

## Black Book™ 2020 Survey



### Top Ambulatory

### Electronic Health Records Solutions

Comparative Performance Result Set of Top EHR & Medical Practice Software/Support Vendors

**SOLO/SINGLE PRACTICES    MEDICAL SPECIALTIES**



Black Book Market Research LLC annually evaluates leading healthcare/medical software and service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendors' influence, over 746,000 healthcare IT users are invited to contribute. Suppliers also encourage their clients to participate to produce current and objective customer service data for buyers, analysts, investors, consultants, competitive suppliers and the media. For more information or to order customized research results, please contact the Client Resource Center at +1 800.863.7590 or [Info@Brown-Wilson.com](mailto:Info@Brown-Wilson.com)

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## 2020 EHR SURVEY RESPONSE RATES BY PRACTICE/ORGANIZATION TYPE, VALIDATED SYSTEM USERS

2020 SURVEY RESPONDENT IDENTIFICATION	NUMBER OF RESPONSES VALIDATED	PERCENT OF TOTAL RESPONSES
Physician/Clinician Name	9,430	52.6%
Clinic/Practice Name	2,881	16.0%
Public Clinic	227	1.2%
Health System Clinic	1,104	6.2%
Academic Hospital and Medical Centers over 250 Beds	1,665	9.3%
Community Hospitals	1,070	5.9%
Small Hospitals under 100 Beds	941	5.2%
Ambulatory Surgery Centers	612	3.4%
<b>TOTAL</b>	<b>17,930</b>	<b>100%</b>

Source: Black Book™ 2020

### SURVEY OVERVIEW

From Q2 2019 through Q1 2020, the Black Book Research electronic medical record, electronic health record, e-Prescribing, Practice Management and e-Health client/user survey investigated 298 EMR vendors utilized 17,930 validated EMR/CPOE/eRX users nationwide for rankings.

3,045 physicians, clinicians, and specialists, as well as administrative, IT and finance leaders from 2,202 practices, groups, clinics and facilities participated in the 2020 SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES EHR survey.



## BLACK BOOK METHODOLOGY

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### HOW THE DATA SETS ARE COLLECTED

Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by electronic medical and health record product lines. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent is valid while ensuring that the anonymity of the client company is maintained. During the audit, each data set is reviewed by a Brown-Wilson executive and at least two other people. In this way, Black Book's clients can clearly see how a vendor is truly performing. The 18 criteria on operational excellence are subdivided by the client's industry, market size, geography and function outsourced and reported accordingly.

Situational and market studies are conducted on areas of high interest such as e-Prescribing, Health Information Exchange, Accountable Care organization, hospital software, services providers, educational providers in e-health, bench markers and advisors. These specific survey areas range from four to 20 questions or criteria each.

### UNDERSTANDING THE STATISTICAL CONFIDENCE OF BLACK BOOK DATA

Statistical confidence for each performance rating is based upon the number of organizations scoring the electronic medical and health records service. Black Book identifies data confidence by one of several means:

- Top-10-ranked vendors must have a minimum of ten unique clients represented. Broad categories require a minimum of 20 unique client ballots. Data that are asterisked (\*) represent a sample size below required limits and are intended to be used for tracking purposes only, not ranking purposes. Performance data for an asterisked vendor's services can vary widely until a larger sample size is achieved. The margin of error can be very large, and the reader is responsible for considering the possible current and future variation (margin of error) in the Black Book performance score reported.
- Vendors with over 20 unique client votes are eligible for top 10 rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their outsourcing vendor. Data reported in this form are shown with a 95% confidence level (within a margin of 0.25, 0.20 or 0.15, respectively).
- Raw numbers include the quantity of completed surveys and the number of unique organizations contributing the data for the survey pool of interest.



## WHO PARTICIPATES IN THE BLACK BOOK RANKING PROCESS

Over 19,000 EHR users ranking from hospital and medical practice executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2020 annual Black Book EMR EHR e-Health initiative satisfaction survey. Non-invitation receiving participants must complete a verifiable profile, utilize valid corporate email address and are then included as well.

The Black Book survey web instrument is open to respondents and new participants each year at <http://blackbookrankings.com> and mobile applications from iTunes and GooglePlay. Only one ballot per corporate email address is permitted and changes of ballots during the open polling period require a formal email request process to ensure integrity.

The members of 18 professional healthcare associations, 9 media outlets and returning participants with previous identification verifications are among those invited to surveys. Individuals and provider management can register as new participants on mobile applications and online polling instruments. Ballots are validated through two independent survey verification services software companies before being included in the scoring process.



