

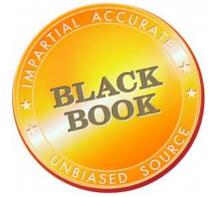
Black Book Methodology

BLACK BOOK RANKINGS 2012 SURVEY

Top Ambulatory Electronic Health Records Vendors

Publication Date: February 2012

Aggregate Black Book Survey Findings of Top EHR Vendors
Primary Care Physician Practices



Black Book Methodology

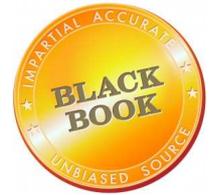
Brown-Wilson Group annually evaluates leading healthcare/medical software and service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendors' influence, Over 300,000 healthcare IT users are 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 +1 727.784.5559 or Scott.Wilson@Brown-Wilson.com

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For more information, visit www.BlackBookRankings.com

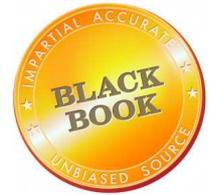




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Executive Results Summary

PRIMARY CARE PHYSICIANS FAMILY PRACTICE*GENERAL PRACTICE*PEDIATRICS*GERIATRICS 2012 TOP EMR VENDORS RANKED BY CLIENT SATISFACTION			
Rank	EMR Vendor	Mean Score 0 (Lowest) To 10 (Highest)	Total KPIs ranked #1
1	PRACTICE FUSION	9.42	9
2	GREENWAY MEDICAL	9.26	5
3	CARE360 QUEST	9.03	3
4	NEXTGEN	8.62	
5	ADP ADVANCEDMD	8.55	
6	CERNER	8.47	
7	APRIMA	8.40	
8	ENCOUNTER PRO	8.36	
9	MCKESSON	8.32	
10	AMAZINGCHARTS	8.29	
11	SRS SOFT	7.85	
12	SEVOCITY	7.83	
13	ATHENAHEALTH	7.80	
14	PRAXIS	7.77	
15	ALLSCRIPTS	7.50	
16	EPIC SYSTEMS	7.42	
17	MICRO MD	7.34	
18	ECLINICALWORKS	7.19	
19	VITERA (SAGE)	7.08	
20	BIZMATICS PROGNOICIS	7.02	

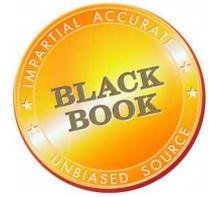


Black Book Methodology

**PRIMARY CARE SPECIALTIES
ALL PHYSICIAN PRACTICE SIZES
2012 TOP EMR VENDORS RANKED BY CLIENT SATISFACTION**

GENERAL PRACTICE			FAMILY PRACTICE		
Rank	EMR Vendor	Mean Score 0-10	Rank	EMR Vendor	Mean Score 0-10
1	PRACTICE FUSION	9.57	1	PRACTICE FUSION	9.68
2	AMAZINGCHARTS	9.49	2	APRIMA	9.34
3	ADP ADVANCEDMD	9.40	3	CARE360 QUEST	9.29
4	GREENWAY MEDICAL	9.32	4	PULSE	9.26
5	NEXTGEN	9.30	5	CERNER	9.14
6	MCKESSON	9.18	6	GREENWAY MEDICAL	9.13
7	APRIMA	9.16	7	ADP ADVANCEDMD	9.08
8	ALLSCRIPTS	9.11	8	PRAXIS	8.99
9	CARE360 QUEST	9.09	9	AMAZINGCHARTS	8.84
10	HENRYSCHEIN MICROMD	8.61	10	BIZMATICS PROGNOCS	8.77
Top Functionality: Electronic Medical Records & Document Management		Top Functionality: Practice Administration & Revenue Cycle Management	Top Functionality: Electronic Medical Records & Document Management		Top Functionality: Practice Administration & Revenue Cycle Management
PRACTICE FUSION		GREENWAY MEDICAL	PRACTICE FUSION		APRIMA
Top Functionality: E-Prescribing		Top Functionality: Patient Access & Usability	Top Functionality: E-Prescribing		Top Functionality: Patient Access & Usability
CARE360 QUEST		ADP ADVANCEDMD	CARE 360 QUEST		CERNER

PEDIATRICS			GERIATRICS		
Rank	EMR Vendor	Mean Score 0-10	Rank	EMR Vendor	Mean Score 0-10
1	PRACTICE FUSION	9.45	1	PRACTICE FUSION	9.70
2	NEXTGEN	9.43	2	MCKESSON	9.66
3	ALLSCRIPTS	9.33	3	ALLMEDS	9.31
4	EPIC SYSTEMS	9.15	4	GREENWAY MEDICAL	9.25
5	WAITINGROOM SOLUTIONS	9.08	5	CARE360 QUEST	9.03
6	GREENWAY MEDICAL	9.04	6	STREAMLINE	8.54
7	ADP ADVANCEDMD	9.00	7	SEVOCITY	8.38
8	APRIMA	8.97	8	GE HEALTHCARE	8.21
9	VERSASUITE	8.82	9	AMAZINGCHARTS	8.19
10	SRS SOFT	8.82	10	VITERA (SAGE)	8.08
Top Functionality: Electronic Medical Records & Document Management		Top Functionality: Practice Administration & Revenue Cycle Management	Top Functionality: Electronic Medical Records & Document Management		Top Functionality: Practice Administration & Revenue Cycle Management
PRACTICE FUSION		NEXTGEN	PRACTICE FUSION		GREENWAY MEDICAL
Top Functionality: E-Prescribing		Top Functionality: Patient Access & Usability	Top Functionality: E-Prescribing		Top Functionality: Patient Access & Usability
DR FIRST RCOPIA		EPIC SYSTEMS	MCKESSON		PRACTICE FUSION



Black Book Methodology

BLACK BOOK METHODOLOGY

How the data sets are collected

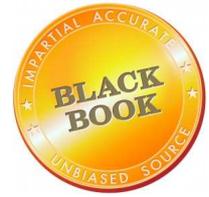
Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by electronic medical and health record product lines. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent 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, benchmarkers 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.



