

# Appendix to 'The 2012 EHR User Satisfaction Survey: Responses From 3,088 Family Physicians'

Robert L. Edsall and Kenneth G. Adler, MD, MMM

*Family Practice Management*, November/December 2012:23-30.

Available online at <http://www.aafp.org/fpm/2012/1100/p23.html>.

## TABLE OF CONTENTS

### 2 THE 31 EHR SYSTEMS MOST COMMONLY REPORTED BY SURVEY RESPONDENTS

#### 4 RESPONSE SPECTRUM CHARTS

I can document care easily and efficiently with this EHR.

I can find the information I need easily and efficiently using this EHR.

This EHR clearly displays the information I need without unnecessary information or other clutter.

This EHR helps me avoid making mistakes.

Using this EHR, I can create notes that promote better patient care; for instance, other physicians would find that the notes provide all the information they need in an easy-to-digest format.

This EHR allows me to complete tasks efficiently, without seemingly unnecessary steps.

This EHR helps me focus on patient care rather than on the computer.

This EHR presents alerts that are concise, appropriate, and helpful.

This EHR provides useful tools for disease management (for instance, diagnosis-specific prompts, alerts, and patient education materials).

This EHR provides useful tools for preventive medicine (for instance, flow sheets, alerts, and patient education materials).

This EHR makes it easy to qualify for meaningful use incentive dollars from Medicare or Medicaid.

This EHR doesn't just enable me to meet meaningful use criteria; it actually helps me provide better patient care.

E-prescribing is fast, easy, and error-free with this EHR.

Intra-office messaging and tasking are fast, easy and effective with this EHR.

Learning to use this EHR is easy.

Our EHR vendor provides excellent support (for instance, fixing bugs quickly, offering useful training, and providing timely upgrades that go well).

This EHR helps me see more patients per day (or go home earlier) than I could with paper charts.

I enjoy using this EHR.

I am highly satisfied with this EHR.

#### 14 OTHER CHARTS

Survey overview: 31 EHR systems ranked on 19 dimensions

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

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

Respondents' experience with their systems, sorted by percentage of respondents with  $\leq 3$  years experience

Distribution of skill levels by years of experience

Distribution of survey respondents by reported skill level for 31 EHR systems

Reported representation of family medicine and primary care among users of 31 EHR systems

#### 18 EHR SYSTEMS REPORTED

## THE 31 EHR SYSTEMS MOST COMMONLY REPORTED BY SURVEY RESPONDENTS

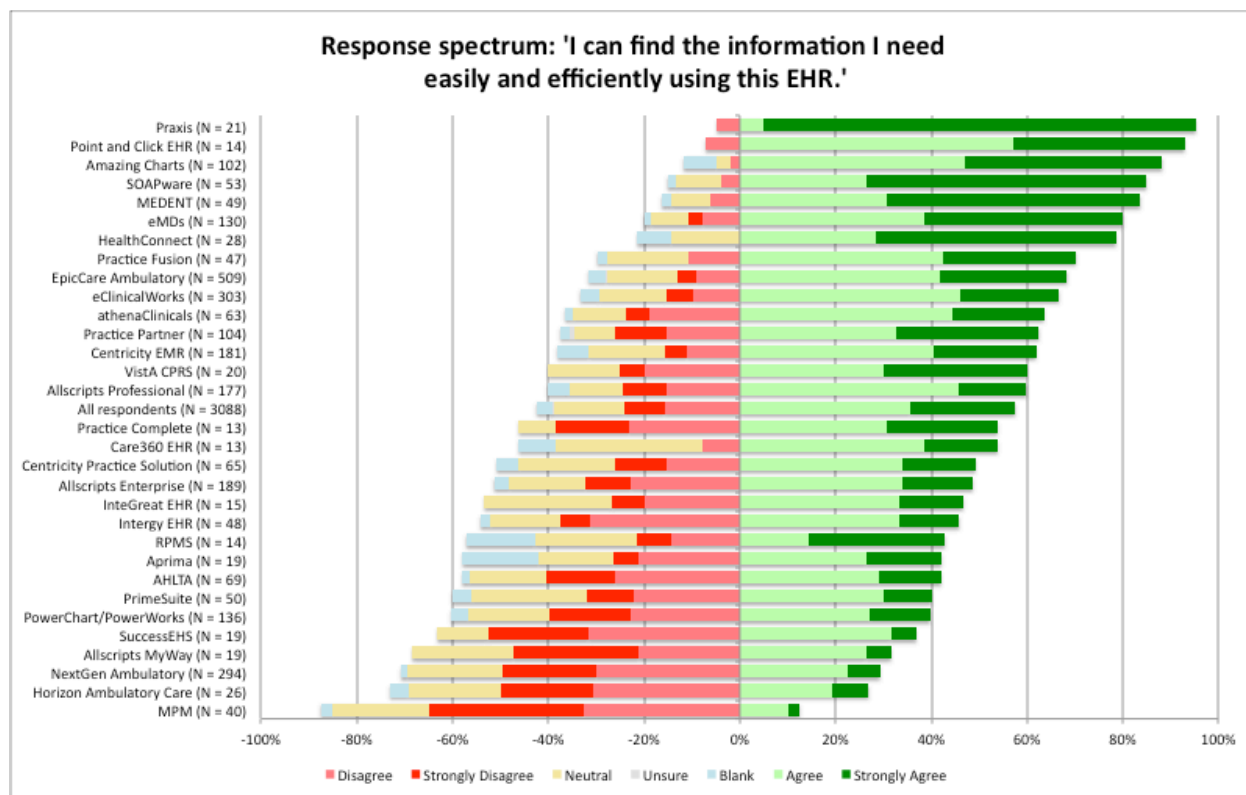
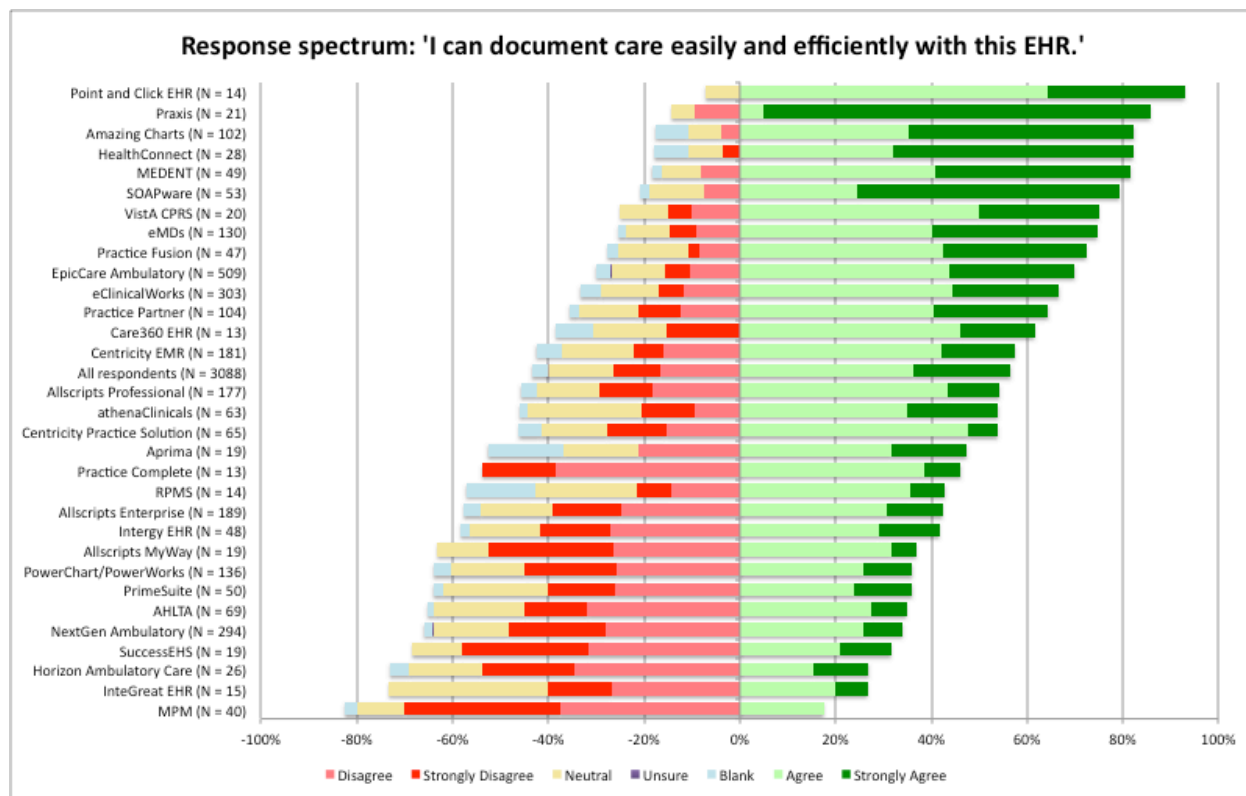
EHR system and number of respondents	Vendor information
AHLTA (Military)* 69 respondents	U.S. Department of Defense <a href="http://dhims.health.mil/userSupport/index.aspx">http://dhims.health.mil/userSupport/index.aspx</a>
Allscripts Enterprise 189 respondents	Allscripts <a href="http://bit.ly/AllscriptsEnterprise">http://bit.ly/AllscriptsEnterprise</a>
Allscripts MyWay 19 respondents	Allscripts <a href="http://bit.ly/AllscriptsMyWay">http://bit.ly/AllscriptsMyWay</a>
Allscripts Professional 177 respondents	Allscripts <a href="http://bit.ly/AllscriptsProfessional">http://bit.ly/AllscriptsProfessional</a>
Amazing Charts 102 respondents	AmazingCharts.com, Inc. <a href="http://amazingcharts.com/">http://amazingcharts.com/</a>
Aprima 19 respondents	Aprima Medical software, Inc. <a href="http://aprima.com">http://aprima.com</a>
athenaClinicals 63 respondents	athenahealth, Inc. <a href="http://www.athenahealth.com/our-services/athenaClinicals.php">http://www.athenahealth.com/our-services/athenaClinicals.php</a>
Care360 EHR 13 respondents	MedPlus, A Quest Diagnostics Company <a href="http://care360.questdiagnostics.com/Care360-EHR-certified.cfm">http://care360.questdiagnostics.com/Care360-EHR-certified.cfm</a>
Centricity EMR** 181 respondents	GE Healthcare <a href="http://bit.ly/CentricityEMR">http://bit.ly/CentricityEMR</a>
Centricity Practice Solution** 65 respondents	GE Healthcare <a href="http://bit.ly/CentricityPractice">http://bit.ly/CentricityPractice</a>
eClinicalWorks 303 respondents	eClinicalWorks <a href="http://www.eclinicalworks.com/products-electronic-medical-records.htm">http://www.eclinicalworks.com/products-electronic-medical-records.htm</a>
eMDs 130 respondents	e-MDs, Inc. <a href="http://www.e-mds.com/">http://www.e-mds.com/</a>
EpicCare Ambulatory 509 respondents	Epic Systems Corporation <a href="http://www.epic.com/software-ambulatory.php">http://www.epic.com/software-ambulatory.php</a>
HealthConnect* 28 respondents	Kaiser Permanente <a href="http://xnet.kp.org/newscenter/aboutkp/healthconnect/index.html">http://xnet.kp.org/newscenter/aboutkp/healthconnect/index.html</a>
Horizon Ambulatory Care 26 respondents	McKesson Corp. <a href="http://bit.ly/HorizonAmbulatory">http://bit.ly/HorizonAmbulatory</a>
InteGreat EHR 15 respondents	MED3000, Inc. <a href="http://www.igreat.com/">http://www.igreat.com/</a>
Intergy EHR 48 respondents	Vitera Healthcare Solutions, LLC <a href="http://www.viterahealthcare.com/solutions/intergy/Pages/Intergy.aspx">http://www.viterahealthcare.com/solutions/intergy/Pages/Intergy.aspx</a>
MEDENT 49 respondents	MEDENT Community Computer Service, Inc. <a href="http://www.medent.com/emr-ehr-1.php">http://www.medent.com/emr-ehr-1.php</a>
MPM 40 respondents	LSS Data Systems <a href="http://www.lssdata.com/products/">http://www.lssdata.com/products/</a>
NextGen Ambulatory 294 respondents	NextGen Healthcare Information Systems, Inc. <a href="http://www.nextgen.com/Products/ambulatory/EHR/EHR.aspx">http://www.nextgen.com/Products/ambulatory/EHR/EHR.aspx</a>
Point and Click EHR* 14 respondents	Point and Click Solutions <a href="http://www.pointnclick.com/?q=node/4">http://www.pointnclick.com/?q=node/4</a>