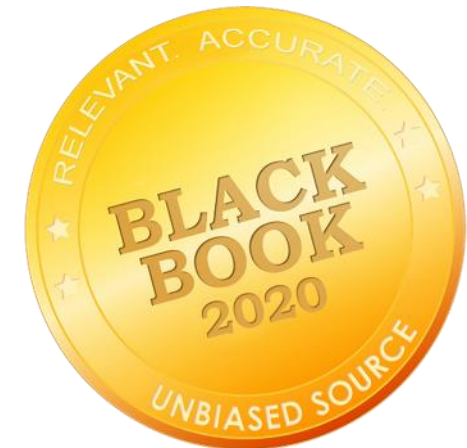
STOP LIGHT SCORING KEY

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## 2020 RESULTS

### ELECTRONIC HEALTH RECORDS & PRACTICE TECHNOLOGY

AMBULATORY PRACTICE PHYSICIANS, GROUPS & FACILITIES



SOLO/SINGLE PRACTICES    MEDICAL SPECIALTIES





## 2020 TOP OVERALL AMBULATORY EHR EMR VENDOR HONORS

SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

**DRCHRONO**

### FUNCTIONAL SUBSET HONORS: TOP VENDORS FOR SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

TOP VENDOR: PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING

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**DRCHRONO**

TOP VENDOR: INTEROPERABILITY, COMMUNICATIONS AND CONNECTIVITY

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**DRCHRONO**

TOP VENDOR: ORDER ENTRY AND MANAGEMENT

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**DRCHRONO**

TOP VENDOR: RESULTS REVIEW/MANAGEMENT AND DECISION SUPPORT

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**ADVANCEDMD**

## STOP LIGHT SCORING KEY

**FIGURE 1A/B: COMPREHENSIVE END-TO-END EMR VENDORS ARE DEFINED AS BEING COMPRISED OF FOUR SURVEYED FUNCTIONS**

PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & INTEROPERABILITY, CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT
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Source: Black Book Research

**FIGURE 2: KEY TO RAW SCORES**

0.00 – 5.79 ▶	◀ 5.80 – 7.32 ▶	◀ 7.33 – 8.70 ▶	◀ 8.71 – 10.00
<b>Deal breaking dissatisfaction</b>	<b>Neutral</b>	<b>Satisfactory performance</b>	<b>Overwhelming satisfaction</b>
<b>Does not meet expectations</b>	<b>Meets/does not meet expectations consistently</b>	<b>Meets expectations</b>	<b>Exceeds expectations</b>
<b>CANNOT RECOMMEND VENDOR</b>	<b>WOULD NOT LIKELY RECOMMEND VENDOR</b>	<b>RECOMMENDS VENDOR</b>	<b>HIGHLY RECOMMENDED VENDOR</b>

Source: Black Book Research

## STOP LIGHT SCORING KEY

FIGURE 3: COLOR-CODED STOP LIGHT DASHBOARD SCORING KEY	
<b>Green</b> <b>8.71 +</b>	(Top 10%) scores better than 90% of EHR vendors. Green coded vendors have received constantly highest client satisfaction scores.
<b>Clear</b>	(Top 33%) scores better than 67% of EHR vendors. Well-scored vendor which have middle of the pack results.
<b>Yellow</b> <b>5.80 to 7.32</b>	Scores better than half of EHR vendors. Cautionary performance scores, areas of improvement required.
<b>Red</b> <b>Less than 5.79</b>	Scores worse than 66% of EHR vendors. Poor performances reported potential cause for contract cancellations.

Source: Black Book Research

## STOP LIGHT SCORING KEY

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FIGURE 4: RAW SCORE COMPILATION AND SCALE OF REFERENCE

Black Book raw score scales

1 = Deal breaking dissatisfaction   ◀   ▶   10 = Exceeds all expectations

*Source: Black Book Research*

Individual vendors can be examined by specific indicators on each of the main functions of EHR vendors as well as grouped and summarized subsets. Details of each subset are contained so that each vendor may be analyzed by function and end-to-end EHR services collectively.

## STOP LIGHT SCORING KEY

**FIGURE 5: SCORING KEY**

OVERALL RANK	Q1 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATION S & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
5	1	EHR NAME	8.49	8.63	8.50	8.01	8.66

Source: Black Book Research

- **Overall rank** – this rank references the final position of all 18 criteria averaged by the mean score collectively. This vendor ranked fifth of the 20 competitors.
- **Criteria rank** – refers to the number of the question or criteria surveyed. This is the sixth question of the 18 criteria of which this vendor ranked first of the 20 vendors analyzed positioned only on this particular criteria or question. Each vendor required ten unique client ballots validated to be included in the top ten ranks.
- **Company** – name of the EHR vendor.
- **Subsections** – each subset comprises one-fourth of the total EHR vendor mean at the end of this row and includes all buyers and users who indicate that they contract each respective EMR functional subsection with the supplier, specific to their physician enterprise.
- **Mean** – congruent with the criteria rank, the mean is a calculation of all three subsets of EHR functions surveyed. As a final ranking reference, it includes all market sizes, specialties, delivery sites and geographies.

