in Q4 2024 and the test environment was not available for internal testing during that time. We had test usage prior to the cloud migration however due to our 90-day data retention policy we are not able to pull test usage data for 2024. g of (g)(10). We did not register any new third-party apps to our FHIR service in 2024, however we did various end to end functionality testing with existing connected apps.

(g)(10) FHIR Service Testing Completed in 2024:



We completed a quarterly review of audit logs of FHIR Resource Type requests from connected Apps such as Patient, Practitioner, observation, provenance, DocumentReference, CareTeam, Organization FHIR resources.

- Note: we did not include test apps in our results reported for RWT and log data expires after 90 days so historical data cannot be pulled

On 2/23/2024 we tested Smart Launch and FHIR events.

- Verified that Smart Launch was functional for connected apps and could be found from the Quick Action dropdown for all connected SMART Apps as well as in the Patient Portal.
- Confirmed that responses to FHIR resource requests were populating to be picked up by connect apps.
- Verified on all environments using test apps.

On 3/11/2024 we upgraded service to .NET 6 of service used by connected FHIR apps to authorize access levels and pull FHIR Resources.

- Verified by using a test connected FHIR app to authenticate and pull FHIR Resources.

On 9/24/2024 we verified FHIR app workflow of saving a WoundExpert document triggered an update in the FHIR service to map it to the related FHIR Resources.

On 12/4/2024 we deployed and tested endpoint URL changes to meet the updated requirements.

- Leveraged a FHIR service-connected test APP to run and pass all tests in the Inferno Testing Suite and Service Base URL Test Suite v.0.11.1

*The FHIR resource is successfully migrated to the cloud and had test usage in Q1 2025 which we will include in 2025 results.

4. Patient Access to View, Download, Transmit

Associated certification criteria

Certification Criteria	Requirement
§ 170.315(e)(1) View, Download, and Transmit to 3rd Party – Cures Update	(i)(A) View data in a readable format
	(i)(B) Download ambulatory summary using CCD Template
	(i)(C) Transmit ambulatory summary to 3rd party

Relied Upon Software

- Net Health Patient Portal (Version v1.0)
- Secure Exchange Solutions SES Direct



Expected outcomes

- Real-world testing (RWT) will allow the user to be able to view, download, and transmit their health information to a third-party in accordance with § 170.315(e)(1).
 - The user will be able to view their health information in a web-based portal
 - The user will be able to download the C-CDA in both a human-readable format and a usable CCD template
 - Transmit email transmission to any email address, including an encrypted method

Results

Quarter	View	Download	Transmit
Q1	424	4	0
Q2	364	16	0
Q3	437	134	0
Q4	269	7	42*

Results Clarification

Met expected outcomes for our real-world testing plan? Yes

Data from 2024 was from client usage of view, download, and transmit – indicating successful usage of the functionality by real users. The transmit functionality, as shown by the results, is underutilized. This indicates the primary need of patients in the Patient Portal is simply to view their C-CDA information. Those who download the information may be using an alternative method to share. The Q3 spike in downloads can be attributed to a single user downloading 126 times within the quarter and is an outlier compared to all reported history.

* Due to the transmit functionality being underutilized and having zero real user results in 2024, to demonstrate successful functionality of the transmit feature, we pulled Q4 results from our integration environment. The transmit function was utilized 42 times in Q4 in this integration environment by Net Health internal users. Integration is a non-client facing, copy environment of our application, primarily used by our Product and Engineering teams to develop and test new code before releasing it to our QE



environment for validation and subsequently releasing to the production (client-facing) environment.

5. Patient Selection – Application Access

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

Relied Upon Software

- Swagger
- Identity Server 4

Expected outcomes

- Real world testing (RWT) will allow Net Health WoundExpert to identify and match a singular patient record with a third-party app.
- RWT will demonstrate the ability to receive a patient ID from Net Health WoundExpert for medical record integrity.
- RWT will demonstrate the ability to receive a request with sufficient information to uniquely identify a patient and return an ID or other token, in accordance with § 170.315(g)(7), that can be used by an application to subsequently execute requests for that patient's data.