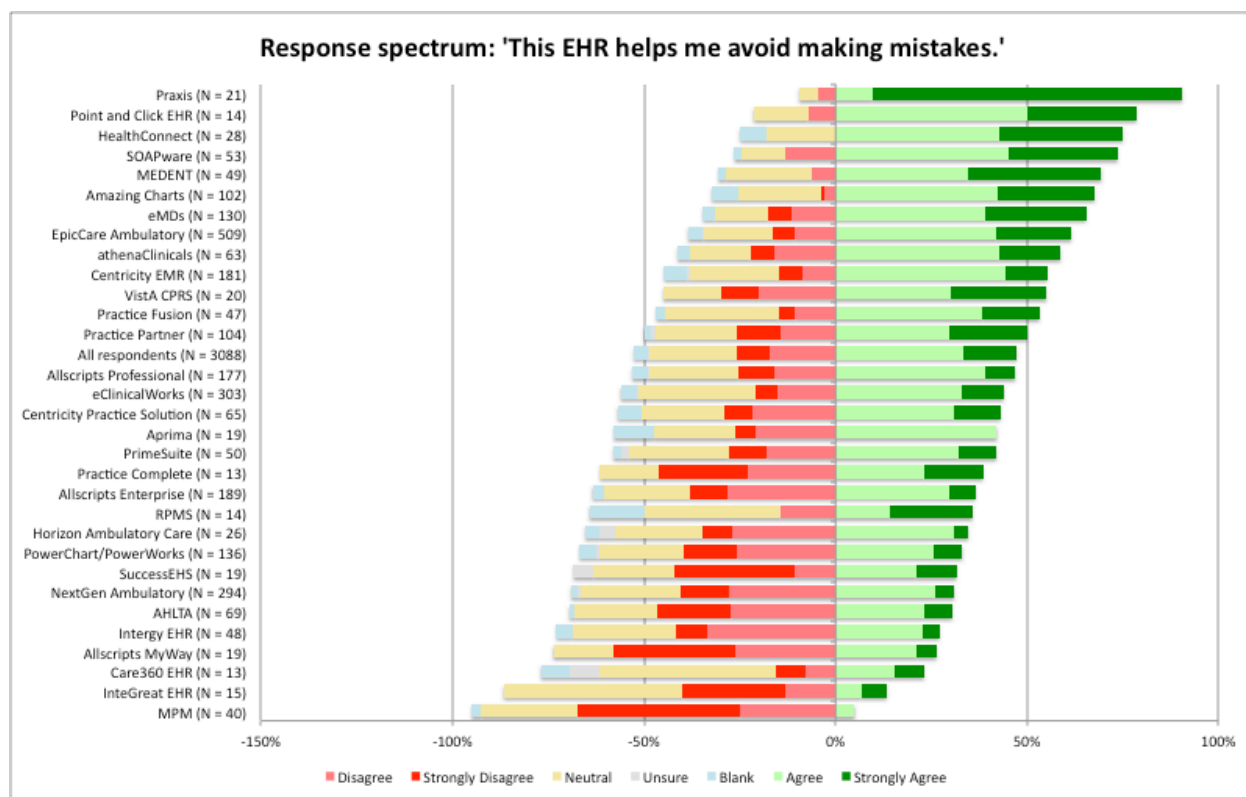
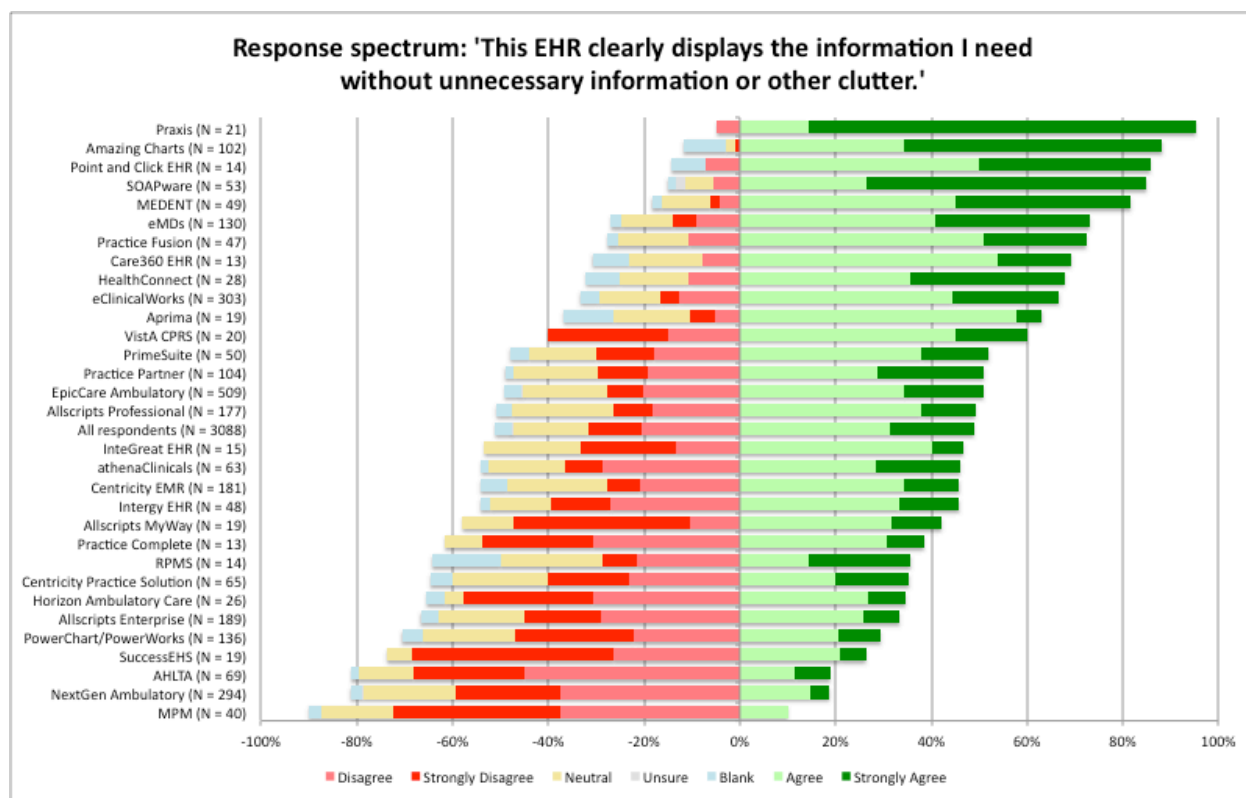
PowerChart/PowerWorks 136 respondents	Cerner Corporation <a href="http://bit.ly/CernerAmbulatoryEHR">http://bit.ly/CernerAmbulatoryEHR</a>
Practice Complete 13 respondents	McKesson Corp. <a href="http://bit.ly/QjntXp">http://bit.ly/QjntXp</a>
Practice Fusion 47 respondents	Practice Fusion <a href="http://www.practicefusion.com/">http://www.practicefusion.com/</a>
Practice Partner 104 respondents	McKesson Corp. <a href="http://bit.ly/PracticePartner">http://bit.ly/PracticePartner</a>
Praxis 21 respondents	Infor-Med Medical Information Systems, Inc. <a href="http://www.infor-med.com/">http://www.infor-med.com/</a>
PrimeSuite 50 respondents	Greenway Medical Technologies, Inc. <a href="http://www.greenwaymedical.com/solutions/prime-suite/">http://www.greenwaymedical.com/solutions/prime-suite/</a>
RPMS (IHS) 14 respondents	Indian Health Service <a href="http://www.ihs.gov/CIO/EHR/">http://www.ihs.gov/CIO/EHR/</a>
SOAPware 53 respondents	SOAPware, Inc. <a href="http://www.soapware.com/">http://www.soapware.com/</a>
SuccessEHS 19 respondents	SuccessEHS <a href="http://www.successehs.com/what/products/ehr-solutions.htm">http://www.successehs.com/what/products/ehr-solutions.htm</a>
Vista CPRS (VA)* 20 respondents	Veterans Administration <a href="http://www.ehealth.va.gov/CPRS_Demo.asp">http://www.ehealth.va.gov/CPRS_Demo.asp</a>