## OVERALL KPI LEADERS: AMBULATORY EHR

### SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

Summary of criteria outcomes

TABLE 1: SUMMARY OF CRITERIA OUTCOMES		
Total number one criteria ranks	Vendor	Overall rank
10	DRCHRONO	1
4	ADVANCEDMD	2
1	KAREO	3
1	PRACTICEFUSION	4
1	ALLSCRIPTS	5
1	ECLINICALWORKS	8

Source: Black Book Research

## OVERALL KPI LEADERS: AMBULATORY EHR

### SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

Top score per individual criteria

TABLE 2: TOP SCORE PER INDIVIDUAL CRITERIA			
Questions	Criteria	EHR Vendor	Overall
1	Strategic Alignment of Client Goals including MU & MACRA	DRCHRONO	1
2	Innovation & Optimization	DRCHRONO	1
3	Training	ALLSCRIPTS	5
4	Client relationships and cultural fit	PRACTICEFUSION	4
5	Trust, Accountability, Transparency, Ethics	ADVANCEDMD	2
6	Breadth of offerings, client types, delivery excellence	DRCHRONO	1
7	Deployment and outsourcing implementation	DRCHRONO	1
8	Customization	DRCHRONO	1
9	Integration and interfaces	ADVANCEDMD	2
10	Scalability, client adaptability, flexible pricing	DRCHRONO	1
11	Compensation and employee performance	KAREO	3
12	Reliability	ECLINICALWORKS	8
13	Brand image and marketing communications	ADVANCEDMD	2
14	Marginal value adds and modules	DRCHRONO	1
15	Financial & Managerial Viability	DRCHRONO	1
16	Data security and backup services	ADVANCEDMD	2
17	Support and customer care	DRCHRONO	1
18	Best of breed technology and process improvement	DRCHRONO	1

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

TABLE 3: AMBULATORY MEDICAL PRACTICES, TOP RANKED ELECTRONIC HEALTH RECORDS VENDORS – RAW/AGGREGATE EHR SATISFACTION SCORES 2020

Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	DRCHRONO	9.62	9.71	9.31	9.65	9.75	9.78	9.62	9.80	9.72	9.84	9.76	9.74	9.84	9.82	9.85	9.50	9.95	9.83	9.73
2	ADVANCEDMD	9.46	9.07	9.52	9.41	9.76	9.27	9.39	9.68	9.87	9.18	9.43	9.22	9.87	9.73	9.43	9.86	9.27	9.59	9.50
3	KAREO	9.50	11	9.44	9.29	9.44	9.08	9.05	9.34	9.49	9.48	9.78	8.83	9.10	9.04	9.56	9.06	9.25	9.47	9.30
4	PRACTICEFUSION	8.96	9.03	9.01	9.49	9.07	9.52	9.12	8.64	9.11	8.97	9.63	8.60	9.30	9.04	9.12	9.66	8.79	9.52	9.14
5	ALLSCRIPTS	9.05	7.02	9.69	8.89	9.75	9.74	9.20	9.73	9.47	8.86	8.24	8.32	8.07	9.53	8.41	9.27	9.05	9.09	8.97
6	CARECLOUD	8.60	8.74	8.63	9.17	9.61	9.50	8.72	9.19	8.90	9.20	9.21	9.36	5.74	9.43	8.77	8.49	8.48	8.95	8.82
7	ATHENAHEALTH	8.71	9.22	8.48	7.19	8.50	9.47	8.32	8.53	9.31	8.51	7.06	8.16	7.19	8.82	8.52	9.06	9.40	9.11	8.53
8	ECLINICALWORKS	8.52	9.23	7.07	9.23	7.15	8.97	8.00	8.26	8.35	8.17	9.16	9.79	9.20	6.66	8.64	8.49	9.01	8.75	8.48
9	CERNER	7.90	8.74	9.08	7.88	8.52	7.65	9.19	7.82	8.14	8.43	9.35	7.64	8.79	9.13	8.16	9.28	7.89	8.78	8.47
10	EPIC	7.77	8.72	8.30	8.19	8.59	7.53	7.15	8.67	7.33	8.03	8.62	8.04	5.74	7.98	8.76	8.04	9.06	8.39	8.05
11	VIRENCE GE	8.00	6.44	9.38	8.35	7.40	7.72	8.05	8.72	8.63	6.92	7.16	8.43	8.64	7.80	8.25	8.47	7.17	7.76	7.96
11	NETSMART	8.56	8.48	6.56	6.73	8.60	8.13	6.73	7.39	6.82	6.69	8.30	8.97	8.38	8.29	8.92	7.09	8.40	8.41	7.86
13	NEXTGEN OFFICE	7.12	7.24	8.73	7.35	6.91	6.59	9.15	7.84	7.03	7.86	7.71	7.39	6.94	8.98	9.13	7.29	9.33	8.00	7.81
14	GREENWAY	7.90	7.99	7.97	8.49	7.97	7.83	9.30	8.03	8.21	7.91	8.18	8.13	8.56	8.21	8.52	7.84	8.22	8.45	7.76
15	CUREMD	6.55	7.25	5.73	8.35	5.43	6.69	8.24	7.89	8.07	7.57	8.04	7.99	5.42	6.80	8.38	7.70	8.64	7.90	7.37
16	E-MDS	7.01	7.54	7.20	7.40	7.03	8.22	6.77	7.34	5.68	5.64	8.32	8.92	7.18	8.38	7.97	7.18	8.99	7.23	7.13
17	CHARTLOGIC	8.76	7.06	7.05	7.47	4.94	6.86	8.02	8.08	7.55	7.29	7.50	8.79	7.10	8.32	5.66	5.08	5.16	5.77	7.03
18	MICROMD	8.19	7.44	5.69	7.87	5.23	5.80	7.36	8.30	8.01	8.85	8.15	6.45	5.20	7.62	5.58	8.91	6.09	4.16	6.94
19	AZALEA	6.22	6.92	5.20	8.02	5.08	6.36	7.91	7.56	6.75	7.24	7.71	7.66	5.44	6.47	8.05	5.60	5.33	4.98	6.58
20	APRIMA	6.04	5.99	6.83	6.82	5.22	7.64	5.19	5.76	5.44	7.06	6.58	8.34	5.79	5.80	7.18	6.72	8.41	5.73	6.15



