

myAvatar v5 Real World Testing

2025 Results Report

Prepared for

Drummond



Netsmart

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General Information

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

Developer Name: Netsmart Technologies

Product Name(s): myAvatar Certified Edition

Version Number(s): 5

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2816.myAv.05.08.1.241227

Developer Real World Testing Page URL: <https://www.ntst.com/lp/certifications>

Changes to Original Plan

In accordance with ONC's Enforcement Discretion, dated June 30, 2025, Netsmart is not submitting Test Results for criteria, except with respect to Health IT Modules certified to the criteria specified in 45 CFR 170.315(g)(7) through (10).

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]
Utilization of testing tools for some criterion.	Some criterion did not produce Real World results because no clients were utilizing the criterion.	We utilized testing tools to verify compliance with the criterion.

Withdrawn Products

If a developer withdrew any products within the past year that were previously included in their Real World Testing plan, please provide the following information.

Product Name(s):	myAvatar Certified Edition
Version Number(s):	2023
CHPL Product Number(s):	15.04.04.2816.myAv.23.07.0.231127
Date(s) Withdrawn:	12/31/2024

<p>Inclusion of Data in Results Report: [Provide a statement as to whether any data was captured on the withdrawn products.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.]</p>	<p>The data captured for the purposes of this Results report was withdrawn from myAvatar v5. But the Test Plan originally identified myAvatar 2023.</p>
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Summary of Testing Methods & Key Findings

Consistent with the ONC’s recommendation that “Real World Testing verify that deployed Certified Health IT continues to perform as intended by conducting and measuring observations of interoperability and data exchange”, Netsmart’s original test plan focused on capturing and documenting the ability of certified capabilities to be successfully utilized in the real world.

To demonstrate real-world interoperability, Netsmart compiled end user data through calculated feedback automation, based on the number of instances a specific action is performed in the solution software. This approach did not require the end user to be actively involved in testing.

When no evidence existed due to low or zero adoption of a certified capability, we tested and demonstrated the required certified capability in a semi-controlled setting as close to a “real world” implementation as possible.

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

The Netsmart myAvatar certified product is not and has not participated in the Standards Version Advancement Process prior to August 31, 2025.

Standard (and version)	N/A
Updated certification criteria and associated product	N/A
CHPL Product Number	N/A
Conformance measures	N/A

Care Setting(s)

myAvatar supports the deployment and tracking of documentation within and outside of the behavioral health care specialty setting. This care setting comprises largest care setting among Netsmart's user base. Behavioral health specialties include the following: Psychology, Psychiatry, Addiction, and Pain Management. The majority of services are performed in the outpatient setting.

Metrics and Outcomes

Associated Criteria	Measurement /Metric	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
170.315(g)(7) Application access — patient selection	Over a 30-day period: Number of Patient searches conducted using the FHIR R4 Patient endpoint during a 30-day window.	N/A	354068	There were no challenges encountered when testing and collecting data for these criteria.
170.315(g)(9) Application access — all data request	Over a 30-day period: Number of successful CCD retrievals using either the certified CCD or the FHIR R4 DocumentReference endpoints.	N/A	6	Zero adoption by Netsmart Clients. Netsmart utilized internal testing tools to demonstrate functionality.
170.315(g)(10) Standardized API for Patient & Population Services	Over a 30-day period: Number of successful requests to the FHIR R4 endpoints excluding Patient and DocumentReference.	N/A	1161166	There were no challenges encountered when testing and collecting data for these criteria.

Outcomes Explained

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

Outcomes Explained

A query on historical audit logs was performed for a 30-day time period. The totals demonstrate the ability of our FHIR R4 Patient endpoint to search for a patient. The searches resulted in a “searchset” Bundle listing all Patients that match the provided criteria.

Justification & Test Methodology

The FHIR R4 Patient endpoint provides a variety of search parameters to support identification of a patient for subsequent searches. This measure demonstrates the search capability is available and utilized. If no matches are found an empty Bundle will be returned to the requestor.

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

Outcomes Explained

We performed a query on historical logs for a 30-day time period. We have zero adoption of this criterion for clients utilizing the myAvatar product. To demonstrate functionality, we conducted testing in Netsmart’s QA environment and completed 6 successful CCD retrievals based on test data.

Justification & Test Methodology

We utilize internal monitoring & testing tools in Netsmart’s QA environment to demonstrate our solutions ability to generate a certified CCD upon request based on the supplied parameters. Internal Testing demonstrates the functionality is available and can be utilized should clients opt to do so.

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

Outcomes Explained

A query on historical audit logs was performed for a 30-day time period. The totals demonstrate the following capabilities in accordance with the criterion: the FHIR R4 endpoints ability to read or search for patient data of the following resource types:

- AllergyIntolerance • Binary • CarePlan • CareTeam • Condition • Coverage • Device • DiagnosticReport • Encounter • ExplanationOfBenefit • Goal • Group • Immunization • Location • MedicationRequest • Observation • Organization • Practitioner • Procedure • Provenance

Justification & Test Methodology

The FHIR R4 endpoints provide patient data upon request based on the selected resource and the supplied parameters. This measure demonstrates that the capability is available and utilized.

Schedule of Key Milestones

Key Milestones	Care Setting(s)	Date/Timeframe
Submit Real World Testing Plan documentation to Drummond.	Behavioral health care specialty setting	November 1, 2024
Begin Collection of information as laid out by the plan for the period.	Behavioral health care specialty setting	January 1, 2025
Follow-up providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Behavioral health care specialty setting	Quarterly, 2025
End of Real-World Testing period/final collection of all data for analysis.	Behavioral health care specialty setting	December 31, 2025
Analysis and report creation.	Behavioral health care specialty setting	January 15, 2026
Submit Real World Testing report to ACB (per their instructions)	Behavioral health care specialty setting	February 6, 2026

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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