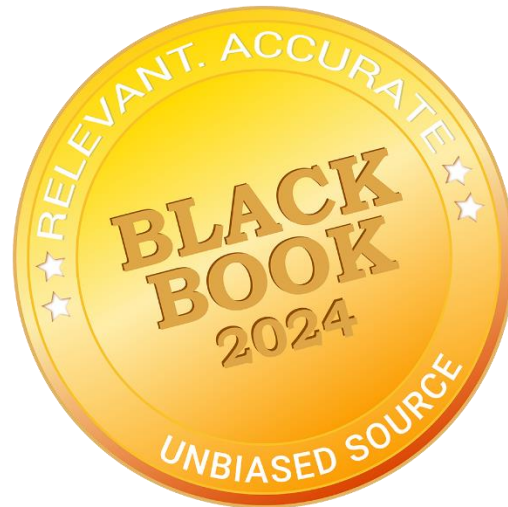2024 COMPETITIVE VENDOR PERFORMANCE REPORT

Clinical Documentation, Virtual Medical Scribes & Transcription Solutions

Academic Medical Centers & Acute Care Hospitals

Community & Rural Healthcare Facilities

Physicians, Clinics, Medical Groups & Practices

Diagnostic Imaging, Labs & Ambulatory Surgical Centers

Survey Period: Q1 2023 – Q3 2024

Black Book™ annually evaluates leading health care/medical software and outsourcing service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendor influence, more than 2,500,000 healthcare IT have contributed to various annual customer satisfaction polls. Suppliers also encourage their clients to participate in producing current and objective customer service data for buyers, analysts, investors, consultants, competitive suppliers, and the media. For more information or to order customized research results, please contact the **Client Resource Center** at **+1 800 863 7590** or **info@blackbookmarketresearch.com**

FIERCELY INDEPENDENT

Black Book™, its founders, management and staff do not own or hold any financial interest in any of the vendors covered and encompassed in the surveys it conducts. Black Book reports the results of the collected satisfaction and client experience rankings in publication and to media prior to vendor notification of rating results and does not solicit vendor participation fees, review fees, inclusion, or briefing charges, and/or vendor.

For more information, visit **www.BlackBookMarketResearch.com**

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2024 BLACK BOOK™ CLINICAL DOCUMENTATION SOLUTIONS

INPATIENT MEDICAL/SURGICAL HOSPITALS, AMBULATORY CARE PROVIDERS & OUTPATIENT, PUBLIC MEDICAL CENTERS, AND PHYSICIAN ORGANIZATIONS

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SURVEY PARTICIPATION: CLINICAL DOCUMENTATION SOLUTIONS

This segment of the Black Book™ RCM, Coding and HIM survey for hospitals and physicians included insights from 4,229 users from 829 hospitals and healthcare delivery networks and 2,704 Physician practices. Each survey poll was collected across three separate polls.

Respondent Title	Respondents
Rural, Critical Access and Small Hospitals Under 100 Beds	151
Community Hospitals 101-250 Beds	397
Academic Medical Centers & Large Hospitals 250+ Beds	605
Independent Physicians	1,284
Group Practice Physicians & Clinics	1,330
Ambulatory Providers, Surgery Centers, Labs & Diagnostic Imaging	319
Public Agencies, VA, Federal Centers & Government Healthcare	51
Other	92
TOTAL	**4,229**

Source: Black Book™

2024 BLACK BOOK™ METHODOLOGY

How the data sets are collected

Black Book collects ballot results on 18 performance areas of operational excellence to rank vendors by electronic medical and health record product lines. The gathered data are subjected immediately to an internal and external audit to verify completeness and accuracy and to make sure the respondent is valid while ensuring that the anonymity of the client company is maintained. During the audit, each data set is reviewed by a Black Book executive and at least two other people. In this way, Black Book's clients can clearly see how a vendor is truly performing. The 18 criteria on operational excellence are subdivided by the client's industry, market size, geography, software and technology niche, and functions outsourced, and are reported accordingly. Situational and market studies are conducted on areas of high interest such as e-Prescribing, Health information Exchange, Accountable Care organization, hospital software, services providers, educational providers in e-health, bench markers and advisors. These specific survey areas range from four to 20 questions of criteria each.

Understanding the statistical confidence of Black Book data

Statistical confidence for each performance rating is based upon the number of organizations scoring the electronic medical and health records service. Black Book identifies data confidence by one of several means:

o   Top-10-ranked vendors must have a minimum of 10 unique clients represented. Broad categories require a minimum of 20 unique client ballots. Data that are asterisked (*) represent a sample size below required limits and are intended to be used for tracking purposes only, not ranking purposes. Performance data for an asterisked vendor's services can vary widely until a larger sample size is achieved. The margin of error can be very large, and the reader is responsible for considering the possible current and future variation (margin of error) in the Black Book performance score reported.

o   Vendors with more than 20 unique client votes are eligible for top 10 rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their vendor. Data reported in this form are shown with a 95% confidence level (within a margin of 0.25, 0.20 or 0.15, respectively).

o   Raw numbers include the quantity of completed surveys and the number of unique organizations contributing the data for the survey pool of interest.

Who participates in the Black Book Ranking process?