Results

Quarter	Patient Accounts Registered	Single Patient Request for Data	Summary Record Request for Data
Q1	0	0	0
Q2	0	0	0
Q3	0	0	0
Q4	0	0	0



Results Clarification

Met expected outcomes for our real-world testing plan? N/A

Results indicate no customer utilization – no valid third party requested and/or set up a connection with our FHIR resource in the 2024 calendar year. In 2024, only 2 Net Health WoundExpert test facilities had the ONC Inferno SmartApp, and we did not have reason to run any testing that would log results within the year. Net Health did complete the required service update for (g)(10) in 2024 and confirmed the FHIR service is functional and passing the ONC test tool.

On 2/23/2024 we tested Smart Launch and FHIR events.

- Verified that Smart Launch was functional for connected apps and could be found from the Quick Action dropdown for all connected SMART Apps as well as in the Patient Portal.
- Confirmed that responses to FHIR resource requests were populating to be picked up by connect apps.
- Verified on all environments using test apps.

On 3/11/2024 we upgraded service to .NET 6 of service used by connected FHIR apps to authorize access levels and pull FHIR Resources.

- Verified by using a test connected FHIR app to authenticate and pull FHIR Resources.

On 9/24/2024 we verified FHIR app workflow of saving a WoundExpert document triggered an update in the FHIR service to map it to the related FHIR Resources.

On 12/4/2024 we deployed and tested endpoint URL changes to meet the updated requirements.

- Leveraged a FHIR service-connected test APP to run and pass all tests in the Inferno Testing Suite and Service Base URL Test Suite v.0.11.1

6. Export and Import CQM Data

Associated Certification Criteria

Certification Criteria	Requirement
§ 170.315(c)(1)—Record and Export	(i) Record CQM data
	(ii) Export data file
§ 170.315(c)(2)—Import and Calculate	(i) Import data file and use it
	(ii) Calculate CQM



§ 170.315(c)(3)—Report – Cures Update	(i) Create data file for transmission of CQM data
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Relied Upon Software

- N/A

Expected outcomes

- Real world testing (RWT) will give the customer the ability to document on each measure within Net Health WoundExpert with <1 % error rate.
- RWT will demonstrate the customer's ability to export CQM files in standardized format on- demand from Net Health WoundExpert using real-world data with <1 % error rate.
- RWT will demonstrate the submissions API to CMS is working with <1 % error rate

Results

Measure 1

Quarter	Cat I Validation	Cat III Validation
Q1	223	94
Q2	31	53
Q3	17	32
Q4	212	53

Measure 2

Quarter	Data Submissions to CMS via Automatic Transmission		
	Success	Failed Error Rate	Error Rate
Q1	0	0	0%
Q2	0	0	0%
Q3	0	0	0%
Q4	0	0	0%



Results Clarification

Measure 1: Met expected outcomes for our real-world testing plan? Yes

Net Health successfully measured both Cat I and Cat III files created by Net Health WoundExpert users. Trends in the reported data indicate an increased usage in Q1 and Q4, which tracks with expectations around the cyclical need for when our client base would typically need to be generating these file types.

Measure 2: Met expected outcomes for our real-world testing plan? Change in plan, however Measure 1 was successfully tested which fulfills the requirements for Real World Testing.

The tool for data submission to CMS via Automatic Transmission is only valid for use in Q1 of the calendar year, as that is the only time CMS accepts these transmissions. No clients attempted to utilize the tool in Q1. Net Health planned to test the tool in Q4, prior to the tool becoming valid again in Q1 of 2025. However, internal testing was unable to be completed due to delays obtaining the necessary HARP account access. Net Health Compliance leadership continues to work on obtaining this access, and this measure has been confirmed again for our 2025 Real World Testing plan.

Net Health Compliance Analysts worked with HARP to gain access to the Developer Access Tool over the course of about three months. Net Health had to re-register under Net Health WoundExpert and then assign a Security Official. This was completed and finalized in February 2025.

