

# SOLVE Research

2021  
TRUSTED PARTNER

COMMUNITY HOSPITAL EHR  
1 to 200 Beds



## ABOUT THIS REPORT

Hospital leaders refer to vendors who provide excellent support and customer service as “Trusted Partners.” To uncover insights about “Trusted Partners” and compare the performance of Community Hospital EHR vendors, this study examines eight elements of trust and partnership from the first hand experiences of hospital leaders.

We have designed questions to elicit insights about Trust and Partnership. Trust questions are divided into four key areas: **Reliability, Aim, Capability, and Experience.**

Reliability is the level of integrity shown by each that allows their customers to rely on them. We measured how well vendors were able to keep their word and follow through with the things they promise. Aim shows how committed the vendor is to the success of their customer. It establishes the overall goal and focus of each vendor that guides their internal and external actions. Capability refers to the skills, strengths, and resources that each vendor possesses

and offers to their customers. Finally, experience simply establishes the level of trust that is created through the everyday interaction with vendors.

Similarly, we subdivided the concept of Partnership into four measurable principles: **Alignment, Accommodation, Communication, and Collaboration.**

Alignment seeks to understand how much the vendor is delivering solution features and functionality that are important to their customers. Accommodation uncovers information about how willing vendors are to tailor the solution or provide for unique customer needs. Communication is fairly self-explanatory. It examines the effectiveness of communication between the community hospital and the EHR vendor. Finally, collaboration seeks to understand how well vendors are able to work with their customers to resolve issues.

Questions required each participant to provide both quantitative and qualitative feedback. We gathered the data in two ways. First, we conducted interviews with most study participants. In situations where targeted participants could not participate in an interview, we allowed them to fill out survey questions and submit insights.

# METHODOLOGY

## VENDORS

Five electronic health record (EHR) vendors are included in this study: Allscripts, Cerner, CPSI, Medhost, and Meditech. We determined these five vendors comprised the majority of the acute care community hospital market with two hundred beds or less.

The one exception to this list was Epic. Some may inquire why this report does not include Epic’s community hospital solution Community Connect. The reason is simple. When we initiated the research for this report, we spoke with several Epic Community Connect customers. Epic Community Connect allows smaller hospitals to connect to the Epic EHR of larger local hospitals. As

such, we were advised that solution support comes through the larger hospital.

It was clear from these interviews that their relationship was not with Epic. Their relationship was with the larger local hospital and therefore they would not be able to speak directly about their relationship with Epic. Therefore, we determined that participants would not be able to provide insights about a “Trusted Partner” relationship with Epic

## RESEARCH

SOLVE Research uses a rating scale of 0 to 10. This scale allows for a simple conversion from raw scores to percentage and aligns well with familiar scales such as NPS or healthcare’s pain scale.

We strive to collect a minimum of fifteen interviews from fifteen unique organizations. We also allow up to three responses from separate healthcare professionals within the same organization.

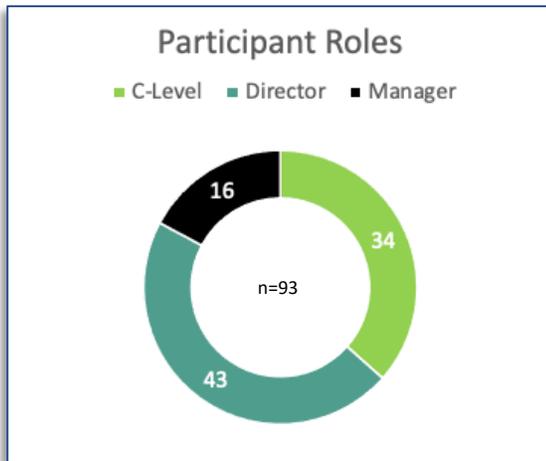
We also look to collect insights from various titles and departments within healthcare organizations including C-level



leaders, directors, managers and clinicians. We verify they are qualified to share insights based on their personal experiences. This approach allows us to construct a 360° view of the vendor-client relationship.

This research is gathered from a total of 93 community hospital leaders from various parts of the United States. While the number of participants may not be a statistically representative population of each vendor’s client base, the information does deliver insights from real customers about their experiences.

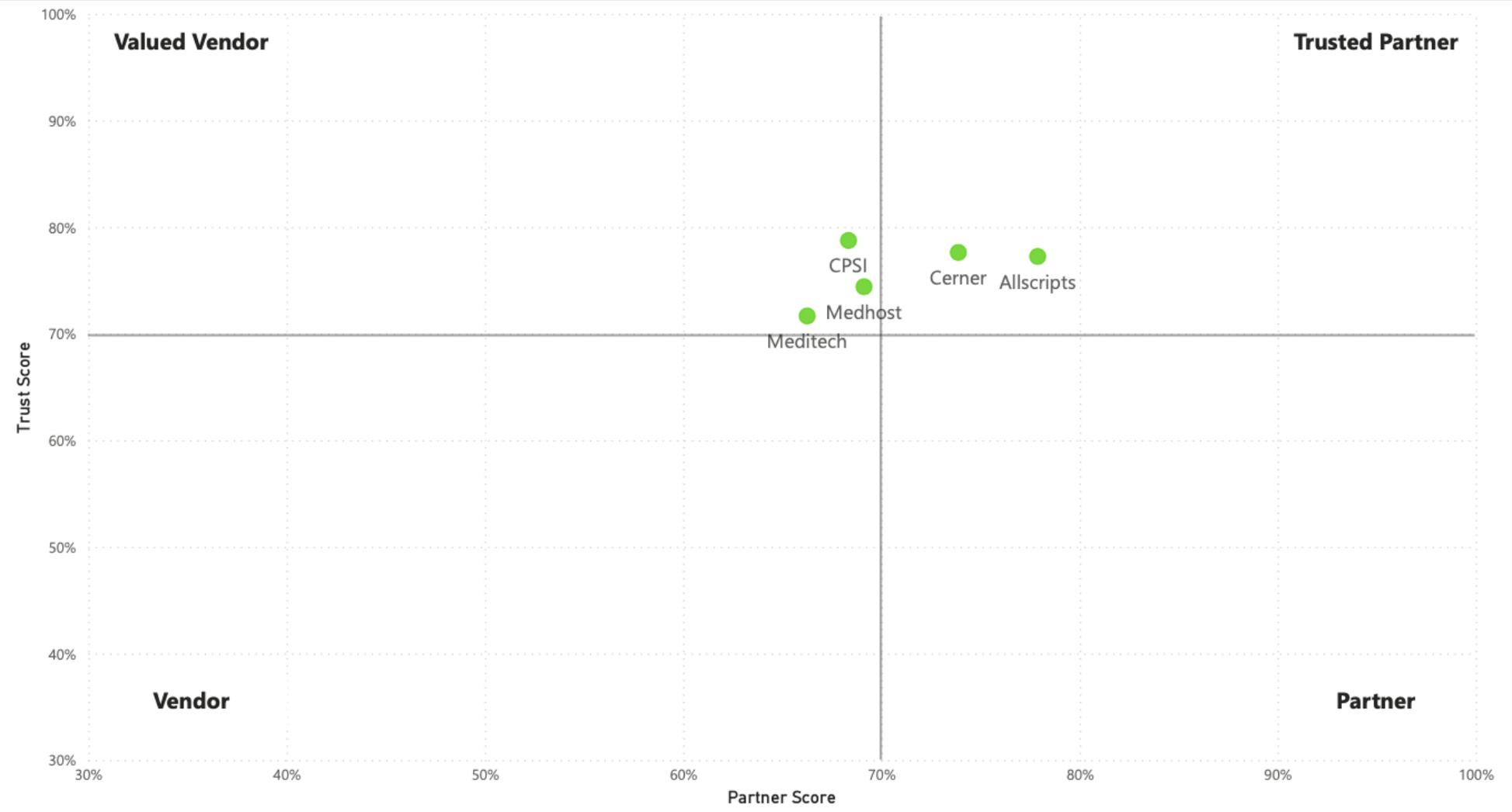
Finally, to encourage participants to speak openly and honestly about their experience, we have promised to maintain their identities and their organization’s identities anonymous.



