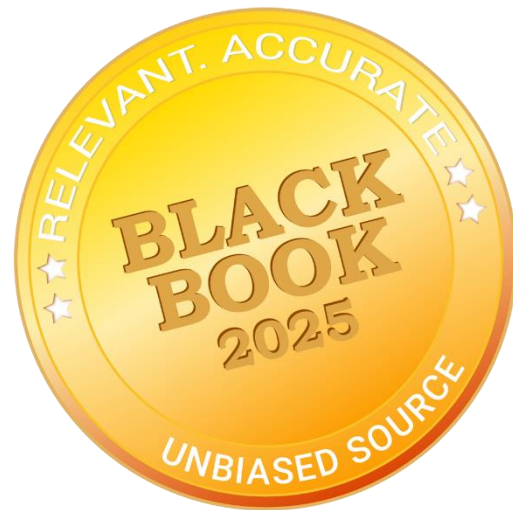


2025 COMPETITIVE VENDOR PERFORMANCE REPORT

Clinical Documentation, Virtual Medical Scribes & Transcription Services



Academic Medical Centers & Acute Care Hospitals
Community & Rural Healthcare Facilities
Physicians, Clinics, Medical Groups & Practices
Diagnostic Imaging, Labs & Ambulatory Surgical Centers

Survey Period: Q4 2024 – Q1 2025



Black Book™ annually evaluates leading health care/medical software and managed 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 2,900,000 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

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SURVEY PARTICIPATION: CLINICAL DOCUMENTATION SOLUTIONS

This segment of the Black Book™ HIM survey for hospitals and physicians included insights from 1,146 users from 399 hospitals and healthcare delivery networks and 747 Physician practices. Each survey poll was collected across three separate polls.

Respondent Title	Respondents
Rural, Critical Access and Small Hospitals Under 100 Beds	40
Community Hospitals 101-250 Beds	135
Academic Medical Centers & Large Hospitals 250+ Beds	224
Independent Physicians	287
Group Practice Physicians & Clinics	344
Ambulatory Providers, Surgery Centers, Labs & Diagnostic Imaging	98
Public Agencies, VA, Federal Centers & Government Healthcare	6
Other	12
TOTAL	1,146

Source: Black Book™



2025 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 managed functions, 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:

- 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.
- 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).
- 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 2,900,000 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 2025 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 November 1 to March 9 to analyze the replacement market phenomenon within the financial solutions marketplace.



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

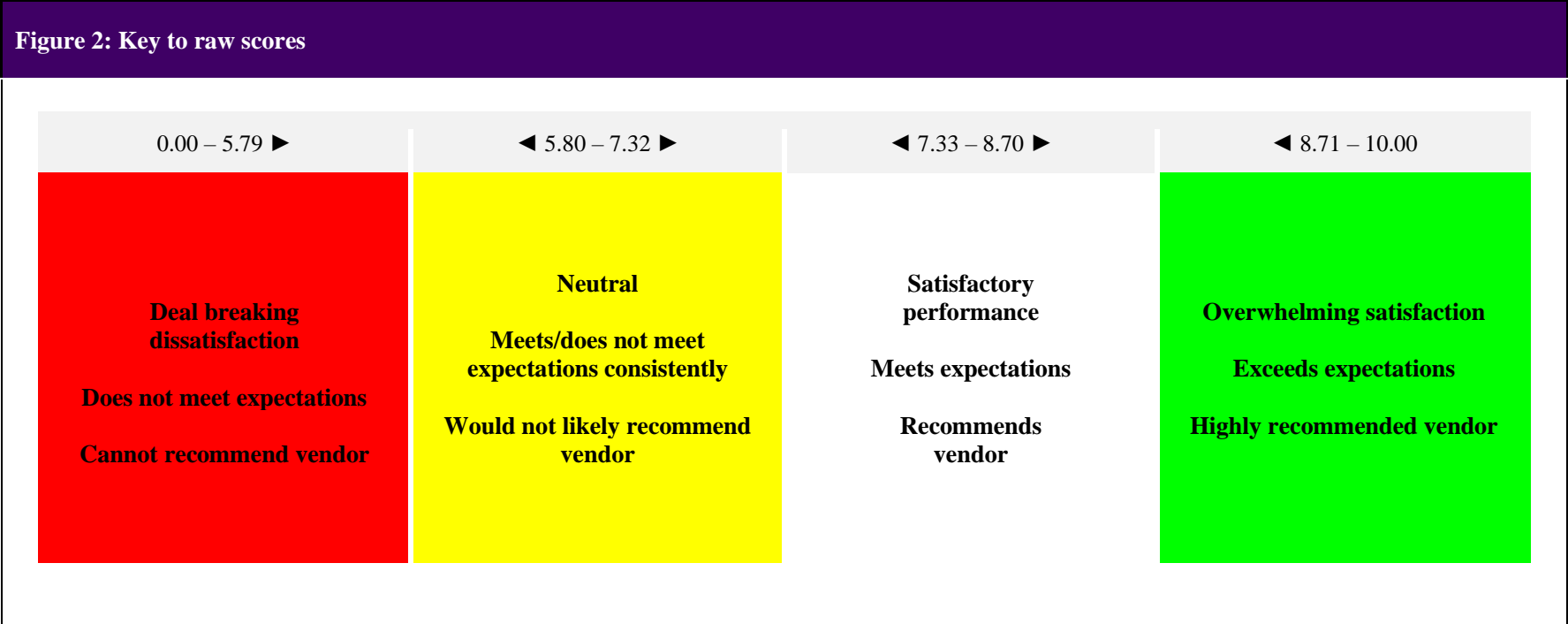
AMBULATORY CARE
SURGERY CENTERS
LABORATORIES
IMAGING CENTERS
AGENCIES

PHYSICIAN ORGANIZATIONS
INDEPENDENT PRACTICES
LARGE PRACTICES
MULTI-SPECIALTY GROUPS

Black Book™



STOP LIGHT SCORING KEY



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 consistently higher client satisfaction scores.

8.71 +

Clear

(Top 33%) scores better than 67% of vendors. High-scoring vendors that 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

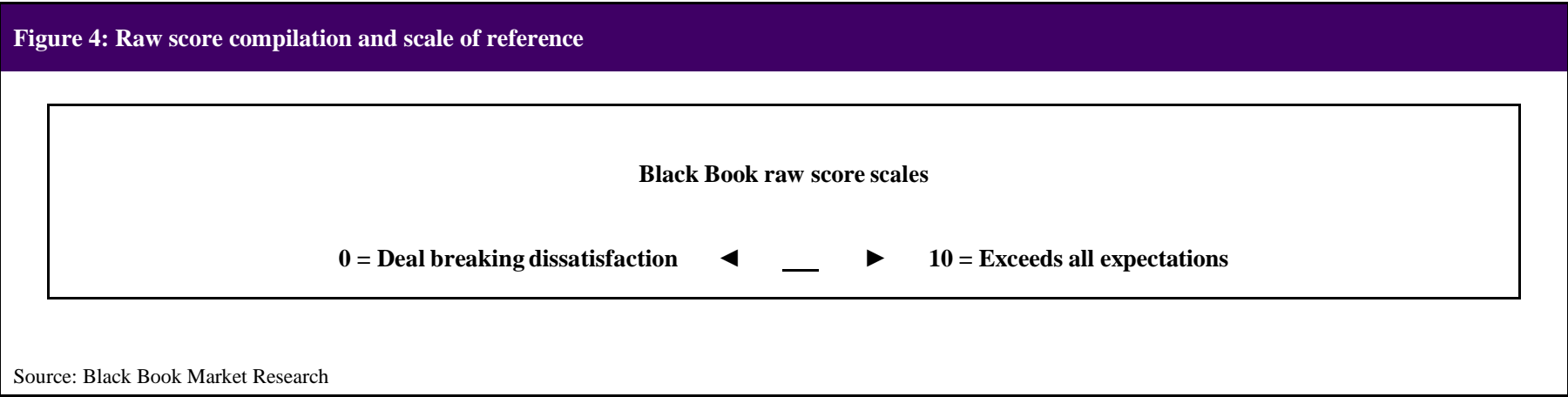
Scores worse than 66% of vendors. Poor performances reported potential cause for service and contractual cancellations.

Less than 5.79

Source: Black Book Market Research



STOP LIGHT SCORING KEY



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
6	IKS HEALTH	1
5	SCRIBE EMR	2
3	ABRIDGE	3
2	NUANCE	4
2	3M SOLVENTUM	5



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	SCRIBE EMR	2
2	Innovation	SCRIBE EMR	2
3	Training	ABRIDGE	3
4	Client relationships and cultural fit	IKS HEALTH	1
5	Trust, transparency, accountability, ethics	NUANCE	4
6	Breadth of offerings, client types, delivery excellence	3M SOLVENTUM	5
7	Deployment and implementation	IKS HEALTH	1
8	Customization	ABRIDGE	3
9	Integration and interfaces	NUANCE	4
10	Scalability, client adaptability, flexible pricing	3M SOLVENTUM	5
11	Compensation and employee performance	SCRIBE EMR	2
12	Reliability	IKS HEALTH	1
13	Brand image and marketing communications	ABRIDGE	3
14	Marginal value adds	SCRIBE EMR	2
15	Viability, managerial stability	IKS HEALTH	1
16	Data security, privacy and backup services	IKS HEALTH	1
17	Support and customer care	SCRIBE EMR	2
18	Best of breed technology and process improvement	IKS HEALTH	1