Individual EHR Vendor Key Performance

Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

1. Strategic Alignment of Vendor Offerings to Physician Practice Goals & Client’s Mission (MACRA, MU, ONC, HIE, Population Health, RCM)

Table 5: Organizational structure meets the needs of stakeholders or customers and stakeholder satisfaction is the most important priority. EHR client is likely to recommend the vendor to similar sized physician groups, physicians within the same specialty or delivery setting.

OVERALL RANK	Q1 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.65	9.67	9.53	9.63	9.62
3	2	KAREO	9.38	9.52	9.71	9.35	9.50
2	3	ADVANCEDMD	9.62	9.77	9.21	9.23	9.46
5	4	ALLSCRIPTS	9.48	9.16	8.20	9.35	9.05
4	5	PRACTICEFUSION	9.09	9.22	9.02	8.52	8.96
17	6	ECL CHARTLOGIC	8.49	8.91	8.66	8.97	8.76
7	7	ATHENAHEALTH	9.30	9.03	8.19	8.31	8.71
6	8	CARECLOUD	8.74	8.04	9.08	8.52	8.60
8	9	ECLINICALWORKS	8.78	8.61	8.51	8.19	8.52
18	10	MICROMD	8.57	8.29	7.47	8.31	8.19

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 2. Innovation and Optimization

Table 6: Customers are also continuing to push the envelope for further enhancements to which the EHR vendor is responsive. EHR clients also believe that their vendors' technology is helping them manage practices more effectively, generate accurate records and reimbursement billings and cut their overhead in ways that were difficult or impossible to accomplish before electronic medical records were implemented. Vendor is responsive to make client recommendations with cutting edge improvements.

OVERALL RANK	Q2 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.64	9.77	9.71	9.72	9.71
8	2	ECLINICALWORKS	9.11	9.74	9.06	8.99	9.23
7	3	ATHENAHEALTH	9.34	8.86	9.18	9.50	9.22
3	4	KAREO	9.12	9.00	9.38	8.92	9.11
2	5	ADVANCEDMD	9.15	8.74	8.61	9.77	9.07
4	6	PRACTICEFUSION	8.87	9.35	8.72	9.19	9.03
6	7	CARECLOUD	8.74	9.19	8.42	8.59	8.74
9	8	CERNER	8.59	8.41	9.18	8.78	8.74
10	9	EPIC	8.27	9.10	9.36	8.14	8.72
13	10	NETSMART	8.35	9.00	8.56	8.01	8.48

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 3. Training

Table 7: Electronic medical and health record vendor leadership provides significant and meaningful training opportunities for internal employees and client staff. Leadership strives to develop technology staff, EMR/EHR client service and customer servicing consultant employees. Training modules are effective and practical so that minimal post-implementation training is required on or off site. Regular updates are timely and require minimal additional training to implement.

