



## 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 Patch 79 CHPL ID: 15.04.04.1918.Next.60.09.1.220303**

**NextGen Enterprise EHR 6.2021.1 Cures CHPL ID: 15.04.04.1918.Next.60.10.1.220318**

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]
N/A	N/A	N/A

### WITHDRAWN PRODUCTS

<b>Product Name(s):</b>	<ul style="list-style-type: none"> <li>• NextGen Ambulatory EHR 5.9 CHPL ID: 15.04.04.2054.Next.59.03.1.171127</li> <li>• NextGen Enterprise EHR 5.9.1 CHPL ID: 15.04.04.2054.Next.59.04.1.180508</li> <li>• NextGen Enterprise EHR 5.9.2 CHPL ID: 15.04.04.2054.Next.59.05.1.181024</li> <li>• NextGen Enterprise EHR 5.9.3 CHPL ID: 15.04.04.2054.Next.59.06.1.190221</li> <li>• NextGen Enterprise EHR 5.9.2020.1 CHPL ID: 15.04.04.2054.Next.59.07.1.200203</li> <li>• NextGen Enterprise EHR 6.2021.1 CHPL ID: 15.04.04.2054.Next.60.08.1.210305</li> </ul>
<b>Date(s) Withdrawn:</b>	December 31, 2022
<b>Inclusion of Data in Results Report</b>	<p><b>For g7, g8 and g9, all versions of the software were tested since the same technology was required in the original 2015 Edition Certification</b></p> <ul style="list-style-type: none"> <li>• The same FHIR R4 standards and USCDI v1 data sets from the 2015 Edition Certification are standard in EHR versions (and Relied Upon Software) versions listed above</li> <li>• The same authentication methods from the 2015 Edition certification in all versions listed above</li> </ul> <p>All other reports were run in 6.2021.1 or higher as indicated in our 2023 plans and justification below.</p>



## JUSTIFICATION FOR REAL WORLD TESTING APPROACH

- Because the testing functionality is the same for versions, testing will have occurred in 6.2021.1 or higher unless noted
- This plan will cover NextGen Healthcare's approach to real world testing for our ambulatory care client base
- Data was gathered primarily in an automated fashion using database queries and logs. Where that is not possible, we engaged 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.)

<b>Standard (and version)</b>	2022 CMS QRDA Category III IG for Eligible Clinicals/Professionals
<b>Updated certification criteria and Associated Product</b>	(c)(3) Clinical Quality Measures – Report NextGen Enterprise EHR 6.2021.1 Patch 79 NextGen Enterprise EHR 6.2021.1 Cures NextGen Enterprise EHR Enterprise 8
<b>CHPL Product Number</b>	7915.04.04.2054.Next.60.09.1.220303 15.04.04.2054.Next.60.10.1.220318 15.04.04.2054.Next.80.11.1.230620
<b>Method used for standard update</b>	SVAP
<b>Date of ONC ACB notification</b>	9/16/22
<b>Date of customer notification (SVAP only)</b>	9/5/22
<b>Conformance measure</b>	Conformance was demonstrated through the CMS validation tool and Cypress



<b>USCDI updated certification criteria (and USCDI version)</b>	N/A
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### 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	Challenges Encountered (if applicable)
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 <ul style="list-style-type: none"> <li>Percentage of successfully exported C-CDAs</li> </ul>	§ 170.315(b)(1)	NextGen® Share OR NextGen® Rosetta Interface Messenger	Exported Results: <ul style="list-style-type: none"> <li>3 month timespan 4/1/23 - 6/30/23</li> <li>Total Client Systems = 326</li> <li>Total Exported C-CDA documents = 224,751</li> </ul> <b>Timeframe:</b> Three-month timeframe (4/1-6/30) <b>Success Percentage:</b> 99.59%	
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: <ul style="list-style-type: none"> <li>Percentage of validated imported C-CDAs</li> </ul>	§ 170.315(b)(1)	NextGen® Share OR NextGen® Rosetta Interface Messenger	Imported and Validated Results: <ul style="list-style-type: none"> <li>Total Client Systems = 559</li> <li>Total Imported C-CDA documents = 597,691</li> </ul> <b>Timeframe:</b> Three-month timeframe (4/1-6/30) <b>Success Percentage:</b> 98.39%	