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Chart 1: Trusted Partner Quadrant



# KEY TAKEAWAYS

## TRUSTED PARTNER

Two out of the five EHR vendors qualified for the “Trusted Partner” quadrant. These two vendors are Allscripts and Cerner. However, the Most Trusted Partner is the vendor with the highest overall score in both the four attributes of Trust and the four principles of Partnership. Allscripts earned the “Most Trusted Partner” designation by receiving 77.56 out of 100 in the combined score. Allscripts’ performance as a partner carried them to the top. They received the highest score in three of the four principles. Cerner came in second with an overall trusted partner score of 75.75.

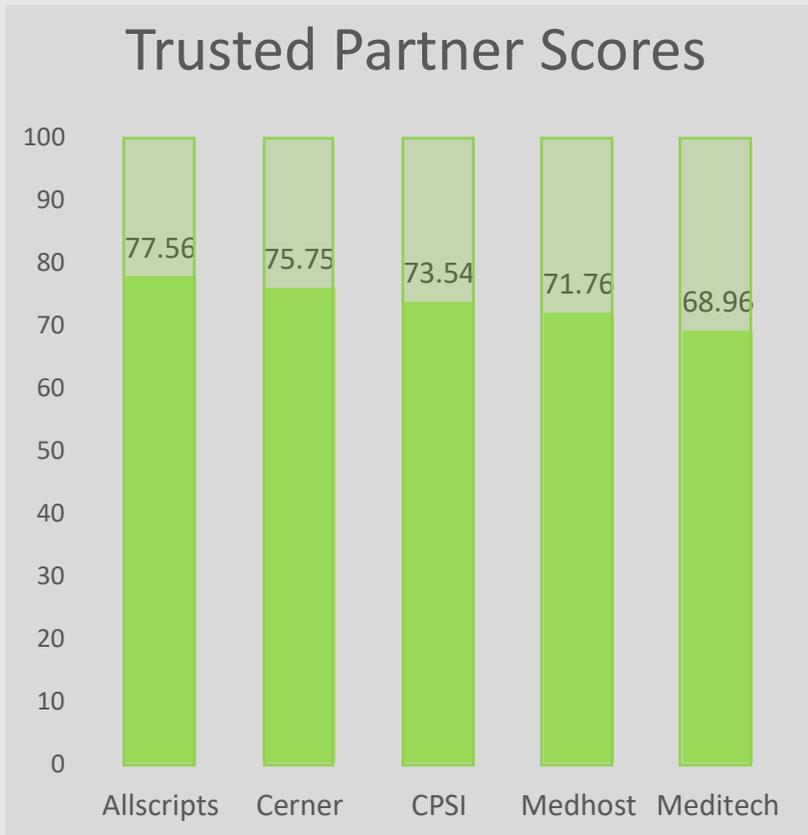
## TRUST

Trust is described as the glue that holds relationships together. Four attributes we explored in this research for trust include reliability, aim, capability, and experience. Of all the vendors in this study, CPSI was rated highest for trust. In this area, CPSI received a score of 78.75 out of 100. Clients praised them for the proactive approach from their support representatives and sales executives. One CIO mentioned that CPSI is very good at proactively contacting on them, while another said they receive “instant” support because CPSI usually responds to a support ticket “within 10 minutes”.

## PARTNER

Most electronic health record (EHR) vendors in this study received lower scores for fostering partnerships, except for Allscripts. Allscripts was rated highest on the principles of partnership with an overall score of 77.88 out of 100, followed by Cerner with a score of 73.88. Allscripts received the highest ratings in three of the four partnership areas including aligning with their customers, accommodating clients’ needs, and collaborating to resolve issues.

Chart 2: Trusted Partner Scores



# VENDOR OVERVIEW

## ALLSCRIPTS

Allscripts is the Most Trusted Partner, earning an overall score of 77.56 out of 100. Their strengths in aligning their solution development with customer's needs, accommodating customer requests to tailor their solution and collaborating to resolve issues, secures them the top ranking in this report. In addition, their customers rated them high for being committed to their success.

However, customer also pointed out a couple of areas where they have room to improve. These areas include reliability and communication. In these areas, Allscripts received mixed reviews. One CIO indicated he has experienced *"different levels of responsiveness from different Allscripts departments"*, whereas another CIO shared *"as far as communication they are fantastic. When we call in for support they are really responsive and helpful."*

## CERNER

Cerner is pretty consistent in both establishing trust and fostering partnerships with their customers. In most trusted partner areas, Cerner came in second. In this report, they secured second place with an overall score of 75.75.

Customers gave them high marks for their capabilities saying they are *"a big outfit with a lot of capabilities and do a great job."* They also received praise for being committed to their success and their willingness to collaborate on issues.

## CPSI

CPSI achieved the third best trusted partner score with an overall score of 73.54. However, they received the top score for trust with a 78.75 out of 100. Customers report that CPSI delivers *"outstanding customer support"* and shared that they get regular visits from support staff and sales staff.

One said that support is *"instant support"* where they *"usually get a call back in 10 minutes."* In addition, one customer said they have access to experienced medical directors on CPSI's staff.

Clients also reported that CPSI does not *"like to customize the program"* or provided customized reports. Solution enhancements also seem to take time as they *"prefer not to make changes just to accommodate"* one client.

## MEDHOST

Medhost clients said that the Medhost's solution and organization are specifically built for community hospitals. Their overall trusted partner score is 71.76 out of 100, which puts them in fourth place in this study.

Clients rated them highly for their reliability and communication. Customer reported that Medhost is highly responsive and offer excellent *"engineers and interface teams."*

While customers recognize their expertise in the community hospital market, they also share that Medhost is slow to deliver solution *"improvements"*, except for regulatory requirements, in which they *"always deliver on time."*

## MEDITECH

Customers rated Meditech last in many of trusted partner areas. According to respondents, their strongest score is in aligning their solution with the needs of their clients provides hope. Clients praised Meditech's web-based solution, Expanse, as a *"huge step in the right direction."*

In most of the other metrics, unfortunately, Meditech has room for improvement compared to all other competitors in this report

*"Allscripts is really forward thinking. Their roadmap is going in the right direction. They have a lot of new functionality."*

- CIO

# DEEPER DIVE

Community hospitals have faced difficult challenges in recent years. Not only do they need an electronic health record (EHR) solution that meets their unique needs but also a strong vendor partnership

Hospital leaders use the term “Trusted Partner” to describe a vendor relationship where a vendor has the same level of commitment to their organization as do their own employees. To clarify the meaning of a trusted partner, we have broken the concept into four attributes for trust and four principles for partnership

## TRUST

Trust is the glue that holds business relationships together. Vendors gain trust by demonstrating their company’s competence with four trust attributes. These four attributes include **Reliability, Aim, Capability, and Experience.**

Overall, CPSI received the highest score in the four areas of trust with a score of 78.75 out of 100, with Cerner right behind them with an overall score of 77.63. In fact, the top three vendors scored within 1.5 percentage points of each other for trust.