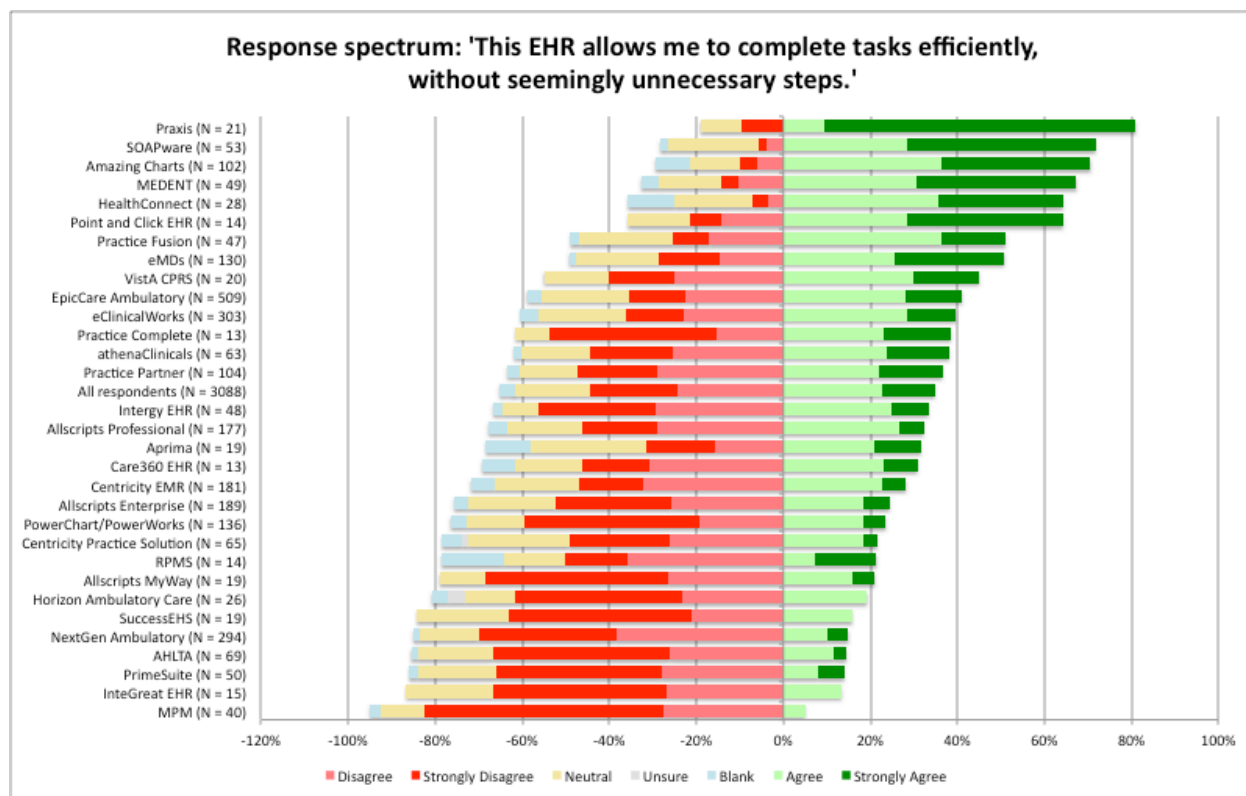
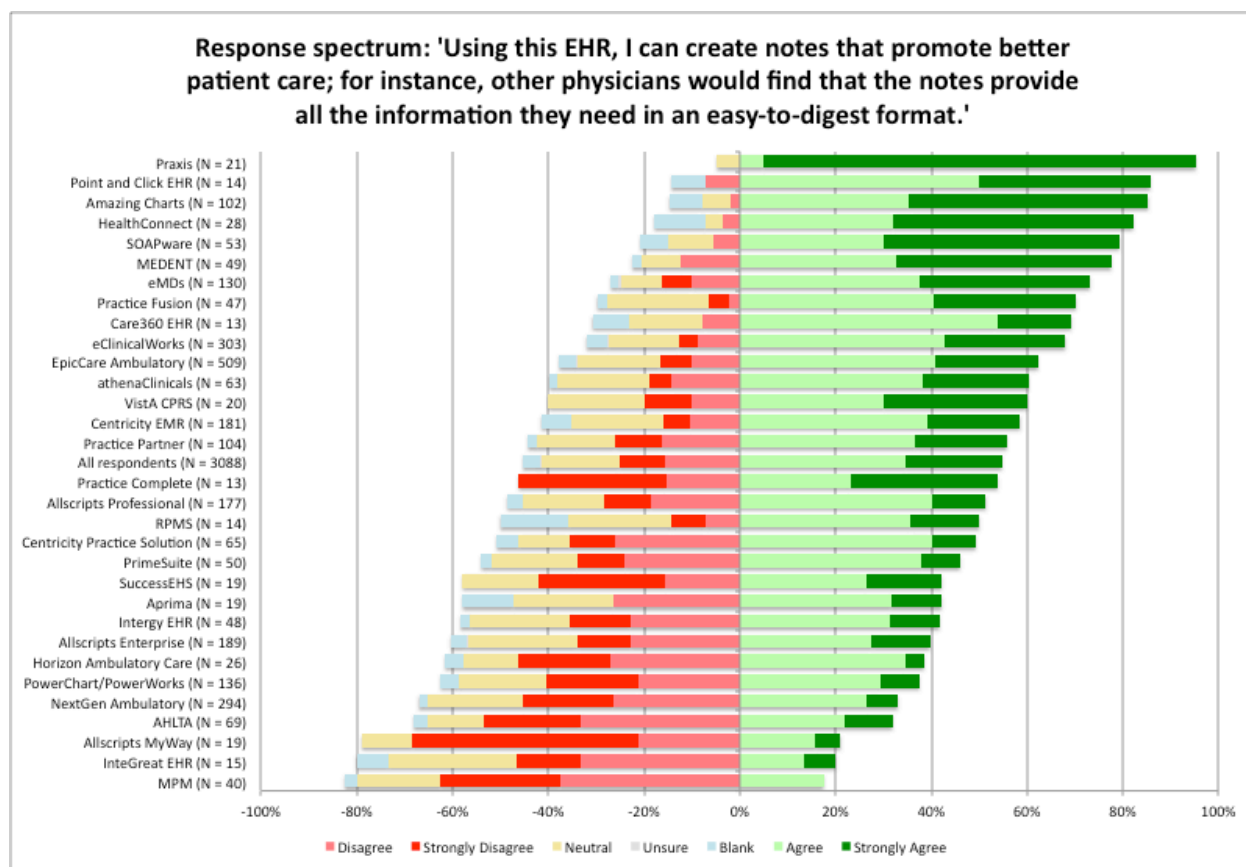
\*Not ONC-ATCB Certified.

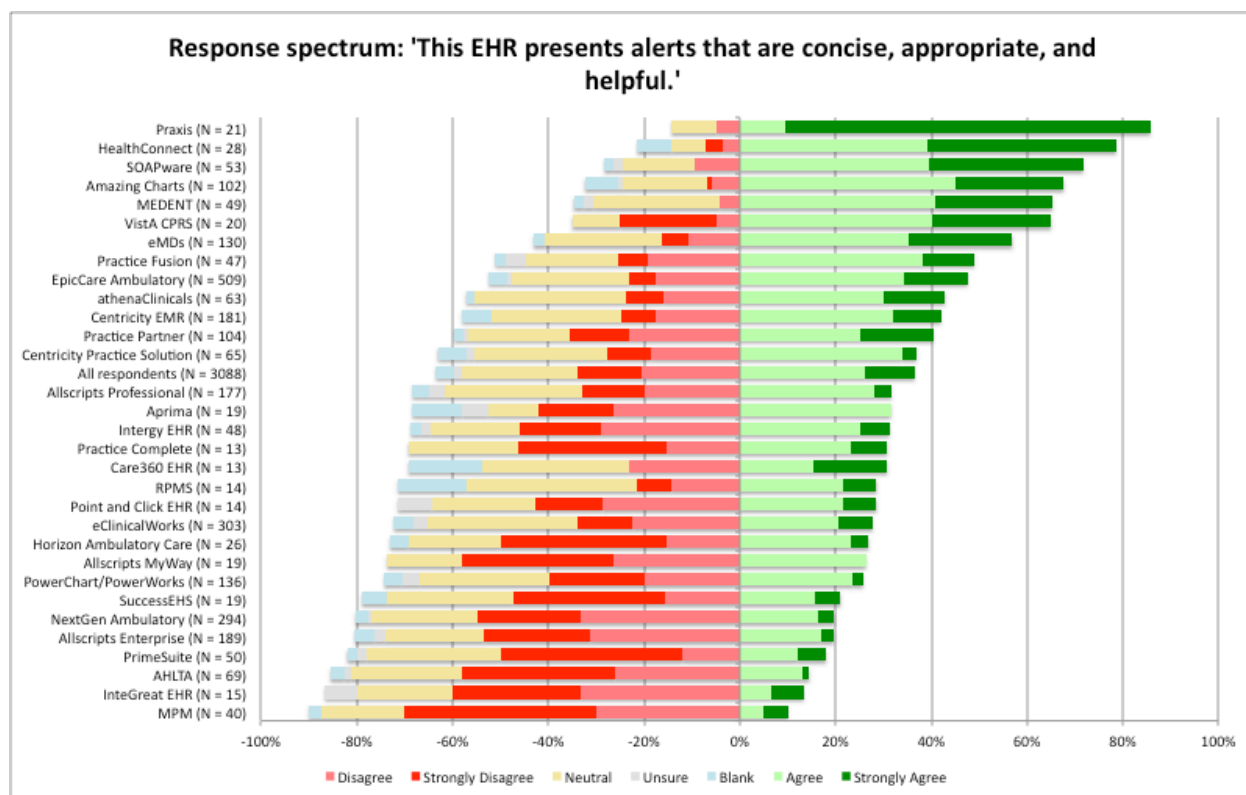
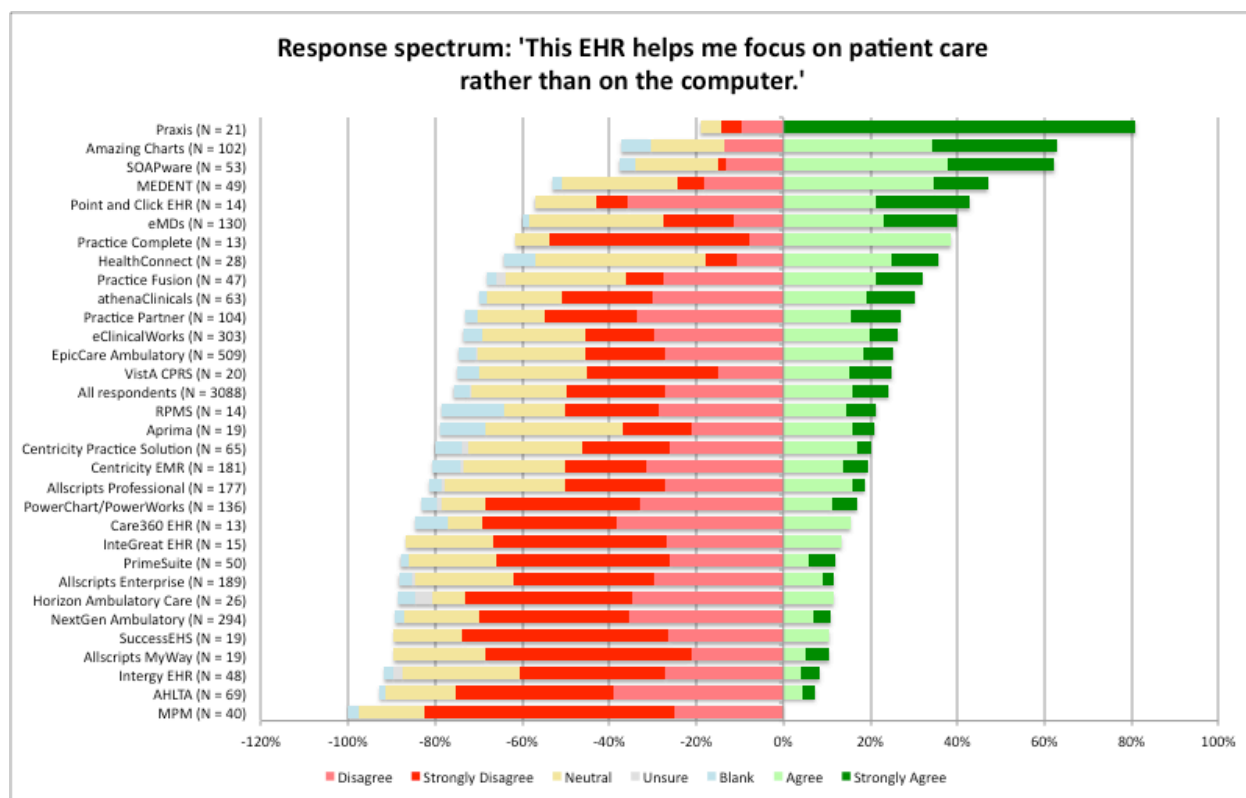
\*\*Centricity EMR and Centricity Practice Solution appear to incorporate the same EHR program. Centricity Practice Solution, however, combines the EHR with a practice management system; the two run on different database platforms, as well – Oracle and SQL, respectively.

