



eClinicalWorks Settlement

Data Collected Through The Research Cloud

Executive Summary

It was only a matter of time until a “scandal” hit in healthcare. Yes, we know, eClinicalWorks (eCW) did not admit to any wrongdoing but the \$155m settlement with the Department of Justice says enough. Any stakeholder in the EHR space knows this business is incredibly competitive. If you’re not finding ways to suck up market share, the perception is you are on your way out (which is a dramatic way of saying you’re going to be acquired). While most EHR suppliers play by the rules, the temptation is great to find ways to skirt around the regulations. If we were a betting company, eCW is not the only offender and the government is likely on high alert.

However, this incident is not solely an EHR vendor problem. There is a triangle of shared culpability between eCW, the Authorized Certification Body (with a quick search you can find out who that was) and the government’s certification process that clearly has holes large enough to be exploited. At this point, a call for the re-examining of the whole system is not a stretch. For now, we have perspective from over one hundred providers about the topic.

In this study, we used the Research Cloud to reach out to providers in the ambulatory space, and asked how familiar they are with the settlement news (surprisingly, many are still not aware, including current clients), as well as their perception of both eCW and other EHR vendors in light of the circumstances. Here is a breakdown of data that was gathered:

- Providers’ awareness of the settlement
- Level of direct experience with eClinicalWorks
- Impact on current eCW customers
- Likelihood of recommending eCW to a peer or colleague before and after learning of the settlement (current customers)
- Likelihood of seriously considering eCW in the future (to non-customers)
- Rise in suspicions of other EHR vendors, as a result of the news
- Additional comments about the topic (open text)

A big takeaway from this research is the unfortunate increase in the level of distrust that providers generally feel toward all EHR suppliers (including their own suppliers in many cases), because of the actions of a few. It’s especially true in healthcare that we cannot afford to operate as islands. Our actions often have more overarching effects than a push to increase the bottom line.

Note: A giant thank you to the participants of this study who were generous enough to give a minute of your time to offer quick perspective and feedback on the subject. Without your participation, we could not provide our industry briefs that inform stakeholders and ensure that healthcare professionals have an open forum of communications on important topics.

