Black Book™ 2016 Survey

Top Ambulatory Electronic Health Records Vendors

Comparative Performance Result Set of Top EHR Vendors

Electronic Health Records Systems Mobile Point-of-Care Companions iPhones, Smart Phones & Tablets

Survey Period: Q3 2015 – Q1 2016

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 450,000 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

For more information, visit www.BlackBookMarketResearch.com.

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2016 AMBULATORY EHR SURVEY RESPONSE RATES BY PRACTICE/ORGANIZATION TYPE, VALIDATED SYSTEM USERS (TOTAL)

2016 SURVEY RESPONDENT IDENTIFICATION	NUMBER OF RESPONSES VALIDATED	PERCENT OF TOTAL RESPONSES
Physician/Clinician Name	8,334	46%
Clinic/Practice Name	5,003	28%
Public Clinic	304	2%
Health System Clinic	657	4%
Academic Hospital and Medical Centers over 250 Beds	1039	6%
Community Hospitals	1543	9%
Small Hospitals under 100 Beds	931	5%
Ambulatory Surgery Centers	168	1%
TOTAL	17,979	100%
Source: Black Book™		

Survey overview

From Q2 2015 through Q1 2016, the Black Book Research's electronic medical record, electronic health record, e-Prescribing, CPOE, Practice Management and e-Health client/user survey investigated over 440 EMR vendors utilized by 17,979 validated EHR users nationwide for rankings and an additional 6,442 respondents in pre-use, implementation, system decision-making, delayed/postponed status, or purchased but not yet installed status.

Of the 14,298 physician practices and medical support staff that participated in the 2016 total Ambulatory EHR satisfaction survey, 6,540 directly responded to mobile EHR related polls and surveys from August 2015 through April 2016.

BLACK BOOK METHODOLOGY

✦ 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 are able to 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, benchmarkers 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:

- o 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.

- o 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).

- o 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 450,000 EHR users ranking from hospital executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2016 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 for a minimum of 150 days at http://blackbookreports.com and http://blackbookpolls.com Only one ballot per corporate/practice email address is permitted and changes of ballots during the open polling period require a formal email request process to ensure integrity.

EMR/EHR vendor rankings and results – 2016

Nearly 18,000 users of systems with validated corporate/valid email addresses ranked EMR-EHR suppliers offering individual or bundled arrangements as part of the Black Book annual survey, conducted via web survey instruments. Additionally over 6,000 about-to-be users answered questions about budgeting, vendor familiarity and vendor selection processes but current non-user ballots are not counted in the vendor ranking process of client satisfaction.

The four most highly utilized systems of EHR systems are included as subsets.

2016 RESULTS
MOBILE ELECTRONIC HEALTH RECORDS

SOLO, GROUP & AFFILIATED PRACTICE PHYSICIANS, CLINICS & FACILITIES INCLUSIVE

Stop Light Scoring Key

2016 TOP OVERALL MOBILE AMBULATORY EHR EMR VENDOR HONORS:

Mobile Ambulatory Physician Practices: Electronic Health Records, Top Vendor (iPad, iPhone, Smart Phone, Tablet)

DRCHRONO

FUNCTIONAL SUBSET HONORS: TOP VENDORS FOR AMBULATORY EHR

TOP VENDOR: PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING
DRCHRONO

TOP VENDOR: COMMUNICATIONS, INTEROPERABILITY AND CONNECTIVITY
HEALTHFUSION MEDITOUCH

TOP VENDOR: ORDER ENTRY AND MANAGEMENT

DRCHRONO

TOP VENDOR: RESULTS REVIEW/MANAGEMENT AND DECISION SUPPORT

DRCHRONO

Stop Light Scoring Key
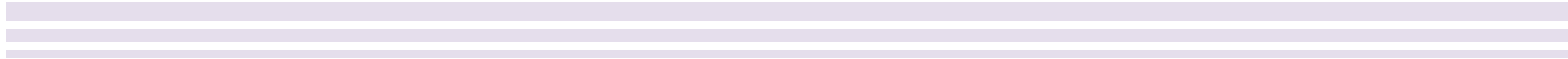
Figure 1A:	Comprehensive End-to-end Mobile EMR vendors are defined as being comprised of four surveyed functions

