BLACK BOOK MARKET RESEARCH 2015 SURVEY

Top Ambulatory Electronic Health Records Vendors

Part One: Aggregate Black Book Survey Findings

Part Two: Data Set of Top EHR Vendors, Specialists

Ambulatory EMR/EHR Physician Practices, Groups & Facilities

Dermatology

Black Book Market Research LLC, a division of Brown-Wilson Group Inc. 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 420,000 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

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FINDING 1: TOTAL SURVEY RESPONSE RATE 2013-2015

Survey Conducted in Q3 of previous calendar year	Validated Survey Responses by EMR EHR In Use or Under Implementation	Validated Survey Responses by Physician Practices Not Yet Purchased EMR EHR
2014	27,194	7,055
2013	16,623	26,991
2012	12,075	68,118
2011	4,506	21,493
2010	787	3,555

FINDING 2: IMPLEMENTATIONS OF BASIC EMR AND FULLY FUNCTIONAL EHR 2006 -2015

IMPLEMENTED EMR	2006 Basic EMR	2009 Basic EMR	2009 Fully Functional EHR	2012 Basic EMR	2012 Fully Functional EHR	2014 Basic EMR	2014 Fully Functional EHR
National **Office-Based Practices**	29.0%	44.5%	6.3%	71.3%	29.2%	85.8%	67.0%
National **Hospital, Academic and Institutional Based Practices**	42.8%	66.0%	32.1%	90.2%	69.5%	96.3%	83.3%

Source: Black Book Research

Part One: Aggregate Black Book EMR EHR Survey Findings 2015

Note: A Basic EHR System is defined* as including all of the following functional components: patient demographics, patient problem lists, electronic medication lists, clinical notes and documentation, order entry management of prescriptions, and viewing capability of laboratory and imaging results (reports). A Fully Functional EHR System is defined as including the basic system functionalities as clinical notes and documentation of the medical history and follow-up, ordering of laboratory and radiology tests, electronic transmission of prescriptions and orders, and electronic return of images. Fully functional also includes clinical decision support with warnings of drug interactions or contraindications, highlighting of out-of-range test levels, basic database queries/reporting/analytics, and reminders regarding guideline-based interventions or screening.

FINDING 3: EMR EHR SURVEY RESPONSE RATES BY PRACTICE/ORGANIZATION TYPE, VALIDATED SYSTEM USERS

SURVEY RESPONDENT IDENTIFICATION	NUMBER OF RESPONSES VALIDATED	PERCENT OF TOTAL RESPONSES
Physician or Clinician Name	12,236	45.0%
Clinic/Practice Name	6,589	24.2%
Public Clinic	899	3.1%
Health System Clinic	1,577	5.8%
Academic Hospital and Medical Centers over 250 Beds	2,239	8.2%
Community Hospitals	1,042	3.8%
Small Hospitals under 100 Beds	1,784	6.6%
Ambulatory Medical/Surgery Centers	858	3.2%
TOTAL	**27,194**	**100.00%**

Source: Black Book Research, March 2015 audited EHR survey

FINDING 4: EMR ADOPTION RATE BY PRACTICE SIZE

PRACTICE SIZE	ADOPTION/IMPLEMENTATION RATE
50+ PHYSICIAN GROUPS	99.4%
10-49	98.9%
2-9	67.8%
1 (SOLO PRACTICES)	58.0%
OVERALL	85.8%

FINDING 5: CHANGES IN IT ORGANIZATION SPEND FOR EHR ADD-ONS/NEW SYSTEMS ANTICIPATED IN NEXT 24 MONTHS

HEALTHCARE DELIVERY ORGANIZATIONS SPEND FOR IT	2015	PROJECTING 2016
SPEND INCREASING 10+% FOR ALL IT	63%	20%
SPEND DECREASING 10+% FOR ALL IT	7%	51%

FINDING 6: ANTICIPATED LARGEST BUDGET IT PROJECT INCREASES NEXT 24 MONTHS (SELECT 5 IN PRIORITY ORDER)

SELECT FOUR BIGGEST INCREASES FOR IT SPEND IN 2015-2016	CIO/CMO SELECTING IN FOUR TOP PROJECTS
SECURITY, PRIVACY, DATA SAFETY	96%
NETWORKING & CONNECTIVITY	85%
REVENUE CYCLE MANAGEMENT/FINANCE ACCT	77%
WEB STORAGE, CLOUD, DIGITAL IMAGING	71%
ANALYTICS, DECISION SUPPORT, PLANNING	70%
HEALTH INFORMATION EXCHANGE/INTEROPERABILITY	69%
OUTSOURCING IT (WHOLE OR PART)	36%
HARDWARE & INFRASTRUCTURE	22%
POPULATION HEALTH	18%
ELECTRONIC HEALTH RECORDS	10%

FINDING 7: CLINICIANS & STAFF UTILIZING HIGHLY FUNCTIONAL EMR-EHR APPLICATIONS & PROGRAMMING BY STATE (ALL PHYSICIANS AND HOSPITAL REPORTING COLLECTIVELY)