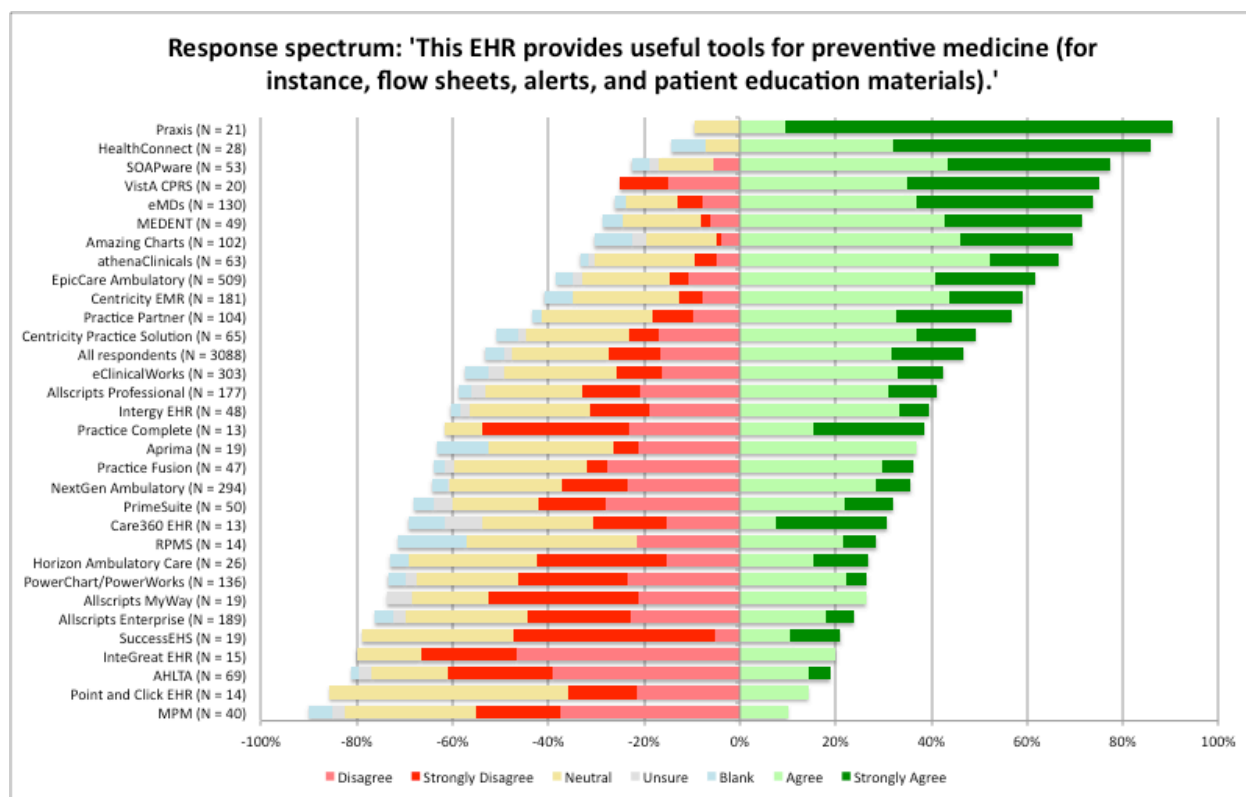
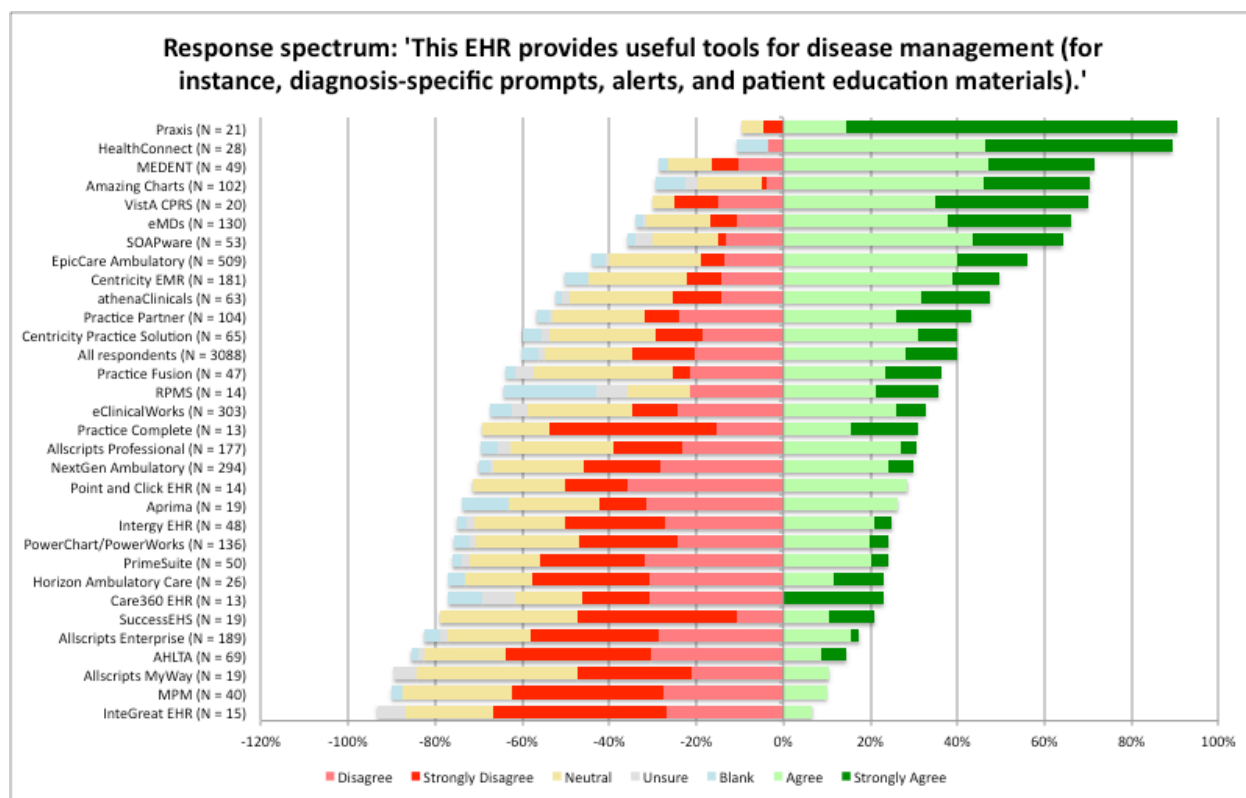
## RESPONSE SPECTRUM CHARTS



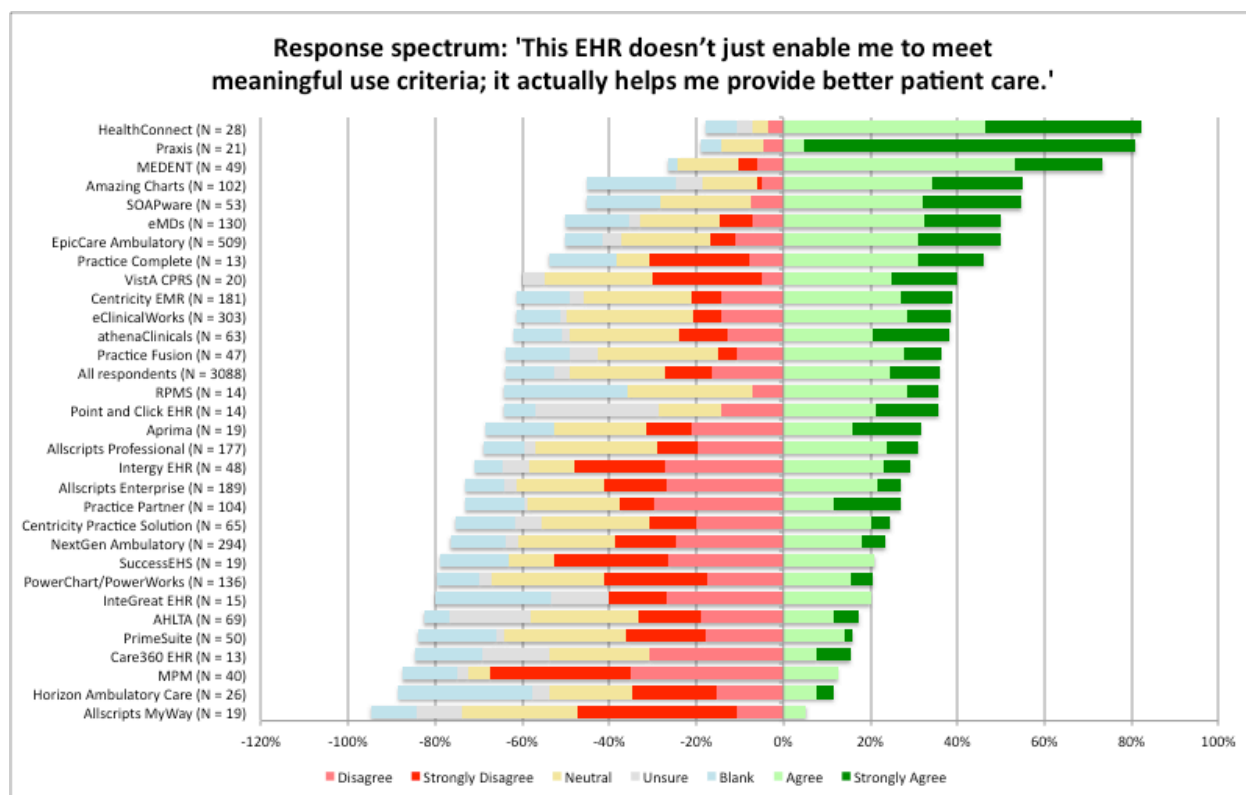
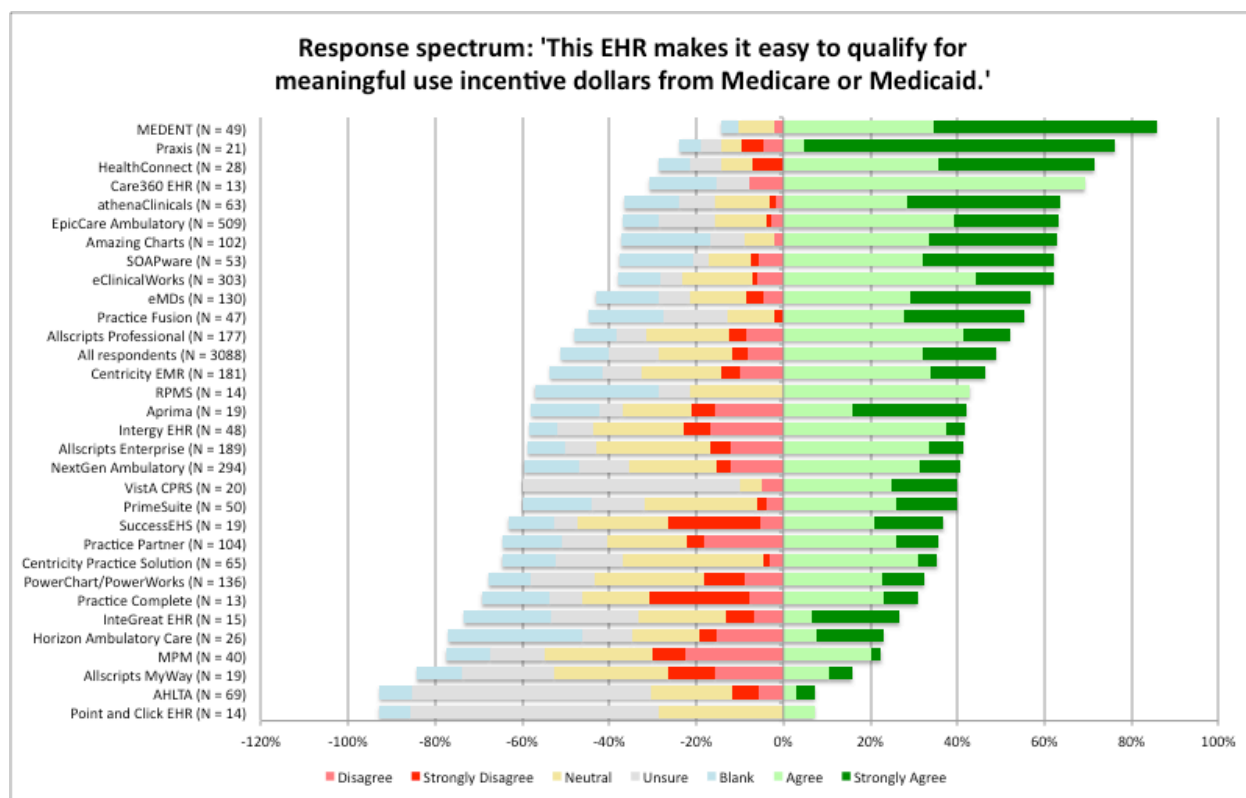