Black Book Methodology

Who participates in the Black Book Ranking process

Over 334,000 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 2012 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 July 1 to October 31 at <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.

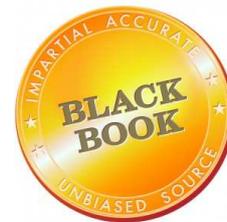
EMR vendor rankings and results – 2012

12,075 qualified users of systems with validated corporate/valid email addresses ranked 422 EMR-EHR suppliers offering individual or bundled arrangements as part of the Black Book annual survey, conducted via web survey instruments. Additionally 68,000 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 EMR systems are included as subsets.

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 over 12,000 respondents from EMR users nationwide on 422 EMR vendors.

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 patients with timely access to information



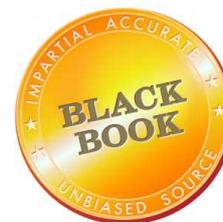
Part Two: Top 20 Ambulatory EHR Vendors
Primary Care Physicians & Groups

2012 RESULTS

ELECTRONIC HEALTH RECORDS

PRIMARY CARE PHYSICIAN PRACTICES

NOTE: This section forward provides the results for ambulatory PRIMARY CARE PHYSICIAN PRACTICES EMR balloted results of physicians and or groups networked together. The rankings and scores of vendors in Part Two are the responses represent EMR EHR users in this specialty only and include Pediatrics, Geriatrics, Family Practice and General Practice physicians.



Part Two: Top 20 Ambulatory EHR Vendors
Primary Care Physicians & Groups

PRIMARY CARE PHYSICIAN PRACTICES

TOP OVERALL EHR EMR VENDOR HONORS: PRIMARY CARE PHYSICIAN PRACTICES

PRACTICE FUSION

www.PRACTICEFUSION.com

FUNCTIONAL SUBSET HONORS: TOP VENDORS FOR PRIMARY CARE PHYSICIAN PRACTICES PHYSICIANS

TOP VENDOR: CLINICAL NOTES & DOCUMENTATION

ADP AdvancedMD

www.advancedmd.com

TOP VENDOR: E-PRESCRIBING

PRACTICE FUSION

www.practicefusion.com

TOP VENDOR: ORDER ENTRY

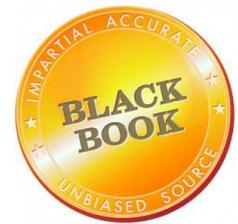
PRACTICE FUSION

www.practicefusion.com

TOP VENDOR: RESULTS REVIEW

Care360™ EHR (Quest Diagnostics)

www.care360.questdiagnostics.com



Part Two: Top 20 Ambulatory EHR Vendors
Primary Care Physicians & Groups

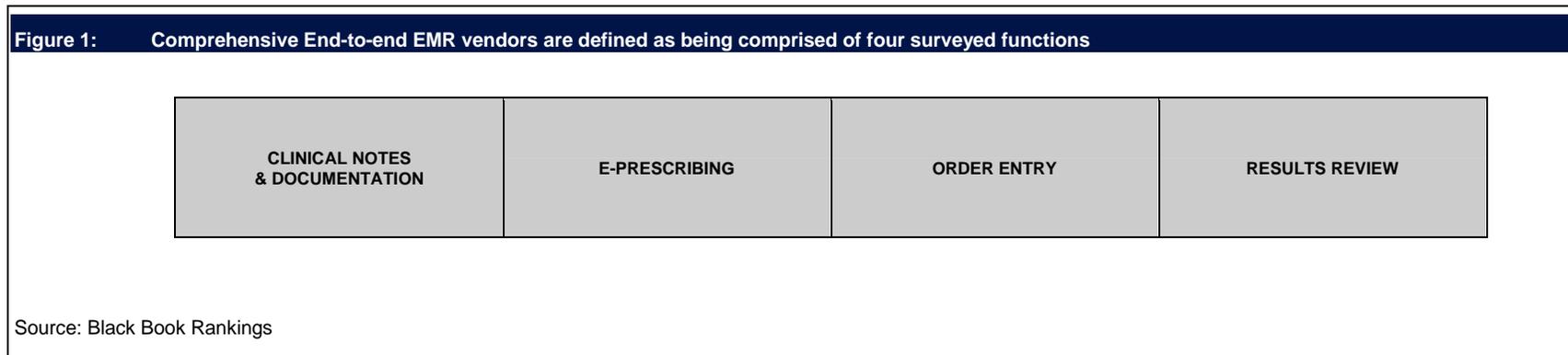
Table 1: Top 20 Electronic Medical Record vendors, PRIMARY CARE PHYSICIAN PRACTICES Physicians	
2012 rank	EMR vendor
1	PRACTICE FUSION
2	GREENWAY MEDICAL
3	CARE360 QUEST
4	NEXTGEN
5	ADP ADVANCEDMD
6	CERNER
7	APRIMA
8	ENCOUNTER PRO
9	MCKESSON
10	AMAZINGCHARTS
11	SRS SOFT
12	SEVOCITY
13	ATHENAHEALTH
14	PRAXIS
15	ALLSCRIPTS
16	EPIC SYSTEMS
17	MICRO MD
18	ECLINICALWORKS
19	VITERA (SAGE)
20	BIZMATICS PROGNOICIS