OVERALL RANK	Q3 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
5	1	ALLSCRIPTS	9.40	9.87	9.72	9.78	9.69
2	2	ADVANCEDMD	9.17	9.35	9.87	9.67	9.52
3	3	KAREO	9.41	9.35	9.39	9.61	9.44
12	4	VIRENCE GE	9.56	9.67	8.81	9.49	9.38
1	5	DRCHRONO	9.49	8.85	9.65	9.26	9.31
9	6	CERNER	8.90	9.57	8.89	8.97	9.08
4	7	PRACTICEFUSION	9.26	8.87	9.25	8.66	9.01
14	8	NEXTGEN OFFICE	8.51	9.15	8.98	8.26	8.73
6	9	CARECLOUD	8.63	8.54	8.82	8.53	8.63
10	10	EPIC	8.36	7.90	8.43	8.49	8.30

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 4. Client relationships and cultural fit

Table 8: EHR vendor leadership honors customer relationships highly. The relationship with the EHR elevates the customer reputation. Improving physician practice and healthcare delivery efficiency and effectiveness is a priority of the supplier. Governance of engagement is neither complex for buyer nor does it require vendor management attention regularly. There is no regular transparency or quality issue. There are no culture clashes or misfits that threaten relationship's success or client's satisfaction.

OVERALL RANK	Q4 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.74	9.46	9.61	9.79	9.65
4	2	PRACTICEFUSION	9.30	9.38	9.87	9.41	9.49
2	3	ADVANCEDMD	9.49	8.90	9.80	9.44	9.41
3	4	KAREO	9.47	9.07	9.71	8.92	9.29
8	5	ECLINICALWORKS	9.42	9.67	8.86	8.95	9.23
6	6	CARECLOUD	9.05	9.59	8.85	9.17	9.17
5	7	ALLSCRIPTS	8.65	8.55	9.05	9.31	8.89
11	8	GREENWAY	8.47	8.14	8.72	8.64	8.49
12	9	VIRENCE GE	8.51	8.19	8.39	8.29	8.35
15	10	CUREMD	7.95	8.41	8.81	8.22	8.35

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 5. Trust, Accountability, Ethics and Transparency

Table 9: Trust in enterprise reputation is important to EHR clients as well as prospects. Client possesses an understanding that its EHR organization has the people, processes, and resources to effectively deliver the desired business and clinical results, based on its industry reputation and past performance. There are no disconnects between promises and delivery.

OVERALL RANK	Q5 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
2	1	ADVANCEDMD	9.76	9.88	9.80	9.61	9.76
1	2	DRCHRONO	9.85	9.57	9.97	9.61	9.75
7	3	CARECLOUD	9.78	9.70	9.52	9.44	9.61
3	4	KAREO	9.32	9.69	8.97	9.79	9.44
4	5	PRACTICEFUSION	9.21	8.69	9.68	8.70	9.07
5	6	ALLSCRIPTS	8.83	8.02	9.42	9.72	9.00
6	7	CARECLOUD	9.41	9.07	7.97	8.67	8.78
13	8	NETSMART	8.92	8.84	8.40	8.25	8.60
10	9	EPIC	8.41	8.64	8.91	8.39	8.59
11	10	GREENWAY	8.25	6.16	6.53	8.12	7.57

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 6. Breadth of offerings, varied client settings, delivery excellence across all user types

Table 10: EMR/EHR vendor offers industry recognized horizontal functionality and vertical industry applications and manage bundled EMR services such as ePrescribing and developing new e-Health initiatives. Vendor routinely drives operational performance improvements and results in the areas they affect. Comprehensive offerings are constructed to meet the unique needs of the client’s EHR initiatives. Breadth of vendor modules offers comprehensive system services and broad modules.

OVERALL RANK	Q6 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.83	9.87	9.75	9.67	9.78
5	2	ALLSCRIPTS	9.97	9.74	9.62	9.63	9.74
4	3	PRACTICEFUSION	9.40	9.65	9.75	9.29	9.52
6	4	CARECLOUD	9.82	9.72	8.67	9.79	9.50
7	5	ATHENAHEALTH	9.71	9.31	9.14	9.72	9.47
2	6	ADVANCEDMD	9.26	9.46	8.91	9.45	9.27
3	7	KAREO	8.97	9.42	8.81	9.12	9.08
8	8	ECLINICALWORKS	9.32	8.87	8.89	8.79	8.97
16	9	E-MDS	7.91	8.52	8.26	8.17	8.22
13	10	NETSMART	8.21	7.95	7.71	8.64	8.13

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 7. Deployment and EHR implementation

Table 11: EHR client deploys at a pace acceptable to the client. EHR solutions eliminate excessive supervision over vendor implementations. Vendor overcomes client implementation obstacles and challenges effectively. Technical, organizational and cultural implementation obstacles are handled professionally and punctually. EHR implementation time meets standard expectations. Implementations are efficient and sensitive to users' specific situations which may cause delays.