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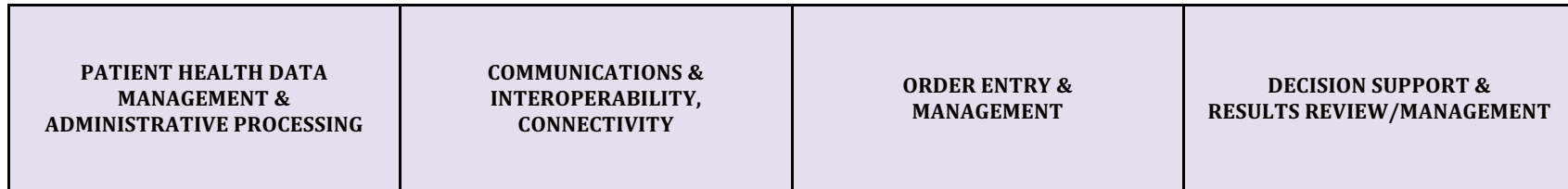
Source: Black Book Research

Stop Light Scoring Key

Figure 1B: **Key to raw scores**

0.00 – 5.79 ▶	◀ 5.80 – 7.32 ▶	◀ 7.33 – 8.70 ▶	◀ 8.71 – 10.00
Deal breaking dissatisfaction **Does not meet expectations** **Cannot recommend vendor**	**Neutral** **Meets/does not meet expectations consistently** **Would not likely recommend vendor**	**Satisfactory performance** **Meets expectations** **Recommends vendor**	**Overwhelming satisfaction** **Exceeds expectations** **Highly recommended vendor**

Source: Black Book Research

Stop Light Scoring Key

Figure 2:	Color-coded stop light dashboard scoring key

Green   (Top 10%) scores better than 90% of Mobile EHR vendors. Green coded vendors have received constantly highest client satisfaction scores.

8.71 +

Clear   (Top 33%) scores better than 67% of Mobile EHR vendors. Well-scored vendor which have middle of the pack results

7.33 to 8.70

Yellow   Scores better than half of Mobile EHR vendors. Cautionary performance scores, areas of improvement required.

5.80 to 7.32

Red   Scores worse than 66% of Mobile EHR vendors. Poor performances reported potential cause for contract cancellation

Less than 5.79

Source: Black Book Research

Stop Light Scoring Key

Figure 3:	Raw score compilation and scale of reference

Black Book raw score scales

1 = Deal breaking dissatisfaction ◄ ___ ► 10 = Exceeds all expectations
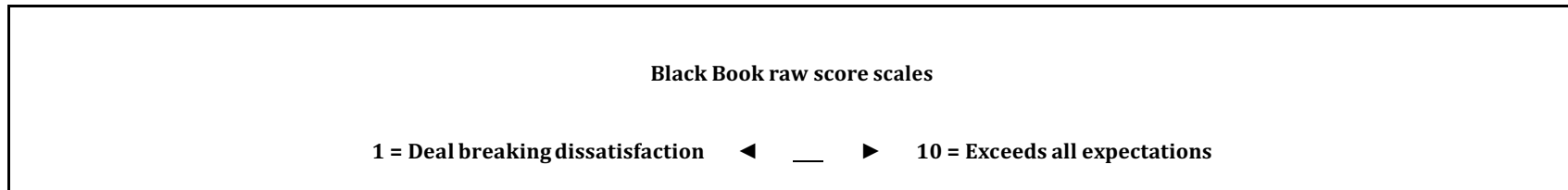
Source: Black Book Research

Individual vendors can be examined by specific indicators on each of the main functions of Mobile 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 Mobile EHR services collectively.