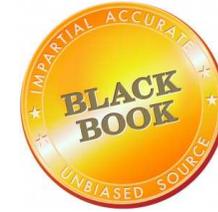
Source: Black Book Rankings



Stop Light Scoring Key

STOP LIGHT SCORING KEY





Stop Light Scoring Key

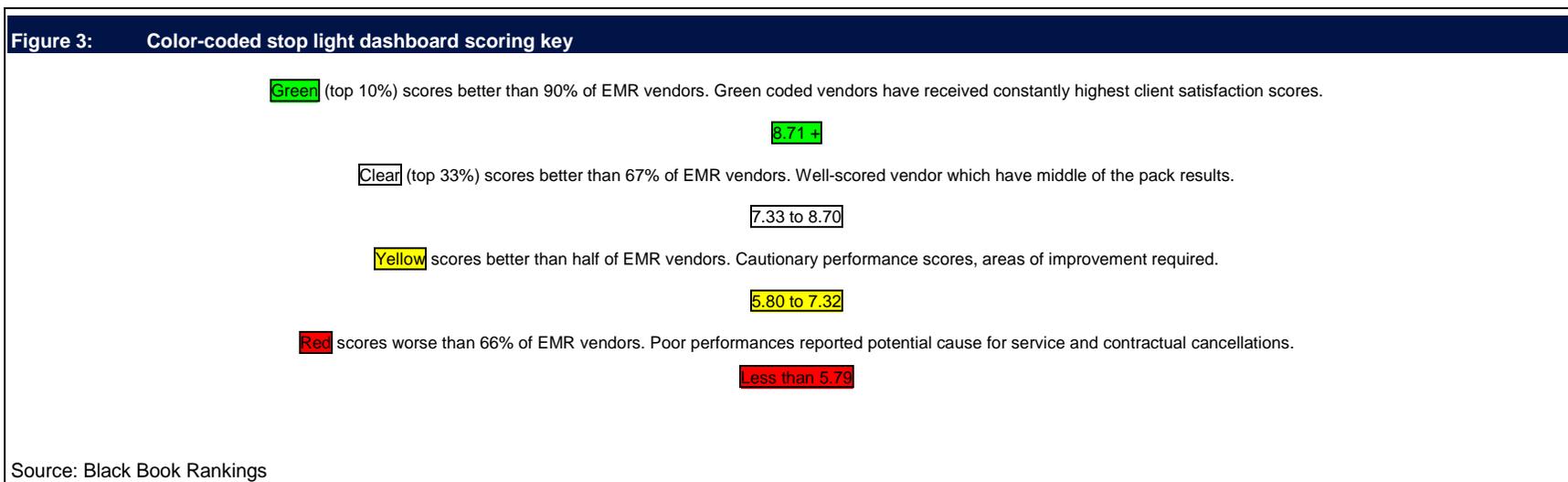
Figure 2: Key to raw scores

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

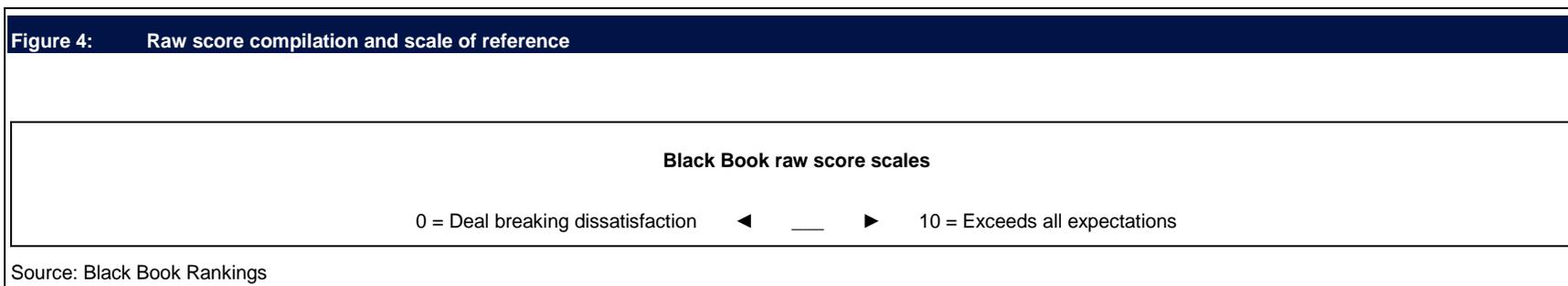


Stop Light Scoring Key

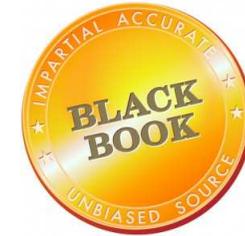




Stop Light Scoring Key



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.



