Current trends in radiology imaging are shifting at a rapid rate. The past few years have seen a bit of a shift where organizations using a “one-stop-shop” approach for imaging solutions have begun considering a “best-of-breed” (deconstructed PACS) strategy instead. There hasn’t been a tectonic shift in this direction as of yet, but there’s been enough "noise" to make the industry pay attention. While some organizations embrace the benefits of using multiple vendors, others prefer the accountability and relationship growth of a single vendor. This report consolidates data received from 269 imaging professionals ranging in roles from Imaging and Radiology Directors to radiologists, and analyzes the companies they are using in order to better understand these shifts. Included is data on the six largest companies in our data’s market presence, Agfa Healthcare, Fuji, GE Healthcare, IBM Watson Health (Merge), Change Healthcare (McKesson), and Philips Healthcare, showing:

- NPS Customer Ratings
- Customer Comments
- Replacement rates
- Which imaging strategies are becoming more popular
- Which vendors are winning deals
- Which vendors are losing deals

We also have research on other vendors included in a separate section of this report that detail customer satisfaction and other applicable data.

In 2016, 92% of imaging professionals preferred to work with a single vendor for their imaging needs. In 2017, this percentage dropped to 77%, indicating the desire to move towards multiple vendors that could more easily meet end-user needs. Preferences for using an enterprise or best-of-breed approach varies largely based on the role of the professional we questioned. Almost two-thirds of Directors of Radiology and Imaging prefer the simplicity of working with a single vendor, while over half of Radiologists instead prefer the functionality and possibilities of using multiple vendors for their PACS and VNA. Our research shows that much of this preference depends on the companies that are being worked with and the functionality they offer.

The most sought-after vendors are ones that offer a product that is both easy to use, and functionally rich. For example, many radiologists described how their imaging software required “too many clicks” for simple tasks, while products that simply “made sense” were praised. The collected data in this report consists of opinions from radiology professionals about their experiences with their current vendors, as well as what they would like to see in their PACS and VNA.

We gathered our research by inviting imaging leaders from almost every hospital and major imaging center in the country to participate. This helped ensure randomness in the data pool. As you’ll see, some vendors’ customer base responded in large numbers, while others did not respond practically at all. The reasons for this discrepancy are not readily apparent.

There is an order of magnitude more research on this topic in our platform that we are not able to share in a report format. To learn more about how to access all of this additional research contact Taylor Madsen - tmadsen@reactiondata.com
To ensure we received the highest quality data for our research, we collected input from 269 professionals in radiology from 237 organizations. Because we knew that the people who use imaging technology on a daily basis would give us the most accurate and unbiased responses towards what they wanted from their vendors, we targeted imaging professionals across the country as our sole source of information. We asked them what they liked and didn't like from their current vendors, as well as what they'd like to see in the future, all to better understand what aspects professionals wanted in their ideal imaging configuration.
IMAGING APPROACH

CURRENT APPROACH

SINGLE SOURCE 64%
BEST-of-BREED 36%

SINGLE SOURCE ON THE RISE?

PREFERRED CONFIGURATION BY SINGLE SOURCE USERS

“We like using one vendor for all our imaging solutions” 77%
“We would rather pick the best vendor for each solution” 23%

PREFERRED CONFIGURATION BY BEST-OF-BREED USERS

“We would rather just use one vendor for all our imaging solutions” 35%
“We like choosing the best vendor for each solution” 65%

**For authorized users only**
The percentage of imaging vendors that are represented in our data between 2016 and 2017 has largely remained stable. The biggest exceptions to this are the two companies with the largest presence: Change and GE Healthcare, which together make up almost half of the market presence in our data. McKesson dropped by a margin of 10% down to 22%, while GE Healthcare rose 8% to 23% to become the most widely used imaging vendor for those looking for one single source for their imaging needs. This report focuses on the six most widely represented companies in our research.
It is far from a guarantee that imaging professionals will stay with their imaging vendor. This year, vendor replacement rates for single source users was 14.3% and best-of-breed was 28.2%. Lack of support was the single biggest reason for replacement, with multiple mentions of the age of platforms being a large factor in the decision to change vendors.
The previous section has been an overall view of the data collected. In section two we look at individual vendors. We discuss their customer satisfaction, replacement rates, winning of business, and customer comments.

