

Black Book™ 2017 Survey Results: Top Ambulatory Ophthalmology EHR Solutions

Individual EHR Vendor Key Performance (see page 3 for a list of KPI questions)

Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	MODERNIZING MEDICINE	9.69	9.19	9.45	9.38	9.58	9.08	9.52	9.47	9.67	9.02	9.46	9.77	9.39	8.81	9.35	9.53	8.86	9.63	9.38
2	MAXIMEYES	9.42	9.39	9.21	9.00	9.53	8.59	9.51	9.50	8.96	8.94	9.16	8.91	8.78	8.63	8.45	8.61	8.69	9.01	9.02
3	EYEMD	9.23	9.54	9.32	9.22	9.00	9.26	9.50	9.71	8.69	8.81	8.87	8.80	8.64	8.92	6.79	9.37	9.43	8.85	9.00
4	INTEGRITY EMR	8.93	9.17	8.88	8.86	9.33	9.29	8.35	8.13	9.17	9.13	8.71	8.34	8.69	8.64	8.69	8.86	8.65	8.88	8.82
5	CARECLOUD	8.94	8.88	8.94	8.97	9.34	9.72	8.47	8.84	8.75	9.22	8.97	8.92	8.20	8.16	7.36	8.49	9.57	9.05	8.82
6	NEXTGEN	9.04	8.22	9.26	9.46	8.63	9.74	8.55	7.99	9.29	7.35	7.61	8.69	8.84	7.54	8.47	8.98	9.40	8.48	8.64
7	NEXTECH	9.25	8.17	8.55	8.60	5.75	9.07	8.49	8.63	9.05	7.04	9.53	8.68	7.11	8.73	9.21	8.61	8.63	8.55	8.43
8	MEDFLOW	7.56	8.75	8.46	8.44	7.85	8.99	9.57	9.66	7.79	8.00	9.18	8.53	7.39	8.64	7.84	8.01	8.67	8.46	8.43
9	DRCHRONO	8.54	8.21	8.46	8.52	9.08	7.76	7.98	8.90	7.19	8.11	8.05	8.03	8.00	9.19	8.69	8.60	8.77	9.43	8.42
10	MTBC OPHTHIMIZE	8.85	7.22	7.48	9.04	8.60	7.28	8.25	7.57	7.69	7.48	9.23	8.91	8.41	7.94	9.25	8.74	9.22	8.81	8.33
11	IO PRACTICEWARE	8.60	7.55	8.79	8.49	9.08	7.75	7.85	7.21	8.01	7.95	8.83	7.75	7.00	7.19	7.80	8.84	7.88	8.49	8.06
12	MEDIPRO	8.78	7.97	8.99	8.20	7.20	6.71	8.17	8.21	8.90	6.97	7.09	9.34	7.99	8.19	7.99	7.16	8.44	8.14	8.02
13	SRS SOFT	8.42	7.42	8.34	7.52	8.47	9.66	7.10	8.36	8.57	7.49	6.93	7.44	8.83	9.31	6.84	8.02	7.41	7.79	8.00
14	PRACTICE FUSION	8.50	8.89	8.72	8.41	8.04	8.90	7.03	7.37	6.91	9.28	6.86	7.59	7.80	8.79	7.39	7.42	6.84	9.25	8.00
15	ATHENAHEALTH	7.20	7.01	9.51	7.93	7.51	9.40	7.93	8.74	6.19	6.86	5.99	6.92	9.73	8.35	9.44	8.62	8.75	7.32	7.97
16	CUREMD	8.54	8.21	9.43	6.99	7.59	8.92	6.70	7.93	8.29	7.12	6.18	7.50	8.39	5.72	7.55	5.95	7.45	8.10	7.59
17	ADVANCEDMD	7.71	7.40	7.51	7.33	6.43	9.37	6.38	6.15	7.78	8.00	7.75	8.54	8.08	6.86	6.04	8.62	8.58	7.38	7.55
18	REVOLUTION EHR	8.60	7.77	8.02	5.46	8.15	7.99	5.50	6.96	6.86	5.73	8.64	6.85	7.29	8.19	7.24	5.90	7.25	6.76	7.18
19	COMPULINK	4.28	7.03	8.07	7.27	6.95	6.05	7.35	5.68	7.08	7.48	7.44	5.11	5.95	7.01	7.61	5.56	7.03	7.55	6.69
20	ENCITE	5.96	6.68	8.01	7.27	7.08	4.99	7.72	6.87	8.41	5.21	7.74	6.76	4.82	7.99	5.76	6.16	4.84	7.16	6.64

	TOP 10% scores better than 90% of EHR vendors. Green coded vendors consistently receive highest client satisfaction scores.
	Cautionary performance scores, areas of improvement required.
	Poor performances reported and potential cause for contract cancellations.

Black Book 10-point scale on KPIs in survey of users

1 = **deal breaking** dissatisfaction ◀ ▶ 10 = **exceeds** all expectations

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 contract cancellations.	Less than 5.79

Source: Black Book Research

Key Performance Indicators

Q1	Strategic alignment of vendor offerings to physician practices goals and client’s mission – meaningful use and MACRA/MIPS
Q2	Innovation and optimization – responsive to make client recommendations with cutting edge improvements
Q3	Training – provides significant, timely training opportunities and updates
Q4	Client relationships and cultural fit – honors customer relationships highly
Q5	Trust, accountability, ethics and transparency – people, processes and resources effectively deliver desired business and cultural results
Q6	Breadth of offerings in varied client settings – drives operational performance improvements, comprehensive services and broad modules
Q7	Deployment and EHR implementation – overcomes client obstacles and challenges effectively, professionally and timely
Q8	Customization – extraordinary efforts are made to adapt and convert client needs into workable solutions with efficient costs and time
Q9	Integration and interfaces – true interoperability, seamless interfaces to legacy applications and HIE feasible
Q10	Scalability, client adaptability, flexible pricing – products and services meet the changing needs of the customer
Q11	Vendor staff expertise and employee performance – considered top in the industry for professionalism and skill
Q12	Reliability – service levels are consistently met, online reliability is maximized and outages/downtimes are minimized
Q13	Brand image and marketing communications – company image, integrity and client communications are highly valued
Q14	Marginal value adds – provides true business transformations opportunities to physician practices
Q15	Viability and managerial stability – demonstrates and provides evidence of competent financial management and leadership
Q16	Data security and backup services – secure and constantly dependable, provides at highest level
Q17	Support and customer care – provides onsite, accessible administration and support to clients
Q18	Best of breed technology and process improvement developments – elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives