# Trends in Laboratory Information Systems

# Executive Summary

Laboratory information systems (LIS), like other healthcare information systems, continue to be significantly influenced by the prominent EHR vendors. There is still a small space for the best of breed guys, but increasingly, we see them getting squeezed as pressure is applied on holdout departments to adopt all modules offered by their EHRs.

In this report, we gathered feedback from key providers that work with or oversee the LIS, including:

- LIS Market Presence (Which vendors are mentioned most often)
- Vendor Ratings (Net Promoter Scores)
- Vendor Replacement Rates
- Mindshare: vendors poised to win the most replacement business
- Vendors "at risk" of losing the most business
- Overlay of market presence compared to mindshare
- Two-year trending of market presence and mindshare

It would seem the lab space is a relatively stable market, with the shift to EHR lab modules having largely run its course, but a high percent of providers suggests they are considering replacing their current solution. It's also not unreasonable to expect continued (although modest) consolidation, as the writing may be on the wall for some best of breed LIS vendors, causing them to seriously consider finding suitors among the EHR vendors.

Note: A massive thank you to our participants who work in and oversee their organizations' labs for being willing to give a minute of their time to anwer key questions about their experiences. Without you, our research on this topic would be impossibly difficult to conduct.

**For questions or requests related to this brief, Contact Jeremy Bikman at jeremy.bikman@reactiondata.com**

# 190
## total participants

| | | |
|---|---|---|
| Director of Laboratory | ———————— | 62% |
| Manager of Laboratory | ———————— | 33% |
| Other | ———————— | 6% |

# Increases in genetic and molecular testing

**45%**

Increase in both genetic and molecular testing
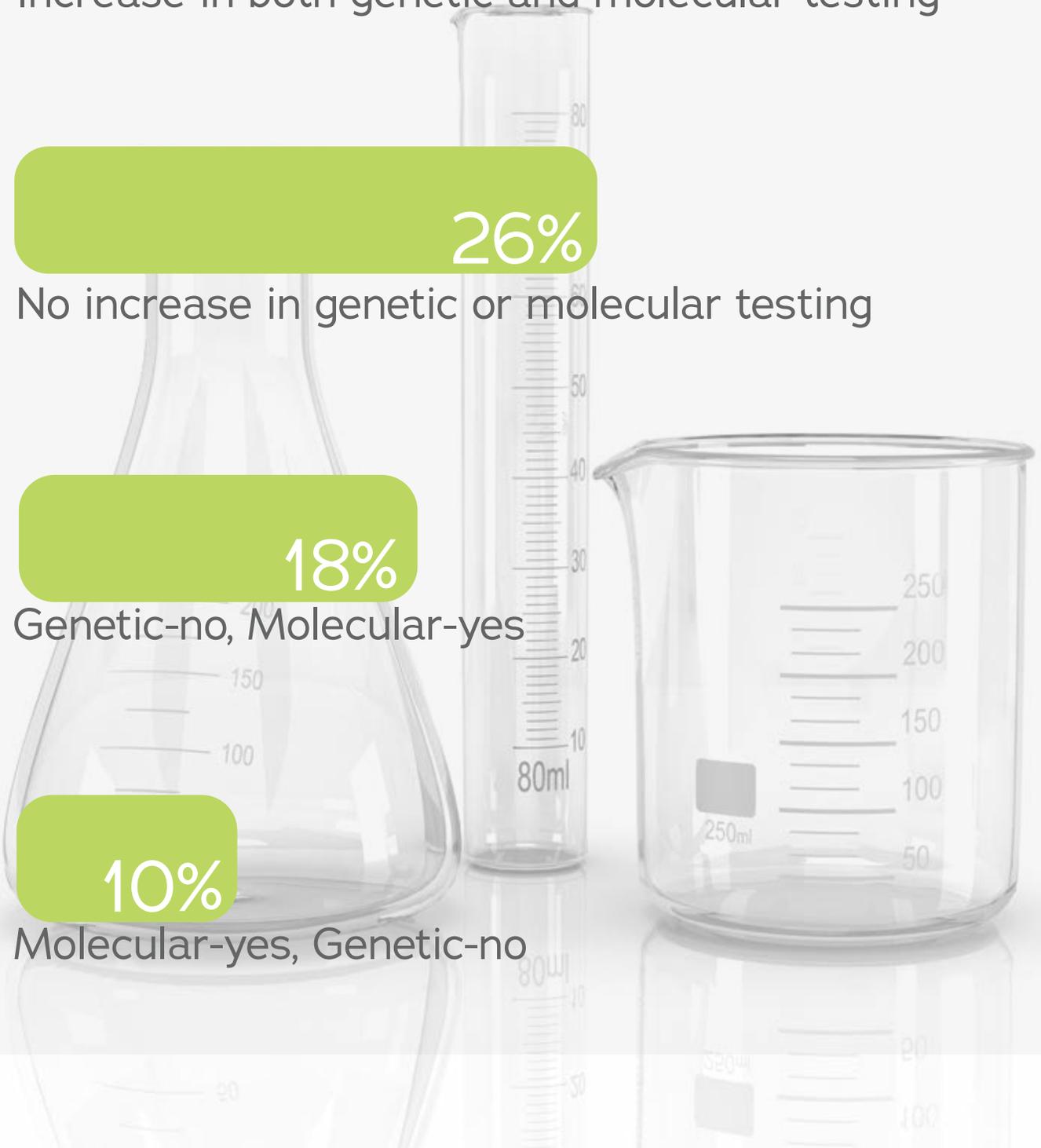
**26%**

