



BLACK BOOK RANKINGS SURVEYS: 2012, 2013, 2014

# Top Ambulatory Electronic Health Records Vendors

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**ALLSCRIPTS**

**TouchWorks®**

**Enterprise EHR**

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**COMPARATIVE KEY PERFORMANCE INDICATORS RESULTS**

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Brown-Wilson Group 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 400,000 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 +1 727.463.7806 or [Doug.Brown@Brown-Wilson.com](mailto:Doug.Brown@Brown-Wilson.com)

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





**EXECUTIVE SUMMARY: ALLSCRIPTS TOUCHWORKS®**

**KPI CHANGE, INDIVIDUAL & COLLECTIVE PERFORMANCE IN TWELVE MONTH SURVEY PERIOD**

<b>KPI</b>	<b>CRITERIA</b>	<b>Q3 2014</b>	<b>Q4 2013</b>	<b>CHANGE</b>
1	Vendor overall preference/vertical industry recommendations, MU 1 & MU 2	9.28	7.69	<b>↑ 16%</b>
2	Innovation	9.34	8.14	<b>↑15%</b>
3	Training	9.23	8.61	<b>↑ 7%</b>
4	Client relationships and cultural fit	9.20	8.39	<b>↑10%</b>
5	Trust, Transparency and Accountability	9.57	8.37	<b>↑14%</b>
6	Breadth of offerings, client types, delivery excellence	9.59	8.98	<b>↑ 7%</b>
7	Deployment and outsourcing implementation	9.13	7.58	<b>↑20%</b>
8	Customization	9.09	6.86	<b>↑33%</b>
9	Integration and interfaces	9.01	8.88	<b>↑ 2%</b>
10	Scalability, client adaptability, flexible pricing	8.72	8.72	-
11	Compensation and employee performance	8.35	8.31	-
12	Reliability	9.45	8.38	<b>↑13%</b>
13	Brand image and marketing communications	9.43	7.83	<b>↑20%</b>
14	Marginal value adds	9.07	8.97	<b>↑ 1%</b>
15	Viability, Managerial Stability	9.19	7.84	<b>↑17%</b>
16	Data security and backup services	9.27	9.19	<b>↑ 1%</b>
17	Support and client customer care	9.30	7.94	<b>↑17%</b>
18	Best of breed technology and process improvement, MU 3	9.53	8.52	<b>↑12%</b>
<b>ALL</b>	<b>COLLECTIVE CLIENT EXPERIENCE &amp; CUSTOMER SATISFCATION</b>	<b>9.21</b>	<b>8.29</b>	<b>↑ 10%</b>



**EXECUTVE SUMMARY: ALLSCRIPTS TOUCHWORKS®**

**HIGHEST PERFORMANCE SATISFACTION IMPROVEMENTS 2013 TO 2014**

<b>BLACK BOOK™ INDICATOR</b>	<b>Q3 2014</b>	<b>Q4 2013</b>	<b>CHANGE</b>
Customization	9.09	6.86	<b>↑33%</b>
Brand image and marketing communications	9.43	7.83	<b>↑20%</b>
Deployment and outsourcing implementation	9.13	7.58	<b>↑20%</b>
Support and client customer care	9.30	7.94	<b>↑17%</b>
Viability, Managerial Stability	9.19	7.84	<b>↑16%</b>
Vendor overall preference/vertical industry recommendations, MU 1 & MU 2	9.28	7.69	<b>↑16%</b>
Innovation	9.34	8.14	<b>↑15%</b>
Trust, Transparency and Accountability	9.57	8.37	<b>↑10%</b>