As stated in the executive summary, for each report we do, we reach out to thousands of hospitals and clinics. We are not sure why some customers seem to respond more than others. This is why you’ll see varying levels of breakouts for the different vendors.

Just FYI as you look at each vendor, an NPS (Net Promoter Score) is a great indicator as to the overall experience of working with the company, as it’s based on the impressions of actual users. NPS scores offer a fast touchstone on the companies to quickly see overall customer satisfaction.
NET PROMOTER SCORE

<table>
<thead>
<tr>
<th></th>
<th>Overall</th>
<th>Single Source</th>
<th>Best-of-Breed</th>
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<tbody>
<tr>
<td></td>
<td>13</td>
<td>36</td>
<td>-40</td>
</tr>
<tr>
<td>AVG</td>
<td>-20</td>
<td>-16</td>
<td>-22</td>
</tr>
</tbody>
</table>

With a very strong NPS rating of 36, it’s little surprise that fully 91% of Agfa’s single source customers have no plans to look around for other options. That being the case, Agfa needs to focus more on those customers that just have their PACS as this customer segment isn’t nearly as satisfied.

CUSTOMER FEEDBACK

SINGLE VENDOR

- 32% GOOD STABILITY/RELIABILITY
- 14% GOOD INNOVATION
- 14% GOOD FUNCTIONALITY
- 14% GOOD SUPPORT/SERVICE
- 9% GOOD USABILITY
- 5% POOR FUNCTIONALITY
- 5% POOR INNOVATION
- 5% FAIR SUPPORT/SERVICE
- 5% GOOD PRICE

BEST-OF-BREED

- 29% GOOD STABILITY/RELIABILITY
- 29% POOR SUPPORT/SERVICE
- 14% GOOD USABILITY
- 14% POOR INNOVATION
- 9% FAIR USABILITY

SINGLE SOURCE CUSTOMER FEEDBACK

Director of Radiology - “I know they keep PACS running and that’s all I care about. Upgrades are completed when needed. But to be a 9/10 would require better communication on issues that might arise.”

Director of Radiology - “They have an expansive vision of what enterprise imaging should be, and they are developing their software in a direction that is consistent with the vision at my institution.”

BEST-OF-BREED CUSTOMER FEEDBACK

Director of Imaging - “Ease of use and reliability are the best things about our Agfa PACS”

Director of Radiology - “It has been reliable and easy to navigate, although sometimes slow to pull studies. It is old and near end of life.”

**For authorized users only**
Agfa’s strengths include the overall stability/reliability of its solutions and its ability to provide good customer service and support. Many of their customers highlighted the strength of their relationship with Agfa’s customer service organization, and particularly Agfa’s willingness to work through any issues that might arise with its solutions. This is an incredibly important aspect of Agfa and is a reason why they’ve been doing well in the market as of late. While most customers are happy with Agfa, there are a few areas of weakness that should be addressed – reducing the overall cost and improving product functionality at a faster rate. To sway those who are currently in a wait-and-see mode (passive ratings) towards Agfa, they’ll also need to offer even better customer service to offset some frustration in waiting for promised functionality.

**For authorized users only**
While on the surface Change's tepid customer ratings are a concern, it should be noted that more than half of all Change customers rated them a 7 or 8 on the 0-10 scale. These "passive" customers represent a significant opportunity for Change to quickly tip the scales in its favor.

### CUSTOMER FEEDBACK

#### SINGLE VENDOR
- **GOOD FUNCTIONALITY**: 17%
- **GOOD USABILITY**: 15%
- **GOOD SUPPORT/SERVICE**: 15%
- **GOOD STABILITY/RELIABILITY**: 11%
- **POOR FUNCTIONALITY**: 9%
- **HIGH QUALITY**: 7%
- **POOR SUPPORT/SERVICE**: 7%
- **POOR USABILITY**: 4%
- **POOR PRICE**: 4%

#### BEST-OF-BREED
- **GOOD STABILITY/RELIABILITY**: 15%
- **POOR SUPPORT/SERVICE**: 15%
- **GOOD FUNCTIONALITY**: 15%
- **GOOD USABILITY**: 10%
- **POOR FUNCTIONALITY**: 10%
- **POOR USABILITY**: 10%
- **GOOD SUPPORT/SERVICE**: 5%
- **HIGH QUALITY**: 5%
- **POOR INNOVATION**: 5%

#### ENTERPRISE CUSTOMER FEEDBACK

Radiologist - "They are very engaged and responsive to you as a customer. The build is relatively open allowing you to leverage the expertise of your internal IT teams. The setup is fairly customizable allowing you to design the system to meet the local needs."

