

Non-Provider Price: \$7,850

AN INDEPENDENT REPORT FROM
HEALTHCARE EXECUTIVES AND PROFESSIONALS

KLAS EMR Toolkit

A Healthcare Provider Resource for Stimulus-Related Technology Decisions



ACCURATE. HONEST. IMPARTIAL.

MARCH 2009

www.KLASresearch.com

3309

Number of
EMR
evaluations
in the KLAS
database

▪ **WHAT'S THE REAL IMPACT**

While the impact of the ARRA varies by facility based on a number of factors, some CIOs have already used the stimulus act as a catalyst for renewed discussion regarding HIT implementation plans, with an eye toward expected reimbursement payments. Below is a sample of three hospitals from one organization that have used Medicare data and estimates from the National Association of Public Hospitals to project EMR usage incentives:

Hospital A	\$ 5,100,000
Hospital B	\$ 3,300,000
Hospital C	\$ 7,500,000

Even with many unanswered questions, estimates of that magnitude are provoking conversation and debate among healthcare CIOs.

▪ **PROCEEDING WITH CAUTION**

Despite the potential of increased funding for HIT investments, some in the industry are also warning CIOs against moving too quickly, without careful consideration to the long-term impact of those purchases. As John Glasser, CIO at Partners HealthCare System and chairman of the CIO SmartBrief Advisory Board, wrote recently:

"... now is the time when we have to be thoughtful. We have to be focused, move quickly and be thoughtful.

"Providers have to be careful that they are not so focused on the money that they make poor vendor choices and slam in

systems in a way that fails to make necessary process changes and meaningfully engage clinicians."

With that thoughtful approach in mind, KLAS has created this EMR Toolkit to help providers make informed choices regarding stimulus-related technology investments.

KLAS performance ratings for HIT products and services are based on the evaluations of actual healthcare customers, who answer questions such as would you buy the product again, has the vendor kept all of its promises, does the product have the needed functionality and many others. Taken together, the answers to these questions comprise an overall performance rating, which allows providers to quickly compare and contrast the performance of a wide range of healthcare product and service vendors.

This KLAS EMR Toolkit focuses specifically on the performance of vendors who deliver EMR products, as well as those services firms that offer implementation expertise. The following pages include performance ratings and analyses for vendors in these key market segments:

- Acute Care EMR (>200 beds)
- Acute Care EMR (1-200 beds)
- Ambulatory EMR (>25 physicians)
- Ambulatory EMR (2-25 physicians)
- Clinical Implementation Principal

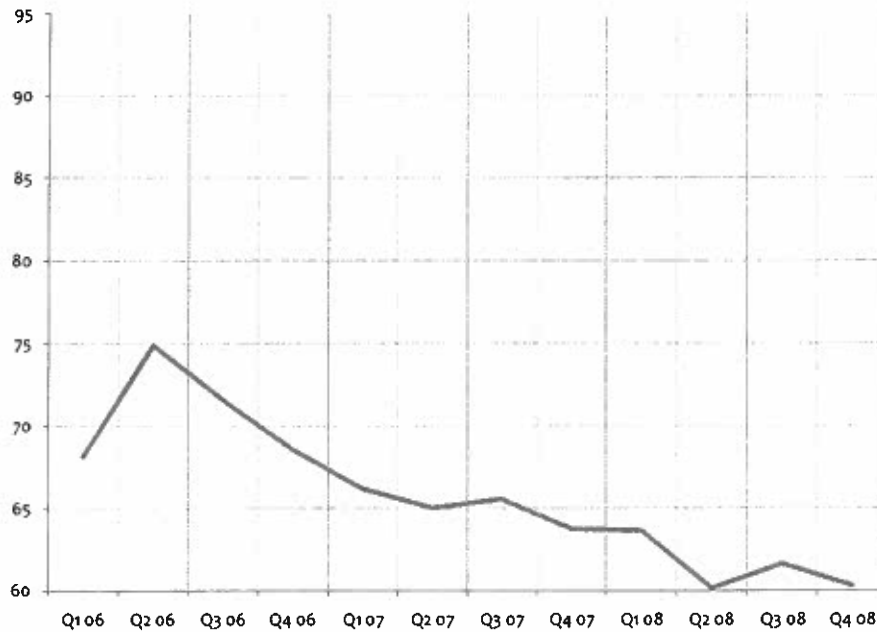
For other questions, or to speak with a KLAS researcher, call 800-920-4109 or email klasinfo@KLASresearch.com.