Stop Light Scoring Key

Figure 4: **Scoring key**

Overall Rank	Q6 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
5	1	Mobile EHR Processes Inc	8.30	7.44	6.89	9.58	7.98

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 Mobile 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 Mobile EHR functions surveyed. As a final ranking reference, it includes all market sizes, specialties, delivery sites and geographies.

OVERALL Key Performance Indicator Leaders

Ambulatory-Based Physician Practices

Summary of Mobile EHR criteria outcomes

Table 1:	Summary of criteria outcomes	
Total number one criteria ranks	**Mobile EHR Vendor**	**Overall rank**
10	DRCHRONO	1
2	HEALTHFUSION MEDITOUCH	2
2	MODERNIZING MEDICINE	4
1	ADVANCEDMD	3
1	ALLSCRIPTS	5
1	CERNER	10
1	EPIC SYSTEMS	14

Source: Black Book Research

Overall KPI Leaders: Ambulatory EHR
MOBILE EHR APPLICATIONS

Top score per individual criteria

Table 2 :	Top score per individual criteria		
Questions	**Criteria**	**Mobile EHR Vendor**	**Overall**
1	Strategic Alignment: MU1, MU2, MU3	DRCHRONO	1
2	Innovation	ADVANCEDMD	3
3	Training	DRCHRONO	1
4	Client relationships and cultural fit	DRCHRONO	1
5	Trust, Accountability, Ethics, Transparency	DRCHRONO	1
6	Breadth of offerings, client types, delivery excellence	ALLSCRIPTS	5
7	Deployment and implementation	DRCHRONO	1
8	Customization	MODERNIZING MEDICINE	4
9	Integration and interfaces	HEALTHFUSION MEDITOUCH	2
10	Scalability, client adaptability, flexible pricing	DRCHRONO	1
11	Delivery, Compensation and employee performance	MODERNIZING MEDICINE	4
12	Reliability	DRCHRONO	1
13	Brand image and marketing communications	CERNER	10
14	Marginal value adds	DRCHRONO	1
15	Corporate Viability and Managerial Stability	EPIC SYSTEMS	14
16	Data security and backup services	HEALTHFUSION MEDITOUCH	2
17	Support and customer care	DRCHRONO	1
18	Best of breed technology and process improvement	DRCHRONO	1