Imaging Systems Specialist - "The customer service is great. Overall it's just a great product."

#### BEST-OF-BREED CUSTOMER FEEDBACK

Director of Radiology - "It’s easy to use and has all the features we need."

Director of Radiology - "It is extremely difficult to get usable data from the system. McKesson has many modules that feed into PACS, but they are separate."
Change Healthcare (McKesson) is fairly neutral with its NPS, scoring -3 with those using it as their only vendor. However, the majority of the comments we received put McKesson in a very good light, talking about the excellent support, ease of use, and quality functionality. The main negative aspect we found was the customer service was often slow in meeting the needs of those using the system. Change Healthcare is a solid choice for those looking to change their imaging needs, especially if they are able to pull their passive audience into the positive by improving their tech support. Even though Change’s NPS scores are less than stellar at the moment, their significant historical strength in this regard carries enough weight that a large number of organizations will continue to place them on their shortlist for a new PACS or VNA.

**For authorized users only**
FUJIFILM Medical Systems

NET PROMOTER SCORE

Fuji’s reputation in the past was one of innovation and excitement and its 2015 acquisition of TeraMedica gave it a full portfolio of core imaging solutions. With mediocre customer ratings spanning functionality and service, Fuji has its work cut out for it in regaining its excitement and energy in the industry.

CUSTOMER FEEDBACK

SINGLE VENDOR

20% GOOD SUPPORT/SERVICE
20% GOOD FUNCTIONALITY
13% POOR SUPPORT/SERVICE
7% GOOD USABILITY
7% GOOD STABILITY/RELIABILITY
7% POOR FUNCTIONALITY
7% POOR USABILITY
7% FAIR FUNCTIONALITY
7% POOR INNOVATION

BEST-OF-BREED

20% GOOD SUPPORT/SERVICE
20% GOOD USABILITY
20% POOR FUNCTIONALITY
20% POOR SUPPORT/SERVICE
20% GOOD INTEROPERABILITY

SINGLE SOURCE CUSTOMER FEEDBACK

Director of Radiology - “Fuji has excellent customer service.”

Administrative Director of Diagnostic Imaging - “We’ve really liked their customer support.”

BEST-OF-BREED CUSTOMER FEEDBACK

Radiologist - “Phone and follow up on site problem solving, when needed, is prompt and helpful.”

Director of Radiology - “We use it, but I am not a fan of the Fuji system.”

**For authorized users only**
According to our data, Fuji stayed relatively stable in its market foothold between 2016 and 2017, currently used by about 10% of facilities in our data pool. Our feedback on Fuji stresses the quality of their system as well as its high standard of performance. The functionality of the system was said to be a big help to radiologists and their overall workflow. While most users like Fuji, an increased focus on improving its support would help change passive customers into promoters (which is very important). Some customers related their frustration with the aging of Fuji’s solutions and would like to see innovation occur at a faster rate than it is currently.

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**For authorized users only**
While GE’s ratings aren't stellar they still have a strong market presence and continue to make it to the final stages in most deals. As GE has proven time and time again, no matter how many times they stumble they always rise back up again.

**CUSTOMER FEEDBACK**

**SINGLE VENDOR**
- 17% GOOD SUPPORT/SERVICE
- 17% POOR SUPPORT/SERVICE
- 14% GOOD STABILITY/RELIABILITY
- 14% GOOD USABILITY
- 10% GOOD FUNCTIONALITY
- 7% POOR FUNCTIONALITY
- 7% POOR INNOVATION
- 3% POOR INTEROPERABILITY
- 3% GOOD IMPLEMENTATION

**BEST-OF-BREED**
- 20% GOOD SUPPORT/SERVICE
- 20% GOOD USABILITY
- 10% GOOD STABILITY/RELIABILITY
- 10% GOOD FUNCTIONALITY
- 10% FAIR FUNCTIONALITY
- 10% GOOD INTEROPERABILITY
- 10% POOR PRICE

**SINGLE SOURCE CUSTOMER FEEDBACK**

Director of Radiology - “Robust system, very good up times. User friendly, easy to use.”