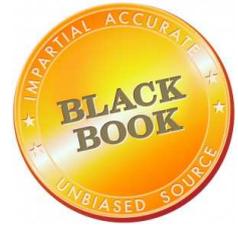
Stop Light Scoring Key

Figure 5: Scoring key

Overall rank	Q6 criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	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.



Overall KPI Leaders
 Primary Care Physicians and Groups
 Pediatrics, Geriatrics, Family Practice, General Practice

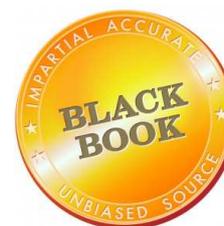
OVERALL KEY PERFORMANCE INDICATOR LEADERS

Summary of criteria outcomes

Table 2: Summary of criteria outcomes		
Total number one criteria ranks	Vendor	Overall rank
9	PRACTICE FUSION	1
5	GREENWAY MEDICAL	2
3	CARE360 QUEST	3
1	MCKESSON	9

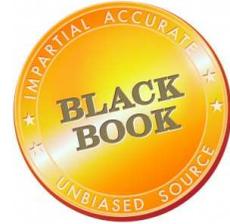
Source: Black Book Rankings

Overall KPI Leaders
 Primary Care Physicians and Groups
 Pediatrics, Geriatrics, Family Practice, General Practice



Top score per individual criteria

Table 3: Top score per individual criteria			
Question	Criteria	EMR Vendor	Overall rank
1	Vendor overall preference/vertical industry recommendations	GREENWAY MEDICAL	2
2	Innovation	PRACTICE FUSION	1
3	Training	CARE360 QUEST	3
4	Client relationships and cultural fit	PRACTICE FUSION	1
5	Trust	PRACTICE FUSION	1
6	Breadth of offerings, client types, delivery excellence	CARE360 QUEST	3
7	Deployment and outsourcing implementation	PRACTICE FUSION	1
8	Customization	CARE360 QUEST	3
9	Integration and interfaces	PRACTICE FUSION	1
10	Scalability, client adaptability, flexible pricing	MCKESSON	9
11	Compensation and employee performance	GREENWAY MEDICAL	2
12	Reliability	PRACTICE FUSION	1
13	Brand image and marketing communications	PRACTICE FUSION	1
14	Marginal value adds	GREENWAY MEDICAL	2
15	Viability	PRACTICE FUSION	1
16	Data security and backup services	PRACTICE FUSION	1
17	Support and customer care	GREENWAY MEDICAL	2
18	Best of breed technology and process improvement	GREENWAY MEDICAL	2



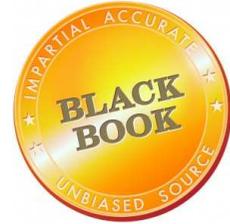
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

Table 4: 2012 PRIMARY CARE PHYSICIANS EMR EHR VENDORS, TOP 20

Rank		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	MEAN
1	PRACTICE FUSION	9.49	9.62	9.24	9.40	9.31	9.07	9.56	9.33	9.48	9.10	9.43	9.73	9.61	9.29	9.38	9.63	9.57	9.29	9.42
2	GREENWAY MEDICAL	9.55	9.47	9.22	8.94	9.26	9.40	9.11	9.36	9.10	9.02	9.50	8.87	9.27	9.41	9.09	8.94	9.60	9.49	9.26
3	CARE360 QUEST	9.23	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	NEXTGEN	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	ADP ADVANCEDMD	8.91	8.96	8.32	8.91	9.07	8.29	8.35	8.70	8.56	8.89	8.94	8.38	7.85	8.26	7.20	8.59	8.78	8.91	8.55
6	CERNER	9.01	8.16	9.05	9.32	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	8.47
7	APRIMA	8.57	8.25	8.34	7.54	8.73	8.60	8.19	7.89	8.86	7.12	9.20	8.88	7.99	8.83	9.19	8.03	8.66	8.41	8.40
8	ENCOUNTER PRO	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	MCKESSON	8.51	7.69	9.11	8.46	7.30	7.90	7.51	8.76	8.68	9.36	8.02	7.99	8.66	6.98	8.53	8.70	8.80	8.87	8.32
10	AMAZINGCHARTS	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	SRS SOFT	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	SEVOCITY	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	ATHENAHEALTH	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	PRAXIS	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	ALLSCRIPTS	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	EPIC SYSTEMS	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	MICRO MD	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	ECLINICALWORKS	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	VITERA (SAGE)	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	BIZMATICS PROGNOCSIS	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

Top Electronic Medical/Health Records Vendors

Published 02/2012



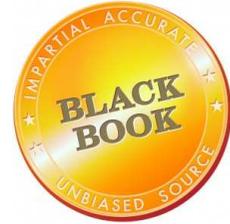
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

