

# REAL WORLD TESTING RESULTS REPORT TEMPLATE

## BACKGROUND & INSTRUCTIONS

Under the ONC Health IT Certification Program (Certification Program), health IT developers are required to conduct Real World Testing of their certified health IT (45 CFR 170.405). The Office of the National Coordinator for Health Information Technology (ONC) issues Real World Testing resources to clarify health IT developers' responsibilities for conducting Real World Testing, to identify topics and specific elements of Real World Testing that ONC considers a priority, and to assist health IT developers in developing their Real World Testing plans and results reports.

[A Real World Testing plan template](#) was created to assist health IT developers in organizing the required information that must be submitted for each element in their Real World Testing plan. To accompany the plan template, ONC has also provided this results report template. While the use of this template is voluntary, health IT developers may find it useful in preparing their Real World Testing results report(s). Health IT developers must submit one year of results to address the Real World Testing of eligible products as outlined in their previous year's Real World Testing plan(s). If adjustments to approaches are made throughout Real World Testing, the health IT developer should reflect these adjustments in their Real World Testing results report. ONC expects that the results report will include a list of these changes, the reasons for them, and how intended outcomes were more efficiently met as a result.

**While every effort has been made to ensure the accuracy of restatements of 45 CFR Part 170, this template is not a legal document. The official program requirements are contained in the relevant laws and regulations. This resource should be read and understood in conjunction with the following companion resources, which describe in detail many of the Certification Program requirements referenced in this resource.**

- [Real World Testing—What It Means for Health IT Developers – Fact Sheet](#)
- [Real World Testing Resource Guide](#)
- [Real World Testing Certification Companion Guide](#)

Health IT developers should also review the following regulatory materials, which establish the core requirements and responsibilities for Real World Testing under the Certification Program.

- 21st Century Cures Act: Interoperability, Information Blocking, and the ONC Health IT Certification Program final rule, [85 FR 25642](#) (May 1, 2020) (**ONC Cures Act Final Rule**)
  - [Section VII.B.5](#) — “Real World Testing”
- Health Data, Technology, and Interoperability: Certification Program Updates, Algorithm Transparency, and Information Sharing Final Rule, [89 FR 1192](#) (March 11, 2024) (**HTI-1 Final Rule**)
  - [Section III.E](#) — “Real World Testing”

## TEMPLATE INSTRUCTIONS

The following template is organized by elements required to be submitted in the Real World Testing results report. Each section provides a field for submitting responses and/or explanations for how the health IT developer addressed each required element in their Real World Testing approach. These fields serve as a foundation of information required for developing a Real World Testing results report and can be expanded

with additional rows or columns to address the specific needs of the Real World Testing results being submitted.

**GENERAL INFORMATION**

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

Developer Name: Foothold Technology, Inc.

Product Name(s): AWARDS

Version Number(s): 3.0

Certified Health IT Product List (CHPL) ID(s): 15.04.04.1500.AWAR.03.00.1.171220

Developer Real World Testing Plan Page URL: : <https://footholdtechnology.com/human-services-software/meaningful-use/>

Developer Real World Testing Results Report Page URL [if different from above]:

Related ICS Versions of Product (if not included in original plan):

**[OPTIONAL] CHANGES TO ORIGINAL PLAN**

*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.*

<b>Summary of Change</b> [Summarize each element that changed between the plan and actual execution of Real World Testing]	<b>Reason</b> [Describe the reason this change occurred]	<b>Impact</b> [Describe what impact this change had on the execution of your Real World Testing activities]

**[IF APPLICABLE] ICS PRODUCT(S)**

*If a developer chose to utilize inherited certified status (ICS) for a product originally outlined in their Real World Testing plan, the ICS products must be included in Real World Testing if the originating listing is withdrawn following ICS certification.*

<b>ICS Products</b>	
<b>Product Name(s):</b>	

<b>Version Number(s):</b>	
<b>CHPL ID(s):</b>	
<b>Date(s) of ICS Certification:</b>	

**[IF APPLICABLE] WITHDRAWN PRODUCT(S)**

*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.*

<b>Withdrawn Products</b>	
<b>Product Name(s):</b>	
<b>Version Number(s):</b>	
<b>CHPL ID(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.*

The method we primarily use to measure adoption and ongoing usage of AWARDS certified functions is querying audit records that track user actions and use of our EHR’s features and modules. We also rely on an application usage analytics tool, Pendo, to measure adoption and ongoing utilization of each EHR module.