More than 2,500,000 healthcare clinicians, IT and finance leaders and other users ranking from system executives, clinicians, IT specialists and front-line implementation veterans are invited to participate in the 2024 healthcare technology and services satisfaction surveys. Non-invitation receiving participants must complete a verifiable profile, utilize a valid corporate email address, and are then included as well.   The Black Book survey web instrument is open to respondents and new participants periodically for several surveys at http://blackbookmarketresearch.com. Only one ballot per corporate email address is permitted and changes of ballots during the open polling period require a formal email request process to ensure integrity. Follow up surveys were conducted from August 1 to October 31 to analyze the replacement market phenomenon within the financial solutions marketplace. Additionally, from December 15 to September 15 to collect data on related RCM, Coding and HIM solution satisfaction.

Clinical Documentation & Medical Scribe/Transcription solutions satisfaction rankings and client scoring results – 2024

4.229 qualified users of systems with validated corporate/valid email addresses ranked 124 Coding, HIM and speech recognition software solutions, technology, managed services and outsourcers, and SaaS suppliers offering individual or bundled arrangements as part of the Black Book annual survey, which was conducted via web and mobile app survey instruments. Additionally, 778 users answered questions about budgeting, vendor familiarity and vendor selection processes. The four most highly utilized systems of transcription, speech and HIM solutions are included as subsets. 335 participants identified themselves as replacement market prospective buyers.

STOP LIGHT SCORING KEY

Figure 1: Comprehensive financial management & analytics vendors are defined as being comprised of four surveyed user groups			
SMALL HOSPITALS **1-250 BEDS** **RURAL HOSPITALS** **CRITICAL ACCESS FACILITIES** **COMMUNITY HOSPITALS**	**MEDICAL CENTERS &** **LARGE HOSPITALS** **OVER 250 BEDS** **ACADEMIC MEDICAL CENTERS** **REFERRAL CENTERS**	**AMBULATORY CARE** **SURGERY CENTERS** **LABORATORIES** **IMAGING CENTERS** **AGENCIES**	**PHYSICIAN ORGANIZATIONS** **INDEPENDENT PRACTICES** **LARGE PRACTICES** **MULTI-SPECIALTY GROUPS**

Black Book™

STOP LIGHT SCORING KEY

Figure 2: Key to raw scores			
0.00 − 5.79 ▶	◀ 5.80 − 7.32 ▶	◀ 7.33 − 8.70 ▶	◀ 8.71 − 10.00
Deal breaking dissatisfaction **Does not meet expectations** **Cannot recommend vendor**	**Neutral** **Meets/does not meet expectations consistently** **Would not likely recommend vendor**	**Satisfactory performance** **Meets expectations** **Recommends vendor**	**Overwhelming satisfaction** **Exceeds expectations** **Highly recommended vendor**

Source: Black Book Research

STOP LIGHT SCORING KEY

Figure 3: Color-coded stop light dashboard scoring key

Green	(Top 10%) scores better than 90% of vendors. Green coded vendors have received constantly highest client satisfaction scores.
	8.71 +
Clear	(Top 33%) scores better than 67% of vendors. Well-scored vendor which have middle of the pack results.
	7.33 to 8.70
Yellow	Scores better than half of vendors. Cautionary performance scores, areas of improvement required.
	5.80 to 7.32
Red	Scores worse than 66% of vendors. Poor performances reported potential cause for service and contractual cancellations.
	Less than 5.79
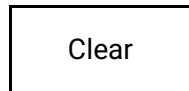
Source: Black Book Market Research

STOP LIGHT SCORING KEY

Figure 4: Raw score compilation and scale of reference

Black Book raw score scales

0 = Deal breaking dissatisfaction ◄ ___ ► 10 = Exceeds all expectations
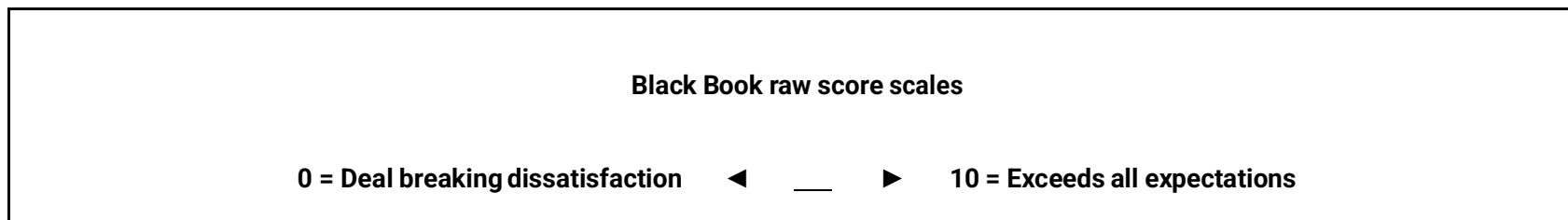
Source: Black Book Market Research

Individual vendors can be examined by specific indicators on each of the
main functions of Health Information Management as well as grouped and summarized subsets.
Detail of each subset is contained so that each vendor may be analyzed
by function and software services collectively.