## Stop Light Scoring Key

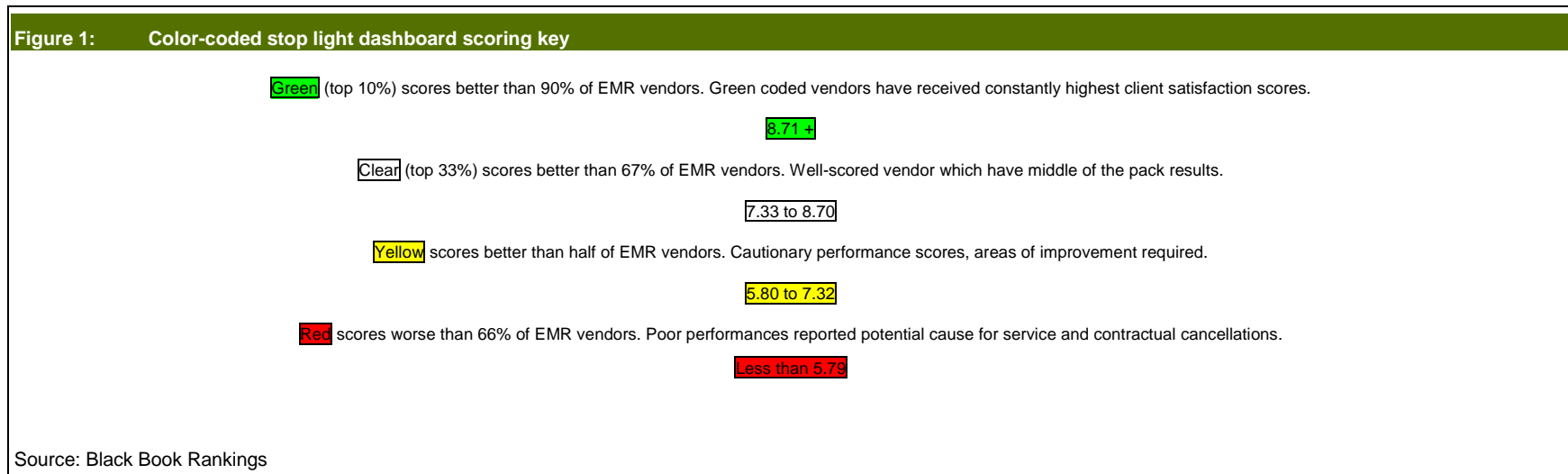
Figure 1: Key to raw scores and EMR/EHR Functional subgroups

0.00–5.79 ▶	◀ 5.80–7.32 ▶	◀ 7.33–8.70 ▶	◀ 8.71–10.00
<b>Deal breaking dissatisfaction</b> Does not meet expectations Cannot recommend vendor	<b>Neutral</b> Meets/does not meet expectations consistently Would not likely recommend vendor	<b>Satisfactory performance</b> Meets expectations Recommends vendor	<b>Overwhelming satisfaction</b> Exceeds expectations Highly recommended vendor
<b>PATIENT HEALTH DATA MANAGEMENT &amp; ADMINISTRATIVE PROCESSING</b>	<b>COMMUNICATIONS &amp; CONNECTIVITY</b>	<b>ORDER ENTRY &amp; MANAGEMENT</b>	<b>DECISION SUPPORT &amp; RESULTS REVIEW/MANAGEMENT</b>

Source: Black Book Rankings

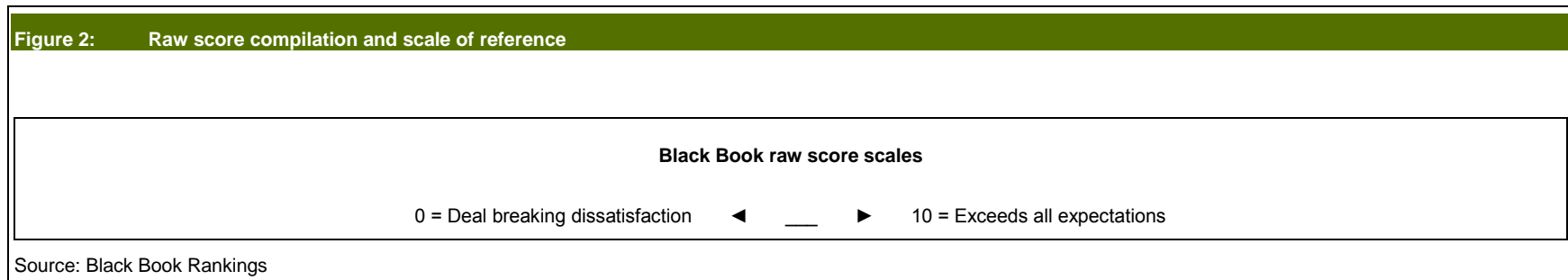


## Stop Light Scoring Key





## Stop Light Scoring Key



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 3: 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 EMR vendor.
- **Subsections** – each subset comprises one-fourth of the total EMR 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 EMR functions surveyed. As a final ranking reference, it includes all market sizes, specialties, delivery sites and geographies.