SUBSTANIAL INCREASE IN USABILITY AND USER PROFICIENCY IN 2014

STATE	Percent Utilizing EHR Beyond Basic Functionalities Advanced Use of EHR Capabilities (All Practice Sizes, Specialties, Locations)
IOWA	84.5%
MASSACHUSETTS	84.0%
RHODE ISLAND	83.5%
OREGON	83.9%
MINNESOTA	83.8%
DELAWARE	81.0%
MICHIGAN	81.0%
MISSOURI	79.4%
IDAHO	78.6%
PENNSYLVANIA	78.5%
MAINE	77.9%
SOUTH DAKOTA	76.4%
NEVADA	70.4%
NORTH CAROLINA	70.1%
ILLINOIS	70.0%
INDIANA	69.9%
KANSAS	63.2%
COLORADO	62.6%
WASHINGTON	59.3%
MONTANA	48.5%
OKLAHOMA	48.0%
FLORIDA	41.3%
TENNESSEE	40.4%
ARIZONA	37.3%
MISSISSIPPI	35.2%
ALABAMA	35.1%
VERMONT	35.0%
OHIO	34.8%
GEORGIA	34.0%
NEW JERSEY	33.9%
WISCONSIN	33.6%
HAWAII	33.4%
CALIFORNIA	32.9%
UTAH	32.8%
TEXAS	32.5%
VIRGINIA	32.0%
CONNECTICUT	31.9%
ALASKA	31.5%
WYOMING	31.5%
NEW YORK	31.5%
NEW HAMPSHIRE	31.3%
MARYLAND	31.2%
KENTUCKY	30.0%
NEBRASKA	28.0%
LOUISIANA	27.8%
SOUTH CAROLINA	25.6%
NEW MEXICO	25.3%
WEST VIRGINIA	20.7%
NORTH DAKOTA	20.6%
AVERAGE	**51.6%**

Source: Black Book Research

Part One: Aggregate Black Book EMR EHR Survey Findings 2015

FINDING 8: TOP SINGLE CRITERIA FOR SELECTING EHR

TOP DECISION CRITERIA FOR SELECTION PENDING EMR EHR	**PERCENT SELECTING THIS CRITERIA**
SYSTEM & IMPLEMENTATION COSTS	**44.5%**
CONNECTIVITY OR MEANINGFUL USE ACHIEVEMENT	**36.7.%**
NO IDEA	**15.8%**

FINDING 9: AWARENESS OF DIFFERENT EHR VENDORS IN MARKETPLACE

PHYSICIAN PRACTICE SETTING AWARENESS/KNOWLEDGE OF EMR EHR VENDORS BEFORE SELECTION PROCESS	**PERCENT AWARE OF VENDORS**
KNEW OF NO VENDORS	**20.0%**
KNEW OF AT LEAST ONE VENDOR	**48.3%**
KNEW MORE THAN ONE VENODR	**31.3%**

FINDING 10: AWARENESS OF MEANINGUL USE

KNOWLEDGE OF GOVERNMENT'S EHR STANDARDS, STIMULUS AND REIMBURSEMENT RELATED PROCESSES, MEANINGFUL USE	**PERCENT UNDERTANDING OF GOVERNEMENT PROGRAMS**
VERY KNOWLEDGEABLE	**19.2%**
BASIC UNDERSTANDING	**75.5%**
VERY UNAWARE/NO UNDERSTANDING	**12.0%**

FINDING 11: EMR ADOPTION/IMPLEMENTATION RATE BY SPECIALTY (2014)

SPECIALTY	TOTAL ACTIVE PHYSICIANS	(NON RESEARCH/ NON TEACHING) PATIENT CARE PHYSICIANS	EST IMPLEMENTING BASIC EMR	PERCENT OF SAMPLE IMPLEMENTING EMR
Radiology	27562	25002	20977	84%
Emergency Medicine	30742	27981	23308	83%
Pediatrics	54061	48111	38393	80%
Neurology	12630	10597	8202	77%
Family Medicine/General Practice	103315	95627	67130	70%
Plastic Surgery	6671	6307	4314	68%
Gastroenterology	12086	10998	7446	68%
Obstetrics & Gynecology	39689	36827	24858	68%
Ophthalmology	17846	16616	10883	66%
Urology	9916	9308	5818	63%
Otolaryngology	9220	8711	5227	60%
Physical Medicine & Rehab	8084	7168	4279	60%
Psychiatry	39371	33955	19864	59%
Neurosurgery	4921	4480	2527	56%
Internal Medicine	104904	91457	50850	56%
Allergy & Immunology	4222	3594	1955	54%
Infectious Disease	6424	4567	2297	50%
Geriatric Medicine	3769	2995	1396	47%
General Surgery	26769	22852	10398	46%
Hematology & Oncology	11802	9584	4198	44%
Dermatology	10390	9799	4404	42%
Nephrology	7550	6359	2308	36%
Cardiovascular Disease	21511	19476	6135	32%
Rheumatology	4568	3763	1095	29%
Orthopedic Surgery	20323	18912	5447	29%
Child Adolescent Psychiatry	7312	6318	1542	24%
Vascular Surgery	2610	2393	584	24%
Endocrinology	5448	4112	901	22%
Pulmonary Medicine	11567	9829	2044	21%
Thoracic Surgery	4820	4388	908	21%
ALL PHYSICIANS	765788	678336	345952	51%

Source: Black Book Rankings

FINDING 12: MODULE ADOPTION RATES BY PRACTICE SIZE, LOCATION, REGION . SELF REPORTED

	2008 Basic EHR	2013 Basic EHR	2008 EHR+PM+ERX	2012 EHR+PM+ERX	2008 No EMR	2015 No EMR
All Practices	15%	81%	6%	30%	80%	5%
SIZE						
Solo Practice	8%	61%	2%	19%	85%	14%
2-5 Physicians	11%	72%	4%	35%	84%	4%
6-25 Physicians	17%	89%	6%	42%	77%	1%
26-99 Physicians	22%	98%	8%	60%	69%	0%
100+ Physicians	35%	99%	18%	72%	52%	0%
SETTING						
Hospital and Academic Med Ctr Practices	16%	75%	6%	53%	82%	2%
Office Practices	12%	59%	5%	20%	85%	14%
LOCATION						
Urban	13%	72%	4%	37%	80%	10%
Rural	6%	16%	2%	19%	89%	23%
REGION						
Northeast	11%	62%	4%	26%	86%	11%
Midwest	13%	68%	4%	29%	83%	7%
South	12%	55%	5%	29%	84%	10%
West	16%	80%	6%	30%	76%	10%

FINDING 13: ESTIMATING ACHIEVEMENT OF MEANINGFUL USE BY PRACTICE SIZE, LOCATION, SETTING) SELF REPORTED

MU 1	2011	2012	2013	2014	2015 MU 1 + MU 2
All Practices	3%	27%	76%	82%	80%
SIZE					
Solo Practice	1%	13%	20%	31%	70%
2-5 Physicians	5%	19%	34%	49%	78%
6-25 Physicians	7%	45%	66%	89%	85%
26-99 Physicians	12%	37%	77%	80%	92%
100+ Physicians	25%	71%	88%	91%	90%
SETTING					
Hospital and Academic Med Ctr Practices	10%	24%	70%	91%	96%
Office Practices	2%	26%	68%	83%	73%
LOCATION					
Urban	9%	42%	63%	71%	90%
Rural	1%	11%	32%	54%	69%
REGION					
Northeast	5%	24%	65%	83%	87%
Midwest	9%	32%	77%	90%	92%
South	4%	14%	46%	88%	91%
West	3%	10%	39%	57%	80%

FINDING 14: ESTIMATING 2015 ACHIEVEMENT OF MEANINGFUL USE WITH CURRENT IT STRATEGY, SELF REPORTED

	STAGE 1 MU	STAGE 2 MU	STAGE 3 MU
All Practices	96%	66%	8%
SIZE			
Solo Practice	86%	44%	5%
2-5 Physicians	93%	43%	8%
6-25 Physicians	95%	50%	7%
26-99 Physicians	99%	72%	18%
100+ Physicians	98%	81%	13%
SETTING			
Hospital and Academic Med Ctr Practices	97%	83%	20%
Office Practices	83%	67%	6%
LOCATION			
Urban	89%	51%	8%
Rural	62%	52%	7%
REGION			
Northeast	80%	52%	5%
Midwest	92%	50%	10%
South	84%	34%	5%
West	79%	38%	6%

SUMMARY

BLACK BOOK 2015 EHR SATISFACTION SURVEY OVERVIEW

In Q2 through Q4 2014, the Black Book Market Research conducted it the 7th annual' electronic medical record, electronic health record, e-Prescribing, Practice Management and e-Health client/user survey investigated over 525 EMR vendors utilized by 27,194 validated EHR users nationwide for competitive analysis and ranking by key performance indicator outcomes.

795 validated Dermatology EHR users participated in this specialty segment.

KEY SATISFACTION FINDINGS

Key finding: most important customer satisfaction KPIs

Customization, interfaces/connectivity, reliability and client relations and support are the most important attributes influencing EHR client satisfaction and experience with their EMR vendors.

Key finding: EHR vendor satisfaction increased over 25% in 2014 from 2012-2013 among users with installations

Clients with more than 11 physicians in a single setting are significantly more satisfied with their EHR than are single and small group practice clients. Strong satisfaction in the larger practice segment surged to 87.1% in 2014, while small and single practices maintained a lesser overall EMR satisfaction in 39.5% of users.

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, 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 420,000 practice management and physician leaders and other users ranking from hospital executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2015 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 from August 1 to December 15 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 – 2015

27,194 qualified users of systems with validated corporate/valid email addresses ranked 525 EMR-EHR suppliers offering individual or bundled arrangements as part of the Black Book annual survey, conducted via web survey instruments. Additionally 11,000 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 including Dermatology.

Each year, the Brown-Wilson Group and BWG's Black Book EMR research division, Black Book Rankings, undertake an annual survey into organizations' satisfaction with their outsourcing service providers. These research results are recognized as the most extensive and representative perception study of EMR vendors, validated by independent audit.