OVERALL KPI LEADERS

Figure 5: Scoring key						
OVERALL RANK	Q6 CRITERIA RANK	VENDOR	SMALL & LARGE HOSPITALS	MEDICAL CENTERS & LARGE HOSPITALS	AMBULATORY CARE	PHYSICIAN ORGANIZATIONS	MEAN
	1	MEDICAL HIM CORPORATION	9.02	7.56	5.59	5.59	7.00

Source: Black Book Market Research

- **Overall rank** – this rank references the final position of all 18 criteria averaged by the mean score collectively. This vendor ranked fifth of the 20 competitors.

- **Criteria rank** – refers to the number of the question or criteria surveyed. This is the sixth question of the 18 criteria of which this vendor ranked first of the 20 vendors analyzed positioned only on this criteria or question.

- **Company** – name of the Health Information Management Technology Solutions vendor (sample name).

- **Subsections** – each subset comprises one-fourth of the total vendor mean at the end of this row and includes all buyers and users who indicate that they contract each respective service subsection with the supplier, specific to their enterprise.

- **Mean** – congruent with the criteria rank, the mean is a calculation of all four subsets of functions surveyed. As a final ranking reference, it includes all vertical industries, market sizes and geographies.`

OVERALL KEY PERFORMANCE INDICATOR LEADERS

SUMMARY OF CRITERIA OUTCOMES

Table 1: Summary of criteria outcomes		
CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS VENDORS		
Total number one criteria ratings	Vendor	Overall rank
12	IKS HEALTH	1
3	PROSCRIBE	2
1	SCRIBE EMR	5
1	PHYSICIANS ANGELS	8
1	OPTUM	10

TOP SCORE PER INDIVIDUAL CRITERIA:

CLINICAL DOCUMENTATION SOLUTIONS VENDORS

Table 2 : Top score per individual criteria			
Questions	**Criteria**	**Vendor**	**Overall Rank**
1	Strategic Alignment of Client Goals: ONC, MACRA, MIPS, VBC, Growth Initiatives	IKS HEALTH	1
2	Innovation	IKS HEALTH	1
3	Training	SCRIBE EMR	5
4	Client relationships and cultural fit	IKS HEALTH	1
5	Trust, Transparency, Accountability, Ethics	IKS HEALTH	1
6	Breadth of offerings, client types, delivery excellence	IKS HEALTH	1
7	Deployment and implementation	IKS HEALTH	1
8	Customization	IKS HEALTH	1
9	Integration and interfaces	PROSCRIBE	2
10	Scalability, client adaptability, flexible pricing	IKS HEALTH	1
11	Compensation and employee performance	PROSCRIBE	2
12	Reliability	PHYSICIANS ANGELS	8
13	Brand image and marketing communications	IKS HEALTH	1
14	Marginal value adds	IKS HEALTH	1
15	Viability, Managerial Stability	OPTUM	10
16	Data security, privacy and backup services	PROSCRIBE	2
17	Support and customer care	IKS HEALTH	1
18	Best of breed technology and process improvement	IKS HEALTH	1
Source: Black Book ™			

PART TWO: RANKED VENDOR PERFORMANCE

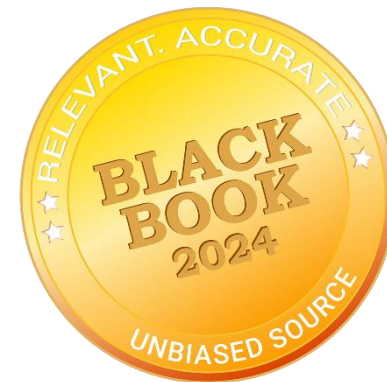# 2024 INDIVIDUAL KEY PERFORMANCE: HEALTH INFORMATION MANAGEMENT SOLUTIONS

CLINICAL DOCUMENTATION SOLUTIONS & MEDICAL SCRIBE VENDORS

Academic Medical Centers & Acute Care Hospitals

Community & Rural Healthcare Facilities

Physician Clinics, Groups & Practices

Diagnostic Labs, Imaging & Ambulatory Surgical Centers

Individual Key Performance: Clinical Documentation Process & Transcription Solutions