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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Count of C-CDA records received within a three-month timeframe where medications, allergies, and problems were reconciled	§ 170.315(b)(2)	NextGen® Share OR NextGen® Rosetta Interface Messenger	18,864 C-CDAs received by 643 clients with reconciliation of all three clinical components - allergies, medications, and problems.  <b>Timeframe:</b> Three-month (April 2023 through June 2023) <b>Count of C-CDAs Received:</b> 18,864	

### § 170.315(b)(3) Electronic Prescribing

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Calculation of the percentage of successful transactions for each supported message type over a 10-day timeframe	§170.315(b)(3)	First Databank and Surescripts	3.2 million e-prescribing transactions.  Transaction Types measured: NewRx – 1.7 million RxChange – 20k RxRenewal – 550k RefillResponse – 430k CancelRx – 172k RxFill - 45k RxHistory – 60k  <b>Timeframe:</b> 10-days <b>Success Percentage:</b> 96%	

### § 170.315(b)(6) Data Export

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
The count of export summaries created during a three-month timeframe	§ 170.315(b)(6)	NextGen® Share OR NextGen® Rosetta Interface Messenger	461 export batches Counted. Of the total number of export summaries initiated (505,381), 494,141 were successful.	



			<b>Timeframe:</b> Three-months (4/1-6/30) <b>Success Percentage:</b> 97.8%	
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#### § 170.315(b)(9) Care Plan

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Count of Care Plan documents received within a three-month timeframe	<b>§ 170.315(b)(9)</b>	NextGen® Share OR NextGen® Nextgen® Rosetta Interface Messenger	None of the subset of clients received a document of this format for any of their patients.  Testing of the mock data resulted in one successful Care Plan C-CDA being received.  <b>Timeframe:</b> Three-months (4/1-6/30) <b>Count of Care Plan Documents Received:</b> 1 using Mock Data	
Count of Care Plan documents generated within a three-month timeframe			For this metric, we counted the total number of generated Care Plan documents.  <b>Timeframe:</b> Three-months (4/1-6/30) <b>Total Care Plan Documents Generated:</b> 941	

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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Percentage of generated files that were exported: Count of QRDA CAT I files exported / Count of QRDA CAT I files generated to calculate the percentage of successful QRDA CAT I files exported during	<b>§ 170.315(c)(1)</b>	Nextgen® HQM	<b>Timeframe:</b> MIPS Reporting Period <b>Success Percentage:</b> 99% Meets Expected Range	



the reporting period exported by querying the HQM database				
Percentage of failed QRDA CAT I exports Count of QRDA CAT I files failed / Count of QRDA CAT I files attempted to calculate the rate of success vs. failure for file generation by querying the HQM database	<b>§ 170.315(c)(1)</b>	Nextgen® HQM	<b>Failed Percentage:</b> 1% Meets Expected Range	
Overall count of QRDA CAT I files exported by querying the HQM database	<b>§ 170.315(c)(1)</b>	Nextgen® HQM	<b>Successful Exported CAT I Files:</b> 378	

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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Percentage of failed QRDA CAT I Imports Count of QRDA CAT I files failed / Count of QRDA CAT I files attempted to calculate the rate of success vs. failure for file generation by querying the HQM database	<b>§ 170.315(c)(2)</b>	Nextgen® HQM	<b>Failed QAT I Imports:</b> 13% - Higher than expected outcome.	Two clients had issues with their imports.  <b>Client 1:</b> The providers they were attempting to import were configured incorrectly in the system. Once the configurations were corrected. They were able to import their files successfully. <b>Client 2:</b> Client incorrectly entered their password on their first import attempt. Once they used the correct password, their files imported



				successfully. For both clients, their imports were eventually successful, however the combined failed attempts of these two clients pushed the percentage slightly higher than the expected 10%
Percentage of successful QRDA CAT I Imports: 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	<b>Timeframe:</b> MIPS Reporting Period <b>Success Percentage:</b> 87% - Meets expected range	
Overall count of QRDA CAT I files imported by querying the HQM database	§ 170.315(c)(2)	Nextgen® HQM	<b>Successful QRDA CAT I files Imported:</b> 104 files	
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	Reviewed 20 imported QRDA CAT I files and visually validated that the data required for calculation was successfully imported  <b>Success Percentage:</b> 100%	
Measure rate of success vs failure of visual inspection: Number of	§ 170.315(c)(2)	Nextgen® HQM	<b>Failure Percentage:</b> 0% Meets expected range	



files failing visual data inspection/ Number of files reviewed				
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### § 170.315(c)(3) Clinical Quality Measures - Report

