



THE FOLLOWING DATA IS AN EXCERPT FROM BLACK BOOK'S PROPRIETARY RESEARCH REPORT "STATE OF THE EHR REPLACEMENT MARKET PLACE: 2013 CONDITIONS & TOP PERFORMING VENDORS"

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YOU MAY PURCHASE THE COMPLETE 268 PAGE REPORT AT AMAZON.COM IN THE BLACK BOOK MARKET RESEARCH STORE

<http://tinyurl.com/ovvonk> or (Search Amazon.com for

"Year of the Big EHR Switch")



EXECUTIVE SUMMARY:

EHR REPLACEMENT MARKET VENDOR CLIENT EXPERIENCE METHODOLOGY

BLACK BOOK RANKINGS, THE RECOGNIZED SOURCE FOR NEUTRAL AND PRECISE CUSTOMER SATISFACTION ANALYSIS IN THE HEALTHCARE INFORMATION TECHNOLOGY INDUSTRY, FIRST UNCOVERED THE SURGING WAVE OF USABILITY DISSATISFACTION AMONG EHR USERS IN THE 2012 ANNUAL CLIENT EXPERIENCE SURVEYING. THE FOLLOWING YEAR'S (2013) POLLING RESULTS REVEALED THE ISSUES HAD ESCALATED TO THE POINT THAT BETWEEN 17% AND 31% OF ALL EHR-IMPLEMENTED PRACTICES WERE CONSIDERING SWITCHING VENDORS DUE TO UNMET EXPECTATIONS, LACK OF FUNCTIONALITY OR INNOVATION. NEARLY HALF OF ALL EHR USERS INDICATED THEY WOULD SHIFT TO ANOTHER VENDOR IF COST & LOSS OF PRODUCTIVITY WERE NOT ISSUES.

EHR MARKET SHIFTERS NOW POSE TO REALLOCATE MORE THAN \$5 BILLION IN SALES AS THE UNSTABLE VENDOR MARKETPLACE HEATS UP.

FOLLOW-UP BLACK BOOK POLLS WERE CONDUCTED IN Q2 2013 TO STUDY VENDOR PREFERENCES DURING THIS **"YEAR OF THE BIG EHR SWITCH"** INCLUDING 500 TELEPHONE SURVEYS AND 2,900 ONLINE BALLOTS TO DETERMINE THE MOST POPULAR EHR SYSTEMS AMONG REPLACEMENT SYSTEM BUYERS. BLACK BOOK STAFF CONTRASTED SATISFACTION RANKINGS FOR CURRENT FUNCTIONALITIES OFFERED, AND THE MOST IN-DEMAND EHR ADVANCEMENTS AND INNOVATIONS. THE STUDY'S OUTCOMES REVEALED THOSE VENDORS MOST LIKELY TO THRIVE AFTER THE CURRENT WAVE OF EHR REPLACEMENTS, ACCORDING TO USERS, ANALYSTS & INDUSTRY INSIDERS.

THE BLACK BOOK TEAM COMPILED AND CONTRASTED THE RESULTS OF SEVEN DIFFERENT BLACK BOOK 2013 POLLS TO DETERMINE PRECEPTION TRENDS IN REPLACEMENT MARKET VENDOR PREFERENCES, AS WELL AS IDENTIFY THE MOST DESIRED EHR FEATURES AND BENEFITS FROM THE ORIGINAL BLACK BOOK ANNUAL EHR SURVEY OF 16,000 RESPONSES FOR MEANINGFUL USE 2 AND BEYOND.

