



# CY2025 REAL WORLD RESULTS REPORT



Qualifacts  
InSync

## Table of Contents

RWT Results Report Summary.....	3
Attestation .....	3
General Information .....	4
Changes to the Original Plan .....	4
Withdrawn Products.....	4
Summary of Testing Methods and Key Findings.....	5
Standards Updates (SVAP/USCDI).....	6
Care Setting(s) Targeted.....	6
Relied Upon Software.....	6
Key Milestones.....	7
ASTP/ONC 2025 Discretion Notice .....	8
Metrics and Outcomes .....	9

## RWT Results Report Summary

This document provides the Real-World Testing Results Report for Qualifacts InSync for the calendar year 2025. This document includes elements that allow reflection, direct results, and analysis of the process of conducting Real World Testing of our certified health IT (45 CFR § 170.405)

ASTP/ONC has provided guidance indicating that Real World Testing intends to evaluate compliance with the certification criteria and the interoperability of exchanging electronic health information (EHI) within the care and practice setting targeted for use. Our RWT plans are built around final testing metrics to evaluate our product's interoperability in production environments.

## Attestation

This Real World Testing Results Report includes all required elements documented in the ASTP/ONC Real World Testing Results Report Template. The information in this document is current and comprehensively addresses the requirements for the health IT developer's Real World Testing Results Report.

Authorized Representative Name:	Hope Winkowski, Vice President of Product Compliance
Authorized Representative Email:	<a href="mailto:hope.winkowski@qualifacts.com">hope.winkowski@qualifacts.com</a>
Authorized Representative Phone:	301-652-9500 x0428
Date of Attestation:	February 13, 2026
Authorized Representative Signature:	<i>Hope Winkowski</i>

## General Information

<b>Results Report based on 2023 RWT Report ID Number</b>	20241003qua
<b>Developer Name:</b>	Qualifacts Systems, LLC
<b>Product Name:</b>	InSync EMR/PM
<b>Version Number:</b>	Version 10
<b>Certified Health IT Product List (CHPL) ID:</b>	ONC CHPL ID: 15.02.05.3124.INSY.01.03.1.220314, <a href="#">CHPL link</a>
<b>Developer Real World Testing Page URL:</b>	<a href="https://www.qualifacts.com/onc-certification-and-costs/">https://www.qualifacts.com/onc-certification-and-costs/</a>

## Changes to the Original Plan

Summary of Change [Summarize each element that changed between the plan and the 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]
Qualifacts InSync did not make any changes to our approach for Real World Testing that differs from what was outlined in the CY2025 RWT plan.		

## Withdrawn Products

ASTP/ONC Guidance: 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>Version Number(s):</b>	In CY2025, Qualifacts InSync software did not withdraw any products during the reporting year.
<b>Date(s) Withdrawn:</b>	
<b>Inclusion of Data in Results Report:</b>	
<b>Report:</b>	

## Summary of Testing Methods and Key Findings

Qualifacts InSync focused on two distinct testing methods for our 2025 Real World Testing Plan:

- **Reporting/Logging:** This methodology uses the EHR's logging and reporting capabilities to evaluate system actions as part of users' production workflows. A typical example is the numerator recording and measure's calculation required by §170.315(g)(1) and §170.315(g)(2). It can also include reviews of the audit log and customized reports from the EHR. This methodology often provides historical measurement reports that can be accessed at different times of the year and evaluate the interoperability of EHR functionality. It can be a benchmark for assessing real-world testing over multiple time intervals.
- **Compliance and Tool:** This methodology uses inspection to evaluate if EHR complies with the ASTP/ONC criteria. Assessment can be accomplished through 1-on-1 manual testing and various validation tools to assess compliance and interoperability. If an EHR module's technology is not widely used in production by current users, compliance inspection can ensure the functionality continues to meet the certification requirements.

"You can't connect the dots looking forward; you can only connect them looking backward. So you have to trust that the dots will somehow connect in your future."  
–Steve Jobs

In this third year of ASTP/ONCs RWT, InSync (and presumably all health IT developers) continues to gain immeasurable and valuable insight into the vision, execution, and goal – including the "spirit" – behind Real World Testing. Objectively reviewing metrics throughout the year provided opportunities for quality checkpoints, data analysis, and, as reporting years since 2022, the privilege to grow, learn, explore, engage, and move the needle toward the reachable goal of national interoperability.

Where appropriate in this RWT Results Report, a review of "year-over-year" data was noted and discussed. The beauty of these annual ASTP/ONC results reports is the review of calendar year data, not only for real-world application and use but also to see the trends of that use from one year to the next. The healthcare IT industry has been approaching a decade since the passage of

the 21st Century Cures Act – we continue to explore the aims, ideals, and purpose of establishing a nationally interoperable, interoperable foundation.