1. Vendor overall preference/peer group vertical industry recommendations

Table 5: Organizational structure meets the needs of stakeholders or customers and stakeholder satisfaction is the most important priority. EMR 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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
2	1	GREENWAY MEDICAL	9.43	9.67	9.58	9.50	9.55
1	2	PRACTICE FUSION	9.31	9.24	9.67	9.72	9.49
3	3	CARE360 QUEST	9.06	9.43	9.27	9.14	9.23
18	4	EPIC SYSTEMS	8.97	9.49	9.15	9.18	9.20
6	5	CERNER	9.25	8.47	8.99	9.32	9.01
5	6	ADP ADVANCEDMD	9.24	8.90	8.63	8.85	8.91
4	7	NEXTGEN	8.68	9.56	8.91	8.44	8.90
10	8	AMAZINGCHARTS	8.97	8.77	9.28	8.24	8.82
12	9	SEVOCITY	8.26	8.57	9.20	8.98	8.75
7	10	APRIMA	8.33	9.11	8.48	8.34	8.57

Source: Black Book Rankings



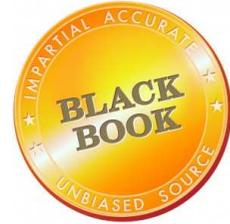
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

2. Innovation

Table 6: Customers are also continuing to push the envelope for further enhancements to which the EMR vendor is responsive. EMR 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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.76	9.48	9.50	9.72	9.62
2	2	GREENWAY MEDICAL	9.08	9.53	9.68	9.59	9.47
3	3	CARE360 QUEST	9.14	9.20	9.35	9.39	9.27
4	4	NEXTGEN	9.47	9.37	9.11	9.04	9.25
14	5	PRAXIS	9.03	8.90	8.76	9.18	8.97
5	6	ADP ADVANCEDMD	9.23	9.17	8.72	8.71	8.96
8	7	ENCOUNTER PRO	8.65	9.01	9.24	8.40	8.83
10	8	AMAZINGCHARTS	8.38	7.81	9.02	7.98	8.30
16	9	EPIC SYSTEMS	8.92	8.02	7.69	8.53	8.29
7	10	APRIMA	7.98	8.33	8.75	7.94	8.25

Source: Black Book Rankings



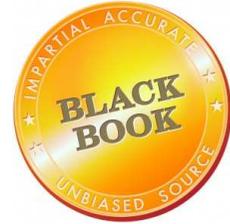
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

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, EMR/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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
3	1	CARE360 QUEST	9.47	9.33	9.49	9.31	9.40
1	2	PRACTICE FUSION	9.54	8.99	8.95	9.50	9.24
2	3	GREENWAY MEDICAL	9.29	9.60	8.97	9.03	9.22
9	4	MCKESSON	9.30	9.15	8.90	9.08	9.11
6	5	CERNER	8.32	9.44	9.04	9.41	9.05
16	6	EPIC SYSTEMS	8.92	9.34	8.95	8.80	9.00
12	7	SEVOCITY	8.07	8.45	9.41	9.19	8.78
19	8	VITERA (SAGE)	9.14	8.87	8.52	8.40	8.73
4	9	NEXTGEN	8.88	9.08	8.26	8.47	8.67
11	10	SRS SOFT	8.32	8.62	8.53	8.84	8.58

Source: Black* Book Rankings



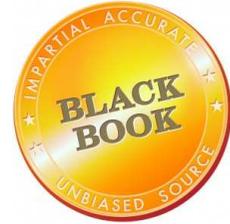
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

4. Client relationships and cultural fit

Table 8: EMR vendor leadership honors customer relationships highly. The relationship with the EMR 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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.10	9.41	9.37	9.72	9.40
6	2	CERNER	9.33	9.29	9.00	9.64	9.32
3	3	CARE360 QUEST	9.28	9.25	9.10	9.03	9.16
10	4	AMAZINGCHARTS	8.99	9.11	8.94	8.88	8.98
2	5	GREENWAY MEDICAL	9.03	8.99	8.92	8.83	8.94
5	6	ADP ADVANCEDMD	8.81	9.34	8.77	8.72	8.91
4	7	NEXTGEN	9.04	8.99	8.48	8.68	8.80
9	8	MCKESSON	8.78	7.43	9.30	8.35	8.46
11	9	SRS SOFT	8.25	8.93	8.16	8.40	8.43
8	10	ENCOUNTER PRO	8.77	8.43	7.98	8.33	8.38

Source: Black Book Rankings



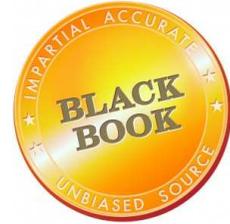
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

5. Trust, Accountability and Transparency

Table 9: Trust in enterprise reputation is important to EMR clients as well as prospects. Client possesses an understanding that its EMR 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

Overall rank	Q5 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.31	9.52	9.40	9.00	9.31
2	2	GREENWAY MEDICAL	9.41	9.17	9.41	9.05	9.26
5	3	ADP ADVANCEDMD	9.28	9.38	8.65	8.97	9.07
4	4	NEXTGEN	9.00	9.20	9.53	8.50	9.06
3	5	CARE360 QUEST	8.89	8.90	8.56	8.87	8.81
11	6	SRS SOFT	8.47	8.81	8.49	9.48	8.81
7	7	APRIMA	9.26	8.90	7.99	8.77	8.73
6	8	CERNER	8.65	8.29	7.81	8.70	8.36
10	9	AMAZINGCHARTS	8.76	8.50	8.19	7.86	8.33
13	10	ATHENAHEALTH	8.52	8.54	8.05	7.69	8.20

Source: Black Book Rankings



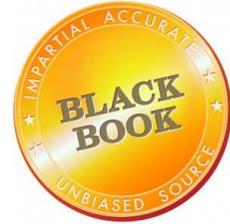
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

6. Breadth of offerings, client types, delivery excellence

Table 10: EMR/HER vendor offers industry recognized horizontal functionality and vertical industry applications, and manage bundled EMR 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 EMR initiatives. Breadth of vendor modules offers comprehensive system services and broad modules.