Individual Key Performance, Ambulatory EHR  
2012-2014



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**1. Vendor overall preference by similar users of all systems and vendors/peer group vertical industry recommendations for vendor expertise MU 1 & MU2**

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. Meets and exceeds meaningful use requirements to client satisfaction.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.33	9.44	9.13	9.23	<b>9.28</b>	<b>↑ 16%</b>
<b>Q3 2013</b>	8.67	8.92	7.24	7.19	<b>7.64</b>	<b>↑ 28%</b>
<b>Q1 2013</b>	5.79	7.94	5.58	5.61	<b>4.68</b>	<b>↑ 7%</b>
<b>Q1 2012</b>	5.60	7.30	5.55	4.92	<b>5.09</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**2. Innovation**

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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.50	9.68	9.02	9.15	<b>9.34</b>	<b>↑ 15%</b>
<b>Q3 2013</b>	8.74	8.88	8.00	6.95	<b>8.14</b>	<b>↑ 37%</b>
<b>Q1 2013</b>	5.30	5.95	5.45	7.02	<b>5.93</b>	<b>↓ 13%</b>
<b>Q1 2012</b>	6.96	6.39	6.92	7.00	<b>6.82</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**3. Training (Physician, Clinician and Support Staff)**

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, EMR/EHR client service and customer servicing consultant employees in particular. Training modules are effective and practical so that minimal post-implementation is required on or off site. Regular updates are timely and require minimal additional training to implement.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
Q3 2014	9.22	9.29	9.09	9.31	9.23	↑ 7%
Q3 2013	9.06	9.21	9.16	7.02	8.61	↑ 9%
Q1 2013	7.54	8.92	8.00	7.25	7.93	↓ 2%
Q1 2012	9.13	8.10	8.77	6.52	8.13	-
						↓ 13%

2014 Top Ambulatory Electronic Medical/Health Records Vendors

Individual Key Performance, Ambulatory EHR  
2012-2014



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**4. Client relationships and cultural fit**

Tale 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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.03	9.40	9.10	9.26	<b>9.20</b>	<b>↑ 10%</b>
<b>Q3 2013</b>	8.24	7.58	9.12	8.63	<b>8.39</b>	<b>↑ 9%</b>
<b>Q1 2013</b>	8.02	7.00	8.49	7.19	<b>7.68</b>	<b>↑ 22%</b>
<b>Q1 2012</b>	6.23	5.23	7.88	5.74	<b>6.27</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**5. Trust, Accountability and Transparency**

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 delivery.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.43	9.74	9.66	9.45	<b>9.57</b>	<b>↑ 14%</b>
<b>Q3 2013</b>	9.14	7.11	8.51	8.70	<b>8.37</b>	<b>↑ 28%</b>
<b>Q1 2013</b>	6.49	7.32	5.77	5.62	<b>6.55</b>	<b>↑ 6%</b>
<b>Q1 2012</b>	6.21	5.04	6.66	6.84	<b>6.19</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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

EMR/EHR vendor offers industry recognized horizontal functionality and vertical industry applications, and manage bundled EMR services such as ePrescribing, CPOE 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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.48	9.55	9.64	9.68	<b>9.59</b>	↑ 7%
<b>Q3 2013</b>	9.29	9.02	8.72	8.90	<b>8.98</b>	↑ 6%
<b>Q1 2013</b>	8.39	8.99	8.94	7.62	<b>8.49</b>	↑ 7%
<b>Q1 2012</b>	8.48	7.77	7.95	7.54	<b>7.94</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**7. Deployment and EHR/EMR implementation**

EHR client deploys at a pace acceptable to the client. EMR 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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	8.95	8.83	9.72	9.00	<b>9.13</b>	<b>↑ 20%</b>
<b>Q3 2013</b>	6.40	7.28	9.09	7.53	<b>7.58</b>	<b>↑ 2%</b>
<b>Q1 2013</b>	5.98	7.20	8.85	7.66	<b>7.42</b>	<b>↑ 6%</b>
<b>Q1 2012</b>	3.92	8.18	8.88	7.02	<b>7.00</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**8. Customization**

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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	8.69	9.74	9.31	8.60	<b>9.09</b>	<b>↑ 33%</b>
<b>Q3 2013</b>	7.30	6.85	7.24	6.03	<b>6.86</b>	-
<b>Q1 2013</b>	7.38	7.02	6.85	6.26	<b>6.88</b>	<b>↑ 9%</b>
<b>Q1 2012</b>	4.19	6.70	6.92	7.54	<b>6.34</b>	-



Individual Key Performance, Ambulatory EHR  
2012-2014



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**9. Integration and interfaces**

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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	8.99	9.23	9.08	8.75	<b>9.01</b>	<b>↑ 2%</b>
<b>Q3 2013</b>	9.13	8.45	9.14	8.79	<b>8.88</b>	<b>↑ 3%</b>
<b>Q1 2013</b>	8.54	8.03	8.71	9.03	<b>8.58</b>	<b>↑ 36%</b>
<b>Q1 2012</b>	6.42	7.21	6.04	5.65	<b>6.33</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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

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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	8.82	8.80	8.74	8.53	<b>8.72</b>	-
<b>Q3 2013</b>	8.91	8.72	8.89	8.37	<b>8.72</b>	↓ 1%
<b>Q1 2013</b>	8.98	9.15	9.24	7.95	<b>8.83</b>	↓ 1%
<b>Q1 2012</b>	9.01	9.23	9.18	8.29	<b>8.93</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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