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Percent of successfully submitted QRDA CAT III files: 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. (PCF, MIPS Quality INDV, MIPS Quality Group) 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	<b>Success Percentage:</b> 100% - Meets expected range	
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)(2)	Nextgen® HQM	<b>Successful Files Exported:</b> 44 files	

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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Patients are able to successfully view a C-CDA	§170.315(e)(1)	NextGen® Patient Portal	Total of 11,460,456 views  <b>Timeframe:</b> Three-months (3/1-6/30)	





% Of errors compared to success over a one-month timeframe			<b>Success Percentage: 100%</b>	
Patients are able to successfully download a C-CDA  % Of errors compared to success over a one-month timeframe		NextGen® Patient Portal	Total of 1,436,680 Downloads  <b>Timeframe:</b> Three-months (3/1-6/30) <b>Success Percentage: 100%</b> success	
Patients are able to successfully transmit a C-CDA  % Of errors compared to success over a one-month timeframe		NextGen® Patient Portal	Total of 102,527 Transmits  <b>Timeframe:</b> Three-months (3/1-6/30) <b>Success Percentage: 100%</b> success	

#### § 170.315(f)(1) Transmission to Immunization Registries

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Percent of Immunization orders (VXU) reported to Registries in a one month timeframe	<b>§ 170.315(f)(1)</b>	NextGen® Rosetta Interface Messenger	631 clients queried, 344,960 transmissions of immunization administrations to registries  <b>Timeframe:</b> One-month (June 2023) <b>Success Percentage: 93%</b>	
Percent of Immunization queries and responses (QBP) received from Registries in a one-month timeframe		NextGen® Rosetta Interface Messenger	108,646 successful immunization history and response events  <b>Timeframe:</b> One-month (June 2023) <b>Success rate: 98%</b>	



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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Count of Syndromic Surveillance Reports generated over a three-month timeframe	§ 170.315(f)(2)	NextGen® Rosetta Interface Messenger	<p>For this metric, we counted the total number of syndromic surveillance reports generated.</p> <p>None of the subset of clients transmitted one of these reports.</p> <p><b>Timeframe:</b> Three-months (3/1-6/30)</p> <p><b>Count of Reports Generated:</b> 1 using Mock Data</p>	

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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Percent of Cancer registry reports generated over a three-month timeframe	§ 170.315(f)(4)	NextGen® Rosetta Interface Messenger	<p>2,626 transmissions to a Cancer registry were completed.</p> <p>No errors in transmission were captured.</p> <p><b>Timeframe:</b> Three-months (3/1-6/30)</p> <p><b>Success Rate:</b> 100%</p>	

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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Count of Electronic Case Reports generated over a three-month timeframe	§ 170.315(f)(5)	Nextgen® Rosetta Interface Messenger and NextGen® Share	<p>245 successful transmissions of electronic case reports were submitted. Twenty-two errors in transmission were captured.</p> <p><b>Timeframe:</b> Three-months (3/1-6/30)</p> <p><b>Success Percentage:</b> 92%</p>	



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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Percent of Healthcare Survey reports generated over a three-month timeframe	§ 170.315(f)(7)	NextGen® Rosetta Interface Messenger	<p>Eight clients in the sub-set that were queried generated a total of 654,984 healthcare survey reports. No errors were captured.</p> <p><b>Timeframe:</b> Three-months (3/1-6/30)  <b>Success Percentage:</b> 100%</p>	

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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
<p>Query the API to successfully perform to</p> <ul style="list-style-type: none"> <li>Identify a patient and receive a token for access</li> </ul> <p>Report the number of successes vs failures over time to determine a success/failure rate for each of the above steps</p>	§170.315(g)(7)	<p>NextGen® Patient Access API</p> <p>We use the same authentication methods from the 2015 Edition certification in all versions listed above therefore the queries were not EHR specific to version</p>	<p>Total Queries: 1,829,296</p> <p><b>Timeframe:</b> 92-days (3/1-5/31)  <b>Success Percentage:</b> 1,810,454 (98.97%)  <b>Failure:</b> 18,842 (1.03%)</p>	None