IN THIS REVIEW OF VENDOR PREFERENCES, AMIDST THE SHIFTING MARKETPLACE, BLACK BOOK ANALYZES THE CLIENT EXPERIENCE AND SATISFACTION OF CURRENT USERS, NOTING THE VENDORS WITH THE HIGHEST SCORES IN KEY PERFORMANCE INDICATORS IN AGGREGATE AMONG:

- PHYSICIAN PRODUCTIVITY & PRACTICE SATISFACTION ACROSS ALL GROUP SIZES - USER SATISFACTION ACROSS MEDICAL & SURGICAL SPECIALTIES INCLUDING PRIMARY CARE

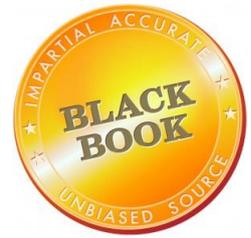
- MEANINGFUL USE 1 ATTESTATIONS & E-PRESCRIBING ACHIEVEMENT/USER SATISFACTION

BLACK BOOK ALSO COMPARES CURRENT USER SATISFACTION AND CLIENT EXPERIENCE WITH THE ADVANCEMENTS & INNOVATIONS WHICH VENDORS HAVE PRESENTED IN CURRENT & DEVELOPING PRODUCTS IN RESPONSE TO GROWING USABILITY ISSUES .

- MEANINGFUL USE 2+ ADVANCEMENTS (INCLUDING PATIENT PORTAL) - MOBILE APPS (IPAD AND PHONE)

- INTEROPERABILITY AND CONNECTIVITY (HIE) - PRACTICE MANAGEMENT (INCLUDING REVENUE CYCLE CHANGES & ICD10)

THE FOLLOWING TABLE PROVIDES A COMPREHENSIVE OVERVIEW OF THE MARKETPLACE'S MOST VIABLE AND INNOVATIVE ELECTRONIC HEALTH RECORD VENDORS EXCEEDING CLIENT EXPERIENCE DEMANDS.



EXECUTIVE SUMMARY: AMBULATORY ENTERPRISE EHR SYSTEMS

Overall Satisfaction Rankings - All Physician Practice Sizes, Specialties, Top Eight Ranked Finishes by EHR Vendor

Collective Top Vendor Performances of the Most Buyer-Sought Functionalities in the Year of The Great EHR Switch

VENDOR	CURRENT EHR FUNCTIONALITES			ADVANCEMENTS/INNOVATIONS IN EHR PRODUCTS			
	Highest Satisfaction Across Most Practice Sizes Solo through 100+ Clinics	Highest Satisfaction Across Most Specialties Medical & Surgical Specialties + Primary Care	Highest Satisfaction with Meaningful Use I Electronic Prescribing/ CPOE/ Attestations	Highest Satisfaction with Meaningful Use II Patient Portal /Interfaces/ Advanced Reporting	Highest Satisfaction with Practice Management Revenue Cycle Management/ ICD10	Highest Satisfaction with Mobile EHR Applications iPad/Smart Phone	Highest Satisfaction with Interoperability & Connectivity HIE
VITERA	A	A	A	A	A	A	A
CARE360 QUEST	A	A	A	A	A	A	A
PRACTICE FUSION	A	A	A	A	A	A	A
CERNER	A	A	A	A	A	A	A
GREENWAY	A	A	A	A	A	A	A
CHARTLOGIC	A	A	A	A	A	A	A
GE HEALTHCARE	A	A	A	A	A	A	A
ATHENA HEALTHCARE	A	A	A	A	A	A	A