Table 3 : Top Ranked Vendors – raw scores 2024

Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	IKS HEALTH	9.66	9.66	9.44	9.67	9.76	9.78	9.42	9.80	9.72	9.84	9.76	9.74	9.87	9.82	9.85	9.66	10.00	9.83	**9.74**
2	PROSCRIBE	8.60	9.07	8.70	9.41	9.65	9.27	9.39	9.68	9.87	9.18	9.78	8.43	9.84	9.73	9.43	9.86	8.64	9.69	**9.35**
3	HELIX	9.50	9.11	9.11	9.29	7.27	9.08	9.05	9.34	9.49	9.48	9.43	8.83	9.10	9.04	9.56	9.06	9.25	9.47	**9.14**
4	DEEPSCRIBE	8.96	9.03	9.01	9.49	9.07	9.52	9.12	8.64	9.11	8.97	9.63	8.60	9.30	9.04	9.12	9.50	8.79	9.52	**9.13**
5	SCRIBE EMR	9.05	6.94	9.59	8.89	9.75	9.74	9.20	9.73	9.47	8.86	7.20	7.11	7.18	9.53	6.91	9.27	9.05	9.09	**8.70**
6	SCRIBE AMERICA	9.48	8.74	8.63	9.17	8.78	9.50	8.72	9.19	8.90	9.20	9.21	9.36	5.74	9.43	8.77	8.49	6.20	8.95	**8.69**
7	DATAMATRIX MEDICAL	8.71	9.22	7.02	5.80	9.61	9.47	8.42	8.53	9.31	8.51	7.06	7.16	8.19	8.82	8.52	9.06	9.50	9.11	**8.45**
8	PHYSICIANS ANGELS	8.52	9.23	6.85	9.23	5.60	8.97	8.35	8.26	8.35	8.17	9.16	9.79	9.20	7.01	8.64	8.49	9.01	8.75	**8.42**
9	SCRIBEKICK	7.03	8.74	9.08	6.10	8.52	5.65	9.19	7.12	6.14	8.43	9.35	7.64	8.79	9.13	7.16	9.28	6.80	8.78	**7.94**
10	OPTUM	5.97	8.72	8.39	6.24	8.59	5.93	8.30	8.67	7.33	7.03	8.62	7.04	5.94	6.98	8.76	8.04	9.06	8.49	**7.67**
11	WING ASSISTANT	6.80	6.50	6.62	8.49	9.44	6.83	9.30	8.03	8.21	5.71	7.18	7.13	8.56	7.21	8.52	7.84	8.80	6.04	**7.62**
12	CHASE CLINICAL DOC	7.11	5.88	9.38	8.35	5.15	6.72	7.05	8.72	8.63	4.92	7.16	9.22	8.64	5.80	7.25	8.47	6.24	6.27	**7.28**
13	AUGMEDIX	7.19	8.38	5.04	5.57	8.60	7.13	5.73	6.39	7.82	6.69	8.30	8.97	8.38	7.29	8.92	7.09	5.40	6.43	**7.18**
14	SCRIBE.OLOGY	6.38	5.40	9.52	6.45	4.04	6.59	9.15	6.84	5.03	5.86	7.21	7.39	5.74	8.98	9.13	7.99	9.33	6.94	**7.11**
15	AMERICAN SCRIBES	7.19	6.20	5.34	8.04	6.43	5.69	8.24	6.89	8.07	6.97	7.04	7.99	6.42	5.44	8.38	7.70	9.27	6.31	**7.09**
16	REMOTE SCRIBES	6.35	5.87	6.01	6.00	6.16	8.22	7.77	6.34	6.68	7.64	7.32	8.92	7.50	8.38	5.77	7.18	8.99	6.35	**7.08**
17	CARECLOUD	8.76	6.54	5.78	7.97	5.65	6.86	8.02	5.08	6.55	5.29	6.50	8.79	7.30	8.32	6.66	8.08	4.16	7.03	**6.85**
18	ATHREON	8.47	5.17	5.86	7.12	5.69	5.80	5.06	8.30	7.01	8.85	6.15	6.25	5.22	6.62	6.98	8.91	5.09	4.87	**6.52**
19	SCRIBE-X	5.08	5.35	5.24	5.78	5.10	6.36	4.91	6.56	5.75	7.24	5.71	7.16	5.24	6.47	8.05	7.37	5.77	4.98	**6.01**
20	COGNIZANT	5.40	4.04	5.17	5.75	5.10	7.14	4.19	4.76	6.44	7.06	6.58	8.34	5.49	5.09	4.18	6.60	5.41	5.60	**5.69**

Published July 2024

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

1. Strategic Alignment between vendor and provider client goals

Table 4: Organizational structure meets the needs of stakeholders or customers, and stakeholder satisfaction is the most important priority. HIM digital transformation solutions client is likely to recommend the vendor to similar sized provider organizations within the same geography, specialty, or delivery setting.

OVERALL RANK	Q1 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS		MEAN
1	1	IKS HEALTH	9.61	9.87	9.53	9.63	9.66
3	2	HELIX	9.30	9.52	9.71	9.35	9.48
6	3	SCRIBE AMERICA	9.62	9.77	9.21	9.23	9.46
5	4	SCRIBE EMR	9.48	9.16	8.20	9.35	9.05
4	5	DEEPSCRIBE	9.09	9.22	9.02	8.52	8.96
17	6	CARECLOUD	8.49	8.91	8.66	8.97	8.76
7	7	DATAMATRIX MEDICAL	9.30	9.03	8.19	8.31	8.71
2	8	PROSCRIBE	8.74	8.04	9.08	8.52	8.60
8	9	PHYSICIANS ANGELS	8.78	8.61	8.51	8.19	8.52
18	10	ATHREON	8.97	8.22	7.97	8.71	8.47

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

2. Innovation

Table 5: Customers are also continuing to push the envelope for further enhancements to which the vendor is responsive. HIM solutions clients also believe that their vendors' technology is helping them manage business and care units more effectively, generate accurate records and reimbursement billings and cut their overhead in ways that were difficult or impossible to accomplish before innovation solutions were implemented. Vendors are responsive to make client recommendations with cutting edge improvements.

