



---

BLACK BOOK™ 2017 SURVEY

# **Top Inpatient Electronic Health Records Vendors**

Comparative Performance Result Set of Top EHR Vendors

---

## **Small, Rural and Critical Access Hospitals 100 Beds and Less**

Electronic Medical Records CPOE  
Revenue Cycle Management Support  
Population Health Support  
Interoperability & Data Exchange

Survey Period: Q3 2016 – Q1 2017

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 580,000 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)

© 2017 Black Book™, a division of Brown-Wilson Group, Inc. All Rights Reserved.

Reproduction of this publication in any form without prior written permission is forbidden. The information contained herein has been obtained from sources believed to be reliable. Brown-Wilson Group disclaims all warranties as to the accuracy, completeness or adequacy of such information. Brown-Wilson Group shall have no liability for errors, omissions or inadequacies in the information contained herein or for interpretations thereof. The reader assumes sole responsibility for the selection of these materials to achieve its intended results. The opinions expressed herein are subject to change without notice. Brown-Wilson Group's unrivaled objectivity and credibility is perhaps your greatest assurance. At a time when alliances between major consultancies and suppliers have clouded the landscape, Brown-Wilson Group remains resolutely independent. We have no incentive to recommend specific EMR software vendors. Our only allegiance is to help you achieve the results you want with the best possible solution.

For more information, visit [www.BlackBookMarketResearch.com](http://www.BlackBookMarketResearch.com)





## Black Book Methodology

### 2017 EHR SURVEY RESPONSE RATES BY PRACTICE/ORGANIZATION TYPE, VALIDATED SYSTEM USERS

2017 SURVEY RESPONDENT IDENTIFICATION	NUMBER OF RESPONSES VALIDATED	PERCENT OF TOTAL RESPONSES
Physician/Clinician Name	6,129	34%
Clinic/Practice Name	4,115	23%
Public Clinic	350	2%
Health System Clinic	1,222	7%
Teaching Hospitals and Medical Centers	1,435	8%
<b>General Hospitals over 250 Beds</b>	<b>1,300</b>	<b>7%</b>
Community Hospitals	1,562	9%
<b>Small Hospitals under 100 Beds</b>	<b>1,460</b>	<b>8%</b>
Ambulatory Surgery Centers	505	3%
<b>TOTAL</b>	<b>18,078</b>	<b>100%</b>
Source: Black Book™		

### Survey overview

From Q2 2016 through Q1 2017, the Black Book Research LLC' electronic medical record, electronic health record, e-Prescribing, Practice Management and e-Health client/user survey investigated over 312 EMR vendors utilized 18,078 validated EMR users nationwide for rankings.





## Black Book Methodology

### 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, benchmarks 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.



## Black Book Methodology

### Who participates in the Black Book Ranking process

Over 58,000 EHR users ranking from hospital executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2017 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 <http://blackbookpolls.com>. 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.

### EHR vendor rankings and results – 2017

18,078 qualified users of systems with validated corporate/valid email addresses ranked 312 EMR-EHR suppliers (229 receiving ten or more qualified ballots) offering individual or bundled arrangements as part of the Black Book annual survey, conducted via web survey instruments. Additionally nearly 4,000 about-to-be users and those in the replacement phases to a non-original system EHR 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 system support modules of EHR systems are included as subsets.

1,406 respondents focused on small hospital performance including assessments for EMR, CPOE, Interoperability and Health Information Exchange, Population Health Management Support, and Revenue Cycle Management Support in the 2017 survey sets.



