



ONC HIT Certification Program Test Results Summary for 2014 Edition EHR Certification

Part 1: Product and Developer Information

1.1 Certified Product Information

Product Name: Community CareLink
Product Version: 3.2
Domain: Ambulatory
Test Type: Module

1.2 Developer/Vendor Information

Developer/Vendor Name: First Call
Address: 633 East 63rd St., Kansas City, MO 64110
Website: <http://www.firstcallkc.org/>
Email: kortbals@firstcallkc.org
Phone: 816-361-5900
Developer/Vendor Contact: Ken Ortvals

Part 2: ONC-Authorized Certification Body Information

2.1 ONC-Authorized Certification Body Information

ONC-ACB Name: Drummond Group
Address: 13359 North Hwy 183, Ste B-406-238, Austin, TX 78750
Website: www.drummondgroup.com
Email: ehr@drummondgroup.com
Phone: 817-294-7339
ONC-ACB Contact: Bill Smith

This test results summary is approved for public release by the following ONC-Authorized Certification Body Representative:

Rik Drummond

ONC-ACB Authorized Representative

Product Compliance Analyst

Function/Title



Signature and Date 9/30/2013



2.2 Gap Certification

The following identifies criterion or criteria certified via gap certification

§170.314			
<input type="checkbox"/> (a)(1)	<input type="checkbox"/> (a)(17)	<input type="checkbox"/> (d)(5)	<input type="checkbox"/> (d)(9)
<input type="checkbox"/> (a)(6)	<input type="checkbox"/> (b)(5)*	<input type="checkbox"/> (d)(6)	<input type="checkbox"/> (f)(1)
<input type="checkbox"/> (a)(7)	<input type="checkbox"/> (d)(1)	<input type="checkbox"/> (d)(8)	

*Gap certification allowed for Inpatient setting only

No gap certification

2.3 Inherited Certification

The following identifies criterion or criteria certified via inherited certification

§170.314			
<input type="checkbox"/> (a)(1)	<input type="checkbox"/> (a)(14)	<input type="checkbox"/> (c)(3)	<input type="checkbox"/> (f)(1)
<input type="checkbox"/> (a)(2)	<input type="checkbox"/> (a)(15)	<input type="checkbox"/> (d)(1)	<input type="checkbox"/> (f)(2)
<input type="checkbox"/> (a)(3)	<input type="checkbox"/> (a)(16) <i>Inpt. only</i>	<input type="checkbox"/> (d)(2)	<input type="checkbox"/> (f)(3)
<input type="checkbox"/> (a)(4)	<input type="checkbox"/> (a)(17) <i>Inpt. only</i>	<input type="checkbox"/> (d)(3)	<input type="checkbox"/> (f)(4) <i>Inpt. only</i>
<input type="checkbox"/> (a)(5)	<input type="checkbox"/> (b)(1)	<input type="checkbox"/> (d)(4)	<input type="checkbox"/> (f)(5) <i>Optional & Amb. only</i>
<input type="checkbox"/> (a)(6)	<input type="checkbox"/> (b)(2)	<input type="checkbox"/> (d)(5)	
<input type="checkbox"/> (a)(7)	<input type="checkbox"/> (b)(3)	<input type="checkbox"/> (d)(6)	<input type="checkbox"/> (f)(6) <i>Optional & Amb. only</i>
<input type="checkbox"/> (a)(8)	<input type="checkbox"/> (b)(4)	<input type="checkbox"/> (d)(7)	
<input type="checkbox"/> (a)(9)	<input type="checkbox"/> (b)(5)	<input type="checkbox"/> (d)(8)	<input type="checkbox"/> (g)(1)
<input type="checkbox"/> (a)(10)	<input type="checkbox"/> (b)(6) <i>Inpt. only</i>	<input type="checkbox"/> (d)(9) <i>Optional</i>	<input type="checkbox"/> (g)(2)
<input type="checkbox"/> (a)(11)	<input type="checkbox"/> (b)(7)	<input type="checkbox"/> (e)(1)	<input type="checkbox"/> (g)(3)
<input type="checkbox"/> (a)(12)	<input type="checkbox"/> (c)(1)	<input type="checkbox"/> (e)(2) <i>Amb. only</i>	<input type="checkbox"/> (g)(4)
<input type="checkbox"/> (a)(13)	<input type="checkbox"/> (c)(2)	<input type="checkbox"/> (e)(3) <i>Amb. only</i>	