OVERALL RANK	O7 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.37	9.61	9.63	9.85	9.62
2	2	ADVANCEDMD	9.19	9.69	8.97	9.70	9.39
5	3	ALLSCRIPTS	9.22	9.60	8.87	9.09	9.20
9	4	CERNER	8.98	9.08	8.92	9.76	9.19
14	5	NEXTGEN OFFICE	9.35	9.42	8.96	8.86	9.15
4	6	PRACTICEFUSION	9.55	9.19	8.65	9.08	9.12
3	7	KAREO	9.31	9.01	9.26	8.61	9.05
6	8	CARECLOUD	8.64	9.22	8.27	8.75	8.72
7	9	ATHENAHEALTH	8.90	8.33	8.23	7.82	8.32

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 8. Customization

Table 12: EHR products and process services are customized to meet the unique needs of specific practice client purpose, processes and physician models. Little resistance is encountered when changing performance measurements as clients' needs vary. Extraordinary efforts are made to adapt and convert client special needs into workable solutions with efficient cost and time considerations. EMR software allows for modifications that are not costly or complex.

OVERALL RANK	Q8 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.79	9.79	9.87	9.72	9.80
5	2	ALLSCRIPTS	9.67	9.94	9.47	9.83	9.73
2	3	ADVANCEDMD	9.82	9.54	9.56	9.80	9.68
3	4	KAREO	9.51	9.17	9.08	9.61	9.34
6	5	CARECLOUD	8.86	9.55	9.51	8.84	9.19
12	6	VIRENCE GE	8.90	8.44	8.74	8.81	8.72
10	7	EPIC	9.23	9.14	8.26	8.05	8.67
4	8	PRACTICEFUSION	8.95	8.98	8.44	8.17	8.64
7	9	ATHENAHEALTH	8.73	8.47	9.08	7.83	8.53
18	10	MICROMD	8.55	8.51	8.02	8.10	8.30

Source: Black Book™ 2020



## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 9. Integration and interfaces

Table 13: EHR vendor supports interfaces so information can be shared between necessary applications. Solutions are easily integrated to existing backend systems as needed and HIE feasible. Seamless interfaces to legacy applications are performed as required for optimal functioning. Human integration and interface activities are administered precisely. Systems communicate effectively among provider groups and ancillaries. True interoperability with other healthcare organizations is factored into implementation.

OVERALL RANK	O9 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
2	1	ADVANCEDMD	9.97	9.95	9.74	9.81	9.87
1	2	DRCHRONO	9.45	9.67	9.86	9.89	9.72
3	3	KAREO	9.50	9.65	9.02	9.78	9.49
5	4	ALLSCRIPTS	9.74	9.25	9.12	9.75	9.47
7	5	ATHENAHEALTH	9.18	9.48	8.97	9.62	9.31
4	6	PRACTICEFUSION	8.91	9.47	8.90	9.14	9.11
12	7	VIRENCE GE	9.10	9.17	7.50	8.76	8.63
6	8	CARECLOUD	8.52	8.90	7.54	8.50	8.37
8	9	ECLINICALWORKS	8.94	8.53	7.87	8.04	8.35
11	10	GREENWAY	8.28	9.09	7.85	7.62	8.21

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 10. Scalability, client adaptability, flexible pricing

Table 14: EHR services and solutions vendor provides flexible pricing allowing the client to choose and pay for the precise functionality and services needed. Vendor invests in significant infrastructure and has the ability to provide services to enterprise organizations. IT products and services meet the changing and varied needs of the EHR customer. Pricing is not rigid or shifting and meets needs of client.

OVERALL RANK	Q10 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.91	9.83	9.99	9.61	9.84
3	2	KAREO	9.77	9.20	9.45	9.49	9.48
6	3	CARECLOUD	8.98	9.19	8.89	9.74	9.20
2	4	ADVANCEDMD	9.23	9.27	9.21	8.99	9.18
4	5	PRACTICEFUSION	8.99	9.02	8.87	9.00	8.97
5	6	ALLSCRIPTS	8.48	9.03	8.06	8.77	8.86
18	7	MICROMD	8.95	9.43	8.18	8.83	8.85
7	8	ATHENAHEALTH	9.13	8.47	8.34	8.10	8.51
9	9	CERNER	8.73	8.25	8.74	8.00	8.43
8	10	ECLINICALWORKS	8.10	8.47	7.76	8.34	8.17

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 11. Vendor staff expertise, compensation and employee performance

Table 15: EHR vendor team of employees is considered top in industry for professionalism and skill. Vendor attracts and retains high performing staff. Vendor is focused on building and developing a strong employee team of producers. Employees act like owners/leaders. Company is moving towards leveraged pay at all levels. Vendor is using effective tools to tie performance metrics to compensation policy and compensating top leaders. Human resources-related criteria are scored from the client perspective on this indicator.