Chart 3: Trust Scores

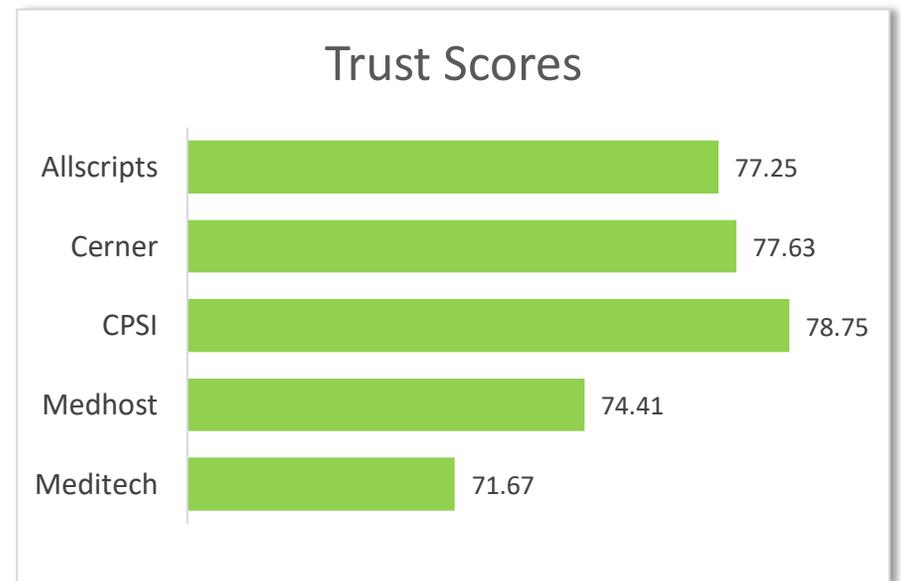
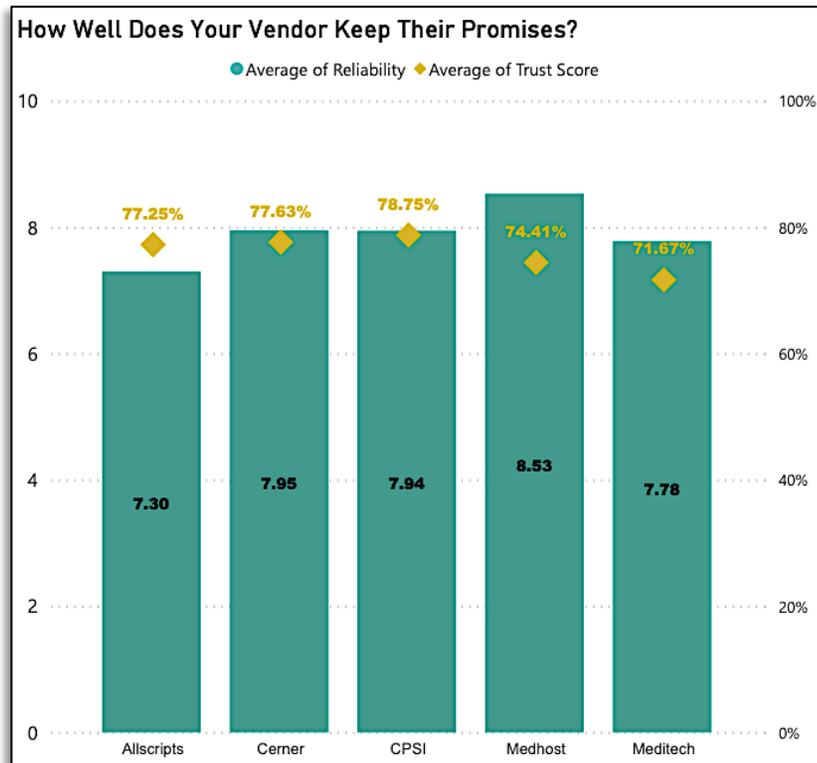


Chart 4: Trust RELIABILITY Scores



## RELIABILITY

### HOW WELL DO THEY KEEP THEIR PROMISES?

Reliability is the integrity vendors exhibit when they indicate they will do something. We asked participants to rate their vendor on how well they keep their promises. This is an important attribute for community hospitals. Many in this study shared situations where a vendor made a promise, and they were still waiting for that promise to be fulfilled, even years later. Clients also mentioned the importance of EHR vendors representing their solution accurately during the sales phase, so it represents exactly the solution client receive. While it is difficult to believe that any EHR vendor would deliberately mislead a prospect about their solution during the sales process, gaps in communication could create a similar situation.

Of all the vendors listed in this study, Medhost achieved the highest reliability score with 8.53 out of 10 in this area. Over forty percent of Medhost’s customers who participated in this study scored them a 9 or a 10 on this question and they did not receive a score lower than a 7. One Medhost client said that *“they are responsive, and their engineers and interface team are excellent – They really know their stuff.”* Another remarked *“Medhost is really made for the for the community hospital. We have different needs than larger hospitals and Medhost does a really good job accommodating them.”*

*“Medhost is really made for the for the community hospital. We have different needs than larger hospitals and Medhost does a really good job accommodating them.”*

- CEO

## AIM

### HOW MUCH IS YOUR VENDOR COMMITTED TO YOUR SUCCESS?

If you ask each of the five EHR vendors how committed they are to their customer's success, they will tell you that they are very committed. Based on those who participated in this study, vendors express their commitment by:

- Responding quickly to customers
- Expressing their honest desire to improve
- Matching that desire with their actions.
- Creating a plan with the customer to resolve issues.

Allscripts stands out in this area with a score of 8.7 out of 10 followed by Cerner with an 8.25. In fact, eighty percent (80%) of report participants working with Allscripts gave them a 9 or a 10 in this area. One Allscripts customer said *"They are concerned about their clients. When we engage them with issues, they want to do better, they have been good partners."*

One CIO said that they meet with Allscripts on a *"weekly basis"* to talk through their needs. In addition, one customer commented that Allscripts is very responsive when they need something. He said that Allscripts will respond with *"all hands on deck."*

Half of Cerner's customers rate them a 9 or a 10 in this area. One who rated them a perfect 10 said they receive excellent support saying, *"we submitted some service tickets and within a week they cleared all the items except one."* One IT manager said that Cerner *"really cares about making sure we are taken care of."*

Chart 5: Trust AIM Scores

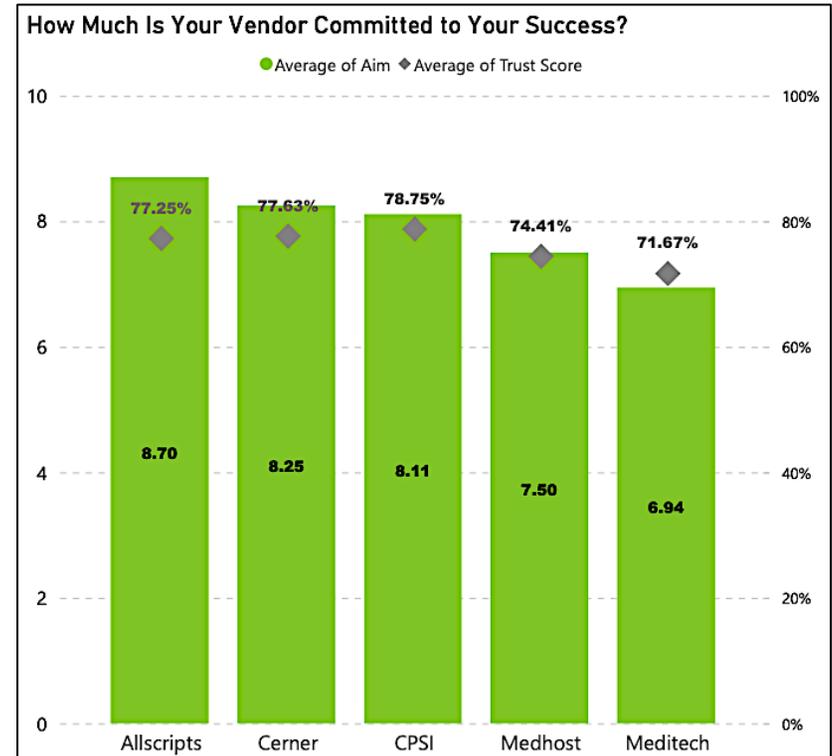
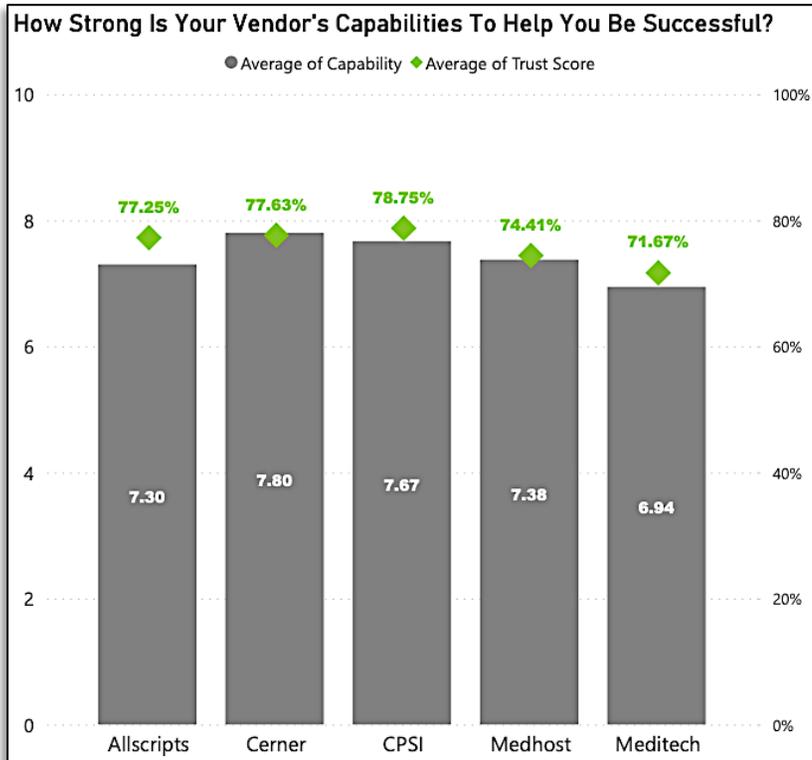


Chart 6: Trust CAPABILITY Scores



## CAPABILITY

### HOW STRONG ARE THEIR CAPABILITIES TO HELP YOU BE SUCCESSFUL?

Capability refers to the strengths, skills and resources EHR vendors have in specific areas and offer their customers. Community hospital leaders mentioned several areas of capabilities that they admire and look for from their EHR vendors. These areas include:

- Approach to customer success
- Access to medical director with hands on clinical experience
- Effective service and support
- Training
- Access to solution engineers
- Hosting services
- Implementation services
- Understanding of community hospital needs

In this area, Cerner has the leading score of 7.80 out of 10 on their capabilities, followed by CPSI with a 7.67.