Stop Light Scoring Key



## 2017 USER SURVEY RESULTS ELECTRONIC HEALTH RECORDS

### INPATIENT HOSPITAL & AFFILIATED PRACTICE PHYSICIANS, GROUPS & FACILITIES

### HOSPITALS UNDER 100 BEDS





Stop Light Scoring Key

## 2017 TOP OVERALL INPATIENT EHR EMR VENDOR HONORS

General Hospitals under 100 Beds Electronic Health Records, Top Vendor

**EVIDENT CPSI**

**FUNCTIONAL SUBSET HONORS: TOP VENDORS FOR INPATIENT HOSPITALS OVER 250 BEDS**

TOP VENDOR: PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING

**EVIDENT CPSI**

TOP VENDOR: COMMUNICATIONS AND CONNECTIVITY

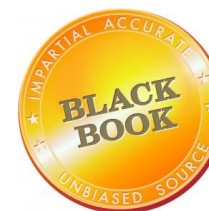
**CERNER**

TOP VENDOR: ORDER ENTRY AND MANAGEMENT

**EVIDENT CPSI**

TOP VENDOR: RESULTS REVIEW, REPORTING AND DECISION SUPPORT

**ALLSCRIPTS**



## Stop Light Scoring Key

### Raw Score Compilation and Scale of Reference

**Evaluating Hospital EHR Vendors by Black Book Criteria:** Individual vendors can be examined by specific indicators on each of the main functions of EHR as well as grouped and summarized subsets. Detail of each subset is contained so that each EHR vendor may be analyzed by function or module and as an End-to-End electronic health record systems collectively.

◀ 1.00 – 5.89 ▶	◀ 5.90 – 7.32 ▶	◀ 7.33 – 8.70 ▶	◀ 8.71 – 10.00 ▶
<b>DEAL-BREAKING DISSATISFACTION</b>  <b>DOES NOT MEET EXPECTATIONS</b>  <b>CAN NOT RECOMMEND VENDOR</b>  <u>Scores Worse Than 66%</u> of EHRs Poor performances reported, Potential or likely contract termination pending. Definite area for renegotiation and vendor improvement.	<b>NEUTRAL</b>  <b>MEETS/DOES NOT MEET EXPECTATIONS INCONSISTENTLY</b>  <b>WOULD NOT LIKELY RECOMMEND VENDOR</b>  <u>Better Than Half ( 50%)</u> of EHRs Cautionary performance scores, Areas of improvement required.	<b>SATISFACTORY</b>  <b>MEETS EXPECTATIONS</b>  <b>RECOMMENDS VENDOR</b>  <u>Better than 67%</u> of EHRs Well scored vendor which has middle of the pack results or better.	<b>OVERWHELMING SATISFACTION</b>  <b>EXCEEDS EXPECTATIONS</b>  <b>HIGHLY RECOMMENDED VENDOR</b>  <u>Scores Better than 90% of EHRs</u> Green Coded Vendors have received constantly highest client satisfaction scores.



**Figure 1: Comprehensive EHR Technology Services are defined as being comprised of four surveyed functional groups of inpatient facilities with outpatient components**



Source: Black Book Market Research

## STOP LIGHT SCORING KEY

**Figure 3: Color-coded stop light dashboard scoring key**

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

8.71 +

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

7.33 to 8.70

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

5.80 to 7.32

**Red** scores worse than 66% of EHR vendors. Poor performances reported potential cause for service and contractual cancellations.

Less than 5.79

Source: Black Book Market Research

Individual vendors can be examined by specific indicators on each of the main functions of vendors as well as grouped and summarized subsets. Details of each subset are contained so that each vendor may be analyzed by function and computer assisted coding and medical records services collectively.



## Stop Light Scoring Key

Scoring key							
Overall rank	Q6 criteria rank	Company	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILIT Y SUPPORT	Mean
5	1	Doctors and Hospitals EHR Software	8.49	8.63	8.50	8.01	8.66

Source: Black Book Market 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 Hospital software and services vendor.
- **Subsections** – each subset comprises one-fourth of the total EHR services vendor mean at the end of this row, and includes all buyers and users who indicate that they contract each respective functional subsection with the supplier, specific to their physician enterprise.
- **Mean** – congruent with the criteria rank, the mean is a calculation of all four subsets of electronic medical records functions surveyed. As a final ranking reference, it includes all market sizes, specialties, delivery sites and geographies.