2016 INDIVIDUAL KEY PERFORMANCE: AMBULATORY PRACTICE PHYSICIANS/ GROUPS

MOBILE EHR APPLICATIONS

Individual EHR Vendor Key Performance

MOBILE EHR APPLICATIONS

Table 3 :	PHYSICIAN PRACTICES & AFFILIATED CLINICIANS/STAFF, Top Ranked Electronic Health Records Vendors – raw scores 2016																				
Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	DRCHRONO	9.93	9.39	9.71	9.77	9.84	9.77	9.64	9.31	9.74	9.34	9.76	9.87	8.56	9.82	9.12	9.86	9.95	9.73	9.62
2	HEALTHFUSION MEDITOUCH	9.64	9.52	9.64	9.31	9.77	9.29	9.21	9.70	9.79	9.18	9.63	9.22	8.38	9.53	9.23	9.87	9.50	9.54	9.44
3	ADVANCEDMD	9.41	9.60	9.62	9.67	9.46	8.15	8.77	9.36	9.51	9.28	9.43	8.83	7.07	9.04	8.48	9.06	9.05	9.47	9.07
4	MODERNIZING MEDICINE	8.98	9.05	9.13	9.43	9.09	9.54	8.84	9.82	9.13	8.97	9.78	8.60	8.16	8.38	8.52	9.50	8.79	9.52	9.07
5	ALLSCRIPTS	9.27	8.49	9.03	8.91	8.82	9.80	9.02	9.75	9.49	8.86	8.24	8.32	9.19	9.53	9.13	9.27	8.95	9.09	9.06
6	KAREO	8.62	8.76	8.65	8.99	8.50	9.10	8.74	9.66	7.17	9.20	9.21	9.36	8.42	9.43	8.77	8.49	6.80	8.49	8.69
7	PRACTICEFUSION	8.73	9.50	6.31	8.21	9.63	9.49	8.44	8.55	9.33	8.51	8.06	8.16	7.99	8.82	9.12	9.06	9.27	9.11	8.68
8	ATHENAHEALTH	8.54	9.09	8.09	9.05	8.17	8.99	8.37	8.25	8.37	8.17	9.16	9.74	9.44	7.70	8.64	8.49	8.91	8.55	8.65
9	NEXTGEN	7.28	8.76	9.10	7.90	8.54	7.67	8.91	7.84	8.16	8.43	9.35	7.64	8.79	9.13	8.16	9.28	7.81	8.58	8.41
10	MEDLIUM	7.81	8.74	9.40	8.21	8.31	7.55	8.18	8.69	7.35	8.03	8.62	8.04	7.74	7.98	8.76	8.04	8.96	8.65	8.28
11	CERNER	7.99	8.00	7.99	8.41	8.29	6.85	8.40	8.05	8.39	7.71	8.18	8.13	9.67	8.21	9.56	7.84	8.80	8.45	8.27
12	IPATIENTCARE	8.70	8.23	8.62	8.37	7.47	7.74	8.07	8.74	8.65	6.92	7.16	8.43	8.42	7.80	8.25	8.47	8.19	8.22	8.14
13	MCKESSON	7.38	8.50	7.59	6.75	7.59	9.52	6.75	7.41	7.84	7.69	8.30	8.97	9.30	8.29	8.92	7.09	8.49	8.43	8.05
14	EPIC SYSTEMS	7.30	7.15	8.75	7.37	7.93	6.61	8.87	7.86	7.05	7.86	7.71	7.39	9.20	8.98	9.85	7.99	9.33	6.96	8.01
15	AMAZINGCHARTS	7.59	6.95	7.85	8.37	8.45	6.71	8.26	7.91	8.09	7.57	8.04	7.99	8.42	6.80	8.38	7.70	8.66	8.31	7.89
16	ECLINICALWORKS	8.04	7.55	7.63	7.42	5.45	8.24	6.79	8.50	7.70	7.64	8.32	8.92	7.20	8.38	5.60	7.18	8.89	5.35	7.49
17	CARECLOUD	8.78	7.06	7.09	7.49	4.96	6.88	8.04	8.10	7.57	7.29	7.50	8.79	6.30	9.04	5.66	8.08	8.16	8.03	7.49
18	QUEST CARE360	8.12	7.41	7.71	7.89	5.42	7.22	7.38	8.32	8.23	8.85	8.15	6.45	5.04	7.62	5.58	8.91	7.79	7.87	7.44
19	GREENWAY	6.89	6.94	7.52	8.04	5.12	6.38	7.93	7.01	6.77	7.24	5.44	5.79	5.43	6.47	8.05	7.37	8.33	7.98	6.93
20	MEDITAB	7.66	8.01	7.05	6.84	5.35	5.70	6.21	6.78	7.12	7.06	6.58	8.34	6.72	7.80	7.28	5.50	8.41	5.75	6.90

Top Mobile Electronic Medical Records/Electronic Health Records Vendors

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Individual EHR Vendor Key Performance

MOBILE EHR APPLICATIONS

1. **Strategic Alignment of Client Goals with Meaningful Use**

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.97	9.99	9.85	9.89	9.93
3	2	ADVANCEDMD	9.58	9.71	9.60	9.66	9.64
2	3	HEALTHFUSION	9.27	9.52	9.50	9.35	9.41
5	4	ALLSCRIPTS	9.70	9.38	8.42	9.57	9.27
4	5	MODERNIZING MEDICINE	9.11	9.24	9.04	8.54	8.98
17	6	CARECLOUD	8.51	8.93	8.68	8.99	8.78
7	7	PRACTICEFUSION	9.32	9.05	8.21	8.33	8.73
6	8	KAREO	8.76	8.06	9.10	8.54	8.62
8	9	ATHENAHEALTH	8.80	8.63	8.53	8.21	8.54