No inherited certification



Part 3: NVLAP-Accredited Testing Laboratory Information

Report Number: [TEB-090613-2060](#)

Test Date(s): [9/6/2013](#) and [9/23/2013](#)

3.1 NVLAP-Accredited Testing Laboratory Information

ATL Name: Drummond Group EHR Test Lab
Accreditation Number: [NVLAP Lab Code 200979-0](#)
Address: 13359 North Hwy 183, Ste B-406-238, Austin, TX 78750
Website: www.drummondgroup.com
Email: ehr@drummondgroup.com
Phone: 512-633-9510
ATL Contact: Beth Morrow

For more information on scope of accreditation, please reference *[insert link to ATL scope]*

Part 3 of this test results summary is approved for public release by the following Accredited Testing Laboratory Representative:

Timothy Bennett

ATL Authorized Representative

9/29/2013

Signature and Date

Test Proctor

Function/Title

Nashville, TN

Location Where Test Conducted

3.2 Test Information

3.2.1 Additional Software Relied Upon for Certification

Additional Software	Applicable Criteria	Functionality provided by Additional Software
MS Excel	170.314.d.2,3	Sorting of Audit Log
MS SQL Server Client	170.314.d.2,3	Generation of Audit Log

No additional software required

3.2.2 Test Tools

Test Tool	Version
<input type="checkbox"/> Cypress	2.3
<input type="checkbox"/> ePrescribing Validation Tool	1.0.2
<input type="checkbox"/> HL7 CDA Cancer Registry Reporting Validation Tool	1.0.3



Test Tool	Version
<input type="checkbox"/> HL7 v2 Electronic Laboratory Reporting (ELR) Validation Tool	1.6
<input type="checkbox"/> HL7 v2 Immunization Information System (IIS) Reporting Validation Tool	1.6
<input type="checkbox"/> HL7 v2 Laboratory Results Interface (LRI) Validation Tool	1.6
<input type="checkbox"/> HL7 v2 Syndromic Surveillance Reporting Validation Tool	1.6
<input type="checkbox"/> Transport Testing Tool	169
<input type="checkbox"/> Direct Certificate Discovery Tool	2.1

No test tools required

3.2.3 Test Data

Alteration (customization) to the test data was necessary and is described in Appendix [insert appendix letter]

No alteration (customization) to the test data was necessary

3.2.4 Standards

3.2.4.1 Multiple Standards Permitted

The following identifies the standard(s) that has been successfully tested where more than one standard is permitted

Criterion #	Standard Successfully Tested	
(a)(8)(ii)(A)(2)	<input type="checkbox"/> §170.204(b)(1) HL7 Version 3 Implementation Guide: URL-Based Implementations of the Context-Aware Information Retrieval (Infobutton) Domain	<input type="checkbox"/> §170.204(b)(2) HL7 Version 3 Implementation Guide: Context-Aware Knowledge Retrieval (Infobutton) Service-Oriented Architecture Implementation Guide
(a)(13)	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release	<input type="checkbox"/> §170.207(j) HL7 Version 3 Standard: Clinical Genomics; Pedigree
(a)(15)(i)	<input type="checkbox"/> §170.204(b)(1) HL7 Version 3 Implementation Guide: URL-Based Implementations of the Context-Aware Information Retrieval (Infobutton) Domain	<input type="checkbox"/> §170.204(b)(2) HL7 Version 3 Implementation Guide: Context-Aware Knowledge Retrieval (Infobutton) Service-Oriented Architecture Implementation Guide