OVERALL RANK	Q2 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.44	9.77	9.71	9.72	9.66
8	2	PHYSICIANS ANGELS	9.11	9.74	9.06	8.99	9.23
7	3	DATAMATRIX MEDICAL	9.34	8.86	9.18	9.50	9.22
3	4	HELIX	9.12	9.00	9.38	8.92	9.11
2	5	PROSCRIBE	9.15	8.74	8.61	9.77	9.07
4	6	DEEPSCRIBE	8.87	9.35	8.72	9.19	9.03
6	7	SCRIBE AMERICA	8.74	9.19	8.42	8.59	8.74
9	8	SCRIBEKICK	8.59	8.41	9.18	8.78	8.74
10	9	OPTUM	8.27	9.10	9.36	8.14	8.72
13	10	AUGMEDIX	8.35	9.00	8.16	8.01	8.38

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

3. Training

Table 6: HIM technology vendor leadership provides significant and meaningful training opportunities for internal employees and client staff. Leadership strives to develop technology staff, client service and customer servicing consultant employees. Training modules are effective and practical so that minimal post-implementation training is required on or off site. Regular updates are timely and require minimal additional training to implement.

OVERALL RANK	Q3 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
5	1	SCRIBE EMR	9.40	9.47	9.72	9.78	9.59
14	2	SCRIBE.OLOGY	9.17	9.35	9.87	9.67	9.52
1	3	IKS HEALTH	9.41	9.35	9.39	9.61	9.44
12	4	CHASE CLINICAL DOC	9.56	9.67	8.81	9.49	9.38
3	5	HELIX	9.09	8.85	9.25	9.26	9.11
9	6	SCRIBEKICK	8.90	9.57	8.89	8.97	9.08
4	7	DEEPSCRIBE	9.26	8.87	9.25	8.66	9.01
2	8	PROSCRIBE	8.51	9.03	8.98	8.26	8.70
6	9	SCRIBE AMERICA	8.63	8.54	8.82	8.53	8.63
10	10	OPTUM	8.72	7.90	8.03	8.89	8.39

Source: Black* Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

4. Client Relationships and Cultural Fit

Table 7: HIM solutions vendor leadership honors customer relationships highly. The relationship with the vendor elevates the customer's reputation. Improving practice and healthcare delivery efficiency and effectiveness is a priority of the supplier. Governance of engagement is neither complex for buyers nor does it require vendor management attention regularly. There is no regular transparency or quality issue. There are no culture clashes or misfits that threaten relationship's success or client's satisfaction.

OVERALL RANK	Q4 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.74	9.46	9.69	9.79	9.67
4	2	DEEPSCRIBE	9.30	9.38	9.87	9.41	9.49
2	3	PROSCRIBE	9.49	8.90	9.80	9.44	9.41
3	4	HELIX	9.47	9.07	9.71	8.92	9.29
8	5	PHYSICIANS ANGELS	9.42	9.67	8.86	8.95	9.23
6	6	SCRIBE AMERICA	9.05	9.59	8.85	9.17	9.17
5	7	SCRIBE EMR	8.65	8.55	9.05	9.31	8.89
11	8	WING ASSISTANT	8.47	8.14	8.72	8.64	8.49
12	9	CHASE CLINICAL DOC	8.51	8.19	8.39	8.29	8.35
15	10	AMERICAN SCRIBES	7.95	8.41	8.01	8.22	8.15

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

5. Trust, Accountability, Ethics and Transparency

Table 8: Trust in enterprise reputation is important to HIM solutions clients as well as prospects. Client possesses an understanding that its vendor organization has the people, processes, and resources to effectively deliver the desired business and clinical results, based on its industry reputation and past performance. There are no disconnects between promises and delivery.

OVERALL RANK	Q5 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.76	9.88	9.80	9.61	9.76
2	2	PROSCRIBE	9.85	9.57	9.97	9.21	9.65
7	3	SCRIBE AMERICA	9.78	9.70	9.52	9.44	9.61
11	4	WING ASSISTANT	9.32	9.69	8.97	9.79	9.44
4	5	DEEPSCRIBE	9.21	8.69	9.68	8.70	9.07
5	6	SCRIBE EMR	8.83	8.02	9.42	9.72	9.00
6	7	SCRIBE AMERICA	9.41	9.07	7.97	8.67	8.78
13	8	AUGMEDIX	8.92	8.84	8.40	8.25	8.60
10	9	OPTUM	8.41	8.64	8.91	8.39	8.59
3	10	HELIX	8.45	5.96	6.73	7.92	7.27

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

6. Breadth of Offerings, Varied Client Settings, Delivery Excellence Across all user types

Table 9: HIM digital transformation solutions vendor offers industry recognized horizontal functionality and vertical industry applications and manage bundled services and developing new healthcare technology initiatives. Vendors routinely drive operational performance improvements and results in the areas they affect. Comprehensive offerings are constructed to meet the unique needs of the client's IT initiatives. The breadth of vendor contract management modules offers comprehensive system services and broad modules.

OVERALL RANK	Q6 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.83	9.87	9.75	9.67	9.78
5	2	SCRIBE EMR	9.97	9.74	9.62	9.63	9.74
4	3	DEEPSCRIBE	9.40	9.65	9.75	9.29	9.52
6	4	SCRIBE AMERICA	9.82	9.72	8.67	9.79	9.50
7	5	DATAMATRIX MEDICAL	9.71	9.31	9.14	9.72	9.47
2	6	PROSCRIBE	9.26	9.46	8.91	9.45	9.27
3	7	HELIX	8.97	9.42	8.81	9.12	9.08
8	8	PHYSICIANS ANGELS	9.32	8.87	8.89	8.79	8.97
16	9	REMOTE SCRIBES	7.91	8.52	8.26	8.17	8.22
13	10	AUGMEDIX	8.21	7.95	7.71	8.64	8.13

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

7. Deployment and AI Solution Implementation & System-Wide Standardization

Table 10: HIM digital transformation solutions client deploys at a pace acceptable to the client. Financial technology solutions eliminate excessive supervision over vendor implementations. Vendor overcomes client implementation obstacles and challenges effectively. Technical, organizational, and cultural implementation obstacles are handled professionally and punctually. Software implementation time meets standard expectations. Implementations are efficient and sensitive to users' specific situations, which may cause delays.