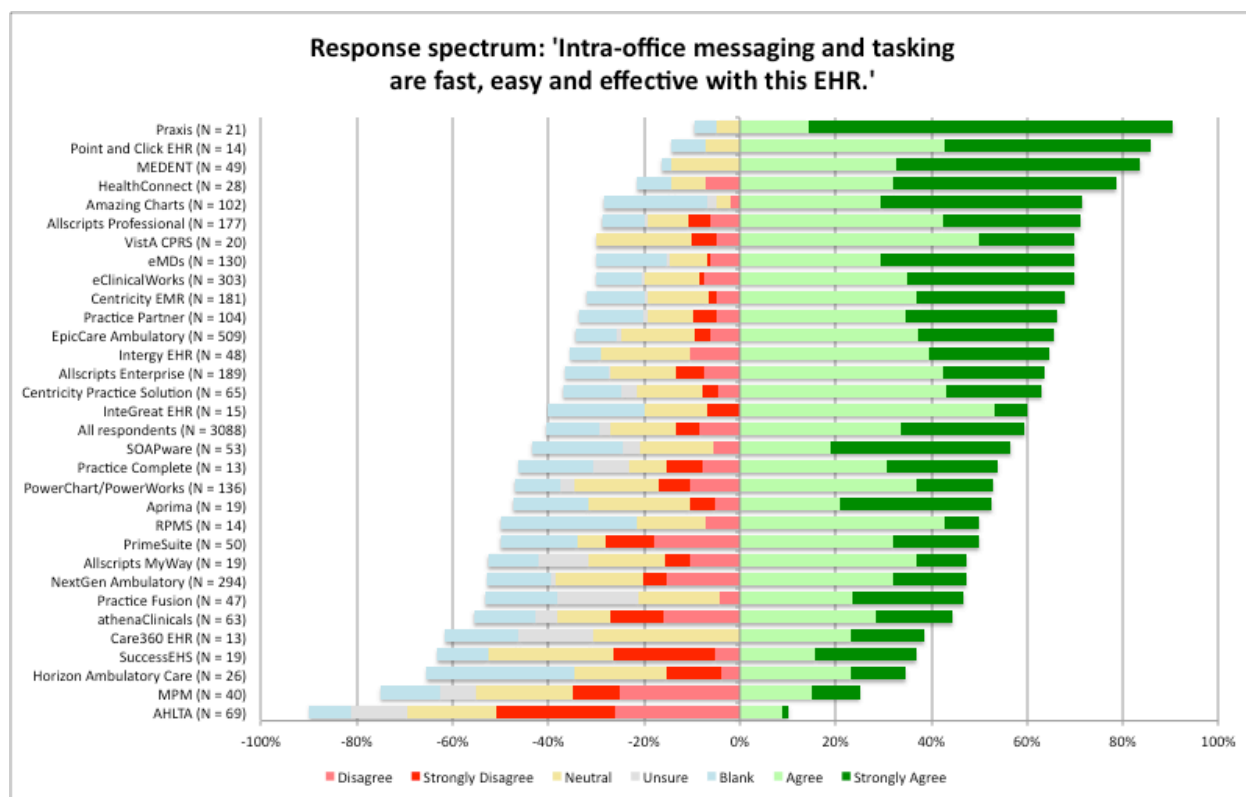
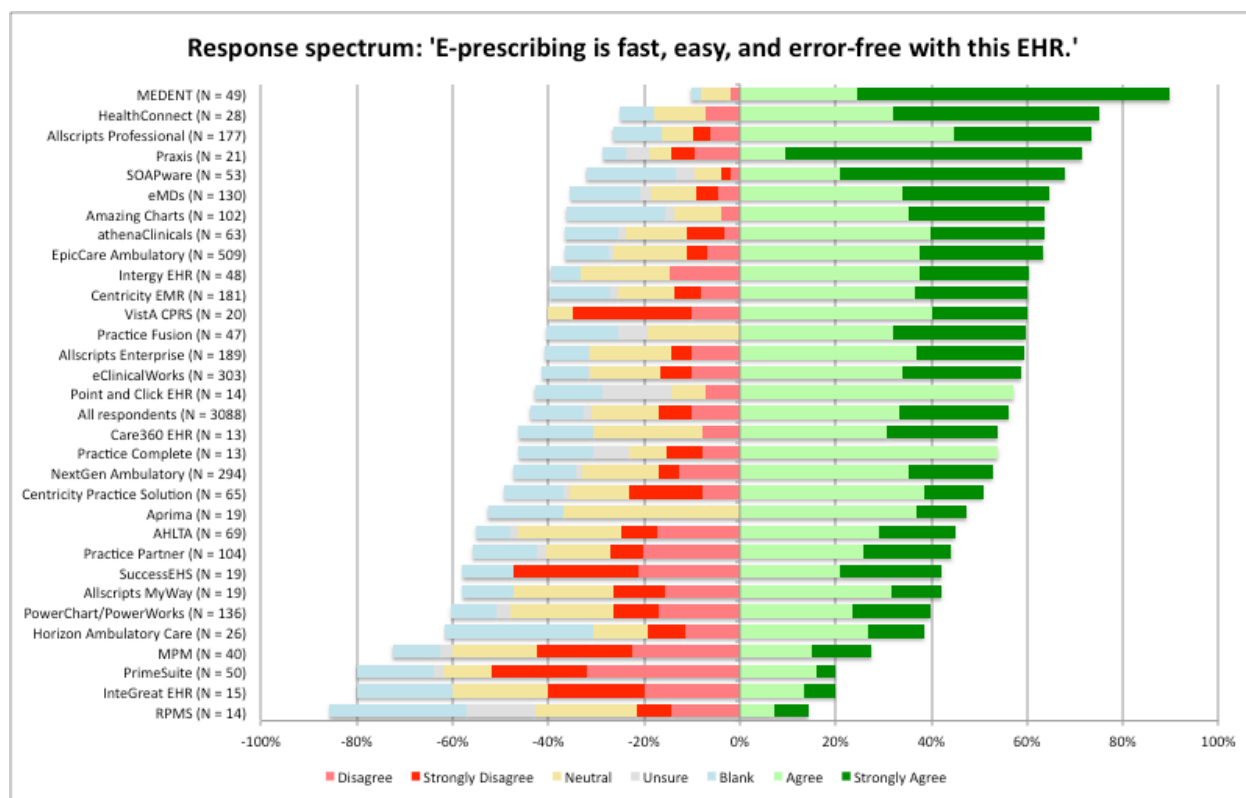


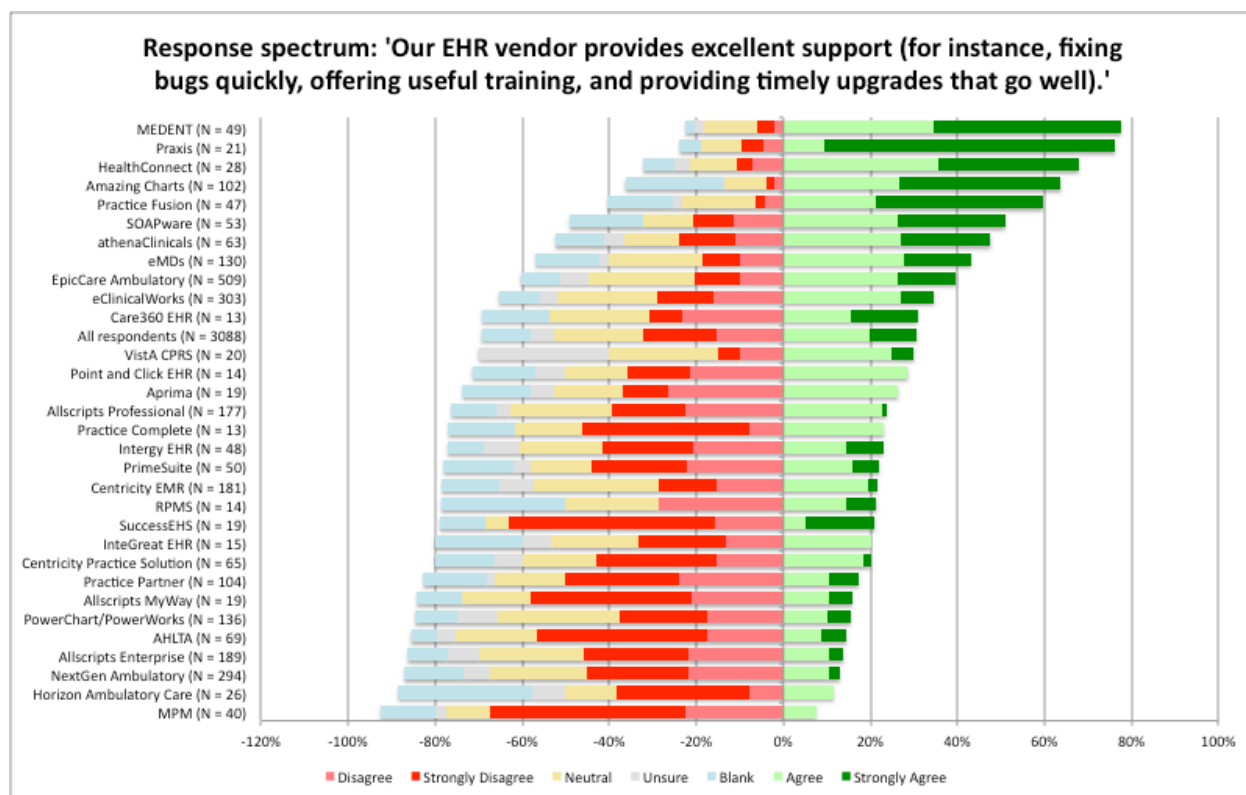
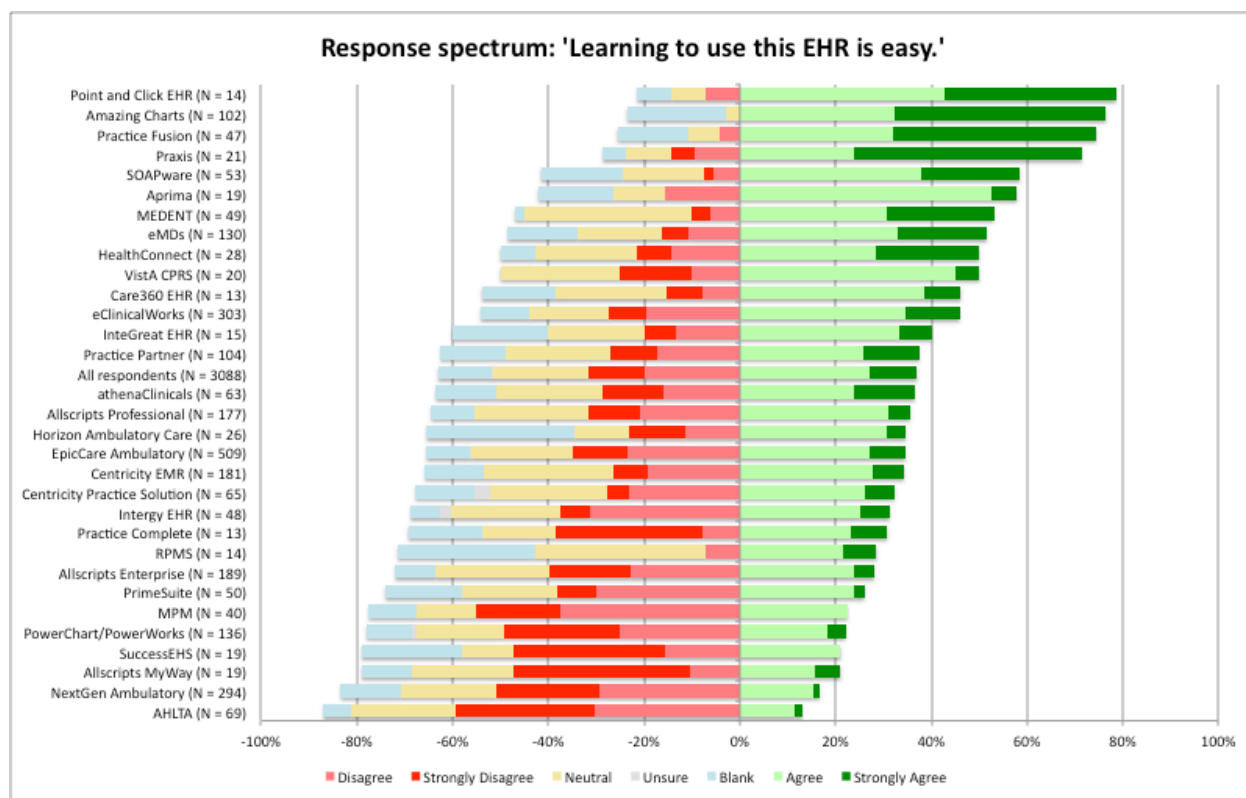