We continue to experience low adoption of some of our EHR features. As a result, we used synthetic data to demonstrate the functionality available on G9.

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

**STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) STANDARDS UPDATES**

*Voluntary standards updates must be addressed in the Real World Testing results report. Real World Testing results reports 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 for the submitted plan.*

*Indicate as to whether voluntary SVAP standards are leveraged as part of the certification of your health IT product(s).*

Yes, I have products certified with voluntary SVAP standards. (If yes, please complete the table below.

No, none of my products include these voluntary standards.

<b>Standard (and version)</b>	
<b>Updated certification criteria and associated product</b>	
<b>Health IT Module CHPL ID</b>	
<b>Date of ONC-ACB notification</b>	
<b>Date of customer notification</b>	
<b>Conformance method and measurement/metric(s)</b>	

**Care Setting(s)**

*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.*

AWARDS is primarily used in ambulatory and residential behavioral healthcare settings.

**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.

(from 85 FR 25766)

*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)	Measurement Details	Outcomes	Challenges Encountered (if applicable)
Number of active customer agencies of the EHR	N/A	Total number of active instances (hosted site URL + db) of the certified Health IT system, regardless of care setting, participation in incentive programs, or use of certified capabilities, between Oct. 1, 2025 and Dec 31, 2025.	371	
Number of active users of EHR	N/A	Average monthly number of active users of the EHR, regardless of care setting, participation in incentive programs, or use of certified capabilities during Q4 2025.	35,200	
Number of times the HIXNY HIE Smart App was launched and then queried AWARDS	170.315(g)(7) Application access - patient selection	The testing procedure for (g)(7) relied on our application usage analytics tool, Pendo, to track the number of time a SMART application was launched from the EHR from Oct 1st, 2025 through Dec 31st 2025. In this case the Hixny app is the only SMART app registered, but not the only application registered.	Over a 90-day period there were 256 queries.	

<p>1. Number of requests for a patient's Summary Record made by an application via an all data category request using a valid patient ID or token</p> <p>2. Number of requests for a patient's Summary Record made by an application via an all data category request using a valid patient ID or token for a date range filter</p>	<p>170.315(g)(9) Application access - all data request</p>	<p>We used an API call: /zf2/api/cda, authenticated with zf2/oauth to validate that we were able to access the C-CDA from the Intersystems IRIS for Health API for the required requests. This testing was conducted during January 2026.</p>	<p>1. 1 of 1 to validate 2. 1 of 1 to validate</p>	<p>We do not have real world utilization of this function in AWARDS, so we used synthetic data for testing.</p>
<p>Over a 90-day period:</p> <p>1. App registration: Number of applications that have exchanged a token with AWARDS' authorization server.</p> <p>2. Authentication and app authorization: Number of times an application has been authenticated by a user and been authorized to view a single patient's record.</p>	<p>170.315(g)(10) Standardized API for Patient and Population Services</p>	<p>We authenticate users and exchange FHIR tokens with our Auth0 service and we registered 4 apps between Oct 1<sup>st</sup> 2025 and Dec 31<sup>st</sup> 2025.</p>	<p>Over a 90 day period, 4 apps have exchanged a token.</p>	

**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
Scheduling and logistics	Behavioral Health	9/1/25 – 30 days

Data collection	Behavioral Health	9/1/25 – 120 days
Review and collate data	Behavioral Health	12/1/25 – 60 days
Writing report	Behavioral Health	1/1/26 - 30 days