Criterion #	Standard Successfully Tested	
(a)(16)(ii)	<input type="checkbox"/> §170.210(g) Network Time Protocol Version 3 (RFC 1305)	<input type="checkbox"/> §170. 210(g) Network Time Protocol Version 4 (RFC 5905)
(b)(2)(i)(A)	<input type="checkbox"/> §170.207(i) The code set specified at 45 CFR 162.1002(c)(2) (ICD-10- CM) for the indicated conditions	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release
(b)(7)(i)	<input type="checkbox"/> §170.207(i) The code set specified at 45 CFR 162.1002(c)(2) (ICD-10- CM) for the indicated conditions	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release
(e)(1)(i)	<input type="checkbox"/> Annex A of the FIPS Publication 140-2 • [list encryption and hashing algorithms]	
(e)(1)(ii)(A)(2)	<input type="checkbox"/> §170.210(g) Network Time Protocol Version 3 (RFC 1305)	<input type="checkbox"/> §170. 210(g) Network Time Protocol Version 4 (RFC 5905)
(e)(3)(ii)	<input type="checkbox"/> Annex A of the FIPS Publication 140-2 • [list encryption and hashing algorithms]	
Common MU Data Set (15)	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release	<input type="checkbox"/> §170.207(b)(2) The code set specified at 45 CFR 162.1002(a)(5) (HCPCS and CPT-4)

None of the criteria and corresponding standards listed above are applicable

3.2.4.2 Newer Versions of Standards

The following identifies the newer version of a minimum standard(s) that has been successfully tested

Newer Version	Applicable Criteria

No newer version of a minimum standard was tested



3.2.5 Optional Functionality

Criterion #	Optional Functionality Successfully Tested
<input type="checkbox"/> (a)(4)(iii)	Plot and display growth charts
<input type="checkbox"/> (b)(1)(i)(B)	Receive summary care record using the standards specified at §170.202(a) and (b) (Direct and XDM Validation)
<input type="checkbox"/> (b)(1)(i)(C)	Receive summary care record using the standards specified at §170.202(b) and (c) (SOAP Protocols)
<input type="checkbox"/> (b)(2)(ii)(B)	Transmit health information to a Third Party using the standards specified at §170.202(a) and (b) (Direct and XDM Validation)
<input type="checkbox"/> (b)(2)(ii)(C)	Transmit health information to a Third Party using the standards specified at §170.202(b) and (c) (SOAP Protocols)
<input type="checkbox"/> (f)(3)	Ambulatory setting only – Create syndrome-based public health surveillance information for transmission using the standard specified at §170.205(d)(3) (urgent care visit scenario)
<input type="checkbox"/> Common MU Data Set (15)	Express Procedures according to the standard specified at §170.207(b)(3) (45 CFR162.1002(a)(4): Code on Dental Procedures and Nomenclature)
<input type="checkbox"/> Common MU Data Set (15)	Express Procedures according to the standard specified at §170.207(b)(4) (45 CFR162.1002(c)(3): ICD-10-PCS)