Radiologist - “It works well and they can fix the problems that arise. Also, it is easy to use.”

**BEST-OF-BREED CUSTOMER FEEDBACK**

Director of Imaging - “Customer service is excellent. We were able to use our own VNA. Easy to use viewer.”

Radiology Manager - “I believe that there are flaws and challenges in every PACS system. GE Centricity seems to have a pretty adaptable PACS system.”
2017 was a solid year for GE Healthcare, at least according to our participant pool. They showed up with a large market footprint. Many users described the ease of use with the system and their willingness to quickly address issues that arise. This is notable as these characteristics haven’t always applied to GE. While GE’s customer ratings place it on the wrong side of the NPS scale, almost half of the respondents were in the passive category which means by putting more emphasis on this group the overall tone of their customer base could improve in short order, specifically by beefing up R&D spend to deliver more advanced features.
IBM’s data is easily the most intriguing in this report. Its customer ratings are nothing to write home about but in the coveted enterprise (single source) space fully 92% of their customers plan to stay with them. In addition, in replacement deals for single source and best-of-breed, IBM is short-listed in a high number of deals. The main area IBM needs to place its focus is in firming up its relationship with best-of-breed customers.

**CUSTOMER FEEDBACK**

**SINGLE VENDOR**

13% GOOD SUPPORT/SERVICE
13% POOR SUPPORT/SERVICE
13% FAIR FUNCTIONALITY
13% GOOD FUNCTIONALITY
7% GOOD USABILITY
7% POOR USABILITY
7% FAIR SUPPORT/SERVICE
7% FAIR USABILITY
7% GOOD INNOVATION

**BEST-OF-BREED**

33% POOR FUNCTIONALITY
25% POOR INTEROPERABILITY
17% POOR SUPPORT/SERVICE
8% GOOD STABILITY/RELIABILITY
8% POOR INNOVATION
8% GOOD SUPPORT/SERVICE

**SINGLE SOURCE CUSTOMER FEEDBACK**

Chief Radiologist - “Have been imperfect, but largely delivered what was promised, and function relatively well.”

Director of Imaging - “I like the single vendor solution, we use Merge for our Hemo, CPACS, PACS, and VNA. Working with one vendor removes the finger pointing when issues arise.”

**BEST-OF-BREED CUSTOMER FEEDBACK**

Director of Radiology - Reliable application; excellent vendor communication and follow-through

Director of Radiology - The product does not appear to offer a full integrated solution with clinical solutions surrounding high reliability

**For authorized users only**
IBM currently has about 10% of the market presence in our data. Many users described the excellent functionality that IBM offers its customers, specifically as it relates to radiologist workflow. However, IBM struggled in NPS ratings, with many users stating that the system was poorly supported by IBM’s customer service team while also wanting more functionality. If IBM can fix this they will very quickly convert most of their passive customers into promoters and then can expect to see a corresponding uptick in their business.

**For authorized users only**
**For authorized users only

NET PROMOTER SCORE

Enterprise, enterprise, enterprise. This represents a focus Philips set years ago and the research verifies that it’s definitely Philips’ sweet spot. Its happiest customers by far are ones that have their PACS and their VNA and we didn’t run into a sole source customer that plans to replace them. They’ve also done a surprising job in retaining best-of-breed customers. Let’s see if they can keep it up.

CUSTOMER FEEDBACK

SINGLE VENDOR

24% GOOD USABILITY
20% GOOD STABILITY/RELIABILITY
12% GOOD SUPPORT/SERVICE
8% GOOD FUNCTIONALITY
8% POOR FUNCTIONALITY
4% POOR USABILITY
4% GOOD INNOVATION
4% FAIR FUNCTIONALITY
4% POOR INNOVATION

BEST-OF-BREED

20% GOOD INTEROPERABILITY
20% GOOD STABILITY/RELIABILITY
20% POOR FUNCTIONALITY
20% GOOD FUNCTIONALITY
10% GOOD USABILITY
10% POOR SUPPORT/SERVICE

SINGLE SOURCE CUSTOMER FEEDBACK

Director of Radiology - "Philips works closely with my department and when we have issues they are quick to respond with mutually agreeable resolution. Great follow up and consistent in providing support."