No increase in genetic or molecular testing

**18%**

Genetic-no, Molecular-yes

**10%**

Molecular-yes, Genetic-no

# Market Presence

Market presence tracks the energy that is bubbling up around certain vendors. It represents the percent of vendor installs among participants. While this is not meant to be an accurate read on market share, it often loosely shows who has the biggest share of a market.

| | | |
|---|---|---|
| **30%** MEDITECH Medical Information Technology, Inc. | **18%** cpsi | **15%** Cerner |
| **9%** sunquest. | **7%** Epic | **7%** SCC Soft Computer www.softcomputer.com |
| **6%** McKESSON | **6%** MEDHOST | **3%** OrchardSoftware Harvest the Power |
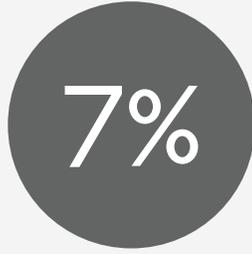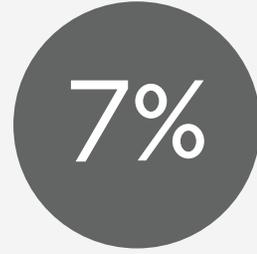
# LIS Vendor Ratings

Using the Net Promoter Score methodology, we get an accurate read on providers' overall satisfaction with their current LIS vendor. As we would expect, some best of breed vendors account for some of the highest NPS scores in the research. This validates their continued presence in a space that continues to get pushed to an enterprise EHR model.

Vendors included (in no particular order):  Cerner,  CPSI/Healthland, Epic, McKesson, Medhost, Meditech, Orchard, SCC, Sunquest

-100        0        100

60

33

-8

-29

-44

-45

-56

-67

-70

*scores range between 100 and -100. A score of 30+ is positive, 0-29 is neutral, and below 0 is negative.

# Replacement Rate

40%
Not Replacing

60%
Considering
Replacing

## "At Risk" Vendor Contracts

Vendors included (in no particular order): Cerner, CPSI/Healthland, Epic, McKesson, Medhost, Meditech, Orchard, SCC, Sunquest

12%   17%   36%   40%   40%

40%   42%   44%   45%

# A few of the many comments of how to save "at risk" LIS contracts

*"Make modification to better suit the needs of the individual department we are not one size fits all."*
-Cardiology Manager

*"Improve the abilities for the user. Update to a move "windows" based screen improve TAT with situations that arise. Improve entire system, there is always a patch that needs to fix issues, etc…constantly finding something that does not work correctly."*
-Manager of Laboratory

*"More responsive to customization—right now, lab has to revise workflow to adapt to capabilities of Beaker; more development to program needed to address existing known issues"*
-Director of Laboratory

*"Nothing. They don't care."*
-Manager of Laboratory

*"The decision is made at a higher level. We are moving to a large group of hospitals needing connectivity."*
-Manager of Laboratory