Demographics

N= 113 Total Participants

81%

Physicians

8%

CIO, Operations
Manager, CEO,
Clinical Manager

5%

Practice
Administrator

1%

Director
of Operations

5%

Office Manager

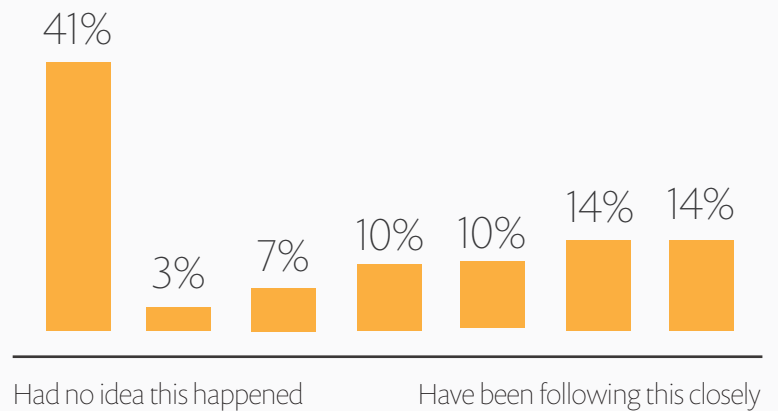
Familiarity with the settlement

more than

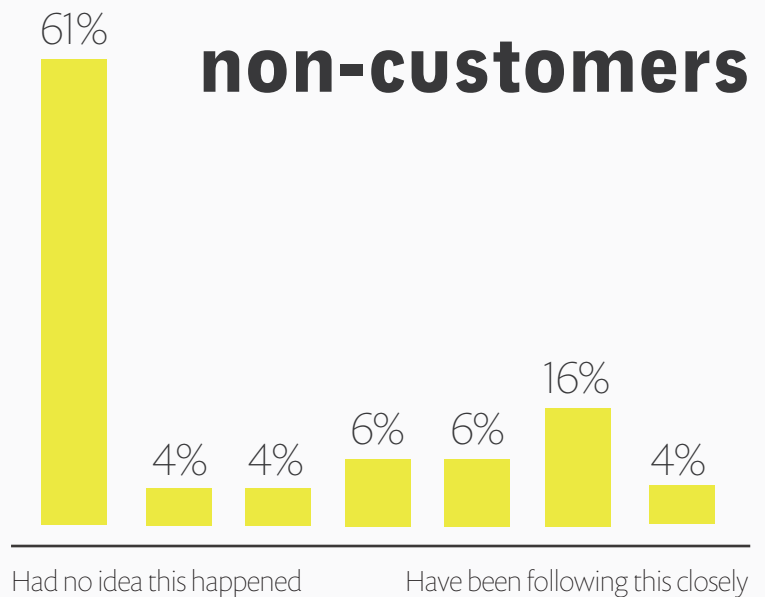


of participants had no idea about the settlement

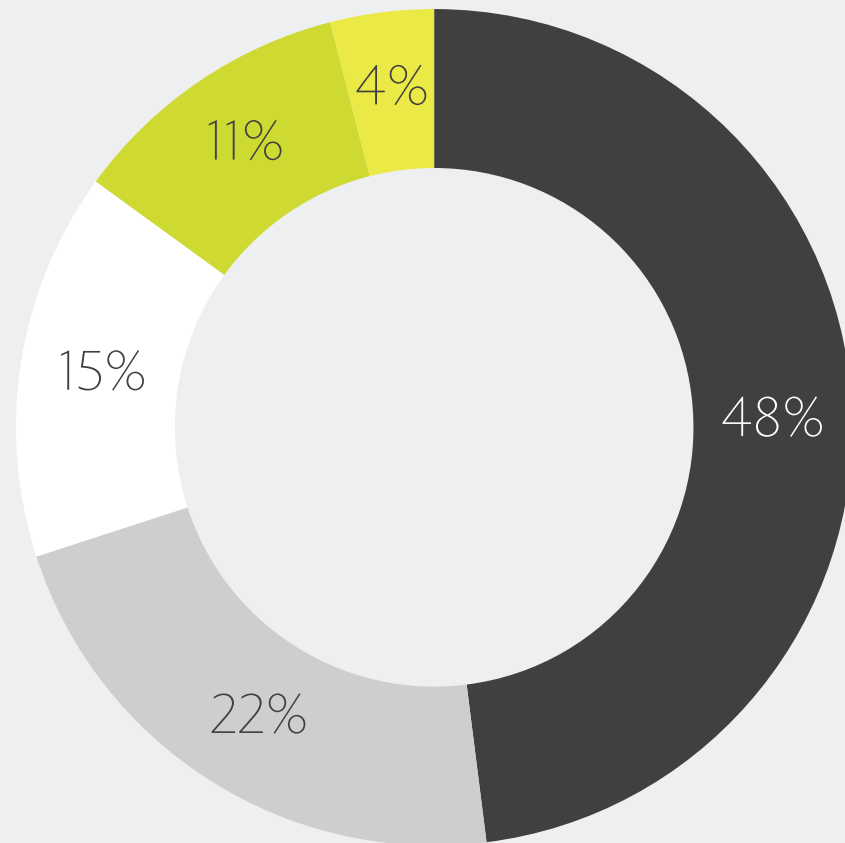
clinical works customers



non-customers



Impact on relationship moving forward



- We will finish out our contract and then re-evaluate
- It doesnt impact our relationship
- eClinicalWorks has been a good partner and we plan to stick with them
- We will finish out our contract and then find a new EHR vendor
- We plan to terminate our contract early and find a new EHR vendor

Likelihood of recommending eClinicalWorks to a peer or colleague

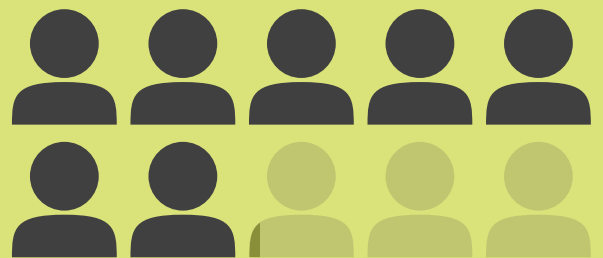
before the settlement

-64

after the settlement

-85

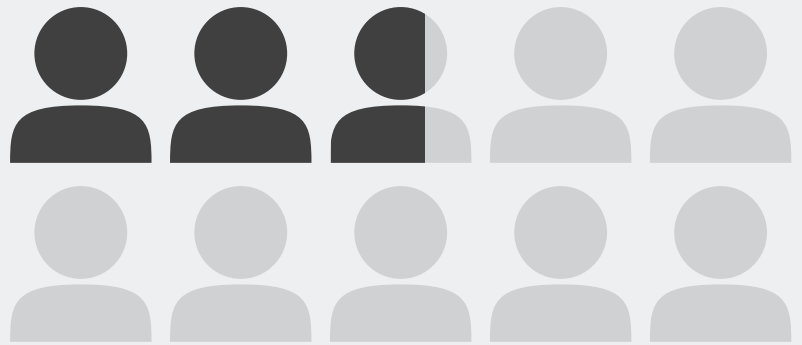
71%



of participants said they are extremely unlikely to consider eClinicalWorks in the future

Confidence in other EHR vendors

27%



said the settlement has decreased their confidence in their current EHR vendor.

