

# ONC Health IT Certification Program Update

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- **Continuous Quality Improvement**
- **Greater transparency**
- **Greater Collaboration**
- **Improved Customer Service**
- **“Kaizen” planned** (starts tomorrow)

- Initiated “spring cleaning” on Certified HIT Products List (CHPL)
- New UI to be released this Spring
- Piloting test tools prior to finalizing
  - Pilot for edge transport testing open now
- Testing “jamborees” held during NPRM development
- Future test procedures to be streamlined (<5 pages)
- Plan to release draft test procedures at near same-time as 2015 Edition NPRM

- Open test method development pilot (complete)
- Public comment disposition on testing procedures (initiated with 2014ed R2 process)
- Continue to publish FAQs and guidance on ONC's website
- Migration to “open data” CHPL
- Identify method to share program policy guidance given to accredited testing labs and authorized certification bodies with developer community (post-Kaizen)

- Establishing ONC Health IT Certification Program Federal “Collaboratory” (all fed stakeholders/partners in certification)
- Working closely with Accreditors (ANSI and NVLAP) to strengthen programs rigor in accordance with ISO standards & program/scheme objectives
- ONC staff witnessing/shadowing testing

- Dedicated email box
  - [ONC.Certification@hhs.gov](mailto:ONC.Certification@hhs.gov)
  - Response metrics:
    - 3 business days for response, 10 business days for resolution
- Reminder: Questions/concerns about a product's compliance with program requirements can also/should be directed to the ONC-ACB that certified the product:
  - [ehr@drummondgroup.com](mailto:ehr@drummondgroup.com)
  - [ehr@infogard.com](mailto:ehr@infogard.com)
  - [ehr@icsalabs.com](mailto:ehr@icsalabs.com)
- JIRA consolidation for public inquiry management (Q&A's will be cloned into JIRA)
- Collaboration space for ATL/ACB/ANSI/NIST/ONC