OVERALL RANK	Q11 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
3	1	KAREO	9.82	9.72	9.68	9.90	9.78
1	2	DRCHRONO	9.86	9.79	9.94	9.43	9.76
4	3	PRACTICEFUSION	9.49	9.91	9.39	9.72	9.63
2	4	ADVANCEDMD	9.73	9.59	9.32	9.08	9.43
9	5	CERNER	9.46	9.69	9.05	9.21	9.35
6	6	CARECLOUD	9.43	8.95	9.53	8.94	9.21
8	7	ECLINICALWORKS	9.41	8.80	8.93	9.51	9.16
10	8	EPIC	8.56	8.60	9.07	8.23	8.62
16	9	E-MDS	9.07	8.82	7.29	8.09	8.32
13	10	NETSMART	8.14	9.55	7.47	8.03	8.30

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 12. Reliability

Table 16: EHR supplier meets agreed terms as evidenced by routine, acceptable service level reporting and industry expectations. Depth and breadth of applications/solutions are acceptable in meeting client needs. Online reliability is maximized, and outages/downtimes are minimized. Solid product and service capacities are demonstrated consistently. Service levels are consistently met as agreed. Services and support response are maximized by vendor team.

OVERALL RANK	Q12 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
8	1	ECLINICALWORKS	9.97	9.74	9.69	9.77	9.79
1	2	DRCHRONO	9.69	9.90	9.84	9.53	9.74
6	3	CARECLOUD	9.16	9.32	9.77	9.17	9.36
2	4	ADVANCEDMD	9.36	9.05	9.27	9.19	9.22
13	5	NETSMART	8.79	9.23	9.21	8.63	8.97
16	6	E-MDS	8.80	8.63	8.72	9.54	8.92
3	7	KAREO	8.88	9.34	8.68	8.40	8.83
17	8	ECL CHARTLOGIC	8.66	8.19	9.41	8.91	8.79
4	9	PRACTICEFUSION	9.35	9.06	8.21	7.76	8.60
12	10	VIRENCE GE	8.36	8.72	8.64	7.99	8.43

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 13. Brand image and marketing communications

Table 17: EHR vendor’s marketing and sales statements/pitches are accurately and appropriately represented by actual EMR product and service deliverables. Image is consistent with top EHR rankings. Sales presentations and proposals are delivered upon and corporate integrity/honesty in marketing and business development are highly valued. Company image and integrity are values upheld top-down consistently. Elevated level of relevant client communications enhances the EHR vendor – EHR user relationship.

OVERALL RANK	Q13 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
2	1	ADVANCEDMD	9.91	9.99	9.90	9.67	9.87
1	2	DRCHRONO	9.76	9.82	9.99	9.79	9.84
4	3	PRACTICEFUSION	9.45	9.23	9.03	9.47	9.30
8	4	ECLINICALWORKS	9.35	9.52	8.99	8.93	9.20
3	5	KAREO	9.17	9.35	8.88	9.00	9.10
9	6	CERNER	9.16	8.89	8.49	8.61	8.79
12	7	VIRENCE GE	8.54	8.99	8.69	8.34	8.64
11	8	GREENWAY	9.09	8.24	8.49	8.40	8.56
15	9	CUREMD	8.72	8.21	8.39	8.37	8.42
13	10	NETSMART	8.79	8.13	7.94	8.64	8.38

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 14. Marginal value adds

Table 18: Beyond stimulus achievement, EHR vendors' cost savings are realized as generally estimated and not over-positioned or over/underestimated in ways that effect major client satisfaction or costs. Vendor offers value-adds as a practice management partner in cost savings and avoidance initiatives and creative programs through bundled EMR product design. Provides true business transformation opportunities to physician practices and other medical settings utilizing EHR.

OVERALL RANK	Q14 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.80	9.88	9.90	9.69	9.82
2	2	ADVANCEDMD	9.99	9.57	9.67	9.67	9.73
5	3	ALLSCRIPTS	9.90	9.71	8.94	9.58	9.53
6	4	CARECLOUD	9.69	8.97	9.58	9.47	9.43
9	5	CERNER	9.91	9.11	8.30	9.19	9.13
4	6	PRACTICEFUSION	9.21	9.09	9.07	8.80	9.04
3	7	KAREO	9.36	8.57	8.38	9.83	9.04
14	8	NEXTGEN OFFICE	8.74	8.75	9.08	9.35	8.98
7	9	CARECLOUD	9.38	9.11	8.67	8.12	8.82
16	10	E-MDS	8.26	9.03	8.06	8.17	8.38

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 15. Viability and managerial stability

Table 19: Vendor’s viability, employee turnover, financial stability and/or cultural mismatches do not threaten relationship. Senior management and the board exemplify strong leadership principals to steward appropriate resources that impact EHR buyers. Client is confident of long-term industry viability for this vendor based on investments, client adoption, exceptional outcomes and service levels. Field management is notably competent, stable and supportive of clients. EHR vendor demonstrates and provides evidence of competent fiscal management and leadership.

