

# REAL WORLD TESTING RESULTS REPORT TEMPLATE

## GENERAL INFORMATION

Report ID Number	20210929HIX
Developer Name	Hixny
Product Name(s)	Hixny HISP
Version Number(s)	1.0
Certified Health IT Product List (CHPL) ID(s)	15.07.05.3020.HIXN.01.02.1.230227 (current), 15.02.02.3020.A074.01.00.1.180808 (previous)
Developer Real World Testing PLAN Page URL	<a href="https://certifications.hixny.org/">https://certifications.hixny.org/</a>
Developer Real World Testing RESULTS Page URL	<a href="https://certifications.hixny.org/">https://certifications.hixny.org/</a>

## CHANGES TO ORIGINAL PLAN

Summary of Change	Reason	Impact
None	Not Applicable	Not Applicable
None	Not Applicable	Not Applicable
None	Not Applicable	Not Applicable

## WITHDRAWN PRODUCTS

<b>Product Name(s):</b>	None
<b>Version Number(s):</b>	Not Applicable
<b>CHPL ID(s):</b>	Not Applicable
<b>Date(s) Withdrawn:</b>	Not Applicable
<b>Inclusion of Data in Results Report:</b>	Not Applicable

## SUMMARY OF TESTING METHODS AND KEY FINDINGS

Real world testing was completed through the DirectTrust bi-annual (now annual) interoperability testing between Hixny and all other HISP participants. Testing is comprised of a bi-directional test of communication between Hixny's Direct implementation and all other HISP participants. An email with an XML attachment is sent to all other HISP's, and the body of the email asks for a confirmation email to be sent back to Hixny. If message delivery to the other HISP is successful, an MDN is received by Hixny. At that point, the first part of the testing is complete, and the second part is then to receive a reply from the other HISP, and an MDN is automatically sent back to them, too. DirectTrust collects all testing results through a Google Docs form that is filled out by each HISP to provide successful/unsuccessful communication between all other HISP's.

The challenges behind this are ensuring proper follow-up for any non-communicative HISP's, or if there are MDN failures. Troubleshooting these requires working with the other HISP(s) to determine a root cause for the issue, and to resolve the issue during the testing period. Usually this is due to a non-conformance in the certificate being used by the other participating HISP and is typically due to not installing the latest interoperability testing certificate bundle to the Direct server.

## 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).

☒ No, none of my products include these voluntary standards

Standard (and version)	Not Applicable
Updated certification criteria and associated product	Not Applicable
Health IT Module CHPL ID	Not Applicable
Conformance measure	Not Applicable

### Care Setting(s)

Inpatient & Ambulatory
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### Metrics and Outcomes

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
DirectTrust Interoperability Testing	170.315(h)(2)	InterSystems HealthShare, Direct Project, and Microsoft Exchange	Successful communication with all participating HISP's.	None

## KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe	Measure Implementation
Hixny receives an email to conduct the interoperability test	Inpatient & Ambulatory	1 day before testing period (Mar 31, 2022 & Sept 30, 2022)	Process started with obtaining the HISP participation list for interoperability.
Hixny conducts the test, troubleshoots any issues & submit finalized results	Inpatient & Ambulatory	30 days (Apr 1 - Apr 30, 2022) & (Oct 1 – Oct 31, 2022)	Hixny established connectivity test with the participants. It was a bidirectional test where Hixny sent a direct message with XML attachments and received a similar message.  Successful delivery was confirmed by receipt of MDN (Message Delivery Notification).
Hixny receives an updated interoperability matrix	Inpatient & Ambulatory	Halfway thru the testing period (Apr 15, 2022 & Oct 15, 2022)	Hixny received the matrix from DirectTrust containing partial status check. A copy is attached.
Hixny receives an updated interoperability matrix	Inpatient & Ambulatory	2 days prior to testing period deadline (Apr 28, 2022 & Oct 29, 2022)	Hixny received the matrix from DirectTrust containing partial status check. A copy is attached.
Hixny gets the acknowledgement confirming test is successful	Inpatient & Ambulatory	10 days post testing period (May 10, 2022 & Nov 10, 2022)	A final version on matrix was made available after the testing deadline was reached. A copy is attached.
Submit Real World Testing results to ACB	Inpatient & Ambulatory	Jan 15, 2023	Hixny submitted RWT plan to ACB on due date.