Source: Black Book Research

Individual EHR Vendor Key Performance

MOBILE EHR APPLICATIONS

2. Innovation

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
3	1	ADVANCEDMD	9.37	9.70	9.64	9.69	9.60
2	2	HEALTHFUSION	9.74	9.87	9.06	9.41	9.52
7	3	PRACTICEFUSION	9.58	9.49	9.42	9.52	9.50
1	4	DRCHRONO	9.39	9.23	9.81	9.13	9.39
8	5	ATHENAHEALTH	9.17	8.76	8.63	9.79	9.09
4	6	MODERNIZING MEDICINE	8.89	9.37	8.74	9.21	9.05
6	7	KAREO	8.76	9.21	8.44	8.61	8.76
9	8	NEXTGEN	8.61	8.43	9.20	8.80	8.76
10	9	MEDLIUM	8.29	9.12	9.38	8.16	8.74
13	10	MCKESSON	8.37	9.02	8.58	8.03	8.50

Source: Black Book Research

Individual EHR Vendor Key Performance

MOBILE EHR APPLICATIONS

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 in particular. 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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.91	9.44	9.74	9.80	9.71
2	2	HEALTHFUSION	9.72	9.84	9.53	9.45	9.64
3	3	ADVANCEDMD	9.63	9.74	9.59	9.51	9.62
10	4	MEDLIUM	9.58	9.69	8.83	9.51	9.40
4	5	MODERNIZING MEDICINE	9.11	8.87	9.27	9.28	9.13
9	6	NEXTGEN	8.92	9.59	8.91	8.99	9.10
5	7	ALLSCRIPTS	9.28	8.89	9.27	8.68	9.03
14	8	EPIC SYSTEMS	8.53	9.17	9.00	8.28	8.75
6	9	KAREO	8.65	8.56	8.84	8.55	8.65
12	10	IPATIENTCARE	8.78	7.92	8.85	8.91	8.62

Source: Black Book Research

MOBILE EHR APPLICATIONS

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.86	9.58	9.73	9.91	9.77
3	2	ADVANCEDMD	9.82	9.01	9.92	9.91	9.67
4	3	MODERNIZING MEDICINE	9.51	8.92	9.82	9.46	9.43
2	4	HEALTHFUSION	9.49	9.73	9.09	8.94	9.31
8	5	ATHENAHEALTH	9.24	9.49	8.78	8.77	9.05
6	6	KAREO	8.97	9.41	8.67	8.99	8.99
5	7	ALLSCRIPTS	8.67	8.57	9.07	9.33	8.91
11	8	CERNER	8.39	8.06	8.64	8.56	8.41
12	9	IPATIENTCARE	8.53	8.21	8.41	8.31	8.37
15	10	AMAZINGCHARTS	7.97	8.43	8.83	8.24	8.37

Source: Black Book Research

MOBILE EHR APPLICATIONS

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.83	9.95	9.88	9.69	9.84
2	2	HEALTHFUSION	9.87	9.99	9.59	9.63	9.77
7	3	PRACTICEFUSION	9.80	9.72	9.54	9.46	9.63
3	4	ADVANCEDMD	9.34	9.71	8.99	9.81	9.46
4	5	MODERNIZING MEDICINE	9.23	8.71	9.70	8.72	9.09
5	6	ALLSCRIPTS	8.65	7.84	9.24	9.54	8.82
6	7	KAREO	9.13	8.79	7.69	8.39	8.50
18	8	QUEST CARE360	8.74	8.66	8.22	8.07	8.42
10	9	MEDLIUM	8.13	8.36	8.63	8.11	8.31
11	10	CERNER	8.97	7.68	7.65	8.79	8.29