OVERALL RANK	Q7 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.37	9.61	9.63	9.05	9.42
2	2	PROSCRIBE	9.19	9.69	8.97	9.70	9.39
5	3	SCRIBE EMR	9.22	9.60	8.87	9.09	9.20
9	4	SCRIBEKICK	8.98	9.08	8.92	9.76	9.19
14	5	SCRIBE.OLOGY	9.35	9.42	8.96	8.86	9.15
4	6	DEEPSCRIBE	9.55	9.19	8.65	9.08	9.12
3	7	HELIX	9.31	9.01	9.26	8.61	9.05
6	8	SCRIBE AMERICA	8.64	9.22	8.27	8.75	8.72
7	9	DATAMATRIX MEDICAL	8.90	8.73	8.23	7.82	8.42
10	10	OPTUM	8.36	8.21	8.63	8.02	8.30

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

8. Customization

Table 11: HIM & AI software products and process services are customized to meet the unique needs of specific provider client purpose, processes and care delivery models. Little resistance is encountered when changing performance measurements as clients' needs vary. Extraordinary efforts are made to adapt and convert client special needs into workable solutions with efficient cost and time considerations. Financial software allows for modifications that are not costly or complex.

OVERALL RANK	Q8 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.79	9.79	9.87	9.72	9.80
5	2	SCRIBE EMR	9.67	9.94	9.47	9.83	9.73
2	3	PROSCRIBE	9.82	9.54	9.56	9.80	9.68
3	4	HELIX	9.51	9.17	9.08	9.61	9.34
6	5	SCRIBE AMERICA	8.86	9.55	9.51	8.84	9.19
12	6	CHASE CLINICAL DOC	8.90	8.44	8.74	8.81	8.72
10	7	OPTUM	9.23	9.14	8.26	8.05	8.67
4	8	DEEPSCRIBE	8.95	8.98	8.44	8.17	8.64
7	9	DATAMATRIX MEDICAL	8.73	8.47	9.08	7.83	8.53
18	10	ATHREON	8.55	8.51	8.02	8.10	8.30

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

9. Integration and Interfaces

Table 12: HIM & AI solutions vendor supports interfaces so information can be shared between necessary applications. Solutions are easily integrated to existing backend systems as needed and HIE feasible. Seamless interfaces to legacy applications are performed as required for optimal functioning. Human integration and interface activities are administered precisely. Systems communicate effectively among provider groups and ancillaries. True interoperability with other healthcare organizations is factored into implementation.

OVERALL RANK	Q9 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
2	1	PROSCRIBE	9.97	9.95	9.74	9.81	9.87
1	2	IKS HEALTH	9.45	9.67	9.86	9.89	9.72
3	3	HELIX	9.50	9.65	9.02	9.78	9.49
5	4	SCRIBE EMR	9.74	9.25	9.12	9.75	9.47
7	5	DATAMATRIX MEDICAL	9.18	9.48	8.97	9.62	9.31
4	6	DEEPSCRIBE	8.91	9.47	8.90	9.14	9.11
12	7	CHASE CLINICAL DOC	9.10	9.17	7.50	8.76	8.63
6	8	SCRIBE AMERICA	8.52	8.90	7.54	8.50	8.37
8	9	PHYSICIANS ANGELS	8.94	8.53	7.87	8.04	8.35
11	10	WING ASSISTANT	8.28	9.09	7.85	7.62	8.21

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

10. Scalability, Client Adaptability, Flexible Pricing

Table 13: HIM software solutions vendor provides flexible pricing allowing the client to choose and pay for the precise functionality and services needed. Vendor Invests in significant infrastructure and can provide services to enterprise organizations. IT products and services meet the changing and varied needs of the respective customer. Pricing is not rigid or shifting and meets the needs of the client.

OVERALL RANK	Q10 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.91	9.83	9.99	9.61	9.84
3	2	HELIX	9.77	9.20	9.45	9.49	9.48
6	3	SCRIBE AMERICA	8.98	9.19	8.89	9.74	9.20
2	4	PROSCRIBE	9.23	9.27	9.21	8.99	9.18
4	5	DEEPSCRIBE	8.99	9.02	8.87	9.00	8.97
5	6	SCRIBE EMR	8.48	9.03	8.06	8.77	8.86
18	7	ATHREON	8.95	9.43	8.18	8.83	8.85
7	8	DATAMATRIX MEDICAL	9.13	8.47	8.34	8.10	8.51
9	9	SCRIBEKICK	8.73	8.25	8.74	8.00	8.43
8	10	PHYSICIANS ANGELS	8.10	8.47	7.76	8.34	8.17

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

11. Vendor Staff Expertise, Compensation, and Employee Performance

Table 14: HIM solutions vendor team of employees is considered top in industry for professionalism and skill. Vendors attract and retains high performing staff. Vendors are focused on building and developing a strong employee team of producers. Employees act like owners/leaders. The company is moving towards leveraged pay at all levels. Vendors are using effective tools to tie performance metrics to compensation policy and compensating top leaders. Human resources-related criteria are scored from the client perspective on this indicator.