35%

are now significantly more suspicious of other EHR vendors.

On the minds of providers

“While not admitting guilt overtly, it seems that a large settlement is an admission of something”

“Now I wonder about our EHR. They have been certified but it does not seem to meet the requirements for stage 2 nor can I ever meet with anyone to get the program changed to make it more compliant.”

“Not crazy about any of the EHR vendors”

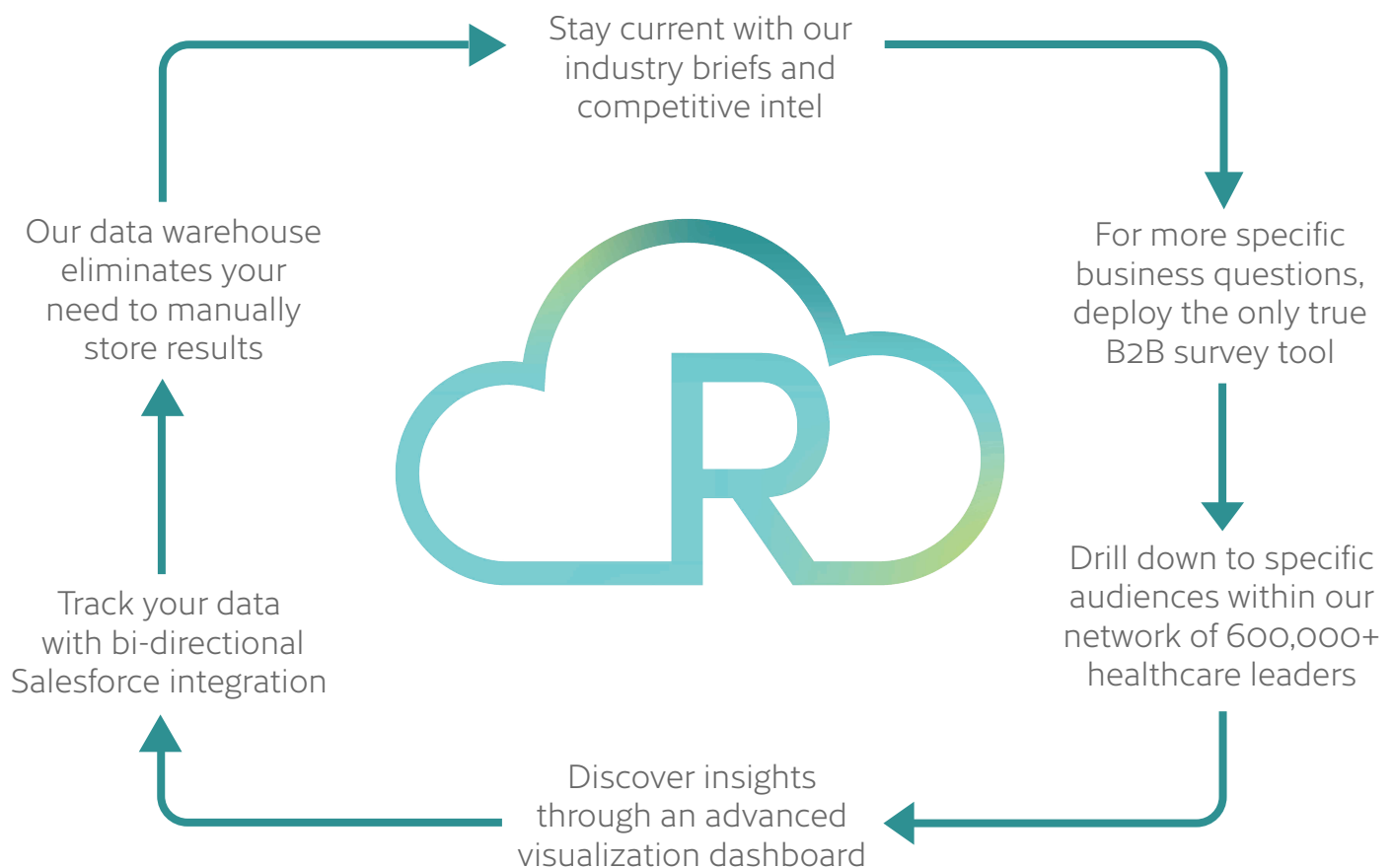
“I would like a more up front communication for eCW”

“It is a shame. It will affect many physicians and patients”

“We are still moving from our current platform to eClinicalWorks”

Industry professionals constantly ask about our platform and research. What they're really asking is...what is the Research Cloud?

A single solution for rapid market and customer intelligence.



questions?

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