

# TheraOffice v14.1 Real World Testing Plan Results

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2025 Measures

*Prepared for*

**Drummond**



**Netsmart**

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## General Information

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

Developer Name: Netsmart Technologies

Product Name(s): TheraOffice

Version Number(s): 14.1

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2816.Ther.14.00.1.240628

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

## Changes to Original Plan

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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## Withdrawn Products

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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.

# 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 (SVAP and 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 TheraOffice certified product is not and has not participated in the Standards Version Advancement Process prior to August 31, 2025.

<b>Standard (and version)</b>	Not applicable
<b>Updated certification criteria and associated product</b>	Not applicable
<b>CHPL Product Number</b>	Not applicable
<b>Method used for standard Update</b>	Not applicable
<b>Date of ONC-ACB notification</b>	Not applicable
<b>Date of customer notification (SVAP only)</b>	Not applicable

<b>Conformance measure</b>	Not applicable
<b>USCDI updated certification (USCDI version)</b>	Not applicable

## Care Setting(s)

TheraOffice supports the deployment and tracking of documentation within and outside of the physical therapy, speech therapy, and occupational therapy setting. Most clients using certified technology are doing so in physical therapy, speech therapy, and occupational therapy settings.

## Measures Used in Overall Approach

Associated Criteria	Measurement/Metric	Relied Upon Software (if applicable)	Outcomes	Description
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	25	Zero adoption by Netsmart Theraoffice Clients. Netsmart utilized internal testing tools to demonstrate functionality.
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 Theraoffice 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	1,884	Zero adoption by Netsmart Theraoffice Clients. Netsmart utilized internal testing tools to demonstrate functionality.

# Outcomes Explained

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

## Attestation

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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: 02/06/2026