OVERALL RANK	Q11 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
2	1	PROSCRIBE	9.82	9.72	9.68	9.90	9.78
1	2	IKS HEALTH	9.86	9.79	9.94	9.43	9.76
4	3	DEEPSCRIBE	9.49	9.91	9.39	9.72	9.63
3	4	HELIX	9.73	9.59	9.32	9.08	9.43
9	5	SCRIBEKICK	9.46	9.69	9.05	9.21	9.35
6	6	SCRIBE AMERICA	9.43	8.95	9.53	8.94	9.21
8	7	PHYSICIANS ANGELS	9.41	8.80	8.93	9.51	9.16
10	8	OPTUM	8.56	8.60	9.07	8.23	8.62
16	9	REMOTE SCRIBES	9.07	8.82	7.29	8.09	8.32
13	10	AUGMEDIX	8.14	9.55	7.47	8.03	8.30

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

12. Reliability

Table 15: HIM solutions supplier meets agreed terms as evidenced by routine, acceptable service level reporting and industry expectations. Depth and breadth of applications/solutions are acceptable in meeting client needs. Online reliability meets expectations, and outages/downtimes are minimized. Solid product and service capacities are demonstrated consistently. Service levels are consistently met as agreed. Services and support response is expedient and provided with appropriate resources by vendor team.

OVERALL RANK	Q12 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
8	1	PHYSICIANS ANGELS	9.97	9.74	9.69	9.77	**9.79**
1	2	IKS HEALTH	9.69	9.90	9.84	9.53	**9.74**
6	3	SCRIBE AMERICA	9.16	9.32	9.77	9.17	**9.36**
12	4	CHASE CLINICAL DOC	9.36	9.05	9.27	9.19	**9.22**
13	5	AUGMEDIX	8.79	9.23	9.21	8.63	**8.97**
16	6	REMOTE SCRIBES	8.80	8.63	8.72	9.54	**8.92**
3	7	HELIX	8.88	9.34	8.68	8.40	**8.83**
17	8	CARECLOUD	8.66	8.19	9.41	8.91	**8.79**
4	9	DEEPSCRIBE	9.35	9.06	8.21	7.76	**8.60**
2	10	PROSCRIBE	8.36	8.72	8.64	7.99	**8.43**

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

13. Brand Image and Marketing Leadership and Communications

Table 16: HIM solutions vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual product and service deliverables. The image is consistent with top software and services rankings. Sales presentations and proposals are delivered upon and corporate integrity/honesty in marketing and business development are highly valued. Company image and integrity are values upheld top-down consistently. An elevated level of relevant client communications enhances the vendor – customer/user relationship.

OVERALL RANK	Q13 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.91	9.99	9.90	9.67	**9.87**
2	2	PROSCRIBE	9.76	9.82	9.99	9.79	**9.84**
4	3	DEEPSCRIBE	9.45	9.23	9.03	9.47	**9.30**
8	4	PHYSICIANS ANGELS	9.35	9.52	8.99	8.93	**9.20**
3	5	HELIX	9.17	9.35	8.88	9.00	**9.10**
9	6	SCRIBEKICK	9.16	8.89	8.49	8.61	**8.79**
12	7	CHASE CLINICAL DOC	8.54	8.99	8.69	8.34	**8.64**
11	8	WING ASSISTANT	9.09	8.24	8.49	8.40	**8.56**
13	9	AUGMEDIX	8.79	8.13	7.94	8.64	**8.38**
15	10	AMERICAN SCRIBES	6.72	6.21	6.39	6.37	**6.42**

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

14. Marginal Value Adds

Table 17: Beyond stimulus achievement, the vendors' cost savings are realized as generally estimated and not over-positioned or over/underestimated in ways that affect major client satisfaction or costs. Vendor offers value-adds as a financial management partner in cost savings and avoidance initiatives and creative programs through bundled product design. Provides true business transformation opportunities to physician practices, hospitals and other healthcare delivery settings utilizing financial digital transformation solutions.

OVERALL RANK	Q14 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.80	9.88	9.90	9.69	**9.82**
2	2	PROSCRIBE	9.99	9.57	9.67	9.67	**9.73**
5	3	SCRIBE EMR	9.90	9.71	8.94	9.58	**9.53**
6	4	SCRIBE AMERICA	9.69	8.97	9.58	9.47	**9.43**
9	5	SCRIBEKICK	9.91	9.11	8.30	9.19	**9.13**
4	6	DEEPSCRIBE	9.21	9.09	9.07	8.80	**9.04**
3	7	HELIX	9.36	8.57	8.38	9.83	**9.04**
14	8	SCRIBE.OLOGY	8.74	8.75	9.08	9.35	**8.98**
7	9	SCRIBE AMERICA	9.38	9.11	8.67	8.12	**8.82**
16	10	REMOTE SCRIBES	8.26	9.03	8.06	8.17	**8.38**

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

15. Viability and Managerial Stability

Table 18: Vendor's viability, employee turnover, financial stability and/or cultural mismatches do not threaten relationship. Senior management and the board exemplify strong leadership principles to steward appropriate resources that impact buyers. Client is confident of long-term industry viability for this vendor based on investments, client adoption, exceptional outcomes, and service levels. Field management is notably competent, stable, and supportive of clients. The vendor demonstrates and provides evidence of competent fiscal management and leadership.

