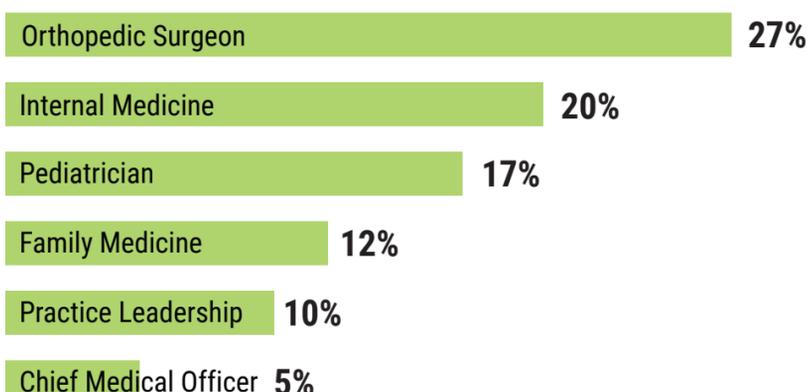


Introduction

The Greek philosopher Heraclitus once said "The only thing that is constant is change." Well, when it comes to healthcare, we've got change in spades. In recent years, we've witnessed a spate of provider consolidation and healthcare technology company consolidation. Provider organizations know better than anyone that consolidation is just one of many forces pushing provider orgs to spend or even re-spend on their technology solutions. We wanted to know which technologies providers are considering, which solutions they may be replacing and why.

This data reflects feedback solely from ambulatory provider organizations, without regard for practice size or specialty.

Participants

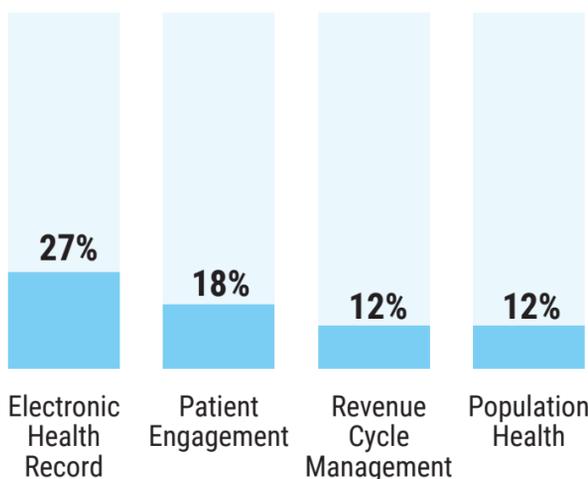


N=
153

*Other titles include: Anesthesiologist, Psychiatrist, Rheumatologist, Urologist, Cardiologist, Ophthalmologist, Neurologist, and Endocrinologist

What Solutions are Being Replaced in the Next 18 Months?

39%
Are Considering Replacing Various Solutions



Why Providers are Looking for New Solutions



- 33% Current Solution(s) not fitting our needs
- 20% Other systems in market offer better value
- 19% Negative experience with service model and support on current system
- 18% Lack of new functionality released
- 5% Price
- 5% We are aligning with another entity

Why Providers Are Keeping Current Solutions

- 50% Pleased with current solution
- 18% Parent organization/affiliation controls this decision
- 17% Financial cost of switching
- 14% Disruption to business
- 1% Subsidization with current vendor



Important Areas to Consider When Looking for a New Solution



By a large margin, the most important criteria for providers when looking for a new solution deals with the product. How easy, functional, and interoperable it is were the three leading categories followed by: total cost of ownership - 7%, vendors alignment with our future strategy - 6%, ability to increase cash flow - 6%, ease of switching - 5%, low purchase price - 3%, end user preference - 2%, cost as operating expense - 1%, ease of working with vendor - 1%

Commentary

We currently have one system for an EHR and one system for billing that are not integrated, and are not equipped for the current needs of the practice. We are spending twice as much time as is necessary to capture all the billing necessary and that the new integration should help improve this. - Pediatrician

Every time there is an update there is a significant issue with the medical records. We have also lost medical records. - Orthopedic Surgeon

There isn't an interface with the system at my primary hospital and there isn't an interface between my EHR and billing software. - Internist

About Us

We help healthcare companies and organizations achieve superior outcomes through the following solutions:

The Research Cloud



Our enterprise research platform is designed specifically for the healthcare industry ensuring your custom research projects are completed in record time.

Market Pulse



A subscription service which constantly provides our clients with timely research on their markets – M&A activity, regulatory changes, buying patterns, new technology adoption, etc.

Advisory Services



Our data-driven, fact-based advisory services deliver highly accurate recommendations, analysis, and strategies.

If you'd like more information about Reaction Data and our solutions, please reach out to Erik Westerlind at: ewesterlind@reactiondata.com