No optional functionality tested



3.2.6 2014 Edition Certification Criteria* Successfully Tested

Criteria #	Version		Criteria #	Version	
	TP**	TD***		TP	TD
<input type="checkbox"/> (a)(1)	1.2	1.5	<input type="checkbox"/> (c)(3)	1.6	1.6
<input type="checkbox"/> (a)(2)	1.2		<input checked="" type="checkbox"/> (d)(1)	1.2	
<input checked="" type="checkbox"/> (a)(3)	1.2	1.4	<input checked="" type="checkbox"/> (d)(2)	1.4	
<input checked="" type="checkbox"/> (a)(4)	1.4	1.3	<input checked="" type="checkbox"/> (d)(3)	1.3	
<input checked="" type="checkbox"/> (a)(5)	1.4	1.3	<input type="checkbox"/> (d)(4)	1.2	
<input type="checkbox"/> (a)(6)	1.3	1.4	<input type="checkbox"/> (d)(5)	1.2	
<input type="checkbox"/> (a)(7)	1.3	1.3	<input type="checkbox"/> (d)(6)	1.2	
<input type="checkbox"/> (a)(8)	1.2		<input type="checkbox"/> (d)(7)	1.2	
<input checked="" type="checkbox"/> (a)(9)	1.3	1.3	<input type="checkbox"/> (d)(8)	1.2	
<input type="checkbox"/> (a)(10)	1.2	1.4	<input type="checkbox"/> (d)(9) <i>Optional</i>	1.2	
<input checked="" type="checkbox"/> (a)(11)	1.3		<input type="checkbox"/> (e)(1)	1.7	
<input type="checkbox"/> (a)(12)	1.3		<input type="checkbox"/> (e)(2) <i>Amb. only</i>	1.2	1.5
<input type="checkbox"/> (a)(13)	1.2		<input type="checkbox"/> (e)(3) <i>Amb. only</i>	1.3	
<input type="checkbox"/> (a)(14)	1.2		<input type="checkbox"/> (f)(1)	1.2	1.2
<input type="checkbox"/> (a)(15)	1.5		<input type="checkbox"/> (f)(2)	1.3	1.2
<input type="checkbox"/> (a)(16) <i>Inpt. only</i>	1.3	1.2	<input type="checkbox"/> (f)(3)	1.3	1.2
<input type="checkbox"/> (a)(17) <i>Inpt. only</i>	1.2		<input type="checkbox"/> (f)(4) <i>Inpt. only</i>	1.3	1.2
<input type="checkbox"/> (b)(1)	1.6	1.3	<input type="checkbox"/> (f)(5) <i>Optional & Amb. only</i>	1.2	1.2
<input type="checkbox"/> (b)(2)	1.5	1.5	<input type="checkbox"/> (f)(6) <i>Optional & Amb. only</i>	1.3	1.2
<input type="checkbox"/> (b)(3)	1.4	1.2			
<input type="checkbox"/> (b)(4)	1.3	1.4			
<input type="checkbox"/> (b)(5)	1.4	1.2	<input checked="" type="checkbox"/> (g)(1)	1.6	1.8
<input type="checkbox"/> (b)(6) <i>Inpt. only</i>	1.3	1.2	<input type="checkbox"/> (g)(2)	1.6	1.8
<input type="checkbox"/> (b)(7)	1.4	1.5	<input type="checkbox"/> (g)(3)	1.3	
<input type="checkbox"/> (c)(1)	1.6	1.6	<input checked="" type="checkbox"/> (g)(4)	1.2	
<input type="checkbox"/> (c)(2)	1.6	1.6			

*For a list of the 2014 Edition Certification Criteria, please reference <http://www.healthit.gov/certification> (navigation: 2014 Edition Test Method)

**Indicates the version number for the Test Procedure (TP)

***Indicates the version number for the Test Data (TD)



3.2.7 2014 Clinical Quality Measures*

Type of Clinical Quality Measures Successfully Tested:

- Ambulatory
- Inpatient
- No CQMs tested

*For a list of the 2014 Clinical Quality Measures, please reference <http://www.cms.gov> (navigation: 2014 Clinical Quality Measures)

Ambulatory CQMs							
CMS ID	Version	CMS ID	Version	CMS ID	Version	CMS ID	Version
<input type="checkbox"/> 2	3	<input type="checkbox"/> 90	3	<input type="checkbox"/> 136	3	<input type="checkbox"/> 155	2
<input type="checkbox"/> 22	2	<input type="checkbox"/> 117	2	<input type="checkbox"/> 137	2	<input type="checkbox"/> 156	2
<input type="checkbox"/> 50	2	<input type="checkbox"/> 122	2	<input type="checkbox"/> 138	2	<input type="checkbox"/> 157	2
<input type="checkbox"/> 52	2	<input type="checkbox"/> 123	2	<input type="checkbox"/> 139	2	<input type="checkbox"/> 158	2
<input type="checkbox"/> 56	2	<input type="checkbox"/> 124	2	<input type="checkbox"/> 140	2	<input type="checkbox"/> 159	2
<input type="checkbox"/> 61	3	<input type="checkbox"/> 125	2	<input type="checkbox"/> 141	3	<input type="checkbox"/> 160	2
<input type="checkbox"/> 62	2	<input type="checkbox"/> 126	2	<input type="checkbox"/> 142	2	<input type="checkbox"/> 161	2
<input type="checkbox"/> 64	3	<input type="checkbox"/> 127	2	<input type="checkbox"/> 143	2	<input type="checkbox"/> 163	2
<input type="checkbox"/> 65	3	<input type="checkbox"/> 128	2	<input type="checkbox"/> 144	2	<input type="checkbox"/> 164	2
<input type="checkbox"/> 66	2	<input type="checkbox"/> 129	3	<input type="checkbox"/> 145	2	<input type="checkbox"/> 165	2
<input type="checkbox"/> 68	3	<input type="checkbox"/> 130	2	<input type="checkbox"/> 146	2	<input type="checkbox"/> 166	3
<input type="checkbox"/> 69	2	<input type="checkbox"/> 131	2	<input type="checkbox"/> 147	2	<input type="checkbox"/> 167	2
<input type="checkbox"/> 74	3	<input type="checkbox"/> 132	2	<input type="checkbox"/> 148	2	<input type="checkbox"/> 169	2
<input type="checkbox"/> 75	2	<input type="checkbox"/> 133	2	<input type="checkbox"/> 149	2	<input type="checkbox"/> 177	2
<input type="checkbox"/> 77	2	<input type="checkbox"/> 134	2	<input type="checkbox"/> 153	2	<input type="checkbox"/> 179	2
<input type="checkbox"/> 82	1	<input type="checkbox"/> 135	2	<input type="checkbox"/> 154	2	<input type="checkbox"/> 182	3