One Cerner client said *“Cerner is a big outfit with a lot of capabilities and they do a great job. They really care about making sure we are taken care of.”* Moreover, one CPSI client shared *“they have multi-medical directors with clinical hands-on experience that have been very instrumental in the success they have had for the last few years.”*

*“Cerner is a big outfit with a lot of capabilities and they do a great job. They really care about making sure we are taken care of.”*

- IT Manager

## EXPERIENCE

### HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE?

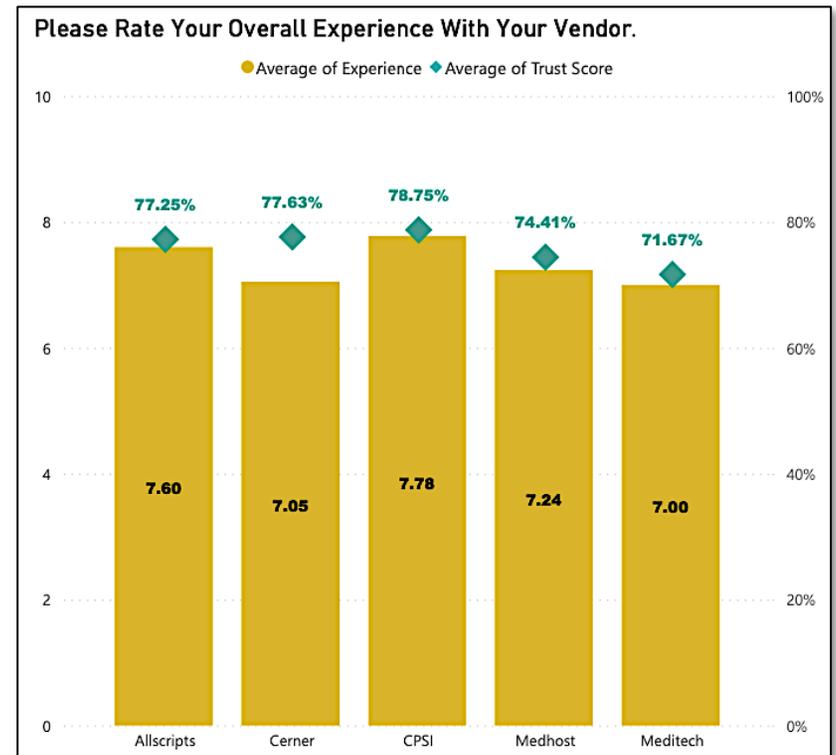
Experience speaks to the results that community hospitals receive from their vendors. CPSI came out on top for overall experience with a score of 7.78 out of 10 followed by Allscripts with a score of 7.60.

Customers reported that CPSI has “outstanding support” saying that they are “pretty good at answering questions” and “they definitely understand a lot about how to help a small facility that doesn’t have a lot of IT staff and resources.” An IT Director indicated that CPSI is good at collaborating to resolve issues, they have “done a great job improving Healthland” and have great response times for support tickets.

In addition, one customer said CPSI is “getting a lot better at delivering new functionality” and offer resources such as “multi medical directors with clinical hands-on experience.”

Allscripts clients talked about Allscripts’ willingness to accommodate unique needs, provide new functionality, collaborate on issues and meet weekly with clients. One CIO said, “when we need something they respond pretty well. Once we get their attention it’s all hands on deck.” Another mentioned that Allscripts’ “executives are really engaged” and “when we call in for support they are really responsive and helpful.”

Chart 7: Trust EXPERIENCE Scores



*“CPSI’s support is really strong.  
It is like instant support.  
When I call in and put in a ticket,  
I usually get a call back  
within 10 minutes. I get a visit from  
my sales contact and  
support contact very often to make  
sure that we are doing well.”*

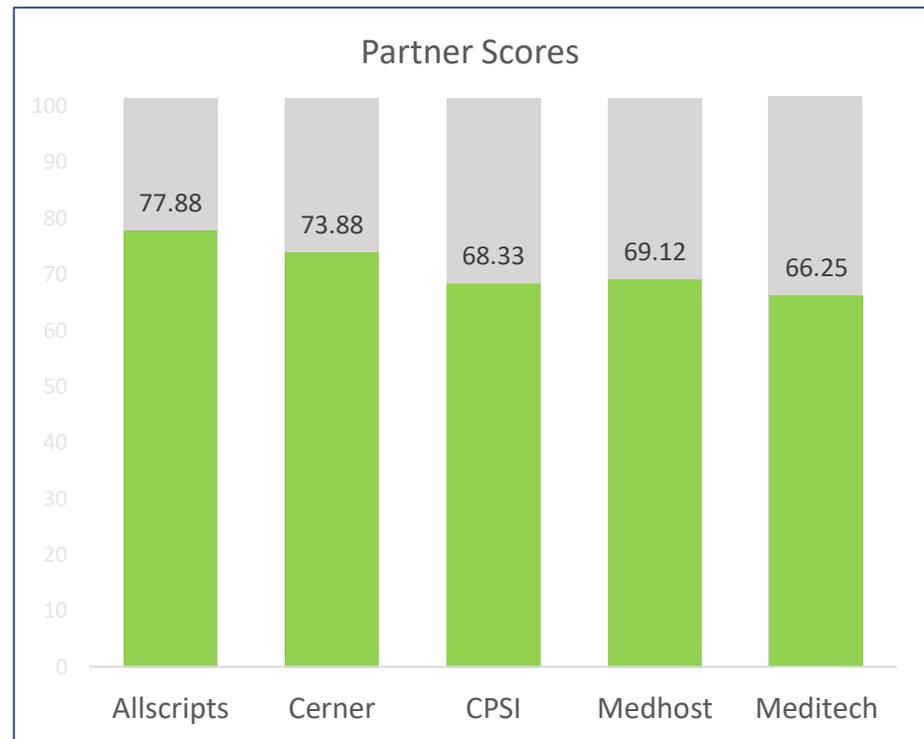
- CEO

## PARTNER

Every community hospital is looking for a partner that will assist them in achieving their goals. They want a partner that is invested at the same level as they are and will function as an extension of the hospital’s internal team. The four principles that customers look for in their partners are **Accommodation, Alignment, Collaboration, and Communication.**

Allscripts’ partner scores are significantly better than other vendors in this study. According to their clients, they rate a 77.88 out of 100. Cerner was the next highest score at 73.85. Allscripts partner scores were dominant in three of the four partner areas.