The American Recovery and Reinvestment Act (ARRA) provides strong incentives to encourage the adoption and meaningful use of electronic health records including health information exchange to improve the continuity and coordination of care and reporting of quality metrics. Medicare and Medicare incentive payments are critically dependent on the use of certified EHRs by eligible professionals to demonstrate meaningful use including e-prescribing, health information exchange, reporting of quality metrics and providing patiens with timely access to information

2015 RESULTS

ELECTRONIC HEALTH RECORDS

AMBULATORY PRACTICE PHYSICIANS, GROUPS & FACILITIES

Dermatology

AMBULATORY PRACTICE PHYSICIANS & FACILITIES

TOP OVERALL AMBULATORY EHR EMR VENDOR HONORS: DERMATOLOGY

MODERNIZING MEDICINE

FUNCTIONAL SUBSET HONORS: TOP VENDORS FOR AMBULATORY PRACTICE PHYSICIANS

DERMATOLOGY

TOP VENDOR:

PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING

MODERNIZING MEDICINE

TOP VENDOR: COMMUNICATIONS AND CONNECTIVITY

ALLSCRIPTS

TOP VENDOR: ORDER ENTRY AND MANAGEMENT

MODERNIZING MEDICINE

TOP VENDOR: RESULTS REVIEW/MANAGEMENT AND DECISION SUPPORT

MODERNIZING MEDCINE

Part Two: Top 20 Ambulatory EHR Vendors
Dermatology

2015 TOP 20 AMBULATORY PRACTICE EHR VENDORS: DERMATOLOGY

YEAR-TO-YEAR

ANNUAL SURVEY RANK POSITION	2015 EHR VENDOR	2015 MEAN SCORE	2014 EHR VENDOR	2014 MEAN SCORE
1	**MODERNIZING MEDICINE**	**9.59**	MODERNIZING MEDICINE	9.77
2	**ATHENAHEALTH**	**9.21**	ALLSCRIPTS	9.44
3	**ALLSCRIPTS**	**9.03**	E-MDS	9.40
4	**GREENWAY**	**8.62**	GREENWAY	9.06
5	**EZDERM**	**8.57**	PRAXIS	9.01
6	**NEXTGEN**	**8.47**	PRACTICE FUSION	8.86
7	**EDERM SYSTEMS**	**8.41**	ATHENAHEALTH	8.82
8	**PRACTICE FUSION**	**8.36**	KAREO	8.81
9	**KAREO**	**8.32**	EZ DERM	8.74
10	**NEXTTECH**	**8.29**	EDERM SYSTEMS	8.63
11	**CERNER**	**7.85**	MCKESSON	8.51
12	**CARECLOUD**	**7.83**	DR CHRONO	8.44
13	**BIZMATICS**	**7.80**	ATHENAHEALTH	8.37
14	**ACRENDO**	**7.77**	NEXTTECH	8.17
15	**EPIC**	**7.50**	APRIMA	7.95
16	**PRAXIS**	**7.42**	RXNT	7.90
17	**SRSSOFT**	**7.34**	CHARTLOGIC	7.63
18	**E-MDS**	**7.19**	SRSSOFT	7.60
19	**CUREMD**	**7.08**	ECLINICALWORKS	7.45
20	**ECLINICALWORKS**	**7.02**	HENRY SCHEIN MICROMD	7.21

Stop Light Scoring Key

STOP LIGHT SCORING KEY

Figure 1: Comprehensive End-to-end EMR vendors are defined as being comprised of four surveyed functions

PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT

Source: Black Book Rankings

Stop Light Scoring Key

Figure 2: 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 Rankings

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 Rankings

Stop Light Scoring Key

Figure 4:	**Raw score compilation and scale of reference**

Black Book raw score scales

0 = Deal breaking dissatisfaction ◄ ___ ► 10 = Exceeds all expectations

Source: Black Book Rankings

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

Stop Light Scoring Key

Figure 5: 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	Doctors and Hospitals EMR	8.49	8.63	8.50	8.01	8.66

Source: Black Book Rankings

- **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 KEY PERFORMANCE INDICATOR LEADERS

Dermatology

SUMMARY OF CRITERIA OUTCOMES

Table 1: Summary of criteria outcomes

Total number one criteria ranks	Dermatology Specialties EHR Vendor	Overall rank
13	MODERNIZING MEDICINE	1
2	ATHENAHEALTH	2
2	ALLSCRIPTS	3
1	EZDERM	5

Source: Black Book Rankings

Overall KPI Leaders: Ambulatory EHR 2015
Dermatology

Table 2	TOP SCORE BY INDIVIDUAL KEY PERFORMANCE INDICATOR	
Question	**Criteria**	**EHR Vendor**
1	Vendor overall preference/vertical industry recommendations, MU 1 & MU 2	MODERNIZING MEDICINE
2	Innovation & Connectivity	MODERNIZING MEDICINE
3	Training	ALLSCRIPTS
4	Client relationships and cultural fit	MODERNIZING MEDICINE
5	Trust, Transparency and Accountability	MODERNIZING MEDICINE
6	Breadth of offerings, client types, delivery excellence	MODERNIZING MEDICINE
7	Deployment and outsourcing implementation	MODERNIZING MEDICINE
8	Customization	ALLSCRIPTS
9	Integration and interfaces	MODERNIZING MEDICINE
10	Scalability, client adaptability, flexible pricing	EZDERM
11	Compensation and employee performance	ATHENAHEALTH
12	Reliability	MODERNIZING MEDICINE
13	Brand image and marketing communications	MODERNIZING MEDICINE
14	Marginal value adds	ATHENAHEALTH
15	Viability, Managerial Stability	MODERNIZING MEDICINE
16	Data security and backup services	MODERNIZING MEDICINE
17	Support and client customer care	MODERNIZING MEDICINE
18	Best of breed technology and process improvement, MU 3+	MODERNIZING MEDICINE