OVERALL RANK	Q15 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
10	1	OPTUM	9.94	9.89	9.83	9.75	**9.85**
3	2	HELIX	9.57	9.62	9.43	9.62	**9.56**
2	3	PROSCRIBE	9.70	9.82	8.84	9.37	**9.43**
14	4	SCRIBE.OLOGY	9.17	9.33	9.01	8.99	**9.13**
1	5	IKS HEALTH	9.03	9.09	9.22	9.13	**9.12**
13	6	AUGMEDIX	8.96	9.40	9.07	8.24	**8.92**
6	7	SCRIBE AMERICA	8.71	8.79	8.94	8.62	**8.77**
4	8	DEEPSCRIBE	8.91	9.01	8.25	8.87	**8.76**
8	9	PHYSICIANS ANGELS	8.54	8.77	9.27	7.99	**8.64**
7	10	SCRIBE AMERICA	7.74	8.63	8.89	8.81	**8.52**

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

16. Data Security and Backup Services

Table 19: In order to provide secure and constantly dependable service offerings for affiliated business units and provider entities, a vendor has to provide the highest level of security and data back-up services. The vendor's service in these two areas is superior to the security and back-up system of past internal systems of the provider organization, Cybersecurity practices and protections meet or exceed industry standards and regulations.

OVERALL RANK	Q16 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
2	1	PROSCRIBE	9.84	9.89	9.99	9.72	9.86
1	2	IKS HEALTH	9.42	9.77	9.66	9.78	9.66
4	3	DEEPSCRIBE	9.67	9.28	9.77	9.27	9.50
9	4	SCRIBEKICK	9.39	8.76	9.53	9.43	9.28
5	5	SCRIBE EMR	9.24	9.45	9.17	9.20	9.27
3	6	HELIX	9.14	9.09	9.53	8.49	9.06
7	7	DATAMATRIX MEDICAL	9.24	9.54	9.36	8.10	9.06
18	8	ATHREON	8.67	8.84	9.15	8.99	8.91
8	9	PHYSICIANS ANGELS	8.48	8.49	9.23	7.76	8.49
6	10	SCRIBE AMERICA	8.73	9.36	7.63	8.24	8.49

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

17. Support and Customer Care

Table 20: Account management provides an adequate amount of onsite administration and support to clients. There exists a formal account management program that meets client needs. Media and clients reference this vendor as a financial solutions and services leader and top vendor correctly. Customer services and relationship satisfaction is manifested through significant flagship clients as well as smaller and newest customers similarly. The vendor provides an appropriate number of accessible support and customer care personnel.

OVERALL RANK	Q17 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	10.00	10.00	10.00	10.00	10.00
7	2	SCRIBE AMERICA	9.69	9.63	9.24	9.43	9.50
14	3	SCRIBE.OLOGY	8.96	9.39	9.76	9.19	9.33
15	4	AMERICAN SCRIBES	9.25	9.01	9.88	8.93	9.27
3	5	HELIX	9.39	9.48	9.13	9.01	9.25
10	6	OPTUM	9.12	8.91	9.04	9.16	9.06
5	7	SCRIBE EMR	8.99	8.81	9.09	9.32	9.05
8	8	PHYSICIANS ANGELS	8.96	8.98	9.38	8.71	9.01
16	9	REMOTE SCRIBES	9.32	8.87	8.67	9.09	8.99
2	10	PROSCRIBE	8.60	8.34	8.95	8.68	8.64

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

18. Best of Breed Technology and Process Improvement

Table 21: Vendor management and related technology services are considered best of breed. The vendor technology elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives. Vendor services are delivered at or above current/former in-house service levels. Technology is current and relevant to exchanging health information among providers, as well as sufficiently offering patient access and interoperability.

OVERALL RANK	Q18 CRITERIA RANK	HIM VENDOR	SMALL HOSPITALS	LARGE HOSPITALS	AMBULATORY CARE PROVIDERS	PHYSICIAN ORGANIZATIONS	MEAN
1	1	IKS HEALTH	9.78	9.93	9.79	9.81	**9.83**
2	2	PROSCRIBE	9.45	9.74	9.57	9.99	**9.69**
4	3	DEEPSCRIBE	9.41	9.43	9.67	9.58	**9.52**
3	4	HELIX	9.96	9.35	9.53	9.02	**9.47**
7	5	DATAMATRIX MEDICAL	9.17	9.03	9.06	9.18	**9.11**
5	6	SCRIBE EMR	9.22	9.64	8.75	8.75	**9.09**
6	7	SCRIBE AMERICA	8.96	8.93	9.13	8.78	**8.95**
9	8	SCRIBEKICK	8.53	9.08	9.85	8.64	**8.78**
8	9	PHYSICIANS ANGELS	8.97	8.52	9.32	8.20	**8.75**
10	10	OPTUM	9.03	8.27	8.14	8.50	**8.49**

Source: Black Book Market Research

APPENDIX

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