

# **Black Book's Satisfaction Index resolves highest ranked vendors in the "State of the EHR Replacement Market" study, Eight firms share distinction of top 1% performers**

*In a frenetic year of change, usability frustrations and replacement system selling, Black Book™ re-pollled the discontented to get a pulse on the vendors they are selecting for practice technology overhauls. Practice Fusion, Care360 Quest, Vitera, Cerner, Greenway, ChartLogic, GE Healthcare and athenahealth rise to the top of the replacement market user experience polls.*

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Black Book Rankings has released the "2013 State of Replacement EHR Market Study," the most recent in a series of Black Book™ strategic industry reports focused on the healthcare technology market. The study is a follow up assessment on the status of electronic health record users, all of which indicated deal-breaking dissatisfaction with the current vendor, termed the "Year of the Great EHR Switch" in a previous Black Book poll.

Black Book™ developed an index for determining the top vendors succeeding at delivering client experiences across the most demanded EHR functions in the current replacement market environment. The Black Book index is intended to reflect the highest customer satisfaction results in seven separate user surveys. The index is designed for replacement market buyers to compare outcomes and capabilities based on peer ratings and respective business and clinical needs of individual ambulatory physician practices. Among the respondents, 35% were practice administrators/financial officers, 44% were the practice's lead IT staff member/CIO.

81% of respondents were on track to replace their original EHR solution within the next twelve months; 11% were unsure they would or not.

The Black Book index is based on the EHR components that improve practice productivity and profitability, and contrast the capabilities of competitor vendors against emerging EHR requirements, usability, innovations and advancements.

Black Book EHR analysts compiled the results of seven recent Black Book independent polls to determine vendor preferences across the most desired EHR features and benefits from physician practice respondents. The 270 page "State of the Ambulatory Electronic Health Record

Replacement Market" research report reviews the vendors consistently ranking among the best performing vendors in:

- Physician Productivity & Practice Satisfaction across all group sizes (full results sets for practices: Solo to 100+ doctors)
- Physician Practice Satisfaction across medical & surgical specialties + primary care
- Meaningful Use 1 Achievement: Attestations, CPOE & e-Prescribing
- Meaningful Use 2+ Advancements including Patient Portal
- Mobile Apps (iPad and Phone) also included
- Interoperability and Connectivity (HIE)
- Practice Management Advancements, including Revenue Cycle changes & ICD10

Black Book research concluded that eight vendors from a field of 550 qualified systems and nearly 900 EHR competitors scored consistently among the top performing EHRs in all seven separate user polls of 2013. These vendors are:

- > Vitera
- > Practice Fusion
- > Care360 Quest
- > Cerner
- > Greenway
- > GE Healthcare
- > ChartLogic
- > athenacare

"Regularly, at least two of these eight vendors were on the short lists of 88% of the current replacement market buyers surveyed," noted Doug Brown, Managing Partner of Black Book.

Seven other highly praised vendors: Kareo, NextGen, Allscripts, McKesson, AmazingCharts and eClinicalWorks received top rankings in six of seven 2013 Black Book client experience surveys.

Hospitals, physician practices and managed care organizations, large and small rely on Black Book Rankings for unbiased, vendor-agnostic software and services as a dependable resource when selecting a technology vendor. Black Book independently polls users thousands of healthcare organizations on vendor performance and client satisfaction. Black Book then ranks vendors on qualitative key performance indicators for peer insight and customer preferences.

Black Book polled 2,880 replacement market EHR users from over 16,000 original in the replacement mode and analyzed the aggregated healthcare records professionals, physician practice administrators, and hospital information technology managers.

"EHR system shifters now position to reallocate more than \$5 billion in sales as the unstable vendor marketplace begins to get agitated," added Brown.

Black Book Rankings provides EHR/EMR users, media, investors, analysts, quality minded vendors, and prospective software system buyers, pharmaceutical manufacturers, and other interested sectors of the clinical technology industry with comprehensive comparison data of the industry's top respected and competitively performing technology vendors. Black Book Rankings employs in depth key performance indicators targeted at ensuring high product and service performance through comparing vendors from the customer experience.

For methodology, auditing, resources, comprehensive research and ranking data:

<http://www.blackbookrankings.com>.