



# Black Book™ 2020 Survey Summary

Survey Period: Q3 2019 – Q2 2020

## Top Inpatient Electronic Health Records Solutions

HOSPITALS UNDER 100 BEDS  
SMALL, RURAL AND  
CRITICAL ACCESS FACILITIES

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## WHO PARTICIPATES IN THE BLACK BOOK RANKING PROCESS

Over 80,000 inpatient EHR users ranking from hospital and medical practice executives, clinicians, IT specialist, boards, administrators, nurses, business staff and front-line implementation veterans are invited to participate in the 2020 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 mobile applications from iTunes and Google Play. 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.

The members of eighteen professional healthcare associations, eleven media outlets and returning participants with previous identification verifications are among those invited to surveys. Individuals and provider management can register as new participants on mobile applications and online polling instruments. Ballots are validated through two independent survey verification services software companies before being included in the scoring process.

Externally validate users of systems with validated corporate/valid email addresses ranked fifteen inpatient EMR-EHR suppliers (twelve receiving ten or more qualified, unique practice ballots) offering individual or bundled arrangements as part of the Black Book annual survey, conducted via web survey instruments.

Additionally, 304 about-to-be users and those in the replacement phases to a non-original inpatient 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.

# STOP LIGHT SCORING KEY

FIGURE 5: SCORING KEY							
OVERALL RANK	Q1 CRITERIA RANK	EHR COMPANY	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & INTEROPERABILITY	BILLING/REV CYCLE SUPPORT TOOLS	DECISION SUPPORT & RESULTS REVIEW/ ANALYTICS	MEAN
5	1	EHR NAME	8.49	8.63	8.50	8.01	8.66

Source: Black Book 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 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 KPI LEADERS:

### SMALL, RURAL & CRITICAL ACCESS HOSPITALS UNDER 100 BEDS

Summary of criteria outcomes

TABLE 1: SUMMARY OF CRITERIA OUTCOMES

Total number one criteria ranks	Vendor	Overall rank
10	EVIDENT THRIVE SOLUTION	1
3	ALLSCRIPTS	2
4	EVIDENT CENTRIQ SOLUTION	3
1	ATHENAHEALTH	4

Source: Black Book Research

## Overall KPI Leaders

### SMALL, RURAL & CRITICAL ACCESS HOSPITALS UNDER 100 BEDS

Top score per individual criteria

**TABLE 2: TOP SCORE PER INDIVIDUAL CRITERIA**

Questions	Criteria	Vendor	Overall
1	Strategic Alignment of Client Goals MU VBC MACRA	EVIDENT THRIVE SOLUTION	1
2	Innovation & Optimization	EVIDENT CENTRIQ SOLUTION	3
3	Training	ALLSCRIPTS	2
4	Client relationships and cultural fit	EVIDENT THRIVE SOLUTION	1
5	Trust, Accountability, Transparency, Ethics	ALLSCRIPTS	2
6	Breadth of offerings, client types, delivery excellence	EVIDENT THRIVE SOLUTION	1
7	Deployment and outsourcing implementation	EVIDENT CENTRIQ SOLUTION	3
8	Customization	ATHENAHEALTH	4
9	Integration and interfaces	ALLSCRIPTS	2
10	Scalability, client adaptability, flexible pricing	EVIDENT THRIVE SOLUTION	1
11	Compensation and employee performance	EVIDENT THRIVE SOLUTION	1
12	Reliability	EVIDENT THRIVE SOLUTION	1
13	Brand image and marketing communications	EVIDENT THRIVE SOLUTION	1
14	Marginal value adds and modules	EVIDENT THRIVE SOLUTION	1
15	Financial & Managerial Viability	EVIDENT CENTRIQ SOLUTION	3
16	Data security and backup services	EVIDENT CENTRIQ SOLUTION	3
17	Support and customer care	EVIDENT THRIVE SOLUTION	1
18	Best of breed technology and process improvement	EVIDENT THRIVE SOLUTION	1

