

## GENERAL INFORMATION

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

Developer Name: Consensus Cloud Solutions

Product Name(s): Conductor

Version Number(s): 1.5

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2856.Cond.12.01.0.231113

Developer Real World Testing Plan Page URL:  
<https://www.consensus.com/products/conductor/onc-compliance/>

## JUSTIFICATION FOR REAL WORLD TESTING APPROACH

At this time, the Certified Health IT Module is sold to the hospitals and healthcare networks and used in a variety of specialty care settings. These systems most often have inpatient and ambulatory care settings in common. For this reason, the Real World Testing plan will apply to those care settings. Since Conductor processes a large amount of document types, those document types will be aggregated to provide common data among those disparate document types. Real World Testing has been included for the criterion, § 170.315(b)(10) Electronic Health Information export. Verification of the created patient record export does require interaction with a system external to the organization.

## STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) STANDARDS UPDATES

No applicable required or voluntary standards updates for this test plan cycle.

## MEASUREMENT(S)/METRIC(S) USED IN OVERALL APPROACH

### Description of Measurement/Metric

| Measurement/Metric                   | Description  |
|--------------------------------------|--|
| M25.1: Single patient EHI export     | The ability to create an export file for a single patient in an electronic and computable format. Execute at any time. Limit the ability of users who can export.  |
| M25.2: Patient population EHI export | The ability to create an export file for multiple patients in an electronic and computable format. Execute at any time. Limit the ability of users who can export. |

System logs will be reviewed for each period to determine the frequency of use. Log files obtained during Real World Testing will be de-identified and used for analysis in several areas to validate the proper operation of the export. This test methodology will primarily test the conformance of the implementation.

### Associated Certification Criteria

| Measurement/Metric                   | Associated Certification Criteria | Relied Upon Software (if applicable) |
|--------------------------------------|-----------------------------------|--------------------------------------|
| M25.1: Single patient EHI export     | b.10                              |                                      |
| M25.2: Patient population EHI export | b.10                              |                                      |

### Justification for Selected Measurement/Metric

| Measurement/Metric                   | Justification  |
|--------------------------------------|--|
| M25.1: Single patient EHI export     | The export of EHI associated with a patient is another way to share information with an external organization. Export is typically used when there is a need for a full patient record. This metric will provide information on the type of data exported for a single patient and the frequency of usage.   |
| M25.2: Patient population EHI export | The export of the health information associated with a patient population is another way to share health information with an external organization. It is typically used for research or quality purposes to look for specific trends on patient population. Export of a patient population is an administrative function only available to credentialed users. It is assumed that this function will be run as a scheduled activity as it will have significant impact on the Health IT Module. This will provide a metric on the use of the export of EHI for a patient population associated with the Health IT Module. |

### Care Setting(s)

Conductor is an integration engine and is not targeted at specific care settings. Instead, it is designed for hospitals and healthcare networks to connect or integrate with various care environments. The table below outlines the care settings where Real World Testing will be conducted.

| Care Setting             | Justification  |
|--------------------------|--|
| Inpatient and Ambulatory | Our software is used for integration with both hospital and ambulatory settings. We are justifying the aggregation of measurement data across both care settings because the functional requirements for the criteria tested in this plan are identical for all care settings. Conductor functions identically regardless of care setting, such that we find no additional value in collecting separate measures for each setting. |

### Expected Outcomes

It is expected that authorized users will be able to share EHI for a single patient or a patient population using the export function. Errors in transmission will be tracked and analyzed.

### SCHEDULE OF KEY MILESTONES

| Key Milestone            | Care Setting | Date/Timeframe |
|--------------------------|--------------|----------------|
| Begin Data Collection    | All          | April 2025     |
| Complete Data Collection | All          | June 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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Date: 11-1-2024

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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>