Inpatient CQMs							
CMS ID	Version	CMS ID	Version	CMS ID	Version	CMS ID	Version
<input type="checkbox"/> 9	2	<input type="checkbox"/> 71	3	<input type="checkbox"/> 107	2	<input type="checkbox"/> 172	3
<input type="checkbox"/> 26	1	<input type="checkbox"/> 72	2	<input type="checkbox"/> 108	2	<input type="checkbox"/> 178	3
<input type="checkbox"/> 30	3	<input type="checkbox"/> 73	2	<input type="checkbox"/> 109	2	<input type="checkbox"/> 185	2
<input type="checkbox"/> 31	2	<input type="checkbox"/> 91	3	<input type="checkbox"/> 110	2	<input type="checkbox"/> 188	3
<input type="checkbox"/> 32	3	<input type="checkbox"/> 100	2	<input type="checkbox"/> 111	2	<input type="checkbox"/> 190	2
<input type="checkbox"/> 53	2	<input type="checkbox"/> 102	2	<input type="checkbox"/> 113	2		
<input type="checkbox"/> 55	2	<input type="checkbox"/> 104	2	<input type="checkbox"/> 114	2		
<input type="checkbox"/> 60	2	<input type="checkbox"/> 105	2	<input type="checkbox"/> 171	3		



3.2.8 Automated Numerator Recording and Measure Calculation

3.2.8.1 Automated Numerator Recording

Automated Numerator Recording Successfully Tested			
<input type="checkbox"/> (a)(1)	<input type="checkbox"/> (a)(9)	<input type="checkbox"/> (a)(16)	<input type="checkbox"/> (b)(6)
<input type="checkbox"/> (a)(3)	<input type="checkbox"/> (a)(11)	<input type="checkbox"/> (a)(17)	<input type="checkbox"/> (e)(1)
<input type="checkbox"/> (a)(4)	<input type="checkbox"/> (a)(12)	<input type="checkbox"/> (b)(2)	<input type="checkbox"/> (e)(2)
<input type="checkbox"/> (a)(5)	<input type="checkbox"/> (a)(13)	<input type="checkbox"/> (b)(3)	<input type="checkbox"/> (e)(3)
<input type="checkbox"/> (a)(6)	<input type="checkbox"/> (a)(14)	<input type="checkbox"/> (b)(4)	
<input type="checkbox"/> (a)(7)	<input type="checkbox"/> (a)(15)	<input type="checkbox"/> (b)(5)	

Automated Numerator Recording was not tested

3.2.8.2 Automated Measure Calculation

Automated Numerator Recording Successfully Tested			
<input type="checkbox"/> (a)(1)	<input checked="" type="checkbox"/> (a)(9)	<input type="checkbox"/> (a)(16)	<input type="checkbox"/> (b)(6)
<input checked="" type="checkbox"/> (a)(3)	<input checked="" type="checkbox"/> (a)(11)	<input type="checkbox"/> (a)(17)	<input type="checkbox"/> (e)(1)
<input checked="" type="checkbox"/> (a)(4)	<input type="checkbox"/> (a)(12)	<input type="checkbox"/> (b)(2)	<input type="checkbox"/> (e)(2)
<input checked="" type="checkbox"/> (a)(5)	<input type="checkbox"/> (a)(13)	<input type="checkbox"/> (b)(3)	<input type="checkbox"/> (e)(3)
<input type="checkbox"/> (a)(6)	<input type="checkbox"/> (a)(14)	<input type="checkbox"/> (b)(4)	
<input type="checkbox"/> (a)(7)	<input type="checkbox"/> (a)(15)	<input type="checkbox"/> (b)(5)	