## Overall KPI Leaders: EHR SOLUTIONS & TECHNOLOGY

Top score per individual criteria

Summary of criteria outcomes			
Total number one criteria ranks	EHR Vendor: Small Hospitals under 100 Beds		Overall rank
7	EVIDENT CPSI		1
3	GE HEALTHCARE		2
3	EPIC		8
2	CERNER		3
1	MEDITECH		6
1	ALLSCRIPTS		4
1	HEALTHLAN		7
Source: Black Book			
Question	Criteria	EHR Vendor	Overall rank
1	Strategic Alignment, Vendor Offerings to Client Goals	EVIDENT CPSI	1
2	Innovation	GE HEALTHCARE	2
3	Training	MEDITECH	6
4	Client Relationships and cultural fit	EVIDENT CPSI	1
5	Trust, Accountability and Transparency	EVIDENT CPSI	1
6	Breadth of offerings, client types, delivery excellence	EPIC	8
7	Deployment and implementation	EVIDENT CPSI	1
8	Customization	EVIDENT CPSI	1
9	Integration and interfaces	CERNER	3
10	Scalability, client adaptability, flexible pricing	GE HEALTHCARE	2
11	Compensation and employee performance	EPIC	8
12	Reliability	CERNER	3
13	Brand image and marketing communications	ALLSCRIPTS	4
14	Marginal value adds	GE HEALTHCARE	2
15	Viability & Managerial Stability	EPIC	8
16	Data security and backup services	EVIDENT CPSI	1
17	Support and customer care	HEALTHLAND	7
18	Best of breed technology and process improvement	EVIDENT CPSI	1



## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

2017 INDIVIDUAL KEY PERFORMANCE: INPATIENT FACILITY & PRACTICE PHYSICIANS/GROUPS

### HOSPITALS UNDER 100 BEDS

2017 Rank	SMALL HOSPITAL VENDOR	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	MEAN
1	EVIDENT CPSI	9.76	8.68	9.34	9.35	9.58	8.82	9.38	9.42	9.14	9.50	8.42	9.84	8.74	8.77	9.27	9.61	9.52	9.41	9.25
2	GE HEALTHCARE	9.38	9.63	9.10	8.57	9.41	8.43	8.94	9.23	9.10	9.86	9.52	8.83	8.96	9.81	9.18	8.72	9.01	9.40	9.17
3	CERNER	8.93	8.24	9.07	9.04	8.53	8.99	8.53	9.23	9.36	9.23	9.22	9.36	9.73	8.40	9.42	9.58	9.33	9.39	9.09
4	ALLSCRIPTS	9.42	8.42	9.05	9.04	9.41	9.03	8.30	8.86	9.26	8.64	8.61	8.83	9.74	9.37	9.42	9.39	9.29	9.34	9.08
5	MCKESSON	8.39	8.56	8.98	8.67	7.98	8.39	8.88	8.29	9.00	9.07	8.67	8.19	9.13	8.15	7.94	9.31	8.09	8.73	8.58
6	MEDITECH	9.38	6.78	9.56	8.00	7.49	8.85	9.23	8.74	9.35	8.78	8.77	9.10	8.01	9.21	9.30	7.49	6.99	7.79	8.49
7	HEALTHLAND	9.48	8.44	7.20	8.57	7.39	8.15	8.15	8.90	8.16	8.61	8.54	9.27	8.05	8.35	7.66	9.36	9.53	8.68	8.47
8	EPIC	8.94	8.17	8.88	8.59	8.75	9.08	8.79	6.79	8.71	6.88	9.53	8.33	8.25	8.28	9.45	7.61	9.06	7.94	8.45



## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

### 1. Strategic Alignment of Vendor Product to Client Goals

Organizational structure meets the needs of stakeholders or customers and stakeholder satisfaction is the most important priority. EHR services and system client is likely to recommend the vendor to similar sized hospital, networked physician groups, and chains/systems/networks.

OVERALL RANK	Q1 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
1		EVIDENT CPSI	9.69	9.90	9.66	9.80	9.76
7		HEALTHLAND	9.56	9.22	9.55	9.60	9.48
4		ALLSCRIPTS	9.25	9.61	9.72	9.11	9.42
2		GE HEALTHCARE	9.44	9.00	9.43	9.65	9.38
6		MEDITECH	9.24	9.44	9.06	8.00	8.94
8		EPIC	9.09	8.95	9.03	8.65	8.93
3		CERNER	8.65	9.54	8.15	9.02	8.84
5		MCKESSON	7.53	9.05	7.96	9.00	8.39