2015 INDIVIDUAL KEY PERFORMANCE:

AMBULATORY PRACTICE PHYSICIANS/PHYSICIAN GROUPS
Dermatology Specialists

Individual Key Performance, Ambulatory EHR

Dermatology

Table 4: Aggregate Scores per Key Performance Indicator, 2015 Dermatology Providers

Rank	EHR Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	MEAN
1	**MODERNIZING MEDICINE**	9.85	9.86	9.25	9.78	9.89	9.57	9.76	9.33	9.68	9.20	9.43	9.83	9.61	9.29	9.68	9.63	9.80	9.79	**9.62**
2	**ATHENAHEALTH**	9.41	9.30	9.22	8.94	9.26	9.20	9.11	9.36	9.10	9.02	9.50	8.57	9.27	9.71	9.09	8.94	9.57	9.49	**9.23**
3	**ALLSCRIPTS**	9.21	9.27	9.40	9.16	8.81	9.43	8.68	9.57	8.50	9.30	8.84	9.40	8.52	9.02	8.29	9.47	8.61	9.11	**9.03**
4	**GREENWAY**	8.90	9.25	8.67	8.80	9.06	8.73	8.52	7.99	8.98	9.21	8.68	7.41	8.42	7.40	9.05	8.96	8.36	8.74	**8.62**
5	**EZDERM**	8.91	8.96	8.32	8.91	9.07	8.29	8.35	8.70	8.56	9.36	8.94	8.38	7.85	8.26	7.40	8.59	8.78	8.91	**8.59**
6	**NEXTGEN**	8.91	8.16	9.05	9.17	8.36	8.46	9.28	7.85	7.75	7.43	7.58	8.65	8.72	7.64	8.31	9.08	9.43	8.34	**8.45**
7	**EDERM SYSTEMS**	8.57	8.25	8.34	7.54	8.73	8.60	8.19	7.89	8.86	7.35	9.20	8.88	7.99	8.83	9.19	8.03	8.66	8.41	**8.42**
8	**PRACTICE FUSION**	7.53	8.83	8.25	8.38	7.58	9.11	9.40	8.14	7.60	8.08	9.15	8.49	8.57	8.74	7.54	8.11	8.70	8.32	**8.36**
9	**KAREO**	8.51	7.69	9.11	8.46	7.33	7.90	7.51	8.76	8.68	8.89	8.02	7.99	8.66	7.38	8.53	8.40	8.80	8.87	**8.31**
10	**NEXTTECH**	8.82	8.30	7.42	8.98	8.33	7.42	8.46	7.43	7.50	7.56	9.13	8.87	8.29	8.04	7.83	8.84	9.25	8.67	**8.29**
11	**CERNER**	6.83	7.63	8.58	8.43	8.81	7.89	7.28	7.07	7.82	8.03	8.80	7.31	6.88	7.29	7.64	8.71	7.91	8.35	**7.85**
12	**CARECLOUD**	8.75	8.05	8.78	8.14	6.93	6.85	8.01	8.07	7.54	7.05	7.06	8.76	8.27	8.29	7.63	7.26	7.47	8.00	**7.83**
13	**BIZMATICS**	8.39	7.50	8.13	7.46	8.20	7.95	6.93	8.22	8.38	7.57	6.90	7.40	8.71	8.73	6.68	8.12	7.44	7.65	**7.80**
14	**ACRENDO**	8.25	8.97	7.76	7.86	7.77	7.56	8.86	7.23	6.72	8.19	6.83	7.55	7.08	8.89	7.23	7.52	6.87	8.71	**7.77**
15	**EPIC**	7.17	7.85	8.25	7.87	7.24	7.86	7.79	8.60	6.00	6.94	5.96	6.88	6.73	8.45	6.57	8.72	8.89	7.18	**7.50**
16	**PRAXIS**	8.51	8.29	9.00	6.93	7.32	7.93	6.53	7.79	8.77	7.20	6.15	7.46	7.04	5.82	7.39	6.05	7.48	7.96	**7.42**
17	**SRSSOFT**	7.48	6.48	7.30	7.27	6.16	8.74	6.21	6.01	7.59	8.08	7.72	8.50	8.16	6.96	5.88	8.72	7.61	7.24	**7.34**
18	**E-MDS**	9.20	7.85	7.81	5.40	7.88	8.13	5.33	6.82	6.67	5.81	8.61	6.81	7.17	8.91	7.08	6.00	7.28	6.62	**7.19**
19	**CUREMD**	7.25	7.51	8.73	7.21	6.68	6.19	7.18	5.54	6.89	7.56	7.41	5.07	7.83	7.11	7.45	5.66	8.72	7.41	**7.08**
20	**ECLINICALWORKS**	6.93	7.76	7.80	7.21	6.81	5.13	7.55	6.73	8.22	5.29	7.71	6.72	7.70	8.09	5.60	6.26	7.87	7.02	**7.02**

Individual Key Performance, Ambulatory EHR
Dermatology

1. Vendor overall preference for Meaningful Use Achievements, 1 and 2

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	MODERNIZING MEDICINE	9.91	9.88	9.96	9.63	9.85
2	2	ATHENAHEALTH	9.22	9.24	9.67	9.52	9.41
3	3	ALLSCRIPTS	9.06	9.64	8.98	9.14	9.21
18	4	E-MDS	8.97	9.49	9.15	9.18	9.20
6	5	NEXTGEN	9.24	9.03	7.93	9.44	8.91
5	6	EZDERM	9.24	8.90	8.63	8.85	8.91
4	7	GREENWAY	8.68	9.56	8.91	8.44	8.90
10	8	NEXTTECH	8.97	8.77	9.28	8.24	8.82
12	9	CARECLOUD	8.26	8.57	9.20	8.98	8.75
7	10	EDERM SYSTEMS	8.33	9.11	8.48	8.34	8.57