### § 170.315(g)(8) Application Access – Data Category Request

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
<p>Query the API to successfully perform to:</p> <ul style="list-style-type: none"> <li>Retrieve the full set of data for each USCDI v1 data category</li> </ul> <p>Report the number of successes vs failures over time to determine a success/failure rate for each of the above steps</p>	<b>§170.315(g)(8)</b>	<p>NextGen® Patient Access API</p> <p>We use the same FHIR R4 standards and USCDI v1 data sets from the 2015 Edition certification in all versions listed above therefore the queries were not EHR version specific</p>	<p>Total Queries: 1,829,296</p> <p><b>Timeframe:</b> 92-days (3/1-5/31)</p> <p><b>Success Percentage:</b> 1,675,636 (96.1%)</p> <p><b>Failure Percentage:</b> 153,660 (3.9%)</p>	

### § 170.315(g)(9) Application Access – All Data Request

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
<p>Query the API to successfully perform to:</p> <ul style="list-style-type: none"> <li>Retrieve a C-CDA R2.1 document and validate using the test tool</li> </ul> <p>Report the number of successes vs failures over time to determine a success/failure rate for each of the above steps</p>	<b>§170.315(g)(9)</b>	<p>NextGen® Patient Access API</p> <p>We use the same C-CDA R 2.1 templates from the 2015 Edition certification in all versions listed above therefore the queries were not EHR version specific</p>	<p>Total Queries: 1,829,296</p> <p><b>Timeframe:</b> 92-days (3/1-5/31)</p> <p><b>Success Percentage:</b> 1,675,636 (96.1%)</p> <p><b>Failure Percentage:</b> 153,660 (3.9%)</p>	



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

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
<p>Query the API to successfully perform to:</p> <ul style="list-style-type: none"> <li>Retrieve the full set of data for each USCDI v1 data category.</li> <li>Demonstrate the ability to display this data in the NextGen EHR</li> </ul> <p>Report the number of successes vs failures over time to determine a success/failure rate for each of the above steps</p>	<b>§170.315(g)(10)</b>	NextGen® Patient Access API	<ul style="list-style-type: none"> <li>Total Queries: 1,829,296</li> </ul> <p><b>Timeframe:</b> 92-days (3/1-5/31)  <b>Success Percentage:</b> 1,675,636 (96.1%)  <b>Failure Percentage:</b> 153,660 (3.9%)</p>	

### § 170.315(h)(1) Direct Messaging

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
<p>Collect the count of sent/received direct messages using NextGen® Share within a 3-month timeframe:</p> <ul style="list-style-type: none"> <li>Number of Successfully sent Direct Messages</li> <li>Number of Failed to send Direct Messages</li> </ul>	§ 170.315(h)(1)	NextGen® Share	<ul style="list-style-type: none"> <li>Total Outbound Messages = 1,146,472</li> </ul> <p><b>Timeframe:</b> Three-months (3/1-6/30)  <b>Success Percentage:</b> 99.33%  <b>Failure Percentage:</b> 0.67%</p>	
<p>Collect the count of sent/received direct messages using</p>	§ 170.315(h)(1)	NextGen® Share	<ul style="list-style-type: none"> <li>Total Inbound Messages = 2,054,712</li> </ul>	



<p>NextGen® Share within a 3-month timeframe:</p> <ul style="list-style-type: none"> <li>• Number of Successfully received Direct Messages</li> <li>• Number of Failed to receive Direct Messages</li> </ul>			<p><b>Timeframe:</b> Three-months (3/1-6/30)  <b>Success Percentage:</b> 99.34%  <b>Failure Percentage:</b> 0.66%</p>	
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**KEY MILESTONES**

Key Milestone	Care Setting	Date/Timeframe
Queries were developed and validated with internal data, client systems and/or transactions	Ambulatory	Q1, 2003
Data collected and / or observed from client systems	Ambulatory	Q1, 2003
Validation and analysis of data and metrics completed	Ambulatory	Q1, 2003
Report created and submitted to ONC-ACB (Drummond)	Ambulatory	Q1, 2004



## 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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Authorized Representative Phone: 949-255-2600

Authorized Representative Signature:

DocuSigned by:  
*John Ellis*  
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Date: 12/19/2023 | 14:27:06 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) <sup>ii</sup> <https://www.federalregister.gov/d/2020-07419/p-3582>