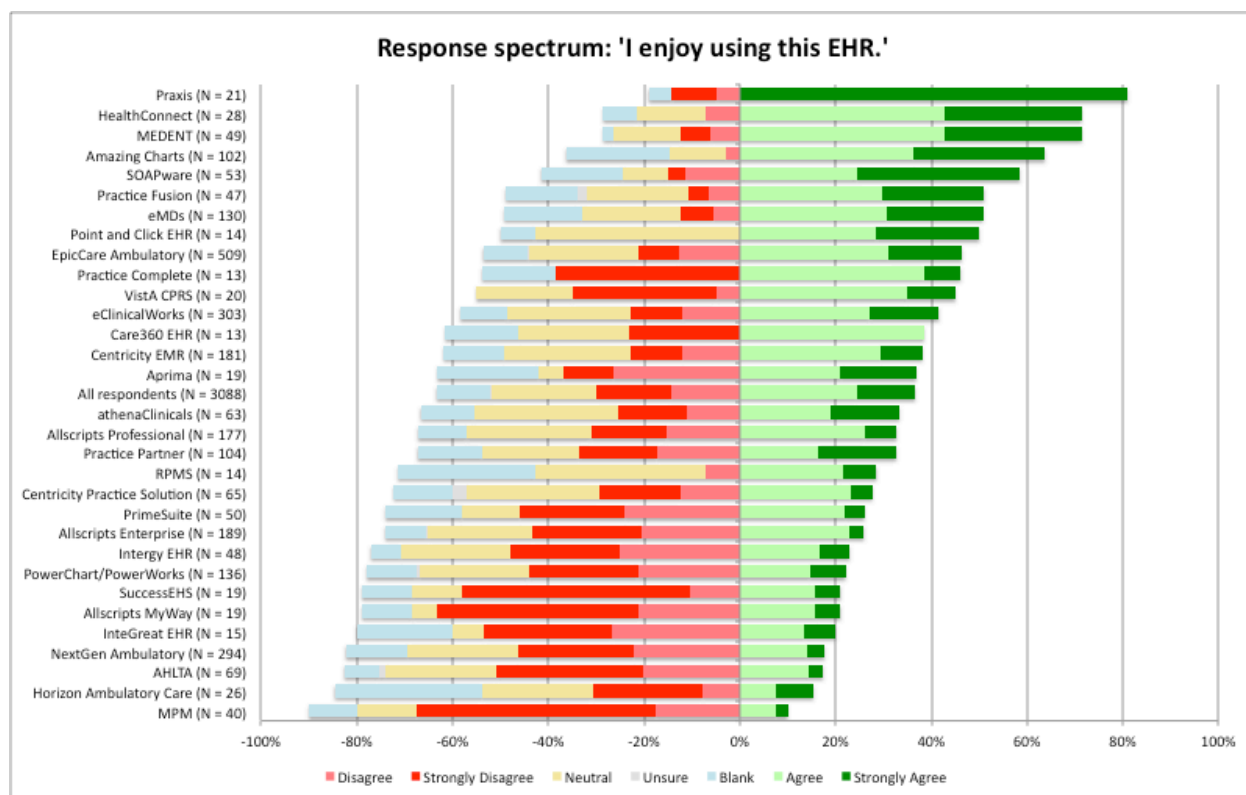
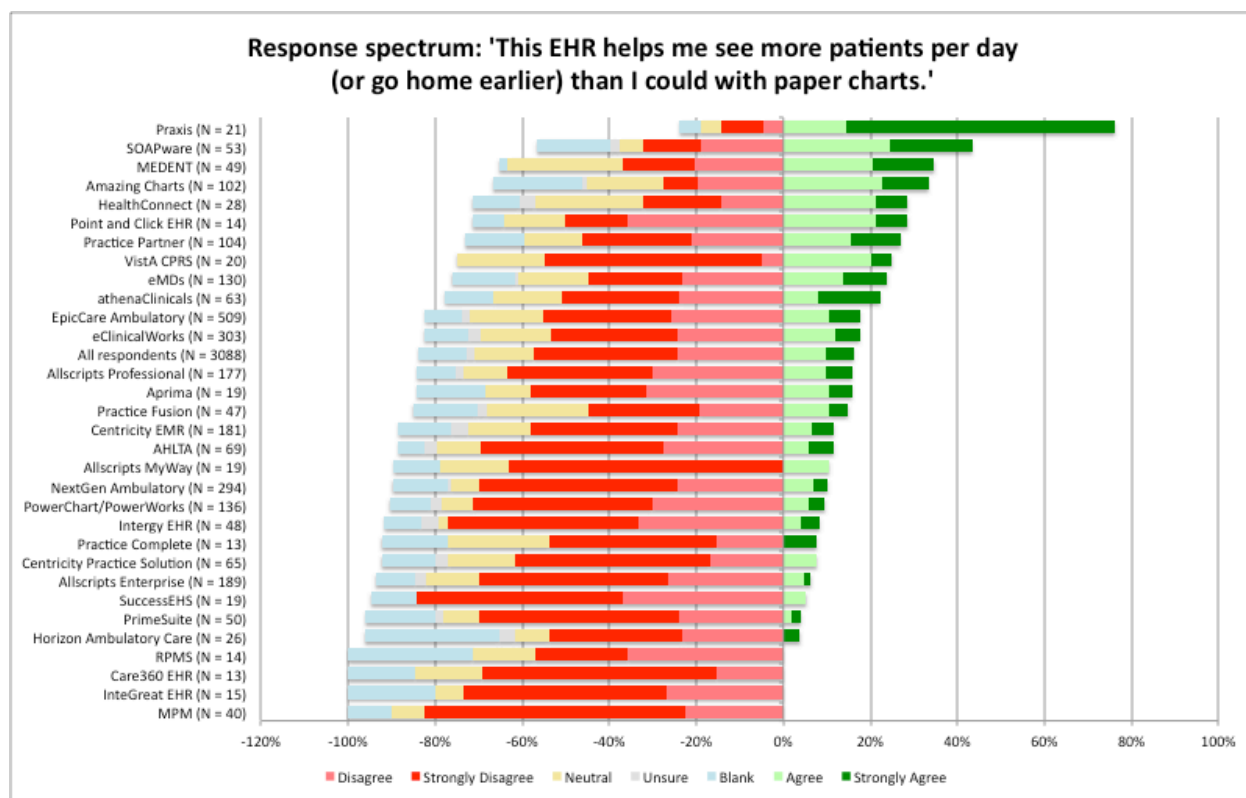


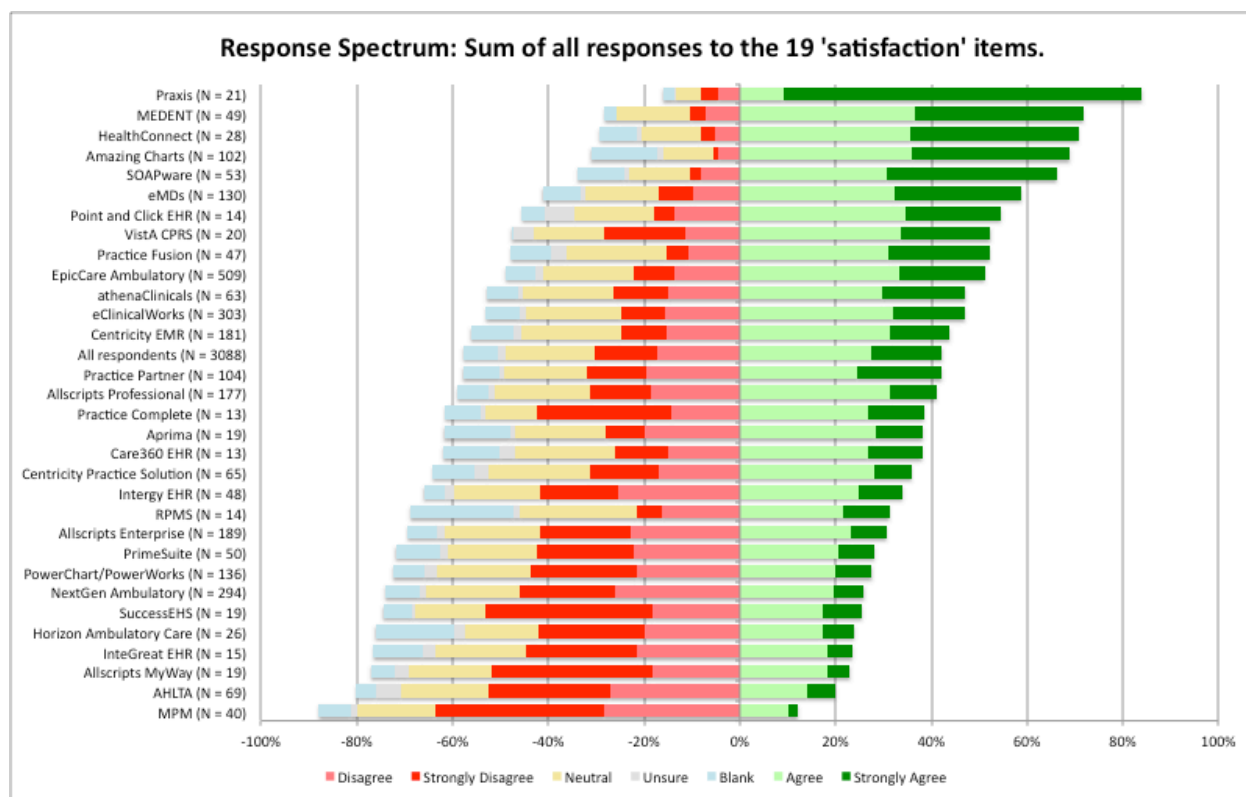
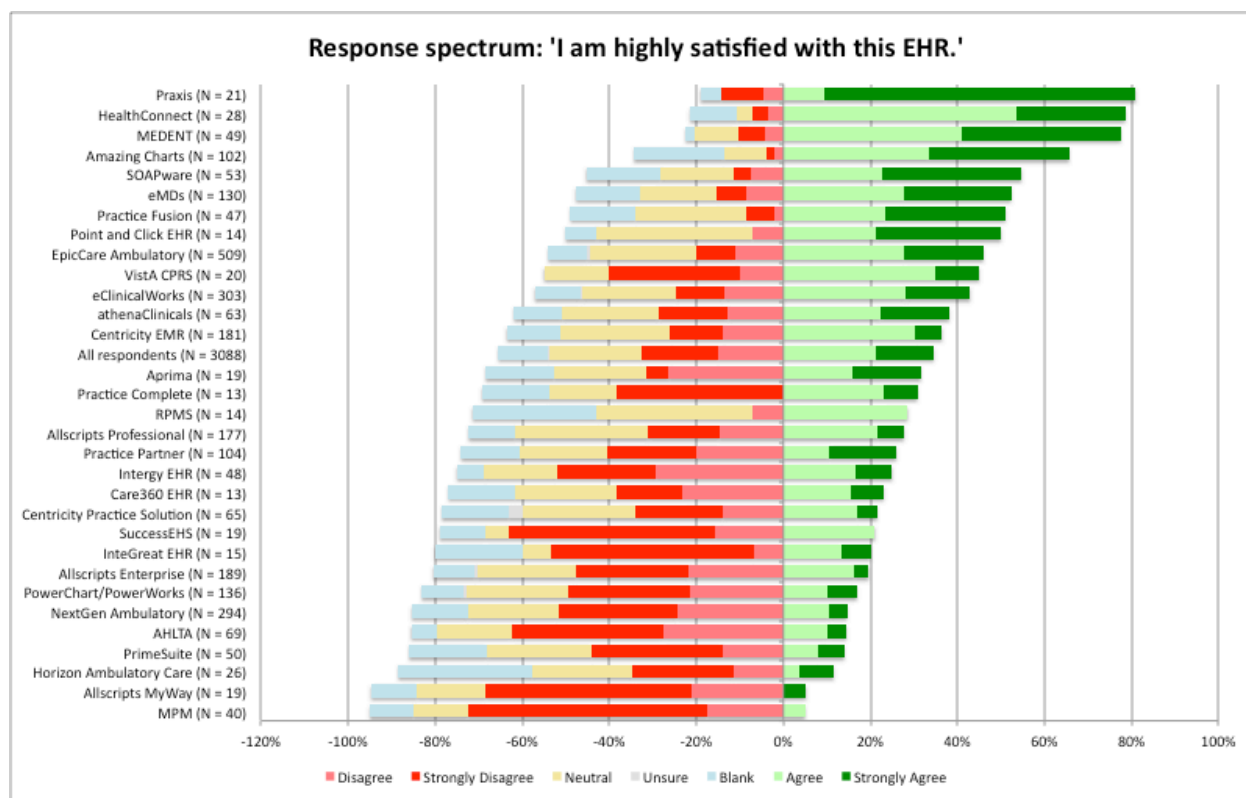