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR
Dermatology

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
1	1	MODERNIZING MEDICINE	9.86	9.58	9.92	9.82	9.86
2	2	ATHENAHEALTH	9.05	9.53	9.02	9.59	9.30
3	3	ALLSCRIPTS	9.14	9.20	9.35	9.39	9.27
4	4	GREENWAY	9.47	9.37	9.11	9.04	9.25
14	5	ACRENDO	9.03	8.90	8.76	9.18	8.97
5	6	EZDERM	9.23	9.17	8.72	8.71	8.96
8	7	PRACTICE FUSION	8.65	9.01	9.24	8.40	8.83
10	8	NEXTTECH	8.38	7.81	9.02	7.98	8.30
16	9	PRAXIS	8.92	8.02	7.69	8.53	8.29
7	10	EDERM SYSTEMS	7.98	8.33	8.75	7.94	8.25

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR
Dermatology

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, 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
3	1	ALLSCRIPTS	9.47	9.33	9.49	9.31	9.40
1	2	MODERNIZING MEDICINE	9.55	9.00	8.96	9.51	9.25
2	3	ATHENAHEALTH	9.29	9.60	8.97	9.03	9.22
9	4	KAREO	9.30	9.15	8.90	9.08	9.11
6	5	NEXTGEN	8.32	9.44	9.04	9.41	9.05
16	6	PRAXIS	8.92	9.34	8.95	8.80	9.00
12	7	CARECLOUD	8.07	8.45	9.41	9.19	8.78
19	8	CUREMD	9.14	8.87	8.52	8.40	8.73
4	9	GREENWAY	8.88	9.08	8.26	8.47	8.67
11	10	CERNER	8.32	8.62	8.53	8.84	8.58

Source: Black* Book Rankings

Individual Key Performance, Ambulatory EHR

Dermatology

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	MODERNIZING MEDICINE	9.70	9.53	10.00	9.85	9.78
6	2	NEXTGEN	9.29	9.29	8.45	9.64	9.17
3	3	ALLSCRIPTS	9.28	9.25	9.10	9.03	9.16
10	4	NEXTTECH	8.99	9.11	8.94	8.88	8.98
2	5	ATHENAHEALTH	9.03	8.99	8.92	8.83	8.94
5	6	EZDERM	8.81	9.34	8.77	8.72	8.91
4	7	GREENWAY	9.04	8.99	8.48	8.68	8.80
9	8	KAREO	8.78	7.43	9.30	8.35	8.46
11	9	CERNER	8.25	8.93	8.16	8.40	8.43
8	10	PRACTICE FUSION	8.77	8.43	7.98	8.33	8.38

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR
Dermatology

5. Trust, Accountability 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 d

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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	MODERNIZING MEDICINE	9.69	9.92	9.86	10.00	9.89
2	2	ATHENAHEALTH	9.41	9.17	9.41	9.05	9.26
5	3	EZDERM	9.28	9.38	8.65	8.97	9.07
4	4	GREENWAY	9.00	9.20	9.53	8.50	9.06
3	5	ALLSCRIPTS	8.89	8.90	8.56	8.87	8.81
11	6	CERNER	8.47	8.81	8.49	9.48	8.81
7	7	EDERM SYSTEMS	9.26	8.90	7.99	8.77	8.73
6	8	NEXTGEN	8.65	8.29	7.81	8.70	8.37
10	9	NEXTTECH	8.76	8.50	8.19	7.86	8.36
13	10	BIZMATICS	8.52	8.54	8.05	7.69	8.22

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR
Dermatology

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

Table 10: EHR vendor offers industry recognized horizontal functionality and vertical industry applications, and manage bundled EHR 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	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	MEAN
1	1	MODERNIZING MEDICINE	9.75	9.70	9.74	9.10	9.57
3	2	ALLSCRIPTS	9.40	9.52	9.40	9.38	9.43
2	3	ATHENAHEALTH	9.21	9.12	9.21	9.25	9.20
8	4	PRACTICE FUSION	9.28	9.16	9.03	8.97	9.11
17	5	SRSSOFT	8.89	9.04	8.56	8.47	8.74
4	6	GREENWAY	8.47	8.45	8.51	9.48	8.73
7	7	EDERM SYSTEMS	9.06	8.70	7.99	8.65	8.60
6	8	NEXTGEN	8.82	8.29	7.94	8.80	8.46
5	9	EZDERM	8.44	8.50	8.19	8.04	8.29
18	10	E-MDS	8.23	8.54	8.05	7.69	8.13

