Appendix to ’The 2009 EHR User Satisfaction Survey: Responses From 2,012 Family Physicians’
Corrected version: Nov. 19, 2009
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Available online at http://www.aafp.org/fpm/20091100/10the2.html.

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RESPONSE SPECTRUM CHARTS

4 Overall this EHR is easy and intuitive to use.
4 Documenting care is easy and effective with this EHR.
5 Finding and reviewing information is easy with this EHR.
5 Ordering lab tests, referrals and imaging studies is easy with this EHR.
6 E-prescribing is fast and easy with this EHR.
6 This EHR provides useful tools for health maintenance (for instance, prompts, alerts and flow sheets).
7 This EHR provides useful tools for disease management (for instance, diagnosis-specific prompts, alerts, flow sheets and patient lists).
7 E-messaging and tasking within the office is easy with this EHR.
8 This EHR enables me to practice higher quality medicine than I could with paper charts.
8 I have a good idea how much this EHR system is costing my practice.
9 This EHR is worth the expense.
9 This EHR is worth the expense. (Responses from those who strongly agreed that they had “a good idea” of how much the EHR system cost their practices)
10 Rankings of responses to “This EHR is worth the expense.” (All respondents vs. those who strongly agree that they have a good idea of system cost)
10 Our EHR vendor provides excellent training and support.
11 I am highly satisfied with this EHR system.

OTHER CHARTS

11 Percentage or respondents who say they helped to select their EHR system, by system
12 Percentage of respondents who say they helped to select their EHR system, by number of physicians in the practice
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13 Reported skill levels of respondents, by system (‘How skilled are you in the use of this EHR?’)
13 Percentage of respondents whose practices include physicians in specialties other than family medicine, by system
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## THE 20 EHR SYSTEMS MOST COMMONLY REPORTED BY SURVEY RESPONDENTS

<table>
<thead>
<tr>
<th>EHR system and number of respondents</th>
<th>Vendor information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allscripts Professional (formerly Healthmatics or A4)* 90 responses</td>
<td>Allscripts-Misys Healthcare Solutions, Inc. <a href="http://tinyurl.com/yl9cdwx">http://tinyurl.com/yl9cdwx</a></td>
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<tr>
<td>CareRevolution 13 responses</td>
<td>EHS <a href="http://www.ehsmed.com/body.cfm?id=50&amp;Clinical%20Encounter">http://www.ehsmed.com/body.cfm?id=50&amp;Clinical%20Encounter</a></td>
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<tr>
<td>Centricity (formerly Logician)* 231 responses</td>
<td>GE Healthcare <a href="http://tinyurl.com/ykyztjx">http://tinyurl.com/ykyztjx</a></td>
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<tr>
<td>Powerchart/PowerWorks* 75 responses</td>
<td>Cerner Corporation <a href="http://www.cerner.com/public/default.asp?id=24430">http://www.cerner.com/public/default.asp?id=24430</a></td>
</tr>
<tr>
<td>eClinicalWorks* 165 responses</td>
<td>eClinicalWorks <a href="http://www.eclinicalworks.com/">http://www.eclinicalworks.com/</a></td>
</tr>
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</tr>
<tr>
<td>Practice Partner* 113 responses</td>
<td>McKesson Corporation <a href="http://www.practicepartner.com/pr/patientrecords.htm">http://www.practicepartner.com/pr/patientrecords.htm</a></td>
</tr>
<tr>
<td>SOAPware 54 responses</td>
<td>SOAPware, Inc. <a href="http://www.soapware.com/">http://www.soapware.com/</a></td>
</tr>
</tbody>
</table>

* CCHIT fully certified, 2008  
** CCHIT premarket certification, 2008  
*** CCHIT certified, 2008, e-prescribing conditional
**Response spectrum: 'E-prescribing is fast and easy with this EHR.'**