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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	8.35	8.19	9.14	7.70	<b>8.35</b>	-
<b>Q3 2013</b>	8.42	7.26	9.45	8.12	<b>8.31</b>	<b>↑ 47%</b>
<b>Q1 2013</b>	6.31	5.28	5.79	5.21	<b>5.65</b>	<b>↑ 14%</b>
<b>Q1 2012</b>	5.09	3.68	6.00	5.04	<b>4.95</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**12. Reliability/Dependability**

EMR 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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.36	9.40	9.77	9.25	<b>9.45</b>	<b>↑ 13%</b>
<b>Q3 2013</b>	8.15	7.74	9.02	8.62	<b>8.38</b>	-
<b>Q1 2013</b>	8.19	7.99	9.14	8.14	<b>8.37</b>	<b>↑ 15%</b>
<b>Q1 2012</b>	7.62	7.23	7.07	7.30	<b>7.31</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**13. Brand image and marketing communications**

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 integrity are values upheld top-down consistently. High level of relevant client communications enhances the EHR vendor – EHR user relationship.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.58	9.50	9.61	9.02	<b>9.43</b>	<b>↑ 20%</b>
<b>Q3 2013</b>	8.21	7.00	8.92	7.20	<b>7.83</b>	<b>↑ 4%</b>
<b>Q1 2013</b>	8.45	7.24	8.81	5.66	<b>7.54</b>	<b>↑ 12%</b>
<b>Q1 2012</b>	8.60	4.99	7.75	5.48	<b>6.71</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**14. Marginal value adds**

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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.05	9.18	9.24	8.80	<b>9.07</b>	<b>↑ 1%</b>
<b>Q3 2013</b>	9.07	8.75	9.12	8.93	<b>8.97</b>	<b>↑ 1%</b>
<b>Q1 2013</b>	8.98	8.90	8.63	9.12	<b>8.91</b>	<b>↑ 33%</b>
<b>Q1 2012</b>	7.92	7.24	6.28	5.37	<b>6.70</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



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**15. Viability and managerial stability**

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 EMR 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.

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<b>Q3 2014</b>	9.02	9.53	9.39	8.81	<b>9.19</b>	<b>↑ 17%</b>
<b>Q3 2013</b>	8.22	8.03	8.15	6.94	<b>7.84</b>	<b>↑ 34%</b>
<b>Q1 2013</b>	6.02	5.90	5.71	5.68	<b>5.83</b>	<b>↑ 34%</b>
<b>Q1 2012</b>	4.22	4.80	4.39	3.95	<b>4.34</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



ALLSCRIPTS TOUCHWORKS EHR  
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**16. Data security and backup services**

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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
Q3 2014	9.23	9.30	9.21	9.35	<b>9.27</b>	↑ 1%
Q3 2013	9.00	9.28	9.52	8.97	<b>9.19</b>	↑ 1%
Q1 2013	8.89	9.04	9.37	9.02	<b>9.08</b>	↑ 1%
Q1 2012	8.97	9.15	9.02	8.65	<b>8.95</b>	-



Individual Key Performance, Ambulatory EHR  
2012-2014



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**17. Support and customer care**

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 EHR 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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.17	9.65	9.24	9.13	<b>9.30</b>	<b>↑ 17%</b>
<b>Q3 2013</b>	8.26	8.14	7.79	7.56	<b>7.94</b>	<b>↑ 26%</b>
<b>Q1 2013</b>	7.93	6.55	5.48	5.20	<b>6.29</b>	<b>↑ 25%</b>
<b>Q1 2012</b>	4.48	6.67	5.05	3.85	<b>5.01</b>	-

Individual Key Performance, Ambulatory EHR  
2012-2014



ALLSCRIPTS TOUCHWORKS EHR  
ALLSCRIPTS ENTERPRISE EHR

**18. Best of breed technology and process improvement, Meaningful Use 3 improvements**

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.

PERIOD SURVEYED	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	MEAN	KPI CHANGE FROM PREVIOUS YEAR
<b>Q3 2014</b>	9.30	9.82	9.25	9.73	<b>9.53</b>	<b>↑ 12%</b>
<b>Q3 2013</b>	8.48	8.27	9.24	8.09	<b>8.52</b>	<b>↑ 7%</b>
<b>Q1 2013</b>	8.30	7.97	7.33	8.15	<b>7.94</b>	<b>↑ 2%</b>
<b>Q1 2012</b>	8.76	7.08	6.95	8.22	<b>7.75</b>	-



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