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR
Dermatology

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	MODERNIZING MEDICINE	9.80	9.54	9.94	9.74	9.76
8	2	PRACTICE FUSION	9.45	9.01	9.40	9.72	9.40
6	3	NEXTGEN	9.02	9.37	9.34	9.39	9.28
2	4	ATHENAHEALTH	9.02	9.47	8.44	9.50	9.11
14	5	ACRENDO	8.89	9.03	8.54	8.98	8.86
3	6	ALLSCRIPTS	8.62	8.93	8.08	9.07	8.68
4	7	GREENWAY	8.58	8.77	8.04	8.67	8.52
10	8	NEXTTECH	8.21	8.92	7.98	8.74	8.46
5	9	EZDERM	7.86	8.47	8.48	8.59	8.35
7	10	EDERM SYSTEMS	8.98	7.59	7.86	8.32	8.19

Source: Black Book Rankings

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. EHR 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
3	1	ALLSCRIPTS	9.43	9.45	9.62	9.76	9.57
2	2	ATHENAHEALTH	9.51	9.54	9.06	9.34	9.36
1	3	MODERNIZING MEDICINE	9.40	9.41	9.09	9.40	9.33
9	4	KAREO	8.57	8.48	8.60	9.37	8.76
5	5	EZDERM	8.96	8.43	8.34	9.05	8.70
15	6	EPIC	8.11	8.82	8.32	9.13	8.60
13	7	BIZMATICS	8.53	7.98	7.35	9.01	8.22
8	8	PRACTICE FUSION	7.32	8.59	8.07	8.58	8.14
12	9	CARECLOUD	7.75	7.97	8.56	7.98	8.07
4	10	GREENWAY	6.98	7.79	7.98	9.20	7.99

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR
Dermatology

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
1	1	MODERNIZING MEDICINE	9.67	9.84	9.53	9.67	9.68
2	2	ATHENAHEALTH	8.67	9.33	9.10	9.29	9.10
4	3	GREENWAY	8.75	9.18	8.79	9.19	8.98
7	4	EDERM SYSTEMS	8.61	8.58	8.84	9.42	8.86
16	5	PRAXIS	9.35	8.21	9.06	8.45	8.77
9	6	KAREO	8.88	8.49	8.21	9.14	8.68
5	7	EZDERM	9.03	8.69	8.14	8.38	8.56
3	8	ALLSCRIPTS	8.60	8.28	8.77	8.36	8.50
13	9	BIZMATICS	8.93	7.49	8.50	8.59	8.38
20	10	ECLINICALWORKS	7.85	8.73	8.17	8.11	8.22

Source: Black Book Rankings

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
9	1	EZDERM	9.49	9.34	9.38	9.21	9.36
3	2	ALLSCRIPTS	9.23	9.49	9.19	9.28	9.30
4	3	GREENWAY	9.14	9.32	9.10	9.27	9.21
1	4	MODERNIZING MEDICINE	8.63	9.48	9.58	9.10	9.20
2	5	ATHENAHEALTH	8.55	9.13	9.10	9.31	9.02
5	6	KAREO	8.78	9.06	8.94	8.77	8.89
14	7	ACRENDO	7.80	7.94	8.04	8.96	8.19
8	8	PRACTICE FUSION	8.30	8.41	7.08	8.54	8.08
17	9	SRSSOFT	8.56	7.72	8.52	7.51	8.08
11	10	CERNER	7.58	8.10	8.51	7.92	8.03

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR Dermatology

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
2	1	ATHENAHEALTH	9.34	9.69	9.25	9.72	9.53
1	2	MODERNIZING MEDICINE	9.45	9.36	9.44	9.48	9.43
7	3	EDERM SYSTEMS	9.35	9.34	9.24	8.87	9.20
8	4	PRACTICE FUSION	8.86	9.48	8.88	9.36	9.15
10	5	NEXTTECH	8.95	9.07	9.05	9.44	9.13
5	6	EZDERM	8.97	8.87	8.86	9.05	8.94
3	7	ALLSCRIPTS	8.83	8.70	9.16	8.67	8.84
11	8	CERNER	8.41	8.58	9.24	8.96	8.80
4	9	GREENWAY	8.93	8.14	8.82	8.83	8.68
18	10	E-MDS	8.29	8.12	9.04	8.98	8.61

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR

Dermatology

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	MODERNIZING MEDICINE	9.90	9.79	9.74	9.90	9.83
3	2	ALLSCRIPTS	9.28	9.49	9.13	9.69	9.40
7	3	EDERM SYSTEMS	8.34	8.99	9.05	9.12	8.88
10	4	NEXTTECH	9.30	9.04	8.64	8.49	8.87
12	5	CARECLOUD	8.88	8.79	8.21	9.14	8.76
6	6	NEXTGEN	8.93	8.94	8.35	8.38	8.65
2	7	ATHENAHEALTH	8.31	8.52	8.32	9.12	8.57
17	8	SRSSOFT	8.60	8.28	8.77	8.36	8.50
8	9	PRACTICE FUSION	8.74	8.54	8.50	8.20	8.49
5	10	EZDERM	7.85	8.40	8.17	9.11	8.38

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR

Dermatology

13. Brand image and marketing communications

Table 17: EHR vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual EHR 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 inte6grity are values upheld top-down consistently.. High level of relevant client communications enhances the EHR vendor – EHR user relationship.