OVERALL RANK	Q15 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
4	1	PRACTICEFUSION	9.94	9.89	9.83	9.75	9.85
3	2	KAREO	9.57	9.62	9.43	9.62	9.56
2	3	ADVANCEDMD	9.70	9.82	8.84	9.37	9.43
14	4	NEXTGEN OFFICE	9.17	9.33	9.01	8.99	9.13
1	5	DRCHRONO	9.03	9.09	9.22	9.13	9.12
13	6	NETSMART	8.96	9.40	9.07	8.24	8.92
6	7	CARECLOUD	8.71	8.79	8.94	8.62	8.77
10	8	EPIC	8.91	9.01	8.25	8.87	8.76
8	9	ECLINICALWORKS	8.54	8.77	9.27	7.99	8.64
7	10	CARECLOUD	7.74	8.63	8.89	8.81	8.52

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 16. Data security and backup services

Table 20: In order to provide secure and constantly dependable EMR service offerings for physician and hospital/IDN affiliate practices and entities, an EHR vendor has to provide the highest level of security and data back-up services. EHR vendor's service in these two areas is superior to the security and back-up system of past internal systems of the physician practice.

OVERALL RANK	Q16 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
2	1	ADVANCEDMD	9.84	9.89	9.99	9.72	9.86
1	2	DRCHRONO	9.42	9.77	9.66	9.78	9.66
4	3	PRACTICEFUSION	9.67	9.28	9.77	9.27	9.50
9	4	CERNER	9.39	8.76	9.53	9.43	9.28
5	5	ALLSCRIPTS	9.24	9.45	9.17	9.20	9.27
3	6	KAREO	9.14	9.09	9.53	8.49	9.06
7	7	ATHENAHEALTH	9.24	9.54	9.36	8.10	9.06
18	8	MICROMD	8.67	8.84	9.15	8.99	8.91
8	9	ECLINICALWORKS	8.48	8.49	9.23	7.76	8.49
6	10	CARECLOUD	8.73	9.36	7.63	8.24	8.49

Source: Black Book™ 2020



## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 17. Support and customer care

Table 21: Account management provides an adequate amount of onsite administration and support to clients. There exists a formal EHR account management program that meets client needs. Media and clients reference this vendor as an EMHR services leader and top vendor correctly. Customer services and relationship satisfaction is manifested through significant flagship clients as well as smaller and newest customers similarly. Vendor provides appropriate number of accessible support and customer care personnel.

OVERALL RANK	Q17 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.99	9.88	9.93	9.99	9.95
7	2	CARECLOUD	9.69	9.23	9.24	9.43	9.40
14	3	NEXTGEN OFFICE	8.96	9.39	9.76	9.19	9.33
2	4	ADVANCEDMD	9.25	9.01	9.88	8.93	9.27
3	5	KAREO	9.39	9.48	9.13	9.01	9.25
10	6	EPIC	9.12	8.91	9.04	9.16	9.06
5	7	ALLSCRIPTS	8.99	8.81	9.09	9.32	9.05
8	8	ECLINICALWORKS	8.96	8.98	9.38	8.71	9.01
16	9	E-MDS	9.32	8.87	8.67	9.09	8.99
11	10	GREENWAY	9.08	8.95	8.31	8.04	8.60

Source: Black Book™ 2020

## INDIVIDUAL EHR VENDOR KEY PERFORMANCE

### Physician Practices: SOLO/SINGLE PRACTICES MEDICAL SPECIALTIES

#### 18. Best of breed technology and process improvement developments

Table 22: EHR management and related technology services are considered best of breed. EHR Vendor technology elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives. EHR services are delivered at or above current/former in-house service levels. Technology is current and relevant to exchanging health information among providers, as well as sufficiently offering patient access.

OVERALL RANK	Q18 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN
1	1	DRCHRONO	9.78	9.93	9.79	9.81	9.83
2	2	ADVANCEDMD	9.45	9.34	9.57	9.99	9.59
4	3	PRACTICEFUSION	9.41	9.43	9.67	9.58	9.52
3	4	KAREO	9.96	9.35	9.53	9.02	9.47
7	5	ATHENAHEALTH	9.17	9.03	9.06	9.18	9.11
5	6	ALLSCRIPTS	9.22	9.64	8.75	8.75	9.09
6	7	CARECLOUD	8.96	8.93	9.13	8.78	8.95
9	8	CERNER	8.53	9.08	9.85	8.64	8.78
8	9	ECLINICALWORKS	8.97	8.52	9.32	8.20	8.75
10	10	EPIC	9.03	8.27	8.14	8.10	8.39

Source: Black Book™ 2020

## APPENDIX

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### BLACK BOOK MARKET RESEARCH SURVEYS & IT USER POLLING

We hope that the data and analysis in this report will help you make informed and imaginative EMR/EHR business decisions. If you have further requirements, the Black Book research team may be able to help you. For more information about Black Book's custom survey capabilities, please contact us directly at [info@brown-wilson.com](mailto:info@brown-wilson.com)

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