Cerner Millennium PowerChart Office/PowerWorks EMR

Cerner Corporation
 Kansas City, MO
www.cerner.com



Three-Year Overall Performance Trend



Key Metrics

Indicator	2006	2007	2008
Has the vendor lived up to expectations?	5.9 ●	5.4 ●	5.5 ●
Rating for this vendor's product quality?	6.2 ●	5.5 ●	5.5 ●
Quality of post-implementation support?	6.4 ○	6.0 ●	5.7 ●
Quality and effectiveness of implementation services?	6.0 ●	6.2 ○	5.4 ●
How well does the product support integration and interoperability goals?	No Data	5.6 ●	6.3 ○
Does the product have all the functionality you need today?	No Data	17% ●	23% ●
Would you buy this product again?	72% ●	62% ●	60% ●

● Well above industry average, ○ Above industry average, ● At industry average, ○ Below industry average, ● Well below industry average

Bottom Line

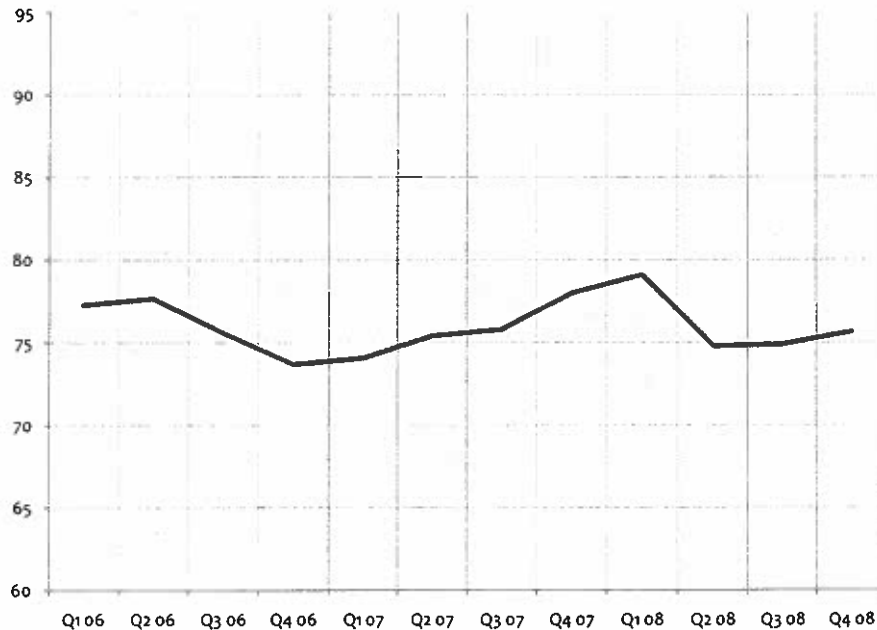
Cerner is often included in ambulatory EMR purchase discussions because of the company's large installed base on the inpatient side. As a sole-source vendor, this integration between inpatient and outpatient solutions is one of the company's greatest strengths. Cerner's performance ratings are generally on the lower end but have been trending upward recently, in part because of the company's emphasis on PowerWorks and the improved performance of its hosted solution.

NextGen EMR

NextGen Healthcare Information Systems, Inc.
 Horsham, PA
www.nextgen.com



Three-Year Overall Performance Trend



Key Metrics

Indicator	2006	2007	2008
Has the vendor lived up to expectations?	6.3 ●	7.0	6.6
Rating for this vendor's product quality?	6.5 ●	7.3	6.9
Quality of post-implementation support?	6.6 ●	7.1	6.9
Quality and effectiveness of implementation services?	6.0 ●	6.4 ●	6.6
How well does the product support integration and interoperability goals?	No Data	7.2	6.9
Does the product have all the functionality you need today?	No Data	50%	39%
Would you buy this product again?	86% ●	96% ●	80% ●

● Well above industry average, ● Above industry average, ● At industry average, ● Below industry average, ● Well below industry average

Bottom Line

NextGen EMR is the most considered product in the ambulatory EMR space. (Allscripts is the most-considered vendor, but that interest is divided among several products.) The NextGen EMR is a robust product with deep functionality, and one that is not easily replaced. However, NextGen has largely disappeared from smaller practices. The company has a relationship with Siemens on the inpatient side, but that integration is still unproven.