Chart 8: Partner Scores



## ACCOMMODATION

### HOW WILLING IS YOUR VENDOR TO TAILOR THE SOLUTION TO MEET YOUR NEEDS?

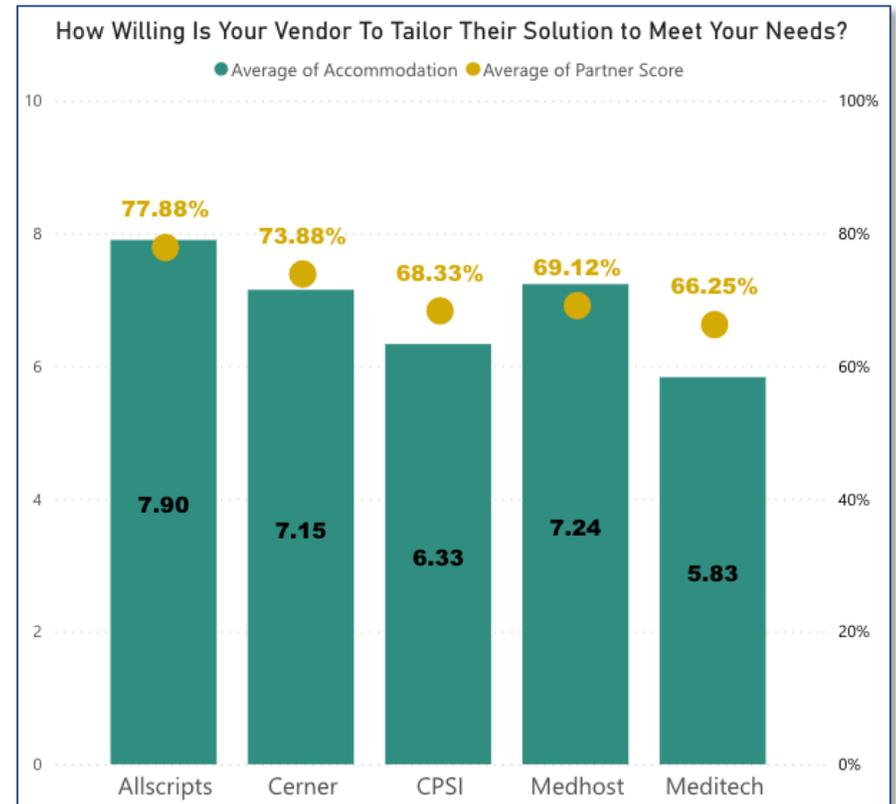
Accommodating the requests and needs of clients is an important part of any business relationship. Report participants mentioned specific areas such as customization of workflows, protocols, and custom reports, as well as, the need to exchange data with other organizations.

Of all the partnership principles, hospital leaders score accommodation the lowest. Understandably, EHR systems are complex and any changes have the potential of disrupting other workflows within the system. Given this situation, a vendor who accommodates their customers will need strong capabilities including expert staff who understand the system and how it interacts with the customer's IT environment. .

Hospital leaders reported that Allscripts, Medhost, and Cerner, are open to tailoring their solution to meet their needs. While others say that CPSI “*doesn't like to customize the program*” but they add that CPSI tries to find workarounds to accommodate needs.

Allscripts leads the other EHR vendors with a score of 7.9 out of 10 and Medhost and Cerner are the only other two vendors to score an average above 7 out of 10 in this area.

Chart 9: Partner ACCOMMODATION Scores



## ALIGNMENT

### HOW WELL DOES YOUR VENDOR DELIVER NEW FUNCTIONALITY TO MEET YOUR NEEDS?

The principle of aligning with a customer’s needs refers to the ongoing development of new functionality to improve EHR solutions and aligning the development with customer’s needs. Participants regularly anticipate the delivery of new solution functionality not just to accommodate regulatory requirements, but to also provide new functionality.

In this area, Allscripts received high scores for delivering new functionality that aligns with their client’s needs. They came out on top with a score 8.2 out of 10, followed by Meditech with a score of 7.11.

One CEO shared that Allscripts is “*really forward thinking. Their roadmap is going in the right direction. They have a lot of new functionality.*” Another said that Meditech’s new web-based solution “*seems to be a huge stride in the right direction.*”

In some instances, upgrades to older solutions are necessary to take advantage of new functionality. For example, one CIO remarked that even though Allscripts was “*providing a lot of new functionality*”, they were not able to take advantage of the improvements because they chose not to upgrade their system. He said that “*much of the problem was on us. Once we upgraded the system, it allowed us to add more functionality that they already had available.*”

In addition, participants mentioned a “*like for like*” upgrade mentality versus a “*like for new*” mentality. After an upgrade, new solution functionality may be available, but is not turned on. One CIO shared, “*the issue we’ve experienced is they, like all vendors, are caught in the like for like upgrade mentality. They promise all this new functionality and when it’s time for the upgrade, they say it’s too much of a risk, we need you to go like for like and do the new functionality later.*”

Medhost came in last place for this principle with a score of 6.18 out of 10. One Medhost client said “*they have a pretty slow process because they are vetting out the need not only by us, but they want to see if there are other facilities that need the same functionality. Often it will take years before we see the new functionality.*”

However, Medhost does keep on top of the new regulatory requirements. Clients reported that “*when it comes to new government requirements, they always deliver on time. They are really good about that.*”

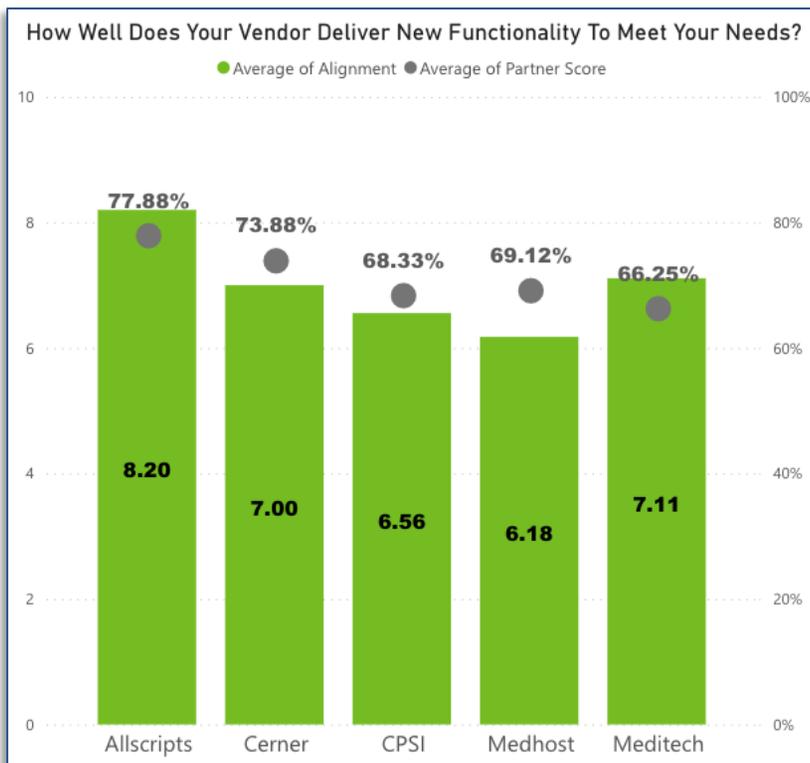


Chart 10: Partner ALIGNMENT Scores

## COLLABORATION

### HOW WELL DOES YOUR VENDOR COLLABORATE WITH YOU TO RESOLVE ISSUES?

Collaborating with clients is an essential part for a successful ongoing relationship. Report participants, when asked about collaboration, mentioned the service and support they receive from vendors.

Hospital leaders mentioned that their ideal situation is for vendors to respond and resolve issues quickly. One CIO shared an experience of having performance issues with their Allscripts solution and said *“Allscripts is very concerned about that and they work quickly to remediate it.”*

Response times from support staff can make a difference. One CEO praised CPSI for having *“instant”* support and described that he usually gets a response to a support ticket within ten minutes. Likewise, several participants praised their vendors for resolving support tickets within a week. Others complained that their vendor’s response is *“delayed”* because they *“respond usually within twenty-four hours but get a resolution it takes days to weeks.”*

Customers want knowledgeable support staff who can help resolve issues quickly. Some hospital leaders praised vendors for valuable resources such as medical directors, engineers, and implementation consultants who’ve helped them resolve their issues timely. While others mentioned poor experiences with tiered support, citing variances in support quality saying that it is *“a fifty-fifty chance”* when they submit a support ticket.

Once again, Allscripts received the top score, with their clients rating them an 8.30 out of 10 in this area. CPSI and Cerner follow Allscripts in almost a dead heat.