*"If we switch it will be because the hospital as a whole is changing EHR and we are forced to change LIS to interface with the new EHR system."*
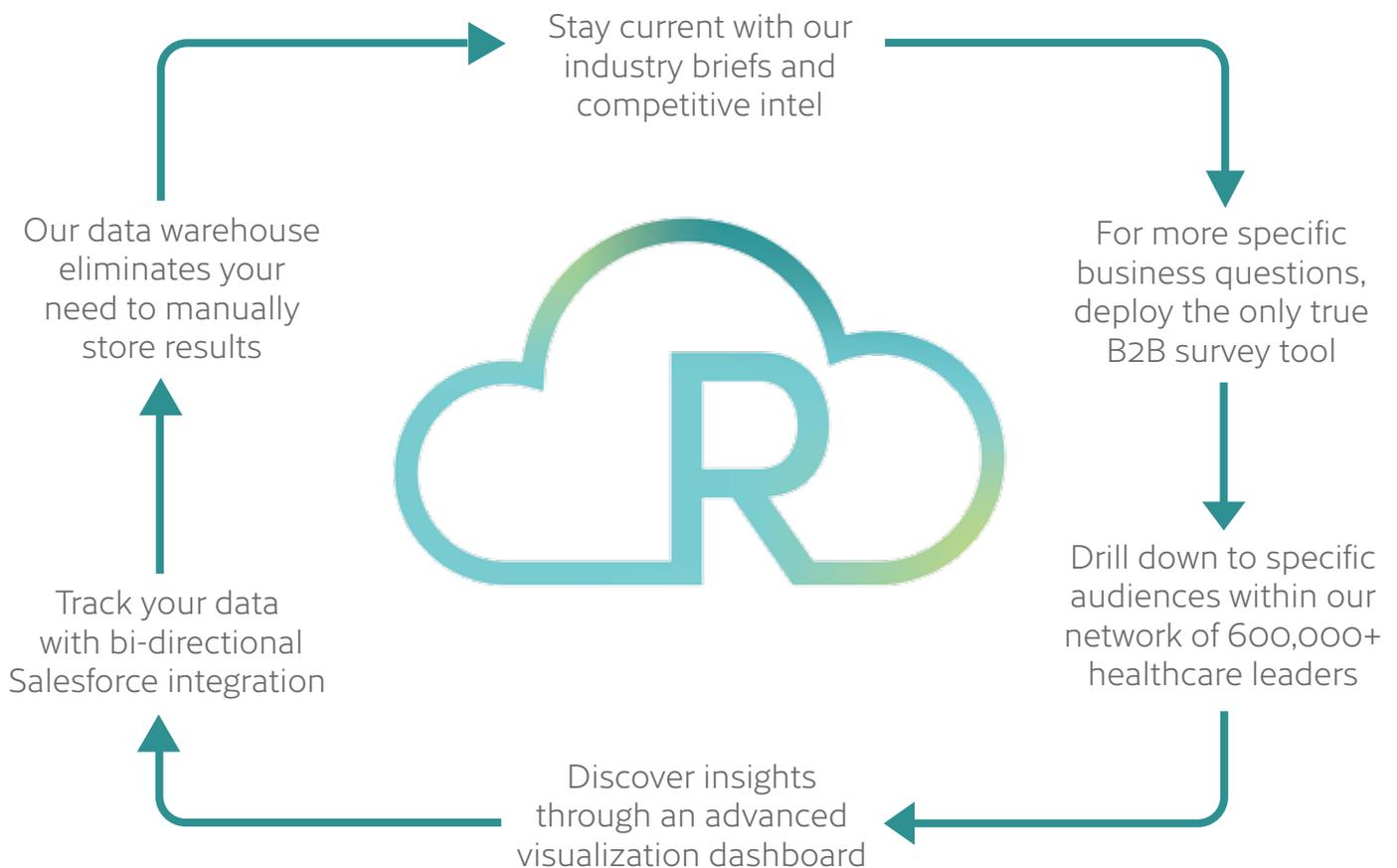-CFO

*"Nothing. This corporated decision has been made and the transition has started in sister hospitals already."*
-Director of Laboratory

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## questions?

Contact Jeremy Bikman at jeremy.bikman@reactiondata.com