## 2020 TOP INPATIENT EHR VENDOR SURVEY RESULTS

### HOSPITALS 100 BEDS AND LESS

#### FUNCTIONAL SUBSET HONORS:

TOP VENDOR: PATIENT DATA MANAGEMENT/ELECTRONIC HEALTH RECORDS

**EVIDENT THRIVE SOLUTION**

TOP VENDOR: COMMUNICATIONS & INTEROPERABILITY

**EVIDENT THRIVE SOLUTION**

TOP VENDOR: BILLING/REVENUE CYCLE MANAGEMENT

**ALLSCRIPTS**

TOP VENDOR: DECISION SUPPORT/POPULATION HEALTH ANALYTICS

**EVIDENT THRIVE SOLUTION**

# INDIVIDUAL VENDOR KEY PERFORMANCE

## SMALL, RURAL & CRITICAL ACCESS HOSPITALS UNDER 100 BEDS

Table 3: INPATIENT EHR RCM Top Ranked Vendors – raw/aggregate satisfaction scores 2020

Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	EVIDENT THRIVE SOLUTION	9.58	9.41	9.66	9.75	9.48	9.67	9.20	9.41	9.52	9.74	9.63	9.45	9.75	9.44	9.36	9.43	9.49	9.67	9.54
2	ALLSCRIPTS SUNRISE	9.28	9.67	9.71	9.45	9.58	8.86	9.11	9.49	9.70	8.70	9.31	8.77	9.60	9.21	9.07	9.05	9.44	9.42	9.30
3	EVIDENT CENTRIQ SOLUTION	9.50	9.77	9.17	9.09	8.86	8.94	9.21	8.80	9.32	9.21	8.83	9.17	8.83	8.52	9.35	9.35	9.09	8.84	9.08
4	ATHENAHEALTH	9.13	6.81	9.15	9.29	9.04	9.33	9.61	9.54	9.30	8.77	8.61	8.87	8.95	9.01	8.85	8.73	8.70	8.82	8.92
5	MEDITECH 6.X	8.87	9.43	8.84	8.91	8.66	9.31	8.66	8.67	9.08	8.05	8.90	9.23	9.34	8.16	8.61	9.29	9.20	9.14	8.91
6	CERNER	9.23	9.21	8.62	8.69	8.44	9.09	8.44	9.00	8.20	9.35	9.31	9.01	9.12	8.41	8.39	9.07	8.48	8.80	8.83
7	EPIC SYSTEMS	8.53	8.87	9.10	8.99	9.27	9.06	8.85	8.34	9.14	8.85	8.27	8.22	9.06	8.30	8.16	8.38	5.72	8.84	8.56
8	MEDHOST	7.12	8.30	6.97	8.99	8.86	8.74	7.26	9.13	8.18	8.37	8.42	8.91	8.93	8.91	8.41	9.17	8.87	8.68	8.46
9	GE HEALTHCARE	8.76	9.09	8.01	8.59	9.22	7.24	8.91	7.63	9.22	8.37	8.87	7.19	9.60	8.61	7.80	9.02	9.01	8.51	8.54
10	HARRIS QUADRAMED	7.61	9.37	8.59	7.68	9.03	8.68	8.10	9.31	8.60	8.86	7.36	9.26	9.20	7.84	8.28	8.04	8.82	8.48	8.51
11	ECLINICALWORKS	8.03	7.30	7.52	9.03	5.75	7.12	7.88	8.48	7.16	8.35	8.39	7.59	5.23	7.46	8.40	7.90	5.28	7.22	7.45
12	MCKESSON PARAGON	7.05	9.21	8.85	8.43	5.29	9.02	8.51	8.36	8.37	7.02	8.40	8.23	4.74	6.62	8.40	8.52	9.37	7.01	7.30

## Individual EHR Vendor Key Performance

### SMALL, RURAL & CRITICAL ACCESS HOSPITALS UNDER 100 BEDS

#### 1. Strategic Alignment of Vendor Offerings to Physician Practice Goals & Client’s Mission (MACRA, MU, ONC, HIE, Population Health, RCM)

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.

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1	1	EVIDENT THRIVE SOLUTION	9.96	9.52	9.49	9.37	9.58
3	2	EVIDENT CENTRIQ SOLUTION	9.67	9.54	9.65	9.13	9.50
2	3	ALLSCRIPTS	8.98	9.65	8.70	9.80	9.28
6	4	CERNER	9.43	9.57	8.69	9.24	9.23
4	5	ATHENAHEALTH	9.58	9.25	8.48	9.20	9.13
5	6	MEDITECH	9.44	8.10	8.97	8.97	8.87
9	7	GE HEALTHCARE	9.18	9.15	8.24	8.45	8.76
7	8	EPIC	8.75	7.40	9.12	8.86	8.53
11	9	ECLINICALWORKS	8.23	8.74	7.54	7.62	8.03
10	10	HARRIS	8.25	7.89	6.36	8792	7.61

Source: Black Book™ 2020