



the  
**Montrose**  
Center

# **The Montrose Center Real World Testing Results**

**Testing Year: 2024**

**Submitted: January 17th, 2025**

**Updated: February 6th, 2025**

## General Information

- **Plan Report ID Number:** [For ONC-Authorized Certification Body use only] Developer Name:
- **Product Name(s):** Continuum
- **Version Number(s):** 2.0
- **Certified Health IT Product List (CHPL) Product Number(s):** 15.07.04.2005.CO02.01.01.0.230320
- **Developer Real World Testing Plan Page URL:** <https://montrosecenter.org/about/privacy/>
- **Developer Real World Testing Results Report Page URL [if different from above]:** N/A

## Changes to Original Plan [OPTIONAL]

If a developer has made any changes to their approach for Real World Testing that differs from what was outlined in their plan, note these changes here.

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]
No changes	N/A	N/A

## Withdrawn Products [OPTIONAL]

<b>Product Name(s):</b>	N/A
<b>Version Number(s):</b>	
<b>CHPL Product Number(s):</b>	
<b>Date(s) Withdrawn:</b>	
<b>Inclusion of Data in Results Report:</b> [Provide a statement as to whether any data was captured on the withdrawn products. If so, this data should be identified in the results report.]	

## Summary Of Testing Methods and Key Findings

Provide a summary of the Real World Testing methods deployed to demonstrate real-world interoperability, including any challenges or lessons learned from the chosen approach. Summarize how the results that will be shared in this report demonstrate real-world interoperability.

If any non-conformities were discovered and reported to the ONC-ACB during testing, outline these incidences and how they were addressed.

*Note: A single Real World Testing results report may address multiple products and certification criteria for multiple care settings.*

- A total of six staff participated in testing; including one Eligibility Associate, one Eligibility Specialist, 2 Case Managers and two Therapists. Eligibility staff were tasked with creating mock client profiles into CONTINUUM. Once this was completed, Therapists and Case Managers were assigned to mock clients (*one Therapist and one Case Manager assigned to each client*) to enter in encounter notes, outcome measures and diagnostic information as they would with an actual

client. Once this testing was complete in its entirety CCD xml exports were created to test that the data entry accuracy and ability to export aligned with the testing parameters of what the staff were instructed to enter. No non-conformities or challenges were discovered or indicated by staff involved in testing. This is a product that is used exclusively by the Montrose Center and is not sold. These results were posted to the Center's website located here:

<https://montrosecenter.org/about/privacy/>

Sample Client #1			
Staff Member	Task	Data Entry Result	Data Export Result
Eligibility Associate	Client entry	100% compliant	100% compliant
Case Manager	Encounter entry	100% compliant	100% compliant
	Encounter entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
Therapist	Encounter entry	100% compliant	100% compliant
	Encounter entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
	Diagnostic information entry	100% compliant	100% compliant

Sample Client #2			
Staff Member	Task	Data Entry Result	Data Export Result
Eligibility Associate	Client entry	100% compliant	100% compliant
Case Manager	Encounter entry	100% compliant	100% compliant
	Encounter entry	100% compliant	100% compliant
	Diagnostic information entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
Therapist	Encounter entry	100% compliant	100% compliant
	Encounter entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
	Measurement entry	100% compliant	100% compliant
	Diagnostic information entry	100% compliant	100% compliant

Entry Item/Task	Total Entered	Total Complaint	Compliant Score
Client entry	2	2	100%
Encounter entry	8	8	100%
Diagnostic information entry	3	3	100%
Measurement entry	10	10	100%

#### Final summary

- All testing components met 100% compliance rate for both data entry and export.
- Staff did not report any issues with data entry or other associated tasks with testing.

**Standards Updates (Including Standards Version Advancement Process (SVAP) and United States Core Data For Interoperability (USCDI))**

*Both required and voluntary standards updates must be addressed in the Real World Testing plan. Real World Testing plans must include all certified health IT updated to newer versions of standards prior to August 31 of the year in which the updates were made.*

*Indicate as to whether optional standards, via SVAP and/or USCDI, are leveraged as part of the certification of your health IT product(s).*

- 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.

<b>Standard (and version)</b>	No updates
<b>Updated certification criteria and associated product</b>	No updates
<b>CHPL Product Number</b>	15.07.04.2005.CO02.01.01.0.230320
<b>Conformance measure</b>	N/A

**Care Setting**

*The expectation is that a developer’s Real World Testing is conducted within each type of clinical setting in which their certified health IT is marketed. Health IT developers are not required to test their certified health IT in every setting in which it is marketed for use.*

*List each care setting that was tested.*

**Care Setting:** Outpatient behavioral health clinic

**Metrics and Outcomes**

*Health IT developers should detail outcomes from their testing that successfully demonstrate that the certified health IT:*

1. is compliant with the certification criteria, including the required technical standards and vocabulary codes sets;
2. is exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use; and/or,
3. EHI is received by and used in the certified health IT.

*Health IT developers could also detail outcomes that did not result from their measurement approach if that better describes their efforts.*

*Within this section, health IT developers should also describe how the specific data collected from their Real World Testing measures demonstrate their results. Where possible, context should be provided to the measures and results to understand the number of sites/users/transactions tested for the specified*

measures (i.e., the denominator for comparison to the reported results). If applicable, any Relied Upon Software that is used to meet a criterion's requirements should be included in this section.

Measurement/Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Record and Export	CQM § 170.315(c)(1)	N/A	Compliant	N/A
Electronic Health Information Export	§ 170.315(b)(10)	N/A	Compliant	N/A

### Key Milestones

Include a list of key milestones that were met during the Real World Testing process. Include details on how and when the developer implemented measures and collected data. Key milestones should be relevant and directly related to outcomes discussed.

For each key milestone, describe when Real World Testing began in specific care settings and the date/timeframe during which data was collected.

Key Milestone	Care Setting	Date/Timeframe
Recruit clinicians to take part in Real World Testing plan.	Outpatient behavioral health setting	10/08/2024
Conduct testing (secondary testing period in case of issues or conflicts with scheduled was not required).	Outpatient behavioral health setting	12/2024
Collation, finalization and publication of results.	Outpatient behavioral health setting	01/17/2025