Automated Measure Calculation was not tested

3.2.9 Attestation

Attestation Forms (as applicable)	Appendix
<input type="checkbox"/> Safety-Enhanced Design*	A
<input checked="" type="checkbox"/> Quality Management System**	B
<input checked="" type="checkbox"/> Privacy and Security	C

*Required if any of the following were tested: (a)(1), (a)(2), (a)(6), (a)(7), (a)(8), (a)(16), (b)(3), (b)(4)

**Required for every EHR product



3.3 Appendices

Attached immediately below.

Test Results Summary Document History

Version	Description of Change	Date
01-Oct-2013	Initial Version	

END OF DOCUMENT



September 19, 2013

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To: Drummond Group

From: Ken Ortvals

Re: Test Condition 170.314.d.2

The Community CareLink software system does not allow any user to disable audit logs. The Community CareLink software system does not allow a user to disable encryption.

The Community CareLink software writes to the audit log table as users interact with the system. We record the Date, Time, Userid, URL, and IP address for every action that occurs within the system. The Community CareLink software has no capability for an end-user to delete or change any record from the audit log.

First Call has 2 Software Developers who have access to the Community CareLink database for each production instance. These employees are responsible for database administration of all tables, including the audit log table.

We have implemented a reporting and database recovery solution to enable the First Call Technology Director to know if the audit table has been tampered with by a First Call employee. This approach includes these steps:

1. A duplicate audit log table has been created in another database.
2. A record is inserted into the duplicate audit log table each time a record is inserted into the production audit log table.
3. The Technology Director has access to the duplicate audit log table but not the Software Developers.
4. The Technology Director can use Red Gate SQL Data Compare to compare records in each table and identify if the production audit log has been tampered with.

The attached file, FirstCall-AuditLog-Report provides examples of the reporting available with the Red Gate SQL Data Compare utility.

Please contact Ken Ortvals at kortvals@firstcallkc.org if you have additional questions or need additional information.

Thank You,

First Call Audit Log Table Reporting 2013

This is an example of the SQL Data report that demonstrates the level of reporting detail available using the Red Gate SQL Data Compare to compare 2 audit log tables.

The initial line of the table shows that we have many rows that exist with one version of the audit log table and many rows that have been deleted. This is what will show us if the production audit log table has been tampered with.

Type	All Different	Owner	Table Name	Source Only	Different	Target Only	Table Name	Owner
1 table or view with a difference in its rows								
		dbo	UserTrack				UserTrack	dbo
100 tables or views that could not be compared								

PK_UserTrack	FK_UserID	FK_UserID	DateAdded	DateAdded	IPAddressID	IPAddressID	ServerNameID	ServerNameID	PageURLID	PageURLID
4542227	-5555	-5555	2013-09-08 02:42:42.875		2864		18		16335	
4542228	-5555	-5555	2013-09-08 02:42:45.053		2864		18		16335	
4542229	-5555	-5555	2013-09-08 02:58:42.200		318		18		16335	
4542230	-5555	-5555	2013-09-08 03:18:137.597		1848		18		16335	
4542231	-5555	-5555	2013-09-08 03:18:48.510		1848		18		16335	
4542232	-5555	-5555	2013-09-08 03:18:42.220		1848		18		16335	
4542233	-5555	-5555	2013-09-08 03:18:12.570		1848		18		16335	
4542234	-5555	-5555	2013-09-08 04:08:46.010		2245		18		114366	
4542235	-5555	-5555	2013-09-08 04:04:22.033		2245		18		16335	
4542236	-5555	-5555	2013-09-08 05:12:18.063		3255		18		16335	

This is an example when the report shows that the audit log table has not been tampered with and we have duplicate rows in each database for the audit log table.