Source: Black Book Research

MOBILE EHR APPLICATIONS

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 e-Prescribing 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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
5	1	ALLSCRIPTS	9.85	9.89	9.77	9.69	9.80
1	2	DRCHRONO	9.99	9.78	9.65	9.64	9.77
4	3	MODERNIZING MEDICINE	9.42	9.67	9.77	9.31	9.54
13	4	MCKESSON	9.84	9.74	8.69	9.81	9.52
7	5	PRACTICEFUSION	9.73	9.33	9.16	9.74	9.49
2	6	HEALTHFUSION	9.28	9.88	8.93	9.07	9.29
6	7	KAREO	8.99	9.44	8.83	9.14	9.10
8	8	ATHENAHEALTH	9.34	8.89	8.91	8.81	8.99
16	9	ECLINICALWORKS	7.93	8.54	8.28	8.19	8.24
3	10	ADVANCEDMD	8.23	7.97	7.73	8.66	8.15

Source: Black Book Research

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	Q7 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.59	9.83	9.85	9.27	9.64
2	2	HEALTHFUSION	9.01	9.91	8.79	9.12	9.21
5	3	ALLSCRIPTS	9.04	9.42	8.69	8.91	9.02
9	4	NEXTGEN	8.70	8.80	8.64	9.48	8.91
14	5	EPIC SYSTEMS	9.07	9.14	8.68	8.58	8.87
4	6	MODERNIZING MEDICINE	9.27	8.91	8.57	8.80	8.84
3	7	ADVANCEDMD	9.03	8.73	8.98	8.33	8.77
6	8	KAREO	8.66	9.24	8.29	8.77	8.74
7	9	PRACTICEFUSION	8.92	8.75	8.25	7.84	8.44
11	10	CERNER	8.07	8.92	8.43	8.19	8.40

Source: Black Book Research

Individual EHR Vendor Key Performance

MOBILE EHR APPLICATIONS

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	MODERNIZING MEDICINE	9.81	9.81	9.89	9.74	9.82
5	2	ALLSCRIPTS	9.69	9.96	9.49	9.85	9.75
2	3	HEALTHFUSION	9.56	9.84	9.58	9.82	9.70
3	4	ADVANCEDMD	9.53	9.19	9.10	9.63	9.36
6	5	DRCHRONO	8.98	9.67	9.63	8.96	9.31
12	6	IPATIENTCARE	8.92	8.46	8.76	8.83	8.74
10	7	MEDLIUM	9.25	9.16	8.28	8.07	8.69
4	8	KAREO	8.97	9.00	8.46	8.19	8.66
7	9	PRACTICEFUSION	8.75	8.49	9.10	7.85	8.55
18	10	QUEST CARE360	8.57	8.53	8.04	8.12	8.32

Source: Black Book Research

Individual EHR Vendor Key Performance

MOBILE EHR APPLICATIONS

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	Q9 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
2	1	HEALTHFUSION	9.89	9.87	9.66	9.73	9.79
1	2	DRCHRONO	9.47	9.69	9.88	9.91	9.74
3	3	ADVANCEDMD	9.52	9.67	9.04	9.80	9.51
5	4	ALLSCRIPTS	9.76	9.27	9.14	9.77	9.49
7	5	PRACTICEFUSION	9.20	9.50	8.99	9.64	9.33
4	6	MODERNIZING MEDICINE	8.93	9.49	8.92	9.16	9.13
12	7	IPATIENTCARE	9.12	9.19	7.52	8.78	8.65
11	8	CERNER	8.54	8.92	7.56	8.52	8.39
8	9	ATHENAHEALTH	8.96	8.55	7.89	8.06	8.37
6	10	QUEST CARE360	8.30	9.11	7.87	7.64	8.23