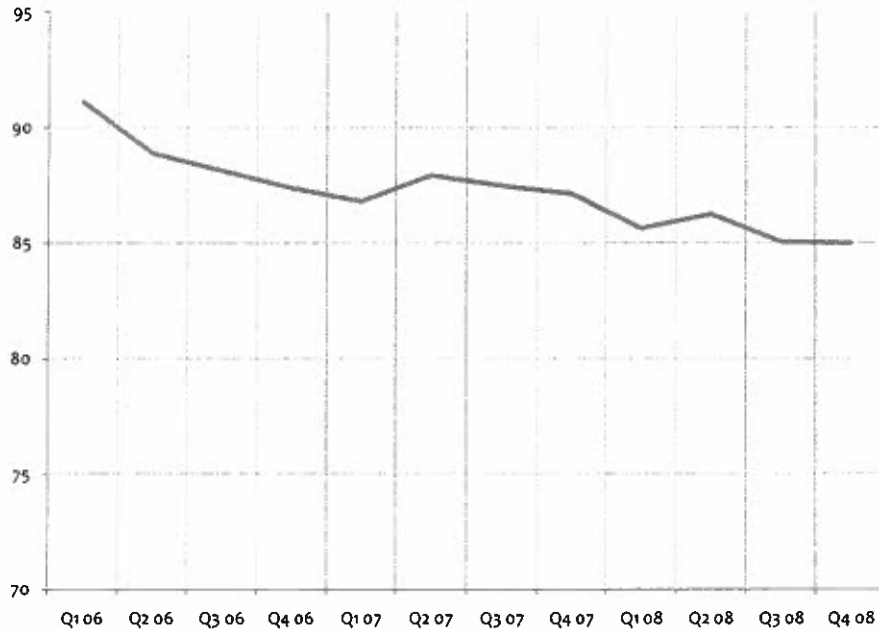
CHARTCARE EMR

CHARTCARE, Inc.
New York, NY
www.chartcare.com



Trusted • Proven • Reliable

Three-Year Overall Performance Trend



Key Metrics

Indicator	2006	2007	2008
Has the vendor lived up to expectations?	7.8	7.9	7.8
Rating for this vendor's product quality?	7.8	8.0	7.8
Quality of post-implementation support?	7.9	8.2	8.1
Quality and effectiveness of implementation services?	7.1	7.6	7.5
How well does the product support integration and interoperability goals?	No Data	7.8	7.8
Does the product have all the functionality you need today?	No Data	75%	57%
Would you buy this product again?	100%	90%	100%

Well above industry average, Above industry average, At industry average, Below industry average, Well below industry average

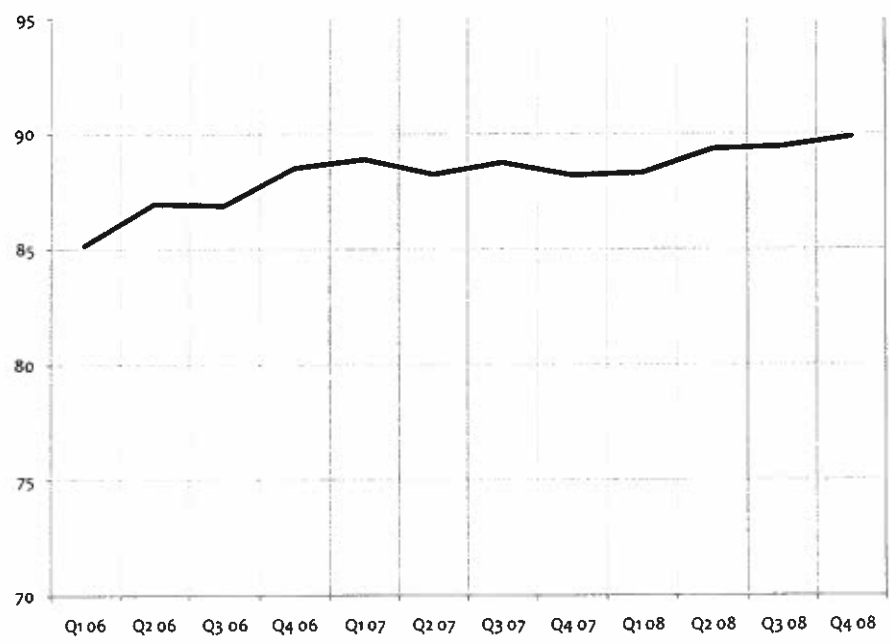
Bottom Line

CHARTCARE offers a fairly robust EMR product with an average user interface that is targeted primarily at mid-sized physician practices. The company does a good job supporting its client base and rolling out new technology. The lack of an effective billing solution for the United States market (CHARTCARE's parent company is based in Canada) has hampered adoption of the EMR in the U.S.

Greenway Medical PrimeSuite Chart
 Greenway Medical Technologies Inc.
 Carrollton, GA
www.greenwaymedical.com



Three-Year Overall Performance Trend



Key Metrics

Indicator	2006	2007	2008
Has the vendor lived up to expectations?	7.6	7.6	7.8 ●
Rating for this vendor's product quality?	7.9	8.0	8.1
Quality of post-implementation support?	7.7	7.8	8.2 ●
Quality and effectiveness of implementation services?	7.7	7.9 ●	7.9 ●
How well does the product support integration and interoperability goals?	No Data	7.7	8.0 ●
Does the product have all the functionality you need today?	No Data	63%	61%
Would you buy this product again?	96%	94%	95%

● Well above industry average, ○ Above industry average, ○ At industry average, ○ Below industry average, ● Well below industry average

Bottom Line

Greenway is a consistent top performer in the KLAS ratings and is seen by many providers as a company with great vision and delivery. The Greenway product offers good functionality and is generally seen as a cost-effective investment, even though it is not inexpensive. Greenway is attentive to its customer base, offering great support and a strong development track record. One weakness of the Greenway EMR is its lack of integration with any inpatient solution.