Source: Black Book Market Research



## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

### 2. Innovation

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

OVERALL RANK	Q2 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
2		GE HEALTHCARE	9.15	9.93	9.90	9.54	9.63
1		EVIDENT CPSI	9.11	7.94	9.22	8.44	8.68
5		MCKESSON	8.53	8.04	9.35	8.33	8.56
7		HEALTHLAND	8.40	8.18	8.04	9.13	8.44
4		ALLSCRIPTS	9.00	7.54	8.27	8.88	8.42
3		CERNER	6.43	9.00	9.39	8.15	8.24
8		EPIC	7.05	8.15	9.14	8.35	8.17

Source: Black Book Market Research



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

#### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

### 3. Training

EHR solutions vendor leadership provides significant and meaningful training opportunities for internal employees and client staff. Leadership strives to develop technology staff, medical record 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	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE& INTEROPERABILITY SUPPORT	MEAN
6		MEDITECH	9.65	9.05	9.75	9.80	9.56
1		EVIDENT CPSI	9.33	9.54	9.04	9.46	9.34
2		GE HEALTHCARE	8.99	9.30	8.44	9.65	9.10
3		CERNER	9.03	9.15	9.45	8.64	9.07
4		ALLSCRIPTS	9.21	9.30	9.32	8.35	9.05
5		MCKESSON	9.25	8.54	9.64	8.49	8.98
7		EPIC	8.77	8.43	9.24	9.07	8.88
8		HEALTHLAND	7.54	7.00	6.43	7.83	7.20

Source: Black Book Market Research



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

#### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

#### 4. Client relationships and cultural fit

EHR vendor leadership honors customer relationships highly. The relationship with the vendor elevates the customer reputation. Improving hospital financials and healthcare delivery efficiency and effectiveness are top 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	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
1		EVIDENT CPSI	9.25	9.95	9.15	9.04	9.35
4		ALLSCRIPTS	8.54	9.13	9.54	8.94	9.04
3		CERNER	8.88	9.25	9.03	9.01	9.04
7		HEALTHLAND	9.01	8.25	9.64	9.08	9.00
5		MCKESSON	9.55	8.12	8.76	8.23	8.67
8		EPIC	9.55	8.43	8.57	7.82	8.59
2		GE HEALTHCARE	8.14	8.32	9.34	8.48	8.57
6		MEDITECH	8.41	7.98	8.15	7.46	8.00
Source: Black Book Market Research							





## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

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

Trust in enterprise reputation is important to coding clients as well as prospects. Client possesses an understanding that its vendor 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	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
1		EVIDENT CPSI	9.56	9.97	9.23	9.56	9.58
4		ALLSCRIPTS	9.02	9.48	9.24	9.88	9.41
8		EPIC	9.21	8.99	9.05	7.75	8.75
7		HEALTHLAND	8.67	8.15	8.78	9.30	8.73
3		CERNER	8.53	8.05	8.38	9.14	8.53
2		GE HEALTHCARE	7.59	8.10	8.54	9.54	8.44
5		MCKESSON	7.15	9.08	8.01	7.67	7.98
6		MEDITECH	7.56	6.48	7.90	8.00	7.49

Source: Black Book Market Research



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

#### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

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

EHR vendor offers industry recognized horizontal functionality and vertical industry applications, and manage bundled financial services such as ICD10 and bad debt management and developing new e-Health initiatives in population health. 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 financial systems initiatives. Breadth of vendor modules may offer comprehensive nonfinancial/clinical system services and broad modules.

OVERALL RANK	Q6 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
8		EPIC	9.95	9.51	9.77	7.08	9.08
4		ALLSCRIPTS	9.02	9.15	8.89	9.04	9.03
3		CERNER	8.78	9.02	9.15	9.02	8.99
6		MEDITECH	8.89	8.58	8.68	9.23	8.85
1		EVIDENT CPSI	9.25	9.00	8.00	9.03	8.82
2		GE HEALTHCARE	8.23	9.04	8.57	7.89	8.43
5		MCKESSON	7.99	9.14	7.64	8.77	8.39
7		HEALTHLAND	7.45	8.25	7.83	6.03	7.39