## Standards Updates (SVAP/USCDI)

Including Standards-Version Advancement Process (SVAP) and the United States Core Data for Interoperability (USCDI)

<b>Standard (and version):</b>	<div style="background-color: #d9d9e3; padding: 10px; text-align: center;"> <p>In CY2025, Qualifacts InSync software did not utilize any Standards Updates during the reporting year.</p> </div>
<b>Updated certification criteria and associated project:</b>	
<b>Health IT Module CHPL ID:</b>	
<b>Method used for standard update:</b>	
<b>Date of ONC ACB notification:</b>	
<b>Date of customer notification (SVAP only):</b>	
<b>Conformance Measure:</b>	
<b>USCDI updated certification criteria (and USCDI version):</b>	

## Care Setting(s) Targeted

Qualifacts InSync software is targeted at behavioral healthcare and the human services industries and additionally supports the Primary Care industry. The testing methods utilized are at an enterprise level, and each of the care settings is included in the analysis, review, and reporting.

## Relied Upon Software

For the measure notes, Qualifacts InSync uses Smile CDR Inc. (Version 2025.11.PRE-35) for § 170.315(g)(10).

## Key Milestones

Key Milestone	Timeframe
<ul style="list-style-type: none"> <li>Qualifacts successfully published the RWT Plan for CY2025 within the timeframe noted. The Plan is available at <a href="https://www.qualifacts.com/onc-certification-and-costs/">https://www.qualifacts.com/onc-certification-and-costs/</a>.</li> </ul>	<p>On or before November 1, 2024</p>
<ul style="list-style-type: none"> <li>During the end of 2024 and into Q1 2025, Qualifacts performed an analysis of data and generated the Real World Testing Results Report creation for CY2024. The final report can be found at the URL listed above.</li> </ul>	<p>Data review: December 2024 to January 2025</p> <p>Submission and publication: On or before February 1, 2025</p>
<ul style="list-style-type: none"> <li>Lessons Learned: Qualifacts performed an internal “lessons-learned” process that reviewed successes from the previous year and areas for improvement for each annual RWT update.</li> <li>These quarterly sessions allowed Qualifacts to review data collection toward the annual Real World Test Plan criteria.</li> </ul>	<p>Quarterly throughout 2025</p>
<ul style="list-style-type: none"> <li>Qualifacts did <i>not</i> submit a CY2026 Real World Testing Plan due to the June 30, 2025, Discretion Notice from ASTP/ONC removing this requirement. <a href="https://healthit.gov/certification-health-it/enforcement-discretion-notices/">https://healthit.gov/certification-health-it/enforcement-discretion-notices/</a></li> </ul>	<p>Planned for October 15, 2025,</p>
<ul style="list-style-type: none"> <li>During the end of 2025 and into Q1 2026, Qualifacts analyzed data and created the Real World Testing Results Report for CY2025. This is the final report, published at the URL above and submitted to the ACB.</li> </ul>	<p>Data review: December 2025 to January 2026</p> <p>Submission and publication: On or before February 1, 2026</p>

## ASTP/ONC 2025 Discretion Notice

As notified by ASTP/ONC on June 30, 2025, via the “Real World Testing Condition and Maintenance of Certification Requirements Enforcement Discretion Notice,” the scope of the Real World Testing Results Report is narrowed to the following:

*For calendar year (CY) 2026:*

*ONC will not exercise its direct review authority under 45 CFR 170.580 for any non-conformity, potential or actual, that arises solely from a health IT developer not complying with 45 CFR 170.405(b)(2), except with respect to Health IT Modules certified to the certification criteria specified in 45 CFR 170.315(g)(7) through (10). This means that ONC only expects a developer with a Health IT Module(s) certified to the (g)(7) through (10) certification criteria, as of August 31, 2024, will submit a CY 2025 real world testing results report to its ONC-ACB by March 2026.*

*ONC will not conclude that an ONC-ACB has failed to adhere to 45 CFR 170.523(p)(2) and (3), find a violation of 45 CFR 170.560(a), or take any enforcement action under 45 CFR 170.565 against an ONC-ACB if an ONC-ACB does not review and confirm that applicable health IT developers submit real world testing results reports, except with respect to Health IT Modules certified to the criteria specified in 45 CFR 170.315(g)(7) through (10).*

Source: <https://healthit.gov/certification-health-it/enforcement-discretion-notice/>