Chart 11: Partner COLLABORATION Scores

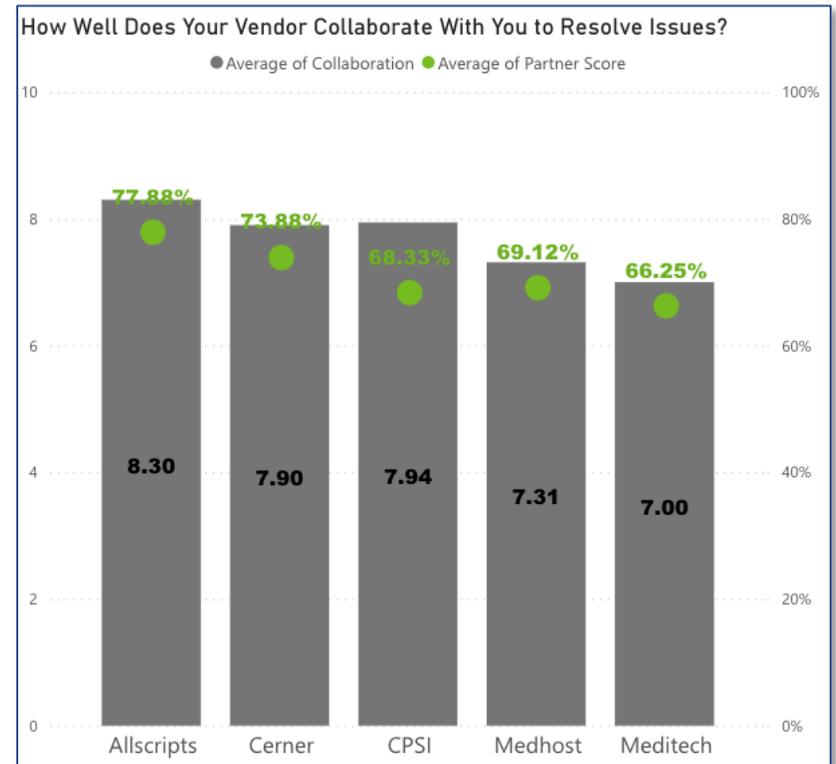
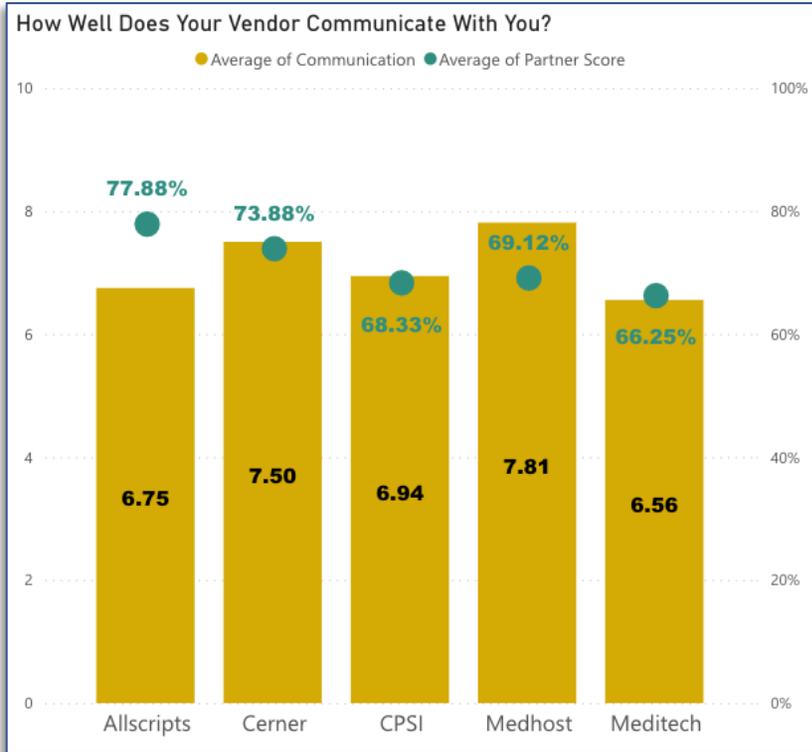


Chart 12: Partner COMMUNICATION Scores



## COMMUNICATION

### HOW WELL DOES YOUR VENDOR PROACTIVELY COMMUNICATE WITH YOU?

Communication is a foundation of any relationship. Community hospitals shared that they look for vendors whose support team and sales staff will respond quickly to requests. One CIO said that they receive “instant” responses from CPSI, meaning that usually they will receive a response within ten minutes of submitting a support ticket. Whereas another complained that it will take up to 24 hours for their vendor to respond.

In addition, community hospital leaders want vendors who are “really engaged” and “proactive” with their communication. Most clients reported that their vendors are good communicators, especially once they have engaged them. However, several reported that their vendors are not as proactive as they would like.

In two instances, participants shared examples of proactive behavior. One CIO praised his vendor saying they receive regular visits from their support and sales staff, checking on how things are going. Another said that they have “weekly meetings” with their vendor to solve issues they are working on. Medhost was at the top with a score of 7.81 out of 10, followed by Cerner at 7.5.

# VENDORS

## ALLSCRIPTS

Allscripts is the Most Trusted Partner with the highest overall score of 77.56 out of 100. Their score is a result of receiving the highest scores in four out of eight trusted partner areas. These areas include being committed to their customer’s success (aim), aligning their solution development with the needs of their customers (alignment), accommodating special requests to tailor their solution to the needs, i.e. workflows, protocols, and reports (accommodation), and collaborating with their customers to resolve issues (collaboration).

## STRENGTHS

### AIM

Allscripts’ customers rated them highly for being committed to their success. They received the highest score with an 8.7 out of 10. One CIO said that Allscripts is *“concerned about their clients. When we engage them with issues, they want to do better. They have been a good partner.”* Another CIO shared when they *“make some minor upgrades and in the end, we will have performance issues. Allscripts is very concerned about that and they work quickly to remediate it.”*

## ALIGNMENT

Clients reported that Allscripts is *“really forward thinking. Their roadmap is going in the right direction. They have a lot of new functionality.”* The downside is, at times, functionality can be delayed. One CIO shared *“during an upgrade, we are hedging on the newest release, we have now been talked to twice that the new functionality has been delayed.”*

Allscripts takes an à la carte approach to their solution’s functionality, which allows for customers to balance their needs with their budget. One caveat in this area came from an IT Director who said Allscripts *“touts that you can customize their system, but standard functionality that you would think should be included in the system are not.”*

## ACCOMMODATION

Allscripts received the highest score (7.9 out of 10) for accommodating their customers’ needs. One CIO shared his experience with Allscripts saying *“they are very willing to tailor the solution to meet our needs. We haven’t pushed them much in this area, but we are starting to do so and so far, they have been willing to work with us.”* Another CIO commented that Allscripts is *“very*

*customizable to accommodate workflows and other systems.”*

## COLLABORATION

Several customers indicated that once Allscripts is engaged on a project, they are very diligent in reaching resolution in a timely manner. One CIO said, *“When we call in for support, they are really responsive and helpful.”* Another shared, *“When we need something, they respond pretty well. Once we get their attention, it’s all hands on deck.”*

The only complaints participants shared was *“turnover in the team members can be a problem, because someone we’ve worked with on a project or issue is changed constantly.”*

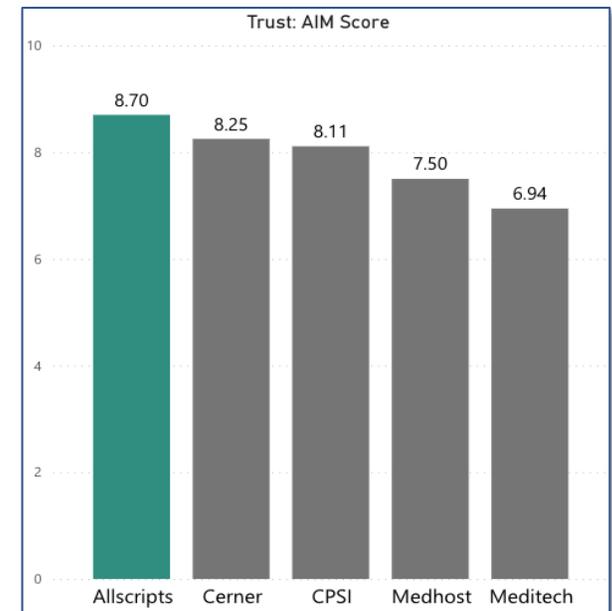
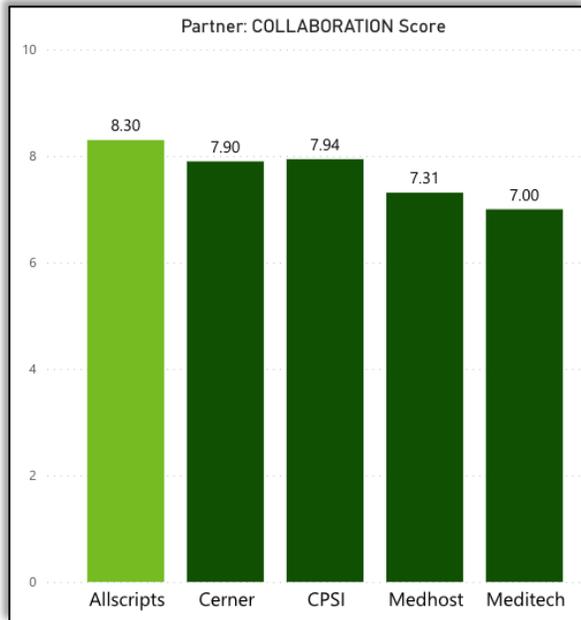


Chart 13: Trust AIM Scores

Chart 14: Partner COLLABORATION Scores



### WEAKNESSES

Customers indicated reliability, capability, and communication are three areas in which Allscripts can improve.