Overall rank	Q6 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
3	1	CARE360 QUEST	9.40	9.52	9.40	9.38	9.43
2	2	GREENWAY MEDICAL	9.41	9.32	9.41	9.45	9.40
8	3	ENCOUNTER PRO	9.28	9.16	9.03	8.97	9.11
1	4	PRACTICE FUSION	9.25	9.20	9.24	8.60	9.07
17	5	HENRY SCHEIN MICRO MD	8.89	9.04	8.56	8.47	8.74
4	6	NEXTGEN	8.47	8.45	8.51	9.48	8.73
7	7	APRIMA	9.06	8.70	7.99	8.65	8.60
6	8	CERNER	8.82	8.29	7.94	8.80	8.46
5	9	ADP ADVANCEDMD	8.44	8.50	8.19	8.04	8.29
18	10	ECLINICALWORKS	8.23	8.54	8.05	7.69	8.13

Source: Black Book Rankings



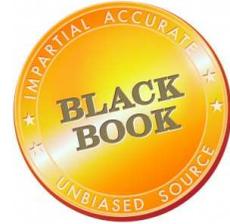
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

7. Deployment and EMR implementation

Table 11: EMR 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. EMR implementation time meets standard expectations. Implementations are efficient and sensitive to users' specific situations which may cause delays.

Overall rank	Q7 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.60	9.34	9.74	9.54	9.56
8	2	ENCOUNTER PRO	9.45	9.01	9.40	9.72	9.40
6	3	CERNER	9.02	9.37	9.34	9.39	9.28
2	4	GREENWAY MEDICAL	9.02	9.47	8.44	9.50	9.11
14	5	PRAXIS	8.89	9.03	8.54	8.98	8.86
3	6	CARE360 QUEST	8.62	8.93	8.08	9.07	8.68
4	7	NEXTGEN	8.58	8.77	8.04	8.67	8.52
10	8	AMAZINGCHARTS	8.21	8.92	7.98	8.74	8.46
5	9	ADP ADVANCEDMD	7.86	8.47	8.48	8.59	8.35
7	10	APRIMA	8.98	7.59	7.86	8.32	8.19

Source: Black Book Rankings



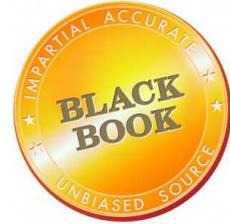
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

8. Customization

Table 12: EMR 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. EMR software allows for modifications that are not costly or complex.

Overall rank	Q8 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
3	1	CARE360 QUEST	9.43	9.45	9.62	9.76	9.57
2	2	GREENWAY MEDICAL	9.51	9.54	9.06	9.34	9.36
1	3	PRACTICE FUSION	9.40	9.41	9.09	9.40	9.33
9	4	MCKESSON	8.57	8.48	8.60	9.37	8.76
5	5	ADP ADVANCEDMD	8.96	8.43	8.34	9.05	8.70
15	6	ALLSCRIPTS	8.11	8.82	8.32	9.13	8.60
13	7	ATHENAHEALTH	8.53	7.98	7.35	9.01	8.22
8	8	ENCOUNTER PRO	7.32	8.59	8.07	8.58	8.14
12	9	SEVOCITY	7.75	7.97	8.56	7.98	8.07
4	10	NEXTGEN	6.98	7.79	7.98	9.20	7.99

Source: Black Book Rankings



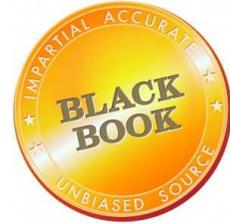
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

9. Integration and interfaces

Table 13: EMR 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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.47	9.64	9.33	9.47	9.48
2	2	GREENWAY MEDICAL	8.67	9.33	9.10	9.29	9.10
4	3	NEXTGEN	8.75	9.18	8.79	9.19	8.98
7	4	APRIMA	8.61	8.58	8.84	9.42	8.86
16	5	EPIC SYSTEMS	9.35	8.21	9.06	8.45	8.77
9	6	MCKESSON	8.88	8.49	8.21	9.14	8.68
5	7	ADP ADVANCEDMD	9.03	8.69	8.14	8.38	8.56
3	8	CARE360 QUEST	8.60	8.28	8.77	8.36	8.50
13	9	ATHENAHEALTH	8.93	7.49	8.50	8.59	8.38
20	10	BIZMATICS PROGNOCIS	7.85	8.73	8.17	8.11	8.22

Source: Black Book Rankings



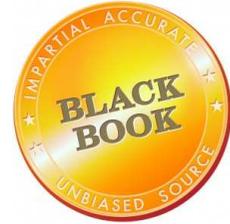
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

10. Scalability, client adaptability, flexible pricing

Table 14: EMR 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 EMR customer. Pricing is not rigid or shifting and meets needs of client.