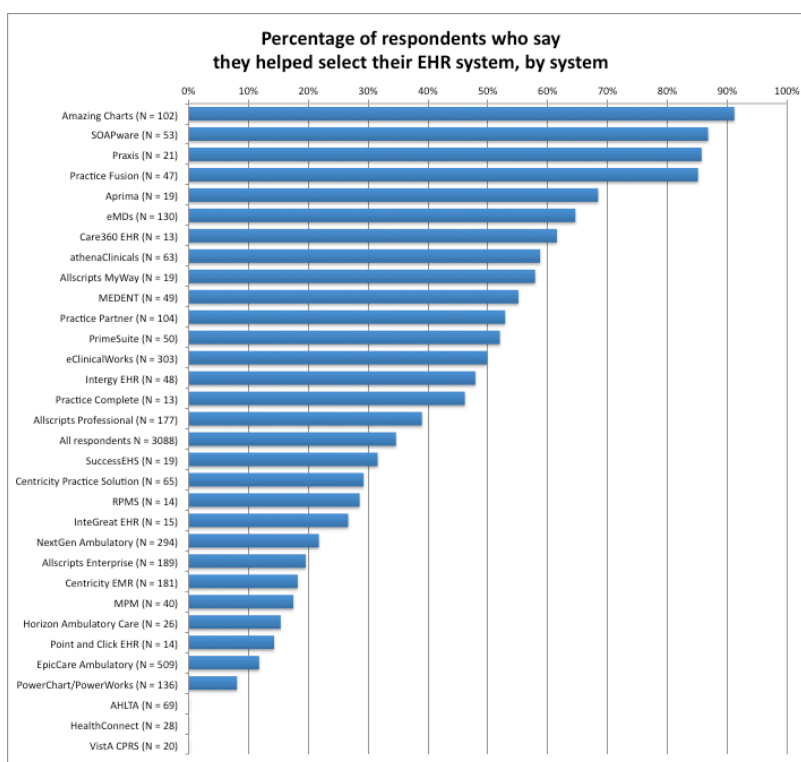
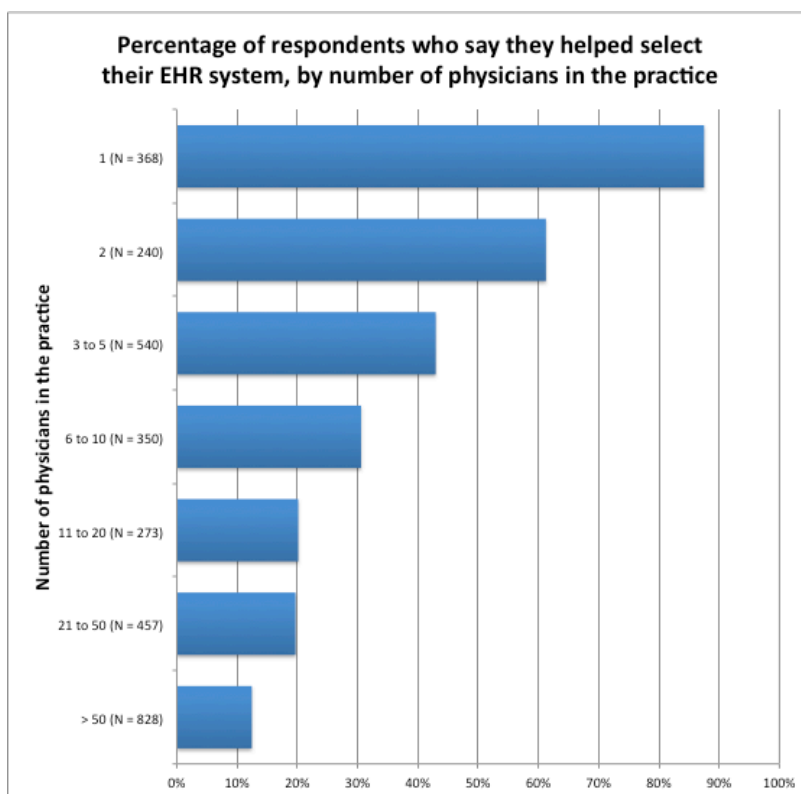


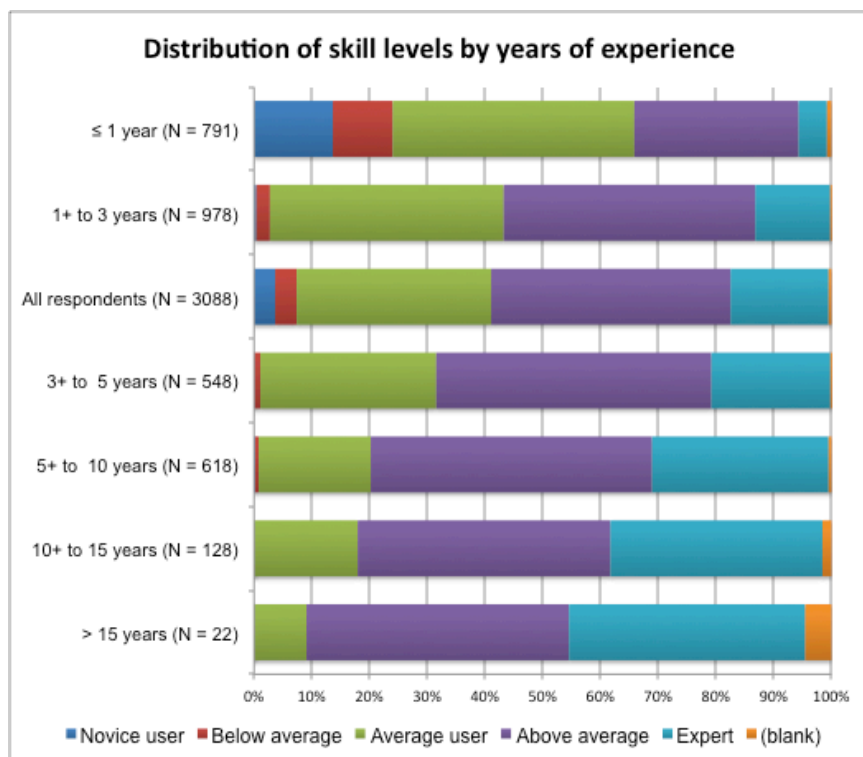
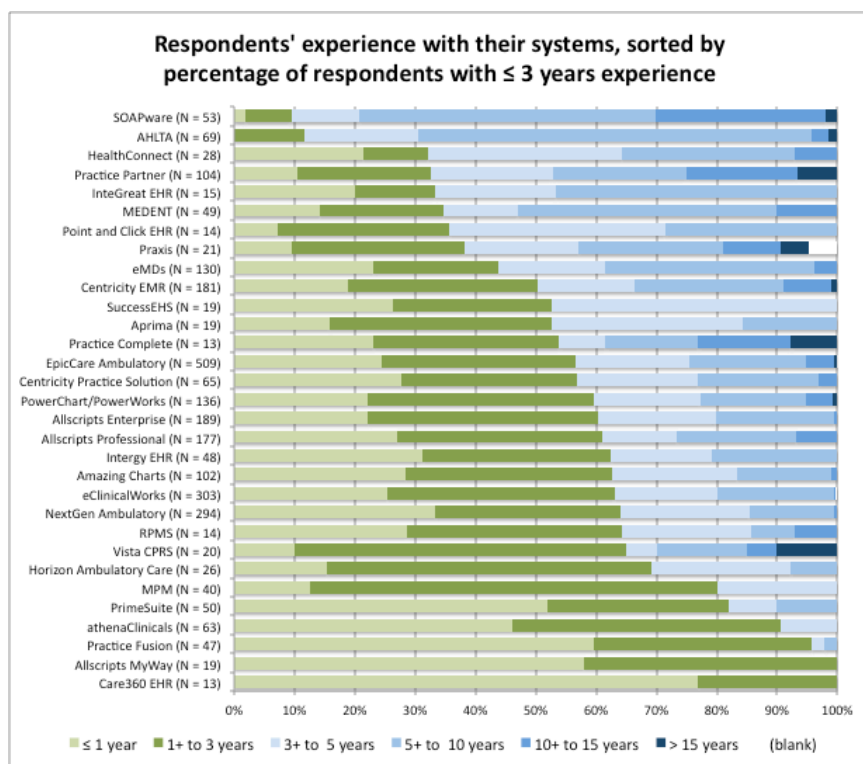