Source: Black Book Market Research



## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

### 7. Deployment and coding services module implementations

EHR and support solutions client deploys at a pace acceptable to the client. EHR programs 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	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
1		EVIDENT CPSI	9.34	9.88	8.98	9.32	9.38
6		MEDITECH	9.02	9.35	9.00	9.54	9.23
2		GE HEALTHCARE	8.32	9.44	8.99	9.02	8.94
5		MCKESSON	8.57	8.94	9.23	8.77	8.88
8		EPIC	9.44	9.00	8.13	8.60	8.79
3		CERNER	9.24	8.38	8.04	8.45	8.53
4		ALLSCRIPTS	8.32	7.43	9.22	8.22	8.30
7		HEALTHLAND	7.32	9.23	7.95	8.08	8.15
Source: Black Book Market Research							



## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

### 8. Customization

Electronic medical records 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. Financial software allows for modifications that are not costly or complex.

OVERALL RANK	Q8 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
1		EVIDENT CPSI	9.88	9.93	8.54	9.33	9.42
2		GE HEALTHCARE	9.00	9.88	8.47	9.55	9.23
3		CERNER	9.20	9.24	8.98	9.50	9.23
7		HEALTHLAND	8.83	9.54	8.65	8.59	8.90
6		MEDITECH	9.02	9.66	9.03	7.25	8.74
5		MCKESSON	9.15	8.23	8.19	9.00	8.64
8		EPIC	7.54	7.23	6.88	5.50	6.79

Source: Black Book Market Research



## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

### 9. Integration and interfaces

Hospital EHR technology vendor supports interfaces so information can be shared between necessary applications. Solutions are easily integrated to existing backend systems as needed and connectivity 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	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
3		CERNER	9.54	9.04	9.15	9.69	9.36
6		MEDITECH	9.66	9.10	9.24	9.40	9.35
4		ALLSCRIPTS	9.77	9.15	8.57	9.55	9.26
1		EVIDENT CPSI	9.00	9.86	8.35	9.33	9.14
2		GE HEALTHCARE	9.15	8.88	9.20	9.15	9.10
5		MCKESSON	9.29	8.76	9.00	8.94	9.00
8		EPIC	9.03	8.17	8.23	9.39	8.71
7		HEALTHLAND	9.34	8.72	9.39	5.19	8.16
Source: Black Book Market Research							



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

#### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

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

EHR support 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 hospital financial customer. Pricing is not rigid or shifting and meets needs of client.

OVERALL RANK	Q10 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
2		GE HEALTHCARE	9.76	9.93	9.85	9.89	9.86
1		EVIDENT CPSI	9.33	9.77	9.00	9.88	9.50
5		MCKESSON	9.55	8.29	9.57	8.88	9.07
6		MEDITECH	9.39	9.38	9.11	7.24	8.78
4		ALLSCRIPTS	9.03	8.48	8.19	8.86	8.64
7		HEALTHLAND	9.02	9.10	8.02	8.29	8.61
3		CERNER	9.58	7.98	8.77	7.98	8.58
8		EPIC	7.17	6.79	7.57	6.00	6.88
Source: Black Book Market Research							



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

#### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

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

EHR services 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	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE& INTEROPERABILITY SUPPORT	MEAN
8		EPIC	9.57	9.93	9.13	9.50	9.53
2		GE HEALTHCARE	9.44	9.29	9.69	9.75	9.52
3		CERNER	9.04	9.15	8.78	9.92	9.22
6		MEDITECH	8.95	8.87	8.19	9.07	8.77
5		MCKESSON	8.49	8.73	8.79	8.65	8.67
4		ALLSCRIPTS	8.16	9.02	9.47	7.78	8.61
7		HEALTHLAND	8.09	9.4	8.49	8.16	8.54
1		EVIDENT CPSI	8.05	9.01	7.68	8.93	8.42