SEE FULL LIST AT WWW.BLACKBOOKRANKINGS.COM

SOURCE: BLACK BOOK EHR USER SURVEYS 2012-2013



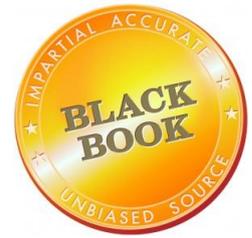
A EHR Products Rank in Top 20



B Most EHR Products Rank in Top 50



C Some Product(s) Rank in Top 50



2013 TOP RANKED EHR'S BY PRACTICE/GROUPSIZE

Overall Rankings – Ranked By Physician Practice Sizes, Q1 2013						
Ranking	Single Physicians/Solo Practices	2-5 Physician Group Practices	6 -10 Physician Group Practices	11-25 Physician Group Practices	26-99 Physician Group Practices	100+ Physician Group Practices
1	E-MDS	CARE360 QUEST	BIZMATICS	GREENWAY	ATHENAHEALTH	MCKESSON
2	PRACTICE FUSION	ATHENAHEALTH	GREENWAY	OPTUM	NEXTGEN	CERNER
3	AMAZINGCHARTS	PRACTICE FUSION	CERNER	CERNER	MCKESSON	OPTUM
4	ATHENAHEALTH	GREENWAY	AMAZINGCHARTS	MCKESSON	GREENWAY	SIEMENS
5	CERNER	E-MDS	VITERA	ATHENAHEALTH	CERNER	EPIC
6	VITERA	CERNER	ATHENAHEALTH	CPSI	GE HEALTHCARE	GREENWAY
7	GREENWAY	VITERA	CARE360 QUEST	CARE360 QUEST	OPTUM	AMAZINGCHARTS
8	BIZMATICS	AMAZINGCHARTS	PRACTICE FUSION	EPIC	AMAZINGCHARTS	GE HEALTHCARE
9	APRIMA	MCKESSON	E-MDS	PRACTICE FUSION	EPIC	ATHENAHEALTH
10	CARE360 QUEST	BIZMATICS	MCKESSON	AMAZINGCHARTS	CARE 360 QUEST	NEXTGEN
11	SRS SOFT	NEXTGEN	EPIC	NUESOFT	DR FIRST	VITERA
12	SUI MEDICAL MASTERMIND	APRIMA	KAREO	ADSC	SEQUEL	LSS DATA
13	EPIC	ADSC	OPTUM	VITERA	SIEMENS	WAITING ROOM SOLUTIONS
14	NEXTGEN	EPIC	GE HEALTHCARE	E-MDS	E-MDS	ALLSCRIPTS
15	ALLSCRIPTS	MEDITAB	APRIMA	GE HEALTHCARE	BIZMATICS	MEDITECH
16	OPTUM	OMNIMD	MEDITECH	NEXTGEN	KAREO	CARE360 QUEST
17	MCKESSON	DR CHRONO	NUESOFT	ALLSCRIPTS	VITERA	SPRING
18	ECLINICALWORKS	HEALTHFUSION	PRAXIS	ADP ADVANCEDMD	MEDITECH	PRACTICE FUSION
19	HENRY SCHEIN MICROMD	ECLINICALWORKS	ALLSCRIPTS	SOAPWARE	PRACTICE FUSION	MEDITAB
20	ADP ADVANCEDMD	OPTUM	CHARTLOGIC	ECLINICALWORKS	ALLSCRIPTS	CUREMD



TOP EHR INTEROPERABILITY AND CONNECTIVITY

TOP 10 MEDICAL PRACTICE ELECTRONIC MEDICAL RECORD FIRM

HEALTH INFORMATION EXCHANGES

2012 Rank	HIE Vendor – Ambulatory EHR
1	NEXTGEN
2	CERNER
3	ALLSCRIPTS
4	OPTUM
5	GREENWAY
6	ATHENAHEALTH
7	EPIC SYSTEMS
8	MCKESSON
9	VITERA
10	ECLINICALWORKS

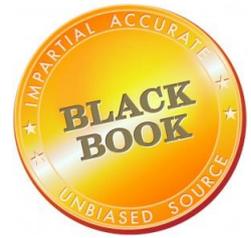
Source: Black Book Rankings

TOP ADVANCEMENTS - EHR PRACTICE MANAGEMENT

TOP 10 PRACTICE MANAGEMENT EHR SYSTEM ADVANCEMENTS/REVENUE CYCLE MANAGEMENT/ICD10

2013 Rank	Vendor – Ambulatory EHR
1	CARE360 QUEST
2	MCKESSON
3	PRACTICE FUSION
4	NEXTGEN
5	ATHENAHEALTH
6	CERNER
7	KAREO
8	ALLSCRIPTS
9	ECLINICALWORKS
10	ADP ADVANCEDMD