Director of Radiology - "It’s user friendly and contains multiple options for viewing flexibility."

BEST-OF-BREED CUSTOMER FEEDBACK

Director of Radiology - "They have good functionality, support, and widespread availability for continuation of patient care."

Chief of Diagnostic Imaging - "I appreciate their reliability, functionality, and ability to integrate with Primordial."
Philips is the third largest company represented in our data set with 11.3% of imaging leaders using it. Philips did very well in NPS ratings relative to its closest competitors. Users said a lot of good things about Philips, mentioning how the system is very user friendly, with support quickly assisting when issues arise. A small percentage of users mentioned how the system was missing features that other vendors offered. Philips needs to continue to accelerate its innovation cycles so as to not lose momentum in the market.
### OTHER VENDORS COVERED

#### Carestream

**CUSTOMER SATISFACTION (NPS)**

<table>
<thead>
<tr>
<th>Overall</th>
<th>Single Source</th>
<th>Best-of-Breed</th>
</tr>
</thead>
<tbody>
<tr>
<td>-30</td>
<td>-33</td>
<td>-29</td>
</tr>
</tbody>
</table>

**CUSTOMER COMMENTS**

Director of Radiology - "Reliable system, good service, functionality."

Director of Radiology - "The platform has great functionality."

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#### Sectra

**CUSTOMER SATISFACTION (NPS)**

<table>
<thead>
<tr>
<th>Overall</th>
<th>Single Source</th>
<th>Best-of-Breed</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>14</td>
<td>50</td>
</tr>
</tbody>
</table>

**CUSTOMER COMMENTS**

Director of Radiology - "They are constantly working on new ideas for image management and everything else related to Radiology."

Imaging Services Systems Supervisor - "Sectra works well with other RIS systems. It’s easy to use and if setup correctly it can be your VNA."

---

**WINNING BUSINESS**

**SINGLE SOURCE**

- of those looking for a new single source vendor, **7%** say Carestream is their top choice
- of those looking for a new PACS or VNA, **10%** say Sectra is their top choice

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**BEST-OF-BREED**

- of those looking for a new single source vendor, **7%** say Carestream is their top choice
- of those looking for a new PACS or VNA, **10%** say Sectra is their top choice

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**For authorized users only**
## OTHER VENDORS COVERED

### Intelerad

<table>
<thead>
<tr>
<th>Customer Satisfaction (NPS)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>0</td>
</tr>
<tr>
<td>Best-of-Breed</td>
<td>0</td>
</tr>
</tbody>
</table>

**Customer Comments**

- Radiologist - “It’s been a huge improvement over our prior PACS.”
- Medical Imaging Manager - “The overall performance of Intelerad is solid.”

### NovaRad

<table>
<thead>
<tr>
<th>Customer Satisfaction (NPS)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>-67</td>
</tr>
<tr>
<td>Single Source</td>
<td>-80</td>
</tr>
<tr>
<td>Best-of-Breed</td>
<td>-50</td>
</tr>
</tbody>
</table>

**Customer Comments**

- Director of Radiology - “They are very accessible and helpful in a timely manner.”

**Winning Business**

- **Best-of-Breed**
  - Of those looking for a new PACS or VNA, 6% say Intelerad is their top choice
  - Of those looking for a new PACS or VNA, 2% say NovaRad is their top choice
  - Of those looking for a new single source vendor, 3% say NovaRad is their top choice

**For authorized users only**
CONCLUSION

Trying to figure out what imaging solution configuration (single source or best-of-breed) is reminiscent of the saying “fashion is fickle”. Sometimes having one throat to choke is in vogue, while other times the radiology department just wants the best tool for the job.

The advantages of either approach are self-evident. The single source option provides efficiency – you have fewer vendors to deal with and less interfacing headaches. However, you may have to compromise on system usability.