Source: Black Book Market Research



## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

### 12. Reliability

Computer assisted coding software and support services 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	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
3		CERNER	9.63	9.12	9.07	9.61	9.36
7		HEALTHLAND	9.23	8.98	9.34	9.52	9.27
6		MEDITECH	9.33	9.02	8.81	9.22	9.10
1		EVIDENT CPSI	9.25	9.91	8.54	8.54	9.06
2		GE HEALTHCARE	9.20	8.83	8.91	8.39	8.83
4		ALLSCRIPTS	8.54	9.08	9.05	8.66	8.83
8		EPIC	9.03	9.03	8.24	7.02	8.33
5		MCKESSON	9.20	8.55	8.00	7.02	8.19

Source: Black Book Market Research





## Individual Key Performance

SMALL RURAL & CRITICAL ACCESS HOSPITALS

EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

### 13. Brand image and marketing communications

EHR services vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual financial product and service deliverables. Image is consistent with top industry performance 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 vendor – user relationship. Marketing and communications practices are ethically led by senior management.

OVERALL RANK	Q13 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE& INTEROPERABILITY SUPPORT	MEAN
4		ALLSCRIPTS	9.46	9.72	9.87	9.92	9.74
3		CERNER	9.86	9.75	9.46	9.84	9.73
5		MCKESSON	9.25	9.15	9.08	9.04	9.13
2		GE HEALTHCARE	9.14	9.88	9.13	7.67	8.96
1		EVIDENT CPSI	9.02	9.8	8.13	7.99	8.74
8		EPIC	9.24	8.95	9.54	5.28	8.25
7		HEALTHLAND	9.02	8.78	7.12	7.29	8.05
6		MEDITECH	7.46	8.01	7.67	8.88	8.01
Source: Black Book Market Research							



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

#### 14. Marginal value adds

The hospital EHR services 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 financial product design. Provides true business transformation opportunities to hospital(s), affiliated physician practices and other medical settings utilizing the system modules.

OVERALL RANK	Q14 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
2		GE HEALTHCARE	9.94	9.79	9.87	9.65	9.81
4		ALLSCRIPTS	9.18	9.35	9.50	9.45	9.37
6		MEDITECH	9.59	9.00	9.00	9.25	9.21
1		EVIDENT CPSI	9.12	9.77	8.02	8.15	8.77
3		CERNER	8.01	8.70	7.95	8.95	8.40
7		HEALTHLAND	8.25	8.19	8.78	8.17	8.35
8		EPIC	8.34	8.16	8.53	8.09	8.28
5		MCKESSON	8.56	7.04	7.75	9.35	8.18
Source: Black Book Market Research							



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

#### 15. Viability and managerial stability

Vendor's corporate 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 coding and medical record services 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. Vendor demonstrates and provides evidence of competent financial management and leadership.

OVERALL RANK	Q15 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE & INTEROPERABILITY SUPPORT	MEAN
8		EPIC	9.85	9.43	9.47	9.03	9.45
3		CERNER	9.35	9.26	9.53	9.54	9.42
4		ALLSCRIPTS	9.47	9.33	9.65	9.22	9.42
6		MEDITECH	9.54	9.11	9.21	9.35	9.30
1		EVIDENT CPSI	9.77	9.74	9.02	8.54	9.27
2		GE HEALTHCARE	9.20	9.55	9.09	8.87	9.18
5		MCKESSON	7.34	8.15	8.22	8.03	7.94
7		HEALTHLAND	8.29	7.99	7.12	7.25	7.66

Source: Black Book Market Research



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

#### 16. Data security and backup services

In order to provide secure and constantly dependable coding service offerings for physician and hospital entities, an financials software vendor has to provide the highest level of security and data back-up services. EHR solutions and medical record support vendor's service in these two areas is superior to the security and back-up system of past internal systems of the hospital, ancillaries, and affiliated physician practices.