7. Direct Project

Associated Certification Criteria

Certification Criteria	Requirement
§ 170.315(h)(1) Direct Project	(i) Send/receive data to standard and wrapped
	(iii) Delivery notification in direct

Relied Upon Software

- SES Exchange Solutions SES HISP (Version 2.0)

Expected Outcomes



Ability to electronically send and receive health information to a third party formatted as a wrapped message using the Applicability Statement for Secure Health Transport, Version 1.2.

Results

	Received Direct Messages	Sent Direct Messages			
Quarter	Success	Success	Confirmed	Failed	Error Rate
Q1	3425	4954	1	27	0.55%
Q2	3260	4543	3	5	0.11%
Q3	3873	5857	0	2	0.03%
Q4	5055	6663	2	20	0.30%
Year	15,613	22,017	6	54	0.24%

Results Clarification

Met expected outcomes for our real-world testing plan? Yes

Results demonstrate that the Net Health WoundExpert application is actively sending and receiving transition of care/referral summaries. Received messages garner a 100% success rate, as reception implies success. Sent messages are measured by statuses of "success," "confirmed," and "failed." "Success and "confirmed" are counted towards the overall success rate of message transmission, as both statuses indicate successful connectivity being established for message transmission. Results indicate a <1% error rate in each quarter, as well as the overall year, meeting the expected outcomes for this measure.

8. Data Export

Associated certification criteria

Certification Criteria	Requirement
§ 170.315(b)(6) Data Export	(i) Create export summaries in real-time
	(ii) Create export summaries based on a relative date and time



(iii) Create export summaries based on a specific date and time

Relied Upon Software

- N/A

Expected outcomes

Ability for a Facility Administrator to export:

- Summaries of care in real-time
- Summaries of care on a scheduled date
- Summaries of care on a recurring basis for a relative timeframe (e.g., the first day of every month)

Results

Quarter	Attempts	Success	Failed	Error Rate
Q1	75	68	7	9.3%
Q2	79	72	7	8.9%
Q3	79	75	4	5.1%
Q4	130	94	36	27.7%
Year	363	309	54	14.9%

Results Clarification

Met expected outcomes for our real-world testing plan? Yes

Results indicate that facility administrators are reliably able to export summaries of care under the respective circumstances. While we do not have a defined acceptable error rate threshold for this measure, the error rate ratio based on the usage level is within an acceptable range. We have noted the increase in both attempts and subsequent failures in Q4, leading to a higher error rate for that quarter, as well as contributing to the error rate for the overall year. At the time of submission of these results, we believe this increase is the result of turnover of a specific client group and the transition tasks associated. Occasional failure can be reasonably expected and generally attributed to invalid user-entered export request criteria. We will be investigating and validating this hypothesis in Q1 of 2025.



Key Milestones

Key Milestone	Care Setting	Date/Timeframe	Notes
Beginning of reporting period for RWT	Outpatient Wound Care; Independent Providers	January 1, 2024	
Q1 Data Collected	Outpatient Wound Care; Independent Providers	April 1, 2024 – May 1, 2024	
Review system updates for SVAP update	Outpatient Wound Care; Independent Providers	June 1 2024 – August 1, 2024	
Q2 Data Collected	Outpatient Wound Care; Independent Providers	July 1, 2024 – August 1, 2024	
Q3 Data Collected	Outpatient Wound Care; Independent Providers	October 1, 2024 – November 1, 2024	
End of reporting period for RWT	Outpatient Wound Care; Independent Providers	December 31, 2024	
Q4 Data Collected	Outpatient Wound Care; Independent Providers	January 1, 2025 – January 22, 2025	
Analyze data and create report	Outpatient Wound Care; Independent Providers	January 22, 2025 – January 30, 2025*	*Report compiled on an ongoing basis – submitted to certifying body, Drummond, on



			or before deadline of February 3, 2025
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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 and Reporting requirements.

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Date: 1/30/2025