Source: Black Book Rankings



TOP ACHIEVEMENTS - MEANINGFUL USE I

TOP 10 MEANINGFUL USE 1: CPOE & ELECTRONIC PRESCRIBING

2013 Rank	Vendor – Ambulatory EHR
1	PRACTICE FUSION
2	ATHENAHEALTH
3	SRS SOFT
4	VITERA
5	WAITING ROOM SOLUTIONS
6	CERNER
7	SOAPWARE
8	DRFIRST/RCOPIA
9	ALLSCRIPTS
10	EPIC

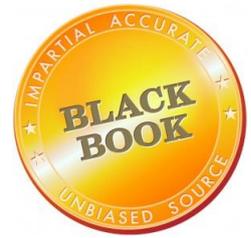
Source: Black Book Rankings

TOP ADVANCEMENTS - MEANINGFUL USE II

TOP 10 MEANINGFUL USE 2: PATIENT PORTABILITY & CONNECTIVITY SOLUTIONS/ADVANCEMENTS

2013 Rank	Vendor – Ambulatory EHR
1	GREENWAY
2	CARE360 QUEST
3	ALLSCRIPTS
4	ATHENAHEALTH
5	OPTUM
6	CHARTLOGIC
7	AMAZING CHARTS
8	GE HEALTHACARE
9	CERNER
10	VITERA

Source: Black Book Rankings



2013 TOP EHR MOBILE APPLICATIONS

TOP 10 NATIVE & VIRTUALIZED MOBILE APPLICATIONS FOR EHRs - IPADS/IPHONES/SMART PHONES

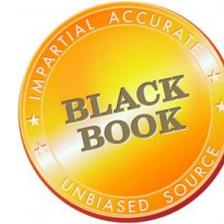
2013 Rank	Vendor – Ambulatory EHR
1	DRCHRONO
2	HEALTHFUSION
3	CARE360 QUEST
4	MACPRACTICE
5	GREENWAY
6	NEXTGEN
7	PRACTICE FUSION
8	CERNER
9	NIMBUS
10	MITOCHRON



2013 TOP EHR BY SPECIALTY

Overall Rankings – Ranked By GROUPED SPECIALTIES, Q1 2013

Rank	Primary Care General Practices	Medical Specialties	Surgical Specialties	Non-Physician Clinicians	Alternative Medicines	Multi-Specialty Clinics
1	PRACTICE FUSION	CARE360 QUEST	GREENWAY	ATHENAHEALTH	NEXTGEN	MCKESSON
2	CARE360 QUEST	PRACTICE FUSION	ATHENAHEALTH	E-MDS	DRFIRST RCOPIA	CERNER
3	APRIMA	ATHENAHEALTH	GE HEALTHCARE	MEDITAB	SUITEMED	ALLSCRIPTS
4	ATHENAHEALTH	CHARTLOGIC	MCKESSON	MEDENT	HEALTHFUSION	GE HEALTHCARE
5	KAREO	CERNER	CARE360 QUEST	MEDITECH	BIZMATICS	EPIC
6	AMAZINGCHARTS	KAREO	SRS SOFT	MCKESSON	GE HEALTHCARE	MEDITECH
7	CHARTLOGIC	E-MDS	ADPADVANCEDMD	OPTUM	NEXTTECH	ECLINICALWORKS
8	KAREO	BIZMATICS	SUI MASTERMIND	EPIC	PRACTICEVELOCITY	VITERA
9	ECLINICALWORKS	GREENWAY	NEXTGEN	ACREND0	ICA	NEXTGEN
10	PRAXIS	KAREO	ALLSCRIPTS	AMAZINGCHARTS	DR CHRONO	OPTUM



SEE MORE RESULTS AT WWW.BLACKBOOKRANKINGS.COM