Source: Black Book Research

Individual EHR Vendor Key Performance

MOBILE EHR APPLICATIONS

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.41	9.33	9.49	9.11	9.34
3	2	ADVANCEDMD	9.57	9.00	9.25	9.29	9.28
6	3	KAREO	8.98	9.19	8.89	9.74	9.20
2	4	HEALTHFUSION	9.03	9.47	9.21	8.99	9.18
4	5	MODERNIZING MEDICINE	8.99	9.02	8.87	9.00	8.97
5	6	ALLSCRIPTS	9.48	9.03	8.06	8.77	8.86
18	7	QUEST CARE360	8.95	9.43	8.18	8.83	8.85
7	8	PRACTICEFUSION	9.13	8.47	8.34	8.10	8.51
9	9	NEXTGEN	8.73	8.25	8.74	8.00	8.43
8	10	ATHENAHEALTH	8.10	8.47	7.76	8.34	8.17

Source: Black Book Research

Individual EHR Vendor Key Performance
MOBILE EHR APPLICATIONS

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
4	1	MODERNIZING MEDICINE	9.82	9.72	9.68	9.90	9.78
1	2	DRCHRONO	9.86	9.79	9.94	9.43	9.76
2	3	HEALTHFUSION	9.49	9.91	9.39	9.72	9.63
3	4	ADVANCEDMD	9.73	9.59	9.32	9.08	9.43
9	5	NEXTGEN	9.46	9.69	9.05	9.21	9.35
6	6	KAREO	9.43	8.95	9.53	8.94	9.21
8	7	ATHENAHEALTH	9.41	8.80	8.93	9.51	9.16
10	8	MEDLIUM	8.56	8.60	9.07	8.23	8.62
16	9	ECLINICALWORKS	9.07	8.82	7.29	8.09	8.32
13	10	MCKESSON	8.14	9.55	7.47	8.03	8.30

Source: Black Book Research

Individual EHR Vendor Key Performance

MOBILE EHR APPLICATIONS

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 is maximized by vendor team.

Overall Rank	Q12 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.95	9.83	9.76	9.95	9.87
8	2	ATHENAHEALTH	9.69	9.90	9.84	9.53	9.74
6	3	KAREO	9.16	9.32	9.77	9.17	9.36
2	4	HEALTHFUSION	9.05	9.36	9.27	9.19	9.22
13	5	MCKESSON	8.79	9.23	9.21	8.63	8.97
16	6	ECLINICALWORKS	8.80	8.63	8.72	9.54	8.92
3	7	ADVANCEDMD	8.88	9.34	8.68	8.40	8.83
17	8	CARECLOUD	8.66	8.19	9.41	8.91	8.79
4	9	MODERNIZING MEDICINE	9.35	9.06	8.21	7.76	8.60
12	10	IPATIENTCARE	8.36	8.72	8.64	7.99	8.43

Source: Black Book Research

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. High level of relevant client communications enhances the EHR vendor – EHR user relationship.

Overall Rank	Q13 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
10	1	CERNER	9.71	9.79	9.70	9.47	9.67
8	2	ATHENAHEALTH	9.36	9.42	9.59	9.39	9.44
4	3	MCKESSON	9.45	9.23	9.03	9.47	9.30
14	4	EPIC SYSTEMS	9.35	9.52	8.99	8.93	9.20
5	5	ALLSCRIPTS	9.26	9.44	8.96	9.09	9.19
9	6	NEXTGEN	9.16	8.89	8.49	8.61	8.79
6	7	EPIC SYSTEMS	8.54	8.99	8.69	8.34	8.64
1	8	DRCHRONO	9.09	8.24	8.49	8.40	8.56
15	9	AMAZINGCHARTS	8.72	8.21	8.39	8.37	8.42
2	10	HEALTHFUSION	8.79	9.13	7.94	7.64	8.38

Source: Black Book Research

Individual EHR Vendor Key Performance
MOBILE EHR APPLICATIONS

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.80	9.69	9.90	9.88	9.82
2	2	HEALTHFUSION	9.37	9.79	9.57	9.47	9.53
5	3	ALLSCRIPTS	9.90	9.71	8.94	9.58	9.53
6	4	KAREO	9.69	8.97	9.58	9.47	9.43
9	5	NEXTGEN	9.91	9.11	8.30	9.19	9.13
16	6	ECLINICALWORKS	9.21	9.09	9.07	8.80	9.04
3	7	ADVANCEDMD	9.36	8.57	8.38	9.83	9.04
14	8	EPIC SYSTEMS	8.74	8.75	9.08	9.35	8.98
7	9	PRACTICEFUSION	9.38	9.11	8.67	8.12	8.82
4	10	MODERNIZING MEDICINE	8.26	9.03	8.06	8.17	8.38

Source: Black Book Research

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 financial management and leadership.