## OTHER CHARTS

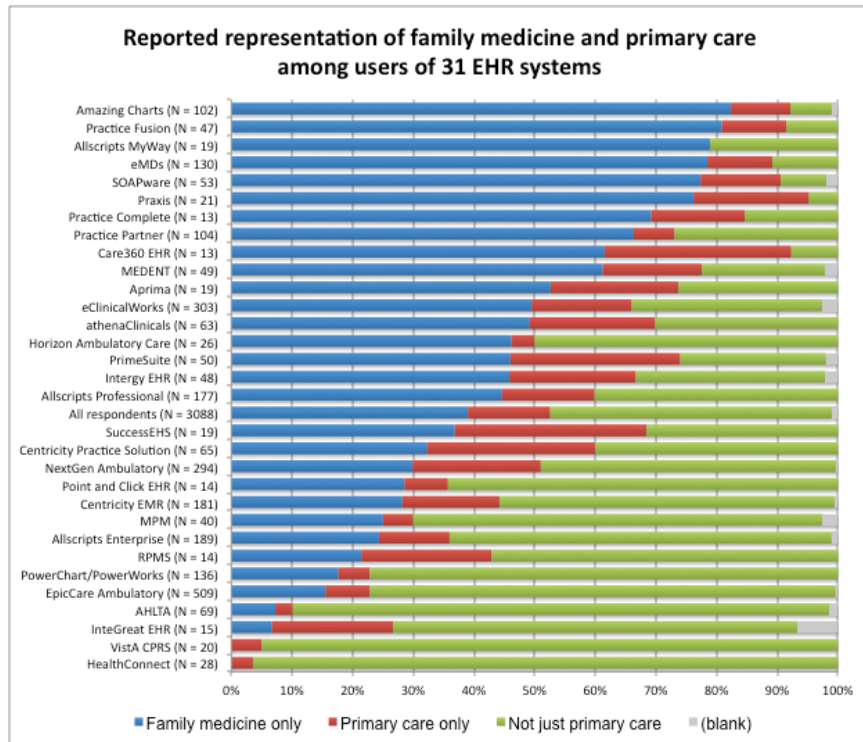
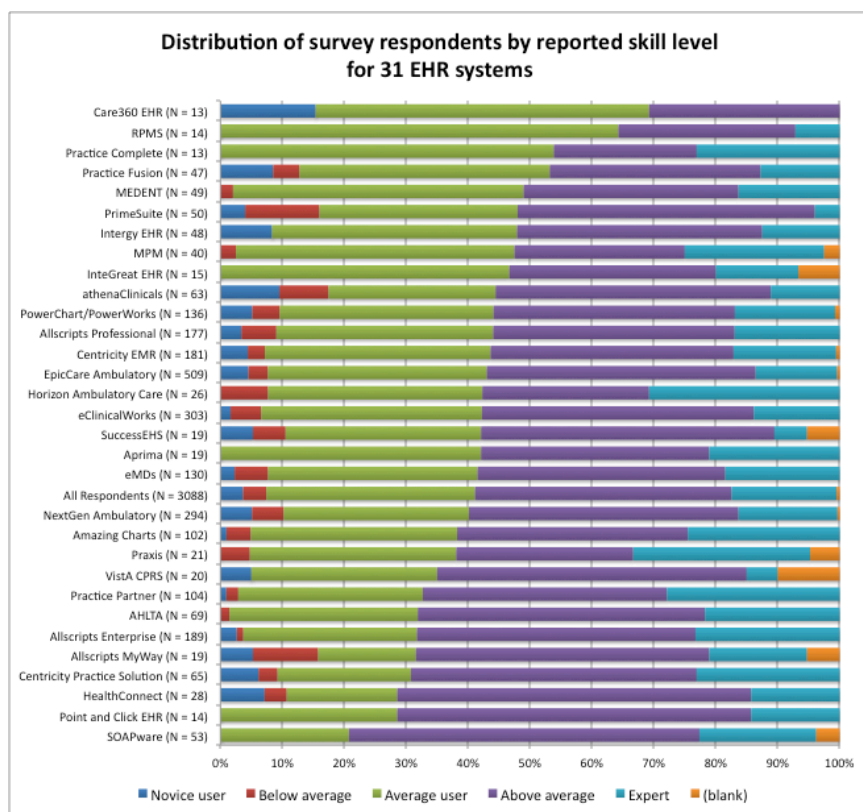
## Survey overview: 31 systems ranked on 19 dimensions

	I can document easily and efficiently.	I can find information easily and efficiently	EHR clearly displays information without clutter	EHR helps avoid making mistakes.	I can create notes that promote better patient care.	I can complete tasks efficiently.	EHR helps me focus on patient care.	EHR presents concise, appropriate, helpful alerts.	EHR provides useful tools for disease management.	EHR provides useful tools for preventive medicine.	EHR makes it easy to qualify for meaningful use incentive.	EHR actually helps me provide better patient care.	E-prescribing is fast, easy, and error-free with this EHR.	EHR makes intra-office messaging and tasking fast, easy and effective.	Learning to use this EHR is easy.	EHR vendor provides excellent support.	EHR helps me see more patients or go home earlier	I enjoy using this EHR.	I am highly satisfied with this EHR.
Praxis (N = 21)	2	1	1	1	1	1	1	1	1	1	2	2	4	1	4	2	1	1	1
MEDENT (N = 49)	5	5	5	5	6	4	4	5	3	6	1	3	1	3	7	1	3	3	3
HealthConnect (N = 28)	4	7	9	3	4	5	8	2	2	2	3	1	2	4	9	3	5	2	2
Amazing Charts (N = 102)	3	3	2	6	3	3	2	4	4	7	7	4	7	5	2	4	4	4	4
SOAPware (N = 53)	6	4	4	4	5	2	3	3	7	3	8	5	5	17	5	6	2	5	5
eMDs (N = 130)	8	6	6	7	7	8	6	7	6	5	10	6	6	8	8	8	9	7	6
Point and Click EHR (N = 14)	1	2	3	2	2	6	5	20	19	30	31	15	16	2	1	13	6	8	8
EpicCare Ambulatory (N = 509)	10	9	15	8	11	10	13	9	8	9	6	7	9	12	18	9	11	9	9
VistA CPRS (N = 20)	7	14	12	11	13	9	14	6	5	4	19	9	12	7	10	12	8	11	10
Practice Fusion (N = 47)	9	8	7	12	8	7	9	8	13	18	11	13	13	25	3	5	15	6	7
athenaClinicals (N = 63)	16	11	18	9	12	13	10	10	8	8	5	12	8	26	15	7	10	16	12
eClinicalWorks (N = 303)	11	10	10	15	10	11	12	21	15	13	9	11	15	9	12	10	12	12	11
Centricity EMR (N = 181)	14	13	19	10	14	19	18	11	9	10	13	10	11	10	19	19	16	14	13
Allscripts Professional (N = 177)	15	15	16	14	17	16	19	14	17	14	12	17	3	6	16	15	13	17	17
Practice Partner (N = 104)	12	12	14	13	15	14	11	12	11	11	22	20	23	11	14	24	7	18	18
Aprima (N = 19)	18	23	11	17	22	17	16	15	20	17	15	16	21	20	6	14	14	15	14
Practice Complete (N = 13)	19	16	22	19	16	12	7	17	16	16	25	8	18	18	22	16	22	10	15
Care360 EHR (N = 13)	13	17	8	29	9	18	21	18	25	21	4	28	17	27	11	11	29	13	20
Centricity Practice Solution (N = 65)	17	18	24	16	19	22	17	13	12	12	23	21	20	15	20	23	23	20	21
Intergy EHR (N = 48)	22	21	20	27	23	15	29	16	21	15	16	18	10	13	21	17	21	23	19
RPMS (N = 14)	20	22	23	21	18	23	15	19	14	22	14	14	31	21	23	20	28	19	16
Allscripts Enterprise (N = 189)	21	19	26	20	24	20	24	27	27	26	17	19	14	14	24	28	24	22	24
PrimeSuite (N = 50)	25	25	13	18	20	29	23	28	23	20	20	27	29	22	25	18	26	21	28
PowerChart/PowerWorks (N = 136)	24	26	27	23	26	21	20	24	22	24	24	24	26	19	27	26	20	24	25
NextGen Ambulatory (N = 294)	27	29	30	25	27	27	26	26	18	19	18	22	19	24	30	29	19	28	26
SuccessEHS (N = 19)	28	27	28	24	21	26	27	25	26	27	21	23	24	28	28	21	25	25	22
InteGreat EHR (N = 15)	30	20	17	30	30	30	22	30	31	28	26	25	30	16	13	22	30	27	23
Allscripts MyWay (N = 19)	23	28	21	28	29	24	28	23	29	25	29	31	25	23	29	25	18	26	30
Horizon Ambulatory Care (N = 26)	29	30	25	22	25	25	25	22	24	23	27	30	27	29	17	30	27	30	29
AHLTA (N = 69)	26	24	29	26	28	28	30	29	28	29	30	26	22	31	31	27	17	29	27
MPM (N = 40)	31	31	31	31	31	31	31	31	30	31	28	29	28	30	26	31	31	31	31









## EHR SYSTEMS REPORTED

System	N
EpicCare Ambulatory	509
eClinicalWorks	303
NextGen Ambulatory	294
Allscripts Enterprise	189
Centricity EMR	181
Allscripts Professional	177
Cerner Millennium PowerChart/PowerWorks	136
e-MDs	130
Practice Partner	104
Amazing Charts	102
AHLTA	69
Centricity Practice Solution	65
athenaClinicals	63
SOAPware	53
PrimeSuite	50
MEDENT	49
Vitera Intergy EHR	48
Practice Fusion	47
MPM (LSS/Meditech)	40
Kaiser Permanente HealthConnect*	28
Horizon Ambulatory Care	26
Praxis	21
VistA CPRS (VA)	20
Allscripts MyWay	19
Aprima (formerly iMedica)	19
SuccessEHS	19
InteGreat EHR (Med3000)	15
Point and Click EHR	14
RPMS (IHS)	14
Care360 EHR	13
McKesson Practice Complete	13
Medicat	10
Medinformatix	10
Misys EMR	10
CPSI EMR	9
Healthland EHR	9
Homegrown	8
MediTouch EHR (HealthFusion)	8
Help2 (Intermountain Healthcare)	6
Cattails Software Suite	5
VelociDoc	5
CareRevolution (EHS)	4
ChartMaker Clinical	4
DocuTAP	4
MedPointe (Health Systems Technology)	4
SpringCharts	4
SRS EHR	4
American medical software	3
CareWeb	3
EpicCare Inpatient Clinical System	3
MicroMD	3
Netpractice EHRweb	3
OfficeEMR (iSalus)	3
PBSI-EHR	3
Sevocity	3
Sunrise (Allscripts)	3
Accuro EMR (Optimed)	2
Allscripts (not sure which)	2
Allscripts Touchworks	2
Alteer Office (CompuGroup Medical)	2
Care Plus Next Generation (Henry Ford Health Systems)	2

System	N
ChartSource	2
ChartWare	2
ClinixMD	2
DocLinks	2
Eclipsys	2
EpiChart (Polaris)	2
Hello Health	2
iSuite (Medappz)	2
Lumeris EMR (formerly ClearPractice)	2
Lytec MD (McKesson)	2
Medhost	2
MediRec	2
Medisoft Clinical	2
meridianEMR	2
MTBC WebEHR	2
OpenEMR	2
Optum Physician EMR	2
Systoc	2
T SystemEV	2
6N EMR	1
A.I.med (Accrendo)	1
AdvancedMD (ADP)	1
Agility EHR (Integritas)	1
Allmeds EMR	1
Allscripts ED	1
Allscripts Gateway	1
AltaPoint EMR	1
Altruist	1
Benchmark Systems EMR	1
Centriq (Healthland)	1
Codonix Notes EMR	1
CommunityWorks (Cerner)	1
Companion EMR	1
DoctorsPartner EMR	1
Dr Notes	1
Drchrono	1
DrFirst - Univ. of Michigan	1
Drs Enterprise	1
e-Medsys	1
eCastEMR	1
EHR 24/7	1
Elation EMR	1
Elesium EMR	1
Epic (Bonsecours implementation)	1
Epic Portfolio	1
Epic-OCHIN	1
Eprosystem	1
FlexMedical	1
gloEMR	1
Healthland Physician Practice Documentation	1
HealthPort EMR	1
HEHR (Compugroup Medical)	1
iMedEMR	1
Impact.MD (now Allscripts Document Management)	1
Intellicure EHR	1
Invision (Siemens)	1
iPatientCare EHR	1
MacPractice	1
McKesson Practice Choice	1
Med Access	1
Medinotes e (formerly Charting Plus)	1

<b>System</b>	<b>N</b>
Medios EHR/EMR	1
MediSYS EHR	1
Medsonic (Vinformatix)	1
MedStar	1
MedSymEHR	1
MIE WebChart EMR	1
Mitochon	1
Mountainside EMR	1
NeoMed	1
NeuMD	1
NextGen Inpatient Clinicals	1
OmniEHR (OmniMD)	1
Patient Chart Manager (Prime Clinical Systems)	1
Pearl EMR	1
PGUI (US Coast Guard)	1
PointClickCare	1
PowerSoftMD Certified	1
PracticeStudio	1
PriMedx EHR	1
PRISM (Epic)	1
Pulse Complete EMR-EHR	1
PyraMED EHR	1
Raintree	1
RxNT EHR	1
Soarian (Siemens)	1
SuiteMed IMS Electronic Health Records	1
Sunrise Ambulatory Care (Allscripts)	1
TactusMD EHR	1
Touchworks	1
TransMed	1
TruChart (Mediture)	1
UltraEMR (UltraMed)	1
veEDIS (Pro-MED)	1
Waiting Room Solutions EHR	1
Welford Chart Notes (Medcom)	1
Workflow EHR	1
WoundExpert	1

\*HealthConnect is Kaiser Permanente's version of EpicCare.