## Metrics and Outcomes

<b>Measurement and Associated Criteria</b> (noting Relied Upon Software, if applicable)	<b>Outcomes and Challenges</b>																																																				
<b>Measure: Compliance of API Resource Query Support</b> § 170.315(g)(7) Application access—patient selection § 170.315(g)(9) Application access—all data request § 170.315(g)(10) Standardized API for patient and population services	Testing Method: Compliance and Tool																																																				
<p>This testing was conducted to provide assurance of the ability to connect to the EHR's API resources and query patient clinical data through the API. We anticipated that these metrics would show a shift toward the use of the FHIR API -- and they do, albeit modestly -- but adoption has been minimal in behavioral health and human services settings, as shown in the following tables.</p> <p>We look forward to a healthcare IT ecosystem where FHIR API provides the goals ASTP/ONC envisions – innovation, solution, and low cost.</p> <p>“A nationwide ecosystem of standard FHIR APIs will enable more innovation and solutions developed by industry and reduce one-off interfaces, resulting in lower interoperability costs in the future.”</p> <p><a href="#">On the Road to Cures Update: Certified API Technology</a>   Avinash Shanbhag and Rob Anthony, August 19, 2022, HealthITbuzz</p> <p><b>Count of registered applications (sandbox)</b></p> <table border="1" data-bbox="164 1272 1084 1709"> <thead> <tr> <th>Year-Month</th> <th>Live Customer Count</th> <th>Requested</th> <th>Completed</th> </tr> </thead> <tbody> <tr><td>2025-01</td><td>2070</td><td>0</td><td>0</td></tr> <tr><td>2025-02</td><td>2075</td><td>1</td><td>0</td></tr> <tr><td>2025-03</td><td>2086</td><td>2</td><td>0</td></tr> <tr><td>2025-04</td><td>2032</td><td>1</td><td>2</td></tr> <tr><td>2025-05</td><td>2041</td><td>1</td><td>0</td></tr> <tr><td>2025-06</td><td>2050</td><td>3</td><td>2</td></tr> <tr><td>2025-07</td><td>1978</td><td>3</td><td>5</td></tr> <tr><td>2025-08</td><td>1990</td><td>0</td><td>0</td></tr> <tr><td>2025-09</td><td>2002</td><td>3</td><td>2</td></tr> <tr><td>2025-10</td><td>2009</td><td>3</td><td>4</td></tr> <tr><td>2025-11</td><td>2020</td><td>4</td><td>1</td></tr> <tr><td>2025-12</td><td>2035</td><td>4</td><td>1</td></tr> </tbody> </table>		Year-Month	Live Customer Count	Requested	Completed	2025-01	2070	0	0	2025-02	2075	1	0	2025-03	2086	2	0	2025-04	2032	1	2	2025-05	2041	1	0	2025-06	2050	3	2	2025-07	1978	3	5	2025-08	1990	0	0	2025-09	2002	3	2	2025-10	2009	3	4	2025-11	2020	4	1	2025-12	2035	4	1
Year-Month	Live Customer Count	Requested	Completed																																																		
2025-01	2070	0	0																																																		
2025-02	2075	1	0																																																		
2025-03	2086	2	0																																																		
2025-04	2032	1	2																																																		
2025-05	2041	1	0																																																		
2025-06	2050	3	2																																																		
2025-07	1978	3	5																																																		
2025-08	1990	0	0																																																		
2025-09	2002	3	2																																																		
2025-10	2009	3	4																																																		
2025-11	2020	4	1																																																		
2025-12	2035	4	1																																																		

### Count of registered applications (production)

Year-Month	Live Customer Count	Requested	Completed
2025-01	2070	1	0
2025-02	2075	1	1
2025-03	2086	0	0
2025-04	2032	0	0
2025-05	2041	0	0
2025-06	2050	0	0
2025-07	1978	1	1
2025-08	1990	0	1
2025-09	2002	2	0
2025-10	2009	1	3
2025-11	2020	1	1
2025-12	2035	1	0

### Count of Client Access Keys created

Year-Month	Live Customer Count	Total Number of Keys Created	Customers Creating Access Keys
2025-01	2070	2	1
2025-02	2075	14	5
2025-03	2086	3	2
2025-04	2032	18	5
2025-05	2041	9	4
2025-06	2050	17	4
2025-07	1978	6	5
2025-08	1990	13	5
2025-09	2002	20	7
2025-10	2009	21	11
2025-11	2020	5	4
2025-12	2035	9	5

The year-over-year comparison is improved, with a visible uptick in Access Keys utilization in 2025. The total number of keys created in 2025 equaled 137 for the full year, compared to 22 in 2024. The number of customers using this functionality increased additionally: 58 in 2025 and 13 in 2024.