The best-of-breed option allows you to use, what should be, the best tool for each job leading to happier end users. Drawback to this is the occasional finger pointing between vendors when things go wrong, and having to spend more time interacting with your vendors.

What’s emerging in our research is that while single source continues to be the most popular option, there is a bit of buyer’s remorse (or grass-is-greener) going on...and best-of-breed vendors are doing the same thing – they continue to add more solutions to their portfolio. Everyone’s still trying to figure out who they’re going to be when they grow up and this will probably never change.

At the end of the day, however, each vendor needs to do an in-depth analysis of its happiest customers and then profile those customers so they can do a better job narrowing the types of organization they can best serve. Trying to sell to anyone who will pay you is not a sound business strategy, yet it is something that almost every vendor does. It’s just too hard to let money pass you by. Simply put, there is no one imaging solution configuration that is ideal for everyone. All that matters is picking the configuration and vendor mix that is right for your organization. Oh, and avoid the tendency to look over the fence all the time at what the neighbors are doing...you’ll be happier if you don’t.

**For authorized users only**
### Participating Orgs

| Adams Memorial Hospital | Advanced Radiology Consultants | Adventist Health | Alameda Health System (FKA: Alameda County Medical Center) | Anderson Regional Medical Center - South Campus | Arizona Spine & Joint Hospital | Aspirus Riverview Hospital & Clinics | Aspirus Wausau Hospital | Aurora BayCare Medical Center | Aurora Medical Group, Inc. | Aurora Sinai Medical Center | Avista Adventist Hospital | Baptist Hospital South | Baylor University Medical Center | Dallas | Beaumont Hospital Trenton | Ben Taub General Hospital | Beth Israel Medical Center Kings Highway Division Brooklyn | Beverly Hospital | Billings Clinic Hospital | BJC Healthcare | Blanchard Valley Hospital | Bon Secours St. Francis Medical Center | Bon Secours Baltimore Health System | Borden Medical Building | Bryan W. Whitfield Memorial Hospital | Buena Vista Regional Medical Center | Cancer Specialists of North Florida | Cardiovascular Institute of the South Lafayette | CareMount Medical | Carle Foundation Hospital | Carolinas Medical Center - NorthEast | Carson Tahoe Regional Medical Center | Cass Regional Medical Center | Catholic Health Initiatives | Catskill Regional Medical Center | Centegra Hospital - Woodstock | Centinela Hospital Medical Center | Central Maine Medical Center | Centura Health | Charlotte Radiology | Citizens Medical Center | Cleveland Clinic Hospital | CNOS | Coffey County Hospital | Colleton Medical Center | Columbus Community Hospital | Community Hospital | Community Medical Center | Cook County Corrections | De Paul Health Center | DeKalb Memorial Hospital | DHHS PHS NAIHS Chinle Comprehensive Healthcare Fac | Douglas County Memorial Hospital | East Alabama Medical Center | Eastern Health Regional Health Authority | Electra Memorial Hospital | Exempla Saint Joseph Hospital | Ezras Cholim Health | Ferrell Hospital | Florida Orthopaedic Institute | Floyd Memorial Hospital & Health Services | Franklin Woods Hospital | Froedtert Hospital | Galion Community Hospital | Glens Falls Hospital | GMBC - Advanced Radiology | Grafton City Hospital | Graham Hospital | Granite Falls Municipal Hospital | Great Falls Clinic Medical Center | Great River Medical Center | Greenville Health System Laurens | County Memorial Hospital | Gulf Breeze Hospital | Hamilton Medical Center | Hampton Roads ENT | Hampton VA Medical Center | HAYS MEDICAL CENTER | HCA Healthcare | Healthpark Medical Center | Henry County Health Center | Henry Ford Health System | Highline Medical Center | Hill Medical Corporation (Imaging) | Hospital for Sick Children | Indiana University Health Ball Memorial and Blackford Hospital | INTEGRIS Baptist Medical Center | Interfaith Medical Center - St. John’s Hospital Division | Intermountain Healthcare Inc | IU Health University Hospital | Jennie Stuart Medical Center | Johns Hopkins Bayview Medical Center | Kaiser Permanente (Health System) | Laguna Honda Hospital & Rehabilitation Center | Lakeland Regional Medical Center | Lakeview Medical Center-WI | Las Palmas Medical Center | Laughlin Memorial Hospital | Lawrence & Memorial Hospital | LeConte Radiology PC | Lancaster General Health | Logansport Memorial Hospital | Loretta Hospital | Lourdes Hospital | Lutheran Hospital | Mahaska Health Partnership | Main Line Health | Mammoth Hospital | Maria Parham Medical Center | Marin General Hospital | Martha B. Webber Breast Care Center | Medical Center Hospital | MedStar Union Memorial Hospital | Memorial Hermann Texas Medical Center | Memorial Hospital at Gulfport | Memorial Hospital of Texas County | Mercy Harvard Hospital | Miami Valley Hospital | ***For authorized users only***
## Participating ORGs