Type	All Different	Owner	Table Name	Source Only	Different	Target Only	Table Name	Owner
1 table or view with identical rows only								
		dbo	UserTrack				UserTrack	dbo



September 23, 2013

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HCI Partners

Michael Liss
American Century Investments

George Lopez
James B. Nutter & Company

Dee Pack
Cargo Largo

Ben Schloegel
EnduraCamps

Terri Springer
Community Volunteer

Tony Vannicola
American Century Investments

PRESIDENT & CEO

Molly O'Neill

To: Drummond Group

From: Ken Ortvals

Re: First Call Quality Management System

Please find the attached Quality Management System process flow and Quality Management System document that we use at First Call to manage Community CareLink software enhancements. We currently have multiple implementations of our software running for multiple clients but this is the core process we use to implement software enhancements.

Please contact Ken Ortvals at kortvals@firstcallkc.org if you have additional questions or need additional information.

Thank You,

A handwritten signature in blue ink that reads 'Ken Ortvals'.

Ken Ortvals
Vice President of Technology

**First Call
Quality Management System Approach
2013**

This document describes the methodology that the First Call Information Technology team follows to process end-user requirements from the initial user request to production implementation. The Community CareLink software is a single code-base that is implemented at multiple client sites. This methodology supports implementation at all client sites.

Client Enhancement Request

The Technology Director conducts regular client meetings to identify future enhancement requests. When a client identifies an enhancement request, First Call determines if this request is core to all client sites and will include the enhancement request in a future software release. If the enhancement request is tailored to a specific client, we inform the client that we will develop a scope document and cost estimate.

Create Enhancement Scope and Cost Estimate

The Technology Director works with the Software Development team to identify the scope of the software enhancement and design a proposed solution. We design the user interface enhancements along with identifying if we need to develop new modules or enhance existing modules. This work is documented by developing a cost estimate for the client.

Client Approval of Cost Estimate

The Technology Director shares the cost estimate with the client to receive approval for creating the enhancement. If the client approves, we add this document to the current software contract with the client as an additional attachment.

Software Developer Syncs Up Code

The Software Developer syncs up their code base and database with the latest production software to ensure that the code base will migrate successfully into the production environment once the software enhancement is completed.

Develop Enhancement on Local Machine

The Software Developer works on their local machine to develop the software enhancement. The enhancement may contain database changes along with software changes.

Conduct Unit Test

The Software Developer conducts the unit test on the local machine. This starts with taking a backup of the production database and using client test data to mirror actual results in production. The Software Developer is responsible for documenting the expected test results and comparing those to the actual results to ensure that the software is successfully unit tested. The Software Developer continues to modify the software until the unit test is successfully completed.

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Install Software in System Integration Test Environment

The Software Developer is responsible for installing the new enhancements in the System Integration Test Environment. This is the initial step in creating an implementation plan that will be used in the production environment.

System Integration Test

The Project Manager is responsible for testing the enhancement in the System Integration Test Environment. The Project Manager creates a test plan with expected results based on the enhancement design and scope. The Project Manager uses production data to validate how the enhancement will work in the production environment. The Project Manager is also responsible for regression testing to ensure that other features have been broken with the software enhancement. The Project Manager communicates with the Software Developer if any issues are identified. The Software Developer will verify the issue with the Project Manager and recreate the issue in their unit test environment. Once the Software Developer has resolved the issue, they will install the updated code in the System Integration Test Environment for the Project Manager to retest.

Once testing has been completed by the Project Manager, the client is notified that the enhancement is ready to test. The Project Manager works with the client to execute the test and to verify the results. If any issues are identified, the Project Manager communicates those to the Software Developer to resolve.

Production Installation

When the client has signed off on the testing and approves the enhancement, a production installation date is identified. The Project Manager is responsible for updating the training documentation and uploading it into the production site.

The Software Developer is responsible for installing the enhancement in the Production environment. The Project Manager works with the Software Developer to conduct a Production Acceptance test. If any issues are found, the Project Manager communicates the issues to the Software Developer. The Software Developer recreates the issue in their local environment. The Software Developer is then responsible for developing a solution to resolve the issue. Once it passes unit testing, the Software Developer migrates the software change to the System Integration Test Environment. The Project Manager is then responsible for conducting the System Integration Test. Once the test is completed successfully, the software is installed in the Production environment. The Project Manager completes the Production Acceptance test and works with the Software Developer until the software passes testing.