Overall rank	Q10 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
9	1	MCKESSON	9.49	9.34	9.38	9.21	9.36
3	2	CARE360 QUEST	9.23	9.49	9.19	9.28	9.30
4	3	NEXTGEN	9.14	9.32	9.10	9.27	9.21
1	4	PRACTICE FUSION	8.53	9.38	9.48	9.00	9.10
2	5	GREENWAY MEDICAL	8.55	9.13	9.10	9.31	9.02
5	6	ADP ADVANCEDMD	8.78	9.06	8.94	8.77	8.89
14	7	PRAXIS	7.80	7.94	8.04	8.96	8.19
8	8	ENCOUNTER PRO	8.30	8.41	7.08	8.54	8.08
17	9	HENRY SCHEIN MICRO MD	8.56	7.72	8.52	7.51	8.08
11	10	SRS SOFT	7.58	8.10	8.51	7.92	8.03

Source: Black Book Rankings



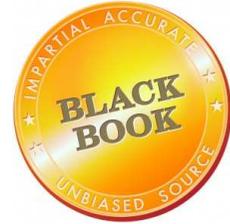
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

11. Compensation and employee performance

Table 15: EMR 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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
2	1	GREENWAY MEDICAL	9.34	9.69	9.25	9.72	9.50
1	2	PRACTICE FUSION	9.45	9.36	9.44	9.48	9.43
7	3	APRIMA	9.35	9.34	9.24	8.87	9.20
8	4	ENCOUNTER PRO	8.86	9.48	8.88	9.36	9.15
10	5	AMAZINGCHARTS	8.95	9.07	9.05	9.44	9.13
5	6	ADP ADVANCEDMD	8.97	8.87	8.86	9.05	8.94
3	7	CARE360 QUEST	8.83	8.70	9.16	8.67	8.84
11	8	SRS SOFT	8.41	8.58	9.24	8.96	8.80
4	9	NEXTGEN	8.93	8.14	8.82	8.83	8.68
18	10	ECLINICALWORKS	8.29	8.12	9.04	8.98	8.61

Source: Black Book Rankings



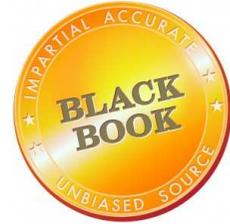
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

12. Reliability

Table 16: 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.

Overall rank	Q12 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.80	9.69	9.64	9.80	9.73
3	2	CARE360 QUEST	9.28	9.49	9.13	9.69	9.40
7	3	APRIMA	8.34	8.99	9.05	9.12	8.88
2	4	GREENWAY MEDICAL	8.61	8.82	8.62	9.42	8.87
10	5	AMAZINGCHARTS	9.30	9.04	8.64	8.49	8.87
12	6	SEVOCITY	8.88	8.79	8.21	9.14	8.76
6	7	CERNER	8.93	8.94	8.35	8.38	8.65
17	8	HENRY SCHEIN MICRO MD	8.60	8.28	8.77	8.36	8.50
8	9	ENCOUNTER PRO	8.74	8.54	8.50	8.20	8.49
5	10	ADP ADVANCEDMD	7.85	8.40	8.17	9.11	8.38

Source: Black Book Rankings



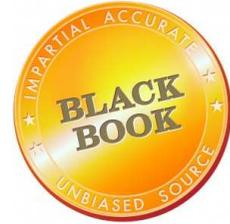
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

13. Brand image and marketing communications

Table 17: EMR vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual EMR product and service deliverables. Image is consistent with top EMR 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 EMR vendor – EMR user relationship.

Overall rank4	Q13 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.53	9.47	9.65	9.77	9.61
2	2	GREENWAY MEDICAL	9.55	8.94	9.40	9.18	9.27
6	3	CERNER	8.69	8.85	8.83	8.52	8.72
13	4	ATHENAHEALTH	8.39	9.09	8.86	8.49	8.71
9	5	MCKESSON	9.18	9.05	8.32	8.07	8.66
8	6	ENCOUNTER PRO	7.71	9.01	8.97	8.59	8.57
3	7	CARE360 QUEST	8.52	8.90	7.95	8.70	8.52
4	8	NEXTGEN	8.60	9.06	8.41	7.59	8.42
10	9	AMAZINGCHARTS	7.67	8.22	8.93	8.32	8.29
12	10	SEVOCITY	8.48	8.52	7.79	8.28	8.27

Source: Black Book Rankings



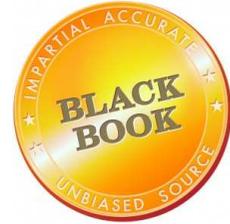
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

14 .Marginal value adds

Table 18: Beyond stimulus achievement, EMR 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 EMR product design. Provides true business transformation opportunities to physician practices and other medical settings utilizing EMR EHR.

Overall rank	Q14 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
2	1	GREENWAY MEDICAL	9.48	9.37	9.25	9.53	9.41
1	2	PRACTICE FUSION	9.61	9.29	8.97	9.30	9.29
3	3	CARE360 QUEST	8.94	9.25	8.79	9.08	9.02
18	4	ECLINICALWORKS	9.57	8.41	8.68	8.99	8.91
14	5	PRAXIS	9.28	9.02	8.58	8.69	8.89
7	6	APRIMA	8.68	9.39	8.53	8.73	8.83
8	7	ENCOUNTER PRO	8.37	8.89	9.46	8.25	8.74
13	8	ATHENAHEALTH	7.76	8.90	8.81	9.44	8.73
15	9	ALLSCRIPTS	8.41	8.43	8.36	8.57	8.45
12	10	SEVOCITY	8.02	8.59	7.83	8.71	8.29

Source: Black Book Rankings



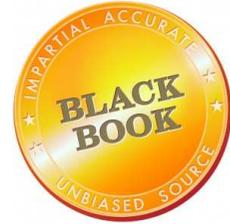
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

15. Viability

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 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. EMR vendor demonstrates and provides evidence of competent financial management and leadership.