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<th>Hospital Name</th>
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<tr>
<td>Midmichigan Medical Center - Gladwin MINW</td>
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<tr>
<td>Mission Hospital</td>
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<tr>
<td>Missouri Baptist Medical Center</td>
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<td>Monongalia General Hospital</td>
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<td>Morristown Medical Center</td>
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<td>Mount Ascutney Hospital &amp; Health Center</td>
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<td>Oklahoma State University Olathe Medical Center</td>
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<td>OSF Saint Francis Medical Center Peoria aka OSF Healthcare System</td>
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<td>Ozarks Medical Center</td>
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<td>Park Nicollet Methodist Hospital Parkland Health and Hospital Systems</td>
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| Parkland Memorial Hospital Pearl River County Hospital Pineville Community Hospital PinnacleHealth Imaging - Dillsburg Prairie Lakes Hospital & Care Center Premier Diagnostic Imaging Premier Surgical Institute Promedica Monroe Regional Hospital Promise Hospital Of Louisiana PVHC Digital Radiology - Chino Hills Queens Medical Center - Punchbowl Rancho Los Amigos Range Regional Regional Medical Center Anniston Research Medical Center Ridgeview Medical Center Riverside Medical Center RMC Imaging Robinson Memorial Hospital Rolling Plains Memorial Hospital Roper St. Francis CareAlliance Sacred Heart Hospital On The Emerald Coast St. Agnes Hospital St. Francis Hospital St. Francis Medical Center Salem Regional Medical Center Samaritan Hospital San Francisco General San Juan Regional Medical Center Sanford Aberdeen Medical Center Sanford Health - Fargo Santa Barbara Cottage Hospital Saunders Medical Center Schoolcraft Memorial Hospital Seattle Children's Hospital Self Regional Healthcare Sentara Princess Anne Hospital Shady Grove Adventist Hospital Sharp HealthCare Shoshone Medical Center Shriners Hospital - Cincinnati Sky Lakes Medical Center South Shore Hospital Southeast Colorado Hospital St. Anthony Community Hospital St. Vincent Health System (AR) St. Joseph Hospital St. Joseph Mount Sterling St. Mary's Hospital St. Mary's Regional Medical Center St. Vincent Hospital Summa St. Thomas Hospital Summerville Medical Center (HCA / Trident) Summit Medical Group Sweetwater Hospital Tahoe Forest Health System Taos Health Systems Terre Haute Regional Hospital Texas Children's Hospital The University of Maryland Rehabilitation and Orthopaedic Institute ThedaCare Regional Medical Center Thibodaux Regional Med Ctr Trinity Hospital Tuality Community Hospital UK Good Samaritan Hospital Union General Hospital United Hospital UnityPoint Health - Allen Hospital University Health Monroe University Hospitals of Cleveland University Medical Center Brackenridge a member of Seton Healthcare Family University of Cincinnati Medical Center University of Maryland St. Joseph Medical Center LLC University of Michigan Health System University of Mississippi University Of Missouri Health System VA VA Boston VA Jackson Vanderbilt University Hospital Virtual Radiology Wake Forest Baptist Health Walla Walla Clinic Wayne County Hospital Wayne Memorial Hospital Wesley Medical Center & Galichia Heart Hospital West Branch Regional Medical Center White Memorial Medical Center William Beaumont Hospital Willis Knighton Health System York Hospital - Wellspan Health **For authorized users only**
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