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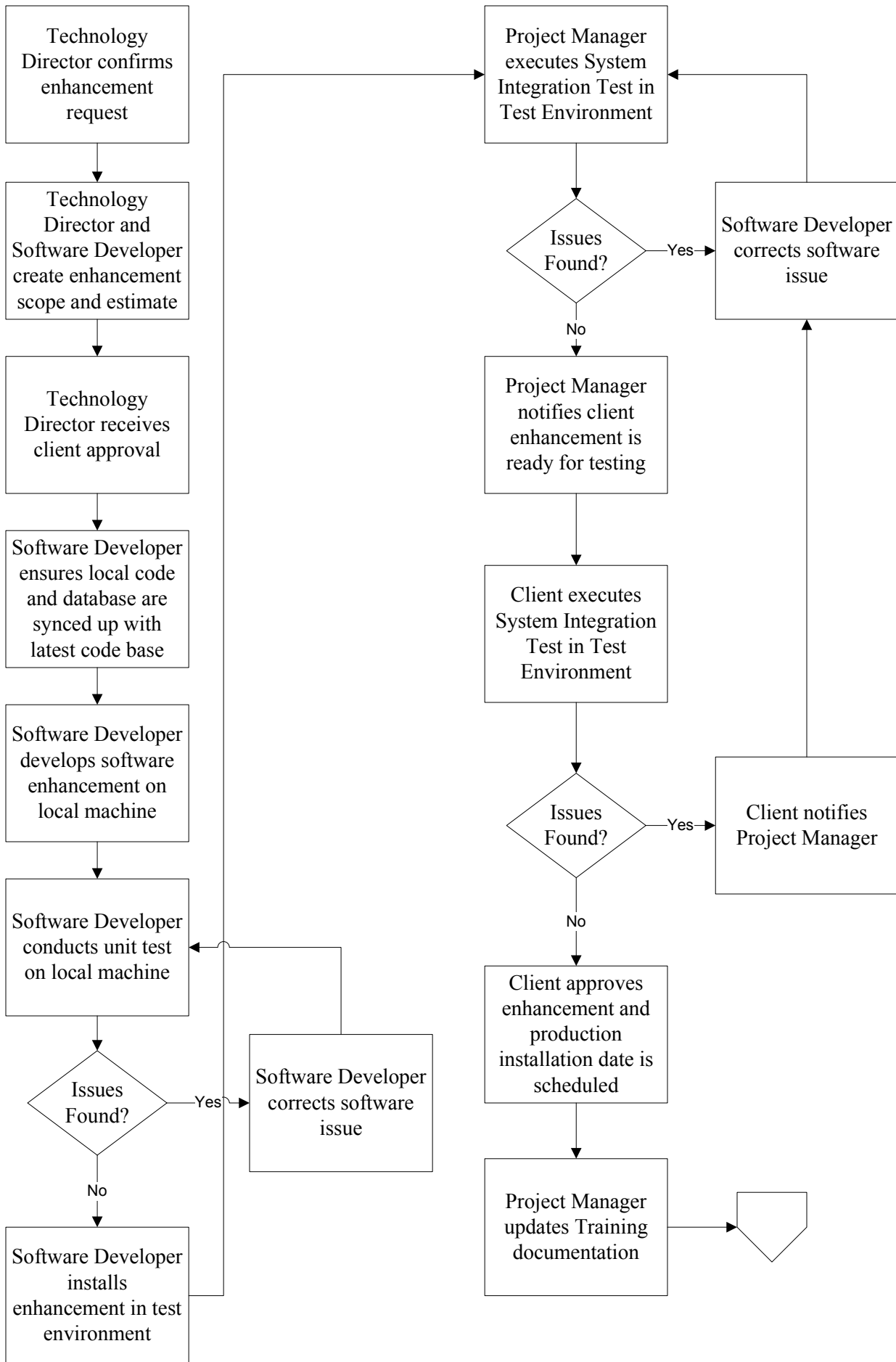
End User Communication

The Project Manager finalizes the update of the Training documentation and communicates the enhancement to all users. The Project Manager is responsible for any end-user support and training that is needed.

Code Repository Update

The Software Developer pushes the updated code into the production code repository so that it is available for other Software Developers to integrate into their software code base.

First Call Quality Management System Process Flow



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