- **MEDENT (N = 23)**
- **Aprima (iMedica) (N = 18)**
- **Allscripts Professional EHR (N = 90)**
- **EpicCare Ambulatory (N = 242)**
- **Allscripts Enterprise EHR (N = 112)**
- **e-MDs (N = 98)**
- **AHLTA (N = 42)**
- **eClinicalWorks (N = 165)**
- **Sage Intergy (N = 37)**
- **NextGen EHR (N = 156)**
- **All Respondents (N = 2,012)**
- **Centricity (N = 211)**
- **Practice Partner (N = 113)**
- **Praxis (N = 30)**
- **SOAPware (N = 54)**
- **CareRevolution (N = 13)**
- **Powerchart/PowerWorks (N = 75)**
- **Amazing Charts (N = 109)**
- **MPM Suite (N = 31)**
- **MediNotes e (N = 21)**
- **Medinformatix (N = 19)**

**Response spectrum: 'This EHR provides useful tools for health maintenance (for instance, prompts, alerts and flow sheets).’**

- **Praxis (N = 30)**
- **e-MDs (N = 98)**
- **Centricity (N = 211)**
- **Practice Partner (N = 113)**
- **MEDENT (N = 23)**
- **EpicCare Ambulatory (N = 242)**
- **eClinicalWorks (N = 165)**
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- **MPM Suite (N = 31)**
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- **Powerchart/PowerWorks (N = 75)**
- **AHLTA (N = 42)**

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Response spectrum: 'This EHR is worth the expense.'
(Responses from those who strongly agreed that they had "a good idea" of how much the EHR system cost their practices)
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Response spectrum: 'I am highly satisfied with this EHR system.'

Percentage of respondents who say they helped to select their EHR system, by system

- Amazing Charts (N = 109)
- e-MDs (N = 93)
- Praxis (N = 39)
- SOAPware (N = 54)
- e-MDs (N = 93)
- MediNotes e (N = 21)
- MEDENT (N = 23)
- eClinicalWorks (N = 165)
- CareRevolution (N = 13)
- Aprima (iMedical) (N = 18)
- Allscripts Professional EHR (N = 93)
- MedInformatix (N = 13)
- Practice Partner (N = 113)
- Sage Intergy (N = 37)
- All Respondents (N = 2,612)
- NextGen EHR (N = 155)
- Centricity (N = 231)
- Allscripts Enterprise EHR (N = 132)
- EpicCare Ambulatory (N = 242)
- AHLTA (N = 42)
- MPM Suite (N = 31)
- Powerchart/PowerWorks (N = 75)

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Percentage of respondents who say they helped to select their EHR system, by number of physicians in the practice

Average years of experience with system, by system (+/- one standard deviation)

While average experience level varies from system to system, it also varies considerably within systems, making comparison difficult.
Reported skill levels of respondents, by system ('How skilled are you in the use of this EHR?')

- MEDENT (N = 23)
- Aprima (iMedica) (N = 18)
- Allscripts Professional EHR (N = 19)
- Practice Partner (N = 113)
- NextGen EHR (N = 156)
- Medinformatix (N = 19)
- e-MDs (N = 98)
- Powerchart/PowerWorks (N = 75)
- Ceriticiity (N = 231)
- All Respondents (N = 2,012)
- AHLTA (N = 42)
- EpicCare Ambulatory (N = 242)
- Praxis (N = 30)
- Allscripts Enterprise EHR (N = 112)
- eClinicalWorks (N = 165)
- Amazing Charts (N = 199)
- Saga Intergy (N = 17)
- SOAPware (N = 54)
- MPM Suite (N = 31)
- MediNotes e (N = 21)
- CareRevolution (N = 13)

Percentage of respondents whose practices include physicians in specialties other than family medicine, by system

- Praxis (N = 30)
- Amazing Charts (N = 109)
- e-MDs (N = 98)
- SOAPware (N = 54)
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- NextGen EHR (N = 156)
- Ceriticiity (N = 231)
- Medinformatix (N = 19)
- Saga Intergy (N = 17)
- MPM Suite (N = 31)
- Allscripts Enterprise EHR (N = 112)
- Corner Millennium Powerchart/PowerWorks (N = 75)
- EpicCare Ambulatory (N = 242)
- AHLTA (N = 42)
### Reported salary makeup, by system (‘How is your salary determined?’)

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</tr>
<tr>
<td>AHLTA (N = 42)</td>
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</tbody>
</table>

- **100% Productivity**
- **Mixed (>15% Productivity)**
- **Mixed (≤15% Productivity)**
- **100% Salary**
- **Blank**

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