MDToolbox

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Real World Testing Results Report

December 31, 2022

2022 RWT Test Results Report

MDToolbox

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Overview

Real Word Testing Overview

MDToolbox conducts real world software testing each year. This testing is in addition to internal QA Software testing that is completed by test engineers. This report covers the Real World Software Testing completed Q4 of 2022 (internal testing is not covered in this report).

Real World Testing Approach: Usability Testing – End User Testing and Feedback Sessions

Testing Plan: The testing was conducted following the 2022 Testing Plan created in Q1 2022. Please see Testing Plan on our website for a copy of the plan. No adjustments were made to the plan.

Product Info

Developer Name: MDToolbox
Product Name: MDToolbox Rx
Version Number: 5
Certified Health IT CHPL Number: 15.02.05.1832.MDTB.01.01.1.211105
RWT Test Plan URL: https://www.mdtoolbox.com/onctesting.pdf
RWT Test Result Report URL: https://mdtoolbox.com/2022RWTReport.pdf

Changes to Original Test Plan

Summary of Change	Reason	Impact
The Testing Plan listed the Product as Version 4. MDToolbox updated the product official version # to Version 5 and End User Testing was then completed on Version 5	The version # change was a formality and the product itself stayed the same in 2022.	None This did not change how the test plan was completed or any results

Product Summary

MDToolbox Rx is a specialized electronic prescribing application that allows tracking patients, patient records and writing and sending electronic prescriptions. Real World Testing is conducted annually and on an as needed basis to make sure the product is compliant and user friendly for all target end users.

Scope of Certification

170.315(b)(3) Electronic prescribing
Relied upon software: Multum/Lexi (Drug Database), SQL Server (Data Storage Product)

Testing Approach Justification

Usability testing with current active users of varying experience and background is the best way to identify any usability problems, collect qualitative and quantitative data and determine our user's satisfaction with the product. Direct communication during this process will allow for understanding any suggestions, frustrations, or improvements from our user-base.

Testing Results

Test Method

- Randomly selected End-User Participants joined a 1 on 1 Screen Share Test Session where they were asked to follow a pre-determined Test Script to accomplish specific Tasks in the Software. Tasks were related to Certified and Non-Certified functions throughout the program.

- Sessions were recorded and timed by the Test Proctor (an MDToolbox Technical Staff Member). The Test Proctor read the Task Instructions and did not offer any assistance during the Task Time. After the Participant completed the task, the Test Proctor recorded metrics for Effectiveness, Efficiency and Satisfaction of the Software Usage. All Feedback was recorded in detail.

Definition of Metrics Recorded

All Tasks in the Test Script were pre-tested by Technical Support Staff at MDToolbox for Baseline Metrics. Baseline metrics were set for each Task for: Expected Time the task should be completed in, and Expected steps/workflow the participant should take to accomplish the task.

For each Individual Test Session, the Test Proctor recorded the following metrics:

- **Effectiveness** of MDToolbox-Rx by measuring participant success rates and errors
    - Success: Completed the task in the expected allotted time
    - Failure: Did not complete or took longer than expected

- **Efficiency** of MDToolbox-Rx by measuring the average task time and path deviations
    - Task Deviations: Number of unexpected steps the end user completed during the task
    - Task Time: Time it took each participant to complete the task. (Participants that did not complete the task are not included in the average)

- **Satisfaction** with MDToolbox-Rx by measuring ease of use ratings
    - End User Feedback: Based on feedback from the participant at the end of the task

Metrics – Summary of Results

	Effectiveness		Efficiency		Satisfaction
	Success	Failure^	Deviations	Avg Time	Feedback
Quickly Find Patient Chart	85%	15%	1	5.5 seconds	90% Satisfaction Rate 1 suggestion for improvement+
Request Rx History	85%	15%	0	23 seconds	85% Satisfaction Rate 1 suggestion for improvement
Write Rx	100%	0%	0	44 seconds	95% Satisfaction Rate 2 suggestions/feedback
Assign Rx Diagnosis	85%	15%	0	**	**
Electronically Send Rx	100%	0%	1	40 seconds	83% Satisfaction Rate 2 suggestions/feedback
Approve e-Refill	100%	0%	1	29 seconds	
Approve e-Change Request	30%	70%	1	40 seconds	*Many Test Subjects had not used this feature and did not locate it under the time limit allotted. 100% satisfaction for those that completed

^Failure percentage includes percentage of participants that did not complete the task or just did not complete in the Expected Allotted Time.

+All feedback recorded during the sessions has been included in Internal Detail Logs and will be used for consideration for future improvements to the software

**Approve e-Change feature main suggestion: Currently listed under Alerts – Several participants couldn't find it and suggested it should have its own menu*

***The Test Proctor timed the Assign Rx Diagnosis and Electronically Send Rx tasks together – see the Electronic row for total time on both tasks.*

****Note: Relied upon software RWT Testing: (1) Drug Database Software was used for Write Rx; (2) SQL Server used in all tasks performed.*

Participant (End-Users) Demographics Summary

Age range of participant:	**20-40 (30%); 41+ (70%)**
Gender:	**M (30%); F (70%)**
Credentials:	**MD (42%), NP (58%)**
Care Setting:	**50% of Participants were in Psychiatric or Mental Health Care Setting, 15% Family/GP, and 35% specialty care clinics**
Technology experience:	**14% of participants considered themselves very little experience, 42% felt they were average experience and 42% felt they were good with technology**
Time with MDToolbox:	**15% of participants were brand new users to MDToolbox, 15% had been using the software about <1 year and the remaining 70% over 1 year**

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

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).

__X__ No, none of my products include these voluntary standards

KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Q1 Real World QA Test Planning	**All in Scope**	**Q1 2022**
Build Test Scripts/Goal list	**All in Scope**	**Q2 2022**
Perform Real World Testing & Gather Data	**All in Scope**	**Q3 2022**
Create final reports and submit	**All In Scope**	**Q4 2022**