Overall rank	Q15 Criteria rank	Company	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.26	9.69	9.34	9.23	9.38
7	2	APRIMA	9.30	9.28	8.61	9.57	9.19
2	3	GREENWAY MEDICAL	9.24	8.99	8.72	9.39	9.09
4	4	NEXTGEN	9.37	8.64	9.21	8.99	9.05
9	5	MCKESSON	8.21	8.69	8.88	8.34	8.53
6	6	CERNER	7.98	8.42	8.35	8.48	8.31
3	7	CARE360 QUEST	8.37	8.54	7.87	8.37	8.29
10	8	AMAZINGCHARTS	7.38	7.23	7.51	9.18	7.83
11	9	SRS SOFT	7.08	7.14	7.62	8.70	7.64
12	10	SEVOCITY	8.14	7.52	7.67	7.17	7.63

Source: Black Book Rankings



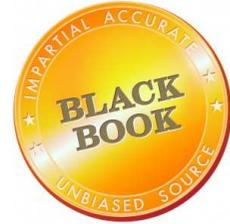
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

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 EMR vendor has to provide the highest level of security and data back-up services. EMR 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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
1	1	PRACTICE FUSION	9.58	9.72	9.62	9.60	9.63
3	2	CARE360 QUEST	9.48	9.44	9.55	9.39	9.47
6	3	CERNER	8.84	8.90	9.45	9.13	9.08
4	4	NEXTGEN	8.97	8.64	9.11	9.11	8.96
2	5	GREENWAY MEDICAL	9.22	8.43	9.23	8.88	8.94
10	6	AMAZINGCHARTS	8.95	8.86	8.96	8.59	8.84
17	7	HENRY SCHEIN MICRO MD	8.70	8.79	8.42	8.98	8.72
15	8	ALLSCRIPTS	7.91	8.98	8.96	9.02	8.72
11	9	SRS SOFT	8.25	8.82	8.83	8.95	8.71
9	10	MCKESSON	8.28	9.12	9.03	8.37	8.70

Source: Black Book Rankings



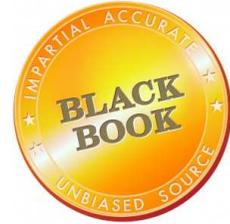
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

17. Support and customer care

Table 21: Account management provides an adequate amount of onsite administration and support to clients. There exists a formal EMR 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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
2	1	GREENWAY MEDICAL	9.60	9.53	9.67	9.59	9.60
1	2	PRACTICE FUSION	9.72	9.30	9.51	9.75	9.57
6	3	CERNER	9.05	9.61	9.36	9.69	9.43
10	4	AMAZINGCHARTS	9.54	9.32	8.83	9.31	9.25
15	5	ALLSCRIPTS	8.87	8.69	9.26	8.76	8.89
9	6	MCKESSON	8.53	8.54	9.11	9.01	8.80
5	7	ADP ADVANCEDMD	8.40	9.24	9.02	8.47	8.78
19	8	VITERA (SAGE)	8.77	8.76	8.33	9.00	8.72
8	9	ENCOUNTER PRO	8.04	8.57	9.29	8.89	8.70
7	10	APRIMA	8.82	7.87	9.06	8.90	8.66

Source: Black Book Rankings



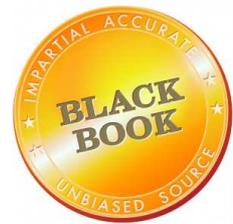
Individual Key Performance, PRIMARY CARE PHYSICIANS & GROUPS

18. Best of breed technology and process improvement

Table 22: EMR management and related technology services are considered best of breed. EMR Vendor technology elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives. EMR 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	CLINICAL NOTES & DOCUMENTATION	E-PRESCRIBING	ORDER ENTRY	RESULTS REVIEW	Mean
2	1	GREENWAY MEDICAL	9.44	9.71	9.37	9.42	9.49
1	2	PRACTICE FUSION	9.05	9.45	9.17	9.48	9.29
3	3	CARE360 QUEST	9.28	9.17	8.46	9.53	9.11
5	4	ADP ADVANCEDMD	9.03	8.79	8.60	9.22	8.91
9	5	MCKESSON	9.17	8.66	8.45	9.21	8.87
4	6	NEXTGEN	8.40	9.24	8.37	8.94	8.74
14	7	PRAXIS	9.18	8.76	8.66	8.23	8.71
10	8	AMAZINGCHARTS	8.18	8.33	9.00	9.16	8.67
7	9	APRIMA	8.73	8.08	8.14	8.68	8.41
11	10	SRS SOFT	7.88	8.75	7.85	8.93	8.35

Source: Black Book Rankings



Appendix

APPENDIX

Brown-Wilson Group consulting

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

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