Overall Rank	Q15 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
14	1	EPIC SYSTEMS	9.94	9.89	9.83	9.75	9.85
10	2	CERNER	9.57	9.62	9.43	9.62	9.56
2	3	HEALTHFUSION	9.50	9.62	8.64	9.17	9.23
5	4	ALLSCRIPTS	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	MCKESSON	8.96	9.40	9.07	8.24	8.92
6	7	KAREO	8.71	8.79	8.94	8.62	8.77
10	8	MEDLIUM	8.91	9.01	8.25	8.87	8.76
8	9	ATHENAHEALTH	8.54	8.77	9.27	7.99	8.64
4	10	MODERNIZING MEDICINE	7.74	8.63	8.89	8.81	8.52

Source: Black Book Research

MOBILE EHR APPLICATIONS

16. Data security and backup services

Table 20: In order to provide secure and constantly dependable EMR service offerings for physician and hospital 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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
2	1	HEALTHFUSION	9.87	9.93	9.92	9.77	9.87
1	2	DRCHRONO	9.97	9.62	9.86	9.98	9.86
4	3	MODERNIZING MEDICINE	9.67	9.28	9.77	9.27	9.50
9	4	NEXTGEN	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	ADVANCEDMD	9.14	9.09	9.53	8.49	9.06
7	7	PRACTICEFUSION	9.24	9.54	9.36	8.10	9.06
18	8	QUEST CARE360	8.67	8.84	9.15	8.99	8.91
8	9	ATHENAHEALTH	8.48	8.49	9.23	7.76	8.49
6	10	KAREO	8.73	9.36	7.63	8.24	8.49

Source: Black Book Research

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	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
2	2	HEALTHFUSION	9.69	9.93	9.24	9.13	9.50
14	3	EPIC SYSTEMS	8.96	9.39	9.76	9.19	9.33
7	4	PRACTICEFUSION	9.25	9.01	9.88	8.93	9.27
3	5	ADVANCEDMD	9.19	9.28	8.93	8.81	9.05
10	6	MEDLIUM	8.92	8.81	8.94	9.06	8.96
5	7	ALLSCRIPTS	8.89	8.71	8.99	9.22	8.95
8	8	ATHENAHEALTH	8.86	8.88	9.28	8.61	8.91
4	9	MODERNIZING MEDICINE	9.22	8.77	8.57	8.99	8.89
11	10	CERNER	9.08	8.95	8.31	8.84	8.80

Source: Black Book Research

18. Best of breed technology, MU 3 and process improvement

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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
1	1	DRCHRONO	9.68	9.69	9.83	9.71	9.73
2	2	HEALTHFUSION	9.30	9.59	9.42	9.84	9.54
4	3	MODERNIZING MEDICINE	9.41	9.43	9.67	9.58	9.52
3	4	ADVANCEDMD	9.96	9.35	9.53	9.02	9.47
7	5	PRACTICEFUSION	9.17	9.03	9.06	9.18	9.11
5	6	ALLSCRIPTS	9.22	9.64	8.75	8.75	9.09
10	7	MEDLIUM	8.66	8.63	8.73	8.48	8.65
9	8	NEXTGEN	8.33	8.88	8.65	8.44	8.58
8	9	ATHENAHEALTH	8.77	8.32	9.12	7.90	8.55
6	10	KAREO	9.03	8.27	8.14	8.50	8.49

Source: Black Book Research

Appendix I

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