### RELIABILITY

Customer's rated Allscripts 7.3 out of 10 for reliability. Two insights for this score include one CEO, who mentioned a misunderstanding saying, he "*noticed that what they represented during the sales phase and what we are seeing in the test phase is different.*" It is possible that this CEO witnessed all the features that Allscripts has to offer, but did not purchase everything. Another CIO shared a feeling of disappointment during an upgrade of the solution saying, "*They*

*promise all this new functionality and when it is time for the upgrade, they are it is too much risk and we need you to go like for like and do the new functionality later.*" They went on further that they were "*hedging on the new release*" but "*we now have been talked to twice that the new functionality has been delayed.*"

### CAPABILITY

Allscripts has one of the lowest capability scores (7.3 out of 10). One CIO said, "*Allscripts has some great products. They are just phenomenal. Where they struggle, in my opinion, is their implementation. Their people seem to focus on their own timelines instead of focusing on their customer's needs.*"

Another insight comes from a CIO who mentioned Allscripts' extensive network of third party partners. While having a network is helpful, she mentioned that much of their hospital's interoperability "*is accomplished through third parties*" and added the struggle is "*when the third party tends to take a step back and not be as engaged*" as Allscripts internal staff.

### COMMUNICATION

Communication is Allscripts' biggest challenge in this study (6.75 out of 10). However, comments on their

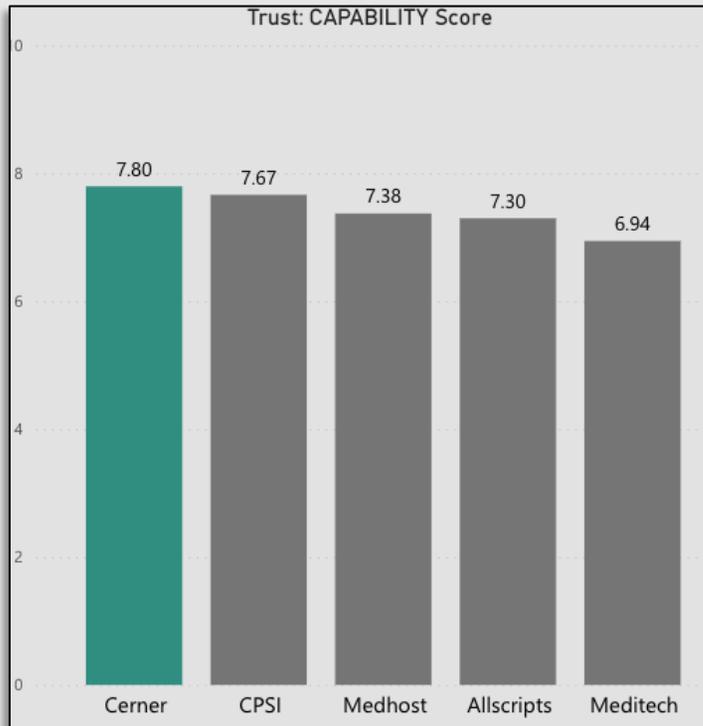
communication are mixed. One IT director said that "*Allscripts is not very proactive with their communication.*" Another CIO shared that "*I think they have purchased so many different solutions that they had so many things to focus on. I have experienced different levels of response from different Allscripts departments.*"

Other Allscripts clients reported that Allscripts is willing to meet regularly with customers to discuss and resolve issues. In fact, one CIO said that "*the executives are really engaged. I think they would really like be more proactive in their communications, but they have too many clients and are too busy*" and then added that when they call for support, Allscripts communication is "*fantastic.*"

## CERNER

Cerner is ranked second in this report with an overall score of 75.75 out of 100 and is the only other vendor in the “Trusted Partner” quadrant. In most trusted partner categories, they have the second best score. Study respondents rated them high in capability, aim, and reliability and suggested their biggest area for improvement is in overall experience.

Chart 15: Trust CAPABILITY Scores



## STRENGTHS

### CAPABILITY

Cerner’s capability score is 7.8 out of 10. One IT Manager who has worked with Cerner for a few years described them as a “big outfit with a lot of capabilities.” Among their strengths that clients mentioned are their ability to innovate, remote hosting services, and their ability to deliver monthly updates. In these areas, study participants stated that they are “ahead of the curve and continue to innovate new products.” And that their “hosting services are outstanding.”

### AIM

Study participants scored Cerner as an 8.25 out of 10 for being committed to their success. One IT Manager said that Cerner “really cares about making sure we are taken care of.” While one CIO stated that they’ve “been really pleased with working with Cerner, they have done extremely well. They have been very supportive when we reach out to them.”

### RELIABILITY

Cerner’s clients rated them a 7.95 out of 100 for reliability. This score is the second highest of all the vendors in this study reflecting their good follow through on the promises they make.

Several customers raved about Cerner’s ability to host their application and how reliable the system has been as well as the confidence they have in Cerner’s support. One CIO said, “The system hardly goes down and we no longer have issues with performance.” Another IT Manager indicated that they feel Cerner really takes care of them and added “we are in the cloud and they do monthly updates.”

## WEAKNESSES

### EXPERIENCE

Customers gave poor ratings for overall experience and share insights such as slow responsiveness from customer service and support, hiccups with their implementation, and delays with tailoring the solution to meet their needs.

One CIO reported that Cerner’s implementation services “are not as good as they should be.” While one IT Director said “Cerner’s customer support is poor. They do not respond as quickly as we’d like.” Adding on to this was another CIO who stated, “Cerner needs to be more responsive to issues and concerns and they could be more proactive in my opinion.”

## CPSI

CPSI comes in third place in this study with a score of 73.54 out of 100. Customers said that CPSI understands the needs of the community hospital, their solution appears to have good functionality coverage and their customer support and proactive outreach is stellar.

## STRENGTHS

CPSI has the best overall trust score and customers report that they are a very good choice for the smaller community hospital. Customers claim that their main strengths are in overall experience, collaboration, and capability, while the areas they can improve include accommodation and alignment.

## EXPERIENCE

CPSI edged out Allscripts with their overall experience score of 7.78 out of 10. Many clients commented on CPSI's commitment to quality customer support. They find that CPSI is *"responsive, good at answering questions, and are really good at collaborating to resolve issues."* Customers also mentioned that CPSI is a *"good system for a small hospital"* and they *"definitely understand a lot about how to help a small facility that doesn't have a lot of IT staff resources."*

## COLLABORATION

CPSI puts a lot of effort into collaborating with their customers. In one instance, a CEO said, *"When I call in and put in a ticket, I usually get a call back in 10 minutes."* Another CIO said that they are *"outstanding in their customer support."*

In addition, customers reported that CPSI proactively checks in with their customers. One customer said they receive regular contacts from their CPSI representatives saying, *"sales contact and support contact very often to make sure that we are doing well."*

## CAPABILITY

Clients mention that CPSI offers to additional capabilities such as *"multi-medical directors with clinical hands-on experience"* that *"have been very instrumental in the success they have had for the last few years."* One IT Director mentioned that they were with Healthland and that *"CPSI has done a great job improving the software since they purchased them."* Finally, one CFO praised them saying *"their biggest strength is that they know the small hospital market very well."*

## WEAKNESSES

### ACCOMMODATION

Customers said that CPSI is unwilling to customize their solution to support their needs as well as issues with their integration with other



Chart 16: Trust EXPERIENCE Scores

systems. One customer said that *“CPSI does not like to customize the program. To make any changes, you have to submit an enhancement so that the change is available for everyone.”* In addition, one IT Director stated *“they are a little hard to get to them to do specific things. A few things, like getting custom reports, is a little more difficult than I think it ought to be.”* One CFO explained *“They are really protective about putting anything into their system. You can pull things out, but they don't like anything going in their system”* and *“they prefer not to make any changes just to accommodate us.”*

However, customers also said that CPSI's solution *“has more functionality than we need”* and *“it is a good system for a small hospital.”*

#### ALIGNMENT

Customers mentioned that CPSI's alignment efforts to development their solution may also be slow. One customer complained they are still waiting on functionality that CPSI promised them *“a few years ago”* that *“still hasn't come to fruition.”* An IT Manager remarked that *“the software is pretty good. It's easy to use. The only problem I have is with its integration”* and, a CIO said *“one area they can improve is the ability to interface with other systems.”*

## MEDHOST

Clients described Medhost as *“really made for the community hospital”*. They are in fourth place in this report with an overall trusted partner score is 71.76 out of 100.