Overall rank4	Q13 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	MEAN
1	1	MODERNIZING MEDICINE	9.53	9.47	9.65	9.77	9.61
2	2	ATHENAHEALTH	9.55	8.94	9.40	9.18	9.27
6	3	NEXTGEN	8.69	8.85	8.83	8.52	8.72
13	4	BIZMATICS	8.39	9.09	8.86	8.49	8.71
9	5	KAREO	9.18	9.05	8.32	8.07	8.66
8	6	PRACTICE FUSION	7.71	9.01	8.97	8.59	8.57
3	7	ALLSCRIPTS	8.52	8.90	7.95	8.70	8.22
4	8	GREENWAY	8.60	9.06	8.41	7.59	8.42
10	9	NEXTTECH	7.67	8.22	8.93	8.32	8.29
12	10	CARECLOUD	8.48	8.52	7.79	8.28	8.27

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR

Dermatology

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 EHR product design. Provides true business transformation opportunities to physician practices and other medical settings utilizing EMR EHR.

Overall rank	Q14 Criteria rank	Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/MANAGEMENT	MEAN
2	1	ATHENAHEALTH	9.78	9.67	9.55	9.83	9.71
1	2	MODERNIZING MEDICINE	9.61	9.29	8.97	9.30	9.29
3	3	ALLSCRIPTS	8.94	9.25	8.79	9.08	9.02
18	4	E-MDS	9.57	8.41	8.68	8.99	8.91
14	5	ACRENDO	9.28	9.02	8.58	8.69	8.89
7	6	EDERM SYSTEMS	8.68	9.39	8.53	8.73	8.83
8	7	PRACTICE FUSION	8.37	8.89	9.46	8.25	8.74
13	8	BIZMATICS	7.76	8.90	8.81	9.44	8.73
15	9	EPIC	8.41	8.43	8.36	8.57	8.45
12	10	CARECLOUD	8.02	8.59	7.83	8.71	8.29

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR
Dermatology

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
1	1	MODERNIZING MEDICINE	9.56	9.99	9.64	9.53	9.68
7	2	EDERM SYSTEMS	9.30	9.28	8.61	9.57	9.13
2	3	ATHENAHEALTH	9.24	8.99	8.72	9.39	9.09
4	4	GREENWAY	9.37	8.64	9.21	8.99	9.05
9	5	KAREO	8.21	8.69	8.88	8.34	8.53
6	6	NEXTGEN	7.98	8.42	8.35	8.48	8.31
3	7	ALLSCRIPTS	8.37	8.54	7.87	8.37	8.29
10	8	NEXTTECH	7.38	7.23	7.51	9.18	7.83
11	9	CERNER	7.08	7.14	7.62	8.70	7.64
12	10	CARECLOUD	8.14	7.52	7.67	7.17	763

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR

Dermatology

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
1	1	MODERNIZING MEDICINE	9.58	9.72	9.62	9.60	9.63
3	2	ALLSCRIPTS	9.48	9.44	9.55	9.39	9.47
6	3	NEXTGEN	8.84	8.90	9.45	9.13	9.08
4	4	GREENWAY	8.97	8.64	9.11	9.11	8.96
2	5	ATHENAHEALTH	9.22	8.43	9.23	8.88	8.94
10	6	NEXTTECH	8.95	8.86	8.96	8.59	8.84
17	7	SRSSOFT	8.70	8.79	8.42	8.98	8.72
15	8	EPIC	7.91	8.98	8.96	9.02	8.72
11	9	CERNER	8.25	8.82	8.83	8.95	8.71
9	10	KAREO	8.28	9.12	9.03	8.37	8.70

Source: Black Book Rankings

Individual Key Performance, Ambulatory EHR

Dermatology

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 EMR 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	MODERNIZING MEDICINE	9.80	9.73	9.87	9.79	9.80
2	2	ATHENAHEALTH	9.72	9.30	9.51	9.75	9.57
6	3	NEXTGEN	9.05	9.61	9.36	9.69	9.43
10	4	NEXTTECH	9.54	9.32	8.83	9.31	9.25
15	5	EPIC	8.87	8.69	9.26	8.76	8.89
9	6	KAREO	8.53	8.54	9.11	9.01	8.80
5	7	EZDERM	8.40	9.24	9.02	8.47	8.78
19	8	CUREMD	8.77	8.76	8.33	9.00	8.72
8	9	PRACTICE FUSION	8.04	8.57	9.29	8.89	8.70
7	10	EDERM SYSTEMS	8.82	7.87	9.06	8.90	8.66

Source: Black Book Rankings

18. Best of breed technology 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	MODERNIZING EDICINE	9.55	9.95	9.67	9.98	9.79
2	2	ATHENAHEALTH	9.44	9.71	9.37	9.42	9.49
3	3	ALLSCRIPTS	9.28	9.17	8.46	9.53	9.11
5	4	EZDERM	9.03	8.79	8.60	9.22	8.91
9	5	KAREO	9.17	8.66	8.45	9.21	8.87
4	6	GREENWAY	8.40	9.24	8.37	8.94	8.74
14	7	ACRENDO	9.18	8.76	8.66	8.23	8.71
10	8	NEXTTECH	8.18	8.33	9.00	9.16	8.67
7	9	EDERM SYSTEMS	8.73	8.08	8.14	8.68	8.41
11	10	CERNER	7.88	8.75	7.85	8.93	8.35

Source: Black Book Rankings

Appendix

BROWN-WILSON GROUP CONSULTING/BLACK BOOK CUSTOM 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 Brown-Wilson Group consulting team may be able to help you. For more information about BWG and Black Book's consulting capabilities, please contact us directly at info@brown-wilson.com

DISCLAIMER

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