OVERALL RANK	Q16 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE& INTEROPERABILITY SUPPORT	MEAN
1		EVIDENT CPSI	9.54	9.88	9.23	9.77	9.61
3		CERNER	9.92	9.51	9.88	9.02	9.58
4		ALLSCRIPTS	8.92	9.35	9.43	9.84	9.39
7		HEALTHLAND	9.33	9.25	9.93	8.93	9.36
5		MCKESSON	9.18	9.54	9.33	9.2	9.31
2		GE HEALTHCARE	8.89	8.95	7.98	9.05	8.72
8		EPIC	8.15	8.02	8.14	6.13	7.61
6		MEDITECH	7.48	7.62	7.43	7.41	7.49

Source: Black Book Market Research



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

#### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

#### 17. Support and customer care

Account management provides an adequate amount of onsite administration and support to clients. There exists a formal account management program that meets financial client needs. Media and clients reference this vendor as a financial services leader and top coding services 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	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE& INTEROPERABILITY SUPPORT	MEAN
7		HEALTHLAND	9.64	9.50	9.44	9.53	9.53
1		EVIDENT CPSI	9.62	9.93	9.32	9.19	9.52
3		CERNER	9.15	9.19	9.44	9.54	9.33
4		ALLSCRIPTS	9.60	9.15	8.88	9.54	9.29
8		EPIC	8.51	9.93	9.25	8.54	9.06
5		MCKESON	8.00	8.40	8.18	7.77	8.09
6		MEDITECH	7.31	7.14	6.38	7.11	6.99

Source: Black Book Market Research



## Individual Key Performance

### SMALL RURAL & CRITICAL ACCESS HOSPITALS

#### EHR SOLUTIONS & TECHNOLOGY TOP VENDORS 2017

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

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

OVERALL RANK	Q18 CRITERIA RANK	SMALL HOSPITAL EHR VENDOR	EMR CPOE ERX CLINICAL DOCUMENTATION	REVENUE CYCLE SUPPORT	POPULATION HEALTH SUPPORT	HIE& INTEROPERABILITY SUPPORT	MEAN
1	1	EVIDENT CPSI	9.57	9.90	9.04	9.11	9.41
2	2	GE HEALTHCARE	9.25	9.78	9.35	9.22	9.40
3	3	CERNER	9.43	9.24	9.65	9.25	9.39
4	4	ALLSCRIPTS	9.25	9.62	9.04	9.44	9.34
5	5	MCKESSON	8.17	7.98	9.14	8.59	8.47
7	6	HEALTHLAND	8.58	9.04	9.12	7.98	8.68
8	8	EPIC	9.03	7.75	8.15	6.84	7.94
6	9	MEDITECH	7.98	8.04	8.19	6.94	7.79

Source: Black Book Market Research

## APPENDIX

### **FIERCE INDEPENDENCE**

**Black Book™, its founders, management and staff do not own or hold any financial interest in any of the vendors covered and encompassed in the surveys it conducts. Black Book reports the results of the collected satisfaction and client experience rankings in publication and to media prior to vendor notification of rating results and does not solicit vendor participation fees, review fees, inclusion or briefing charges, and/or vendor.**

© 2017 Black Book Market Research LLC All Rights Reserved.

Reproduction of this publication in any form without prior written permission is forbidden. The information contained herein has been obtained from sources believed to be reliable. Brown-Wilson Group, Inc. the parent corporation of Black Book™, Black Book Rankings LLC, Black Book Market Research LLC, and The Black Book of Outsourcing®, disclaims all warranties as to the accuracy, completeness or adequacy of such information. Brown-Wilson Group shall have no liability for errors, omissions or inadequacies in the information contained herein or for interpretations thereof. The reader assumes sole responsibility for the selection of these materials to achieve its intended results. The opinions expressed herein are subject to change without notice. Brown-Wilson Group's unrivaled objectivity and credibility is perhaps your greatest assurance. At a time when alliances between major consultancies and suppliers have clouded the landscape, Brown-Wilson Group remains resolutely independent. We have no incentive to recommend specific software or outsourcing services vendors. Our only allegiance is to help you achieve the results you want with the best possible solution. For more information, visit [www.BlackBookMarketResearch.com](http://www.BlackBookMarketResearch.com)

#### **Disclaimer**

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form by any means (electronic, mechanical, photocopying, recording or otherwise), without the prior permission of the publisher, Black Book Market Research.

The facts of this report are believed to be correct at the time of publication but cannot be guaranteed. Please note that the findings, conclusions and recommendations that Black Book Market Research delivers will be based on information gathered in good faith from both primary and secondary sources, whose accuracy we are not always in a position to guarantee. As such, Black Book Market Research can accept no liability whatever for actions taken based on any Information that may subsequently prove to be incorrect.