## STRENGTHS

### RELIABILITY

Medhost was rated the highest for reliability. They scored an average of 8.5 out of 10 in this area. Medhost’s clients said they are responsive and have *“excellent engineers and interface teams.”* One CEO commented that community hospitals *“have different needs than larger hospitals and Medhost does a really good job accommodating them.”*

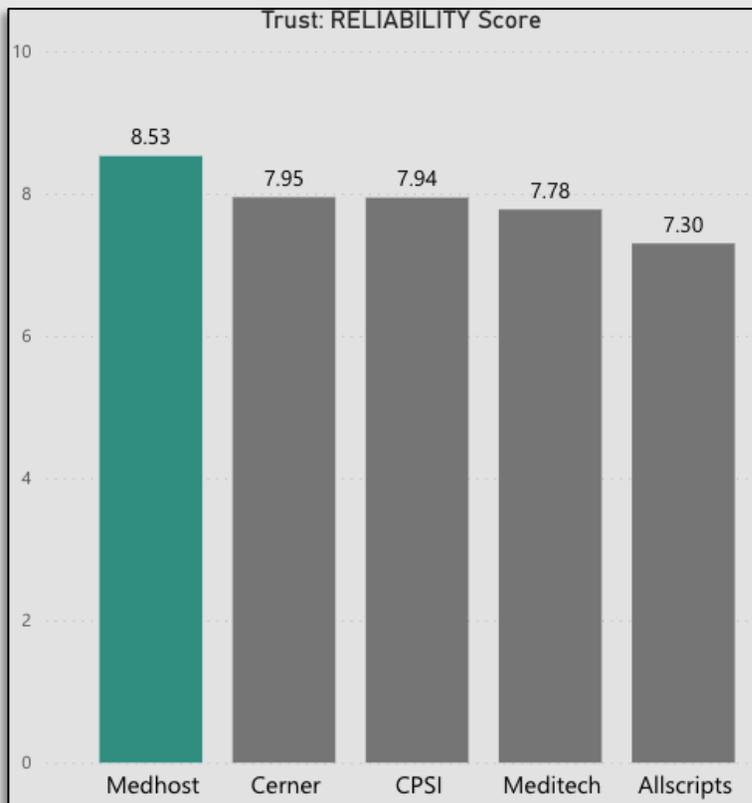


Chart 17: Trust RELIABILITY Scores

## COMMUNICATION

Another Medhost strength is communicating with their clients. Their clients gave them high marks with a score of 7.81 out of 10. One IT Director mentioned that Medhost’s support team is *“responsive”* and *“really know their stuff.”*

## WEAKNESSES

### ALIGNMENT

Medhost received the lowest score for aligning the functionality of their solution with their clients’ needs. One CEO said that they receive the *“functionality they want to give you, not the functionality you ask for”* and *“often it will take years before we see the new functionality”* unless it *“comes to any new government requirements, they always deliver on time.”*

Another described the process for requesting improvements is *“pretty slow because they are vetting out the need not only by us but they want to see if there are other facilities that need the same functionality.”*

### COLLABORATION

Customers reported that Medhost’s support can be better. They shared that the quality of the support staff is *“hit or miss”* and that it *“really depends on who you get.”* They also mentioned a lack of responsiveness. For example, one finance director said *“there are some things that we consider important and are not working that they are not repairing. They just say that they will get to it when they get to it.”*

In addition, support staff can be more interested in closing tickets than working with customers. One IT Director shared an experience that they submitted a ticket and Medhost *“couldn’t help”* so they asked Medhost to leave the ticket open for a week. Unfortunately, Medhost chose to close the ticket within the week..

## MEDITECH

Meditech's customers described them "as good as any other EMR" and that it is one of the "top fully integrated solutions in the country", and indicated that Meditech is "generally a good fit for smaller hospitals." Meditech launched a cloud based solution called Expanse. A few study participants mentioned they are evaluating the new web based solution and are interested in migrating to it.

## STRENGTHS

### ALIGNMENT

Meditech received the second highest score for their efforts in aligning with their customers to deliver needed functionality. In this study customers talk about Meditech's new web based solution Expanse as a "huge stride in the right direction."

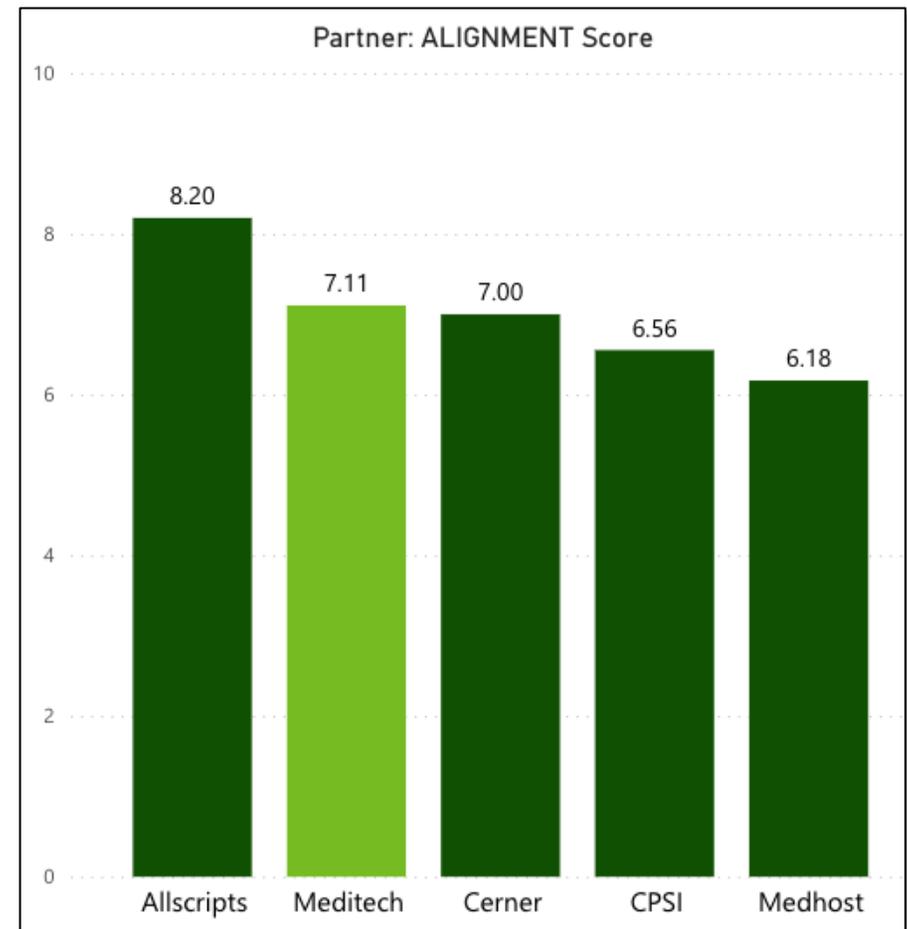
### WEAKNESSES

#### ACCOMMODATION

Meditech received low marks for accommodating their customers' needs. Customers reported that Meditech has an extremely flexible solution, but they are "reluctant to allow you to stretch the capabilities of their system to meet a creative need."

### COLLABORATE

There are also mixed experiences with Meditech's ability to collaborate with their client to resolve issues. One customer mentioned that when they log a ticket, "there is a delayed response. For example, they respond usually within 24 hours, but to get a resolution it takes days to weeks."



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