Source: Black Book™



PART TWO: RANKED VENDOR PERFORMANCE

2025 INDIVIDUAL KEY PERFORMANCE: HEALTH INFORMATION MANAGEMENT SOLUTIONS

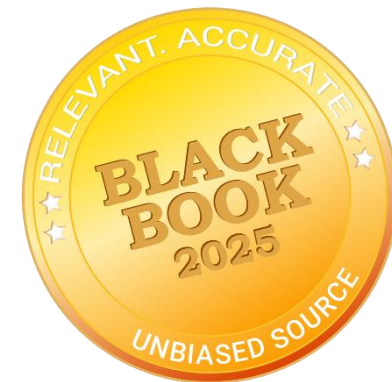
CLINICAL DOCUMENTATION SOLUTIONS & MEDICAL SCRIBE VENDORS

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 2025

Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	IKS HEALTH	9.61	9.44	9.21	9.77	7.67	9.14	9.63	9.40	9.05	9.17	9.33	9.63	8.19	9.19	9.28	9.52	9.46	9.38	9.23
2	SCRIBE EMR	9.68	9.79	9.14	8.39	9.23	9.47	9.18	9.43	9.17	9.09	9.50	8.77	9.17	9.31	8.99	8.83	9.49	9.18	9.21
3	ABRIDGE	9.60	9.44	9.52	9.53	8.78	8.67	8.75	9.64	8.57	9.37	8.74	9.30	9.51	8.92	8.19	8.59	9.24	9.00	9.08
4	NUANCE	8.87	9.22	8.64	8.77	9.43	8.80	8.59	8.06	9.55	9.28	8.58	7.31	8.32	7.30	8.95	8.85	8.25	8.63	8.63
5	3M SOLVENTUM	8.88	8.93	8.29	8.88	9.04	9.50	8.42	8.77	8.63	8.43	8.84	8.28	7.75	8.16	7.10	8.48	8.67	8.80	8.55
6	ATHREON	8.98	7.13	9.02	8.91	8.43	8.53	9.35	7.92	7.82	7.90	7.98	8.55	8.62	7.54	8.21	8.97	9.32	8.23	8.41
7	SUNOH.AI	8.54	8.22	8.31	7.51	8.70	8.36	8.26	7.96	8.93	8.19	9.10	8.78	7.89	8.73	9.09	7.92	8.55	8.30	8.41
8	DATAMATRIX	8.45	8.80	8.22	8.95	6.55	9.18	9.47	8.21	8.25	8.15	9.05	8.39	8.47	8.64	7.44	8.00	8.59	8.21	8.39
9	TRANSDYNE	9.17	8.94	9.08	8.43	7.27	7.50	7.58	8.83	8.75	8.96	7.52	7.89	8.42	6.88	8.43	9.36	8.69	8.76	8.36
10	ACUSIS	8.79	8.27	7.39	8.35	8.30	7.49	8.53	7.50	7.57	7.63	9.03	8.77	8.56	7.94	7.73	8.73	9.14	8.56	8.24
11	MEDISCRIBES	7.80	7.60	8.55	8.40	8.78	7.96	7.35	7.14	7.89	8.10	8.70	7.21	6.78	7.19	7.54	8.60	7.80	8.60	7.89
12	TRANSCEND SERVICES	8.72	8.02	8.75	8.11	6.90	6.92	8.08	8.14	7.61	7.12	6.96	8.66	8.17	8.19	7.53	8.15	7.36	7.89	7.85
13	SUKI AI	8.50	7.97	8.10	7.43	9.03	8.02	7.00	8.29	8.45	7.64	6.80	7.30	8.61	8.63	6.58	8.01	7.33	7.54	7.85
14	PHYSASSIST	8.22	8.04	7.73	7.83	7.74	7.63	8.93	7.30	6.79	8.26	6.73	7.45	6.98	8.79	7.13	7.41	6.76	8.24	7.66
15	SCRIBE AMERICA	8.14	7.82	8.22	7.84	7.21	7.93	7.86	8.67	6.07	7.01	5.86	6.78	6.63	8.35	7.00	8.61	8.78	7.07	7.55
16	NIGHTINGALE	8.48	8.26	8.97	6.90	7.29	8.00	6.60	7.86	8.84	7.27	6.05	7.36	6.94	7.35	7.29	5.94	7.37	7.85	7.48
17	AUGMEDIX	7.99	6.45	7.27	7.24	6.13	8.81	6.28	6.08	7.66	8.15	7.62	8.40	8.06	6.86	5.78	8.61	7.50	7.13	7.33
18	PROSCRIBE	7.49	6.82	7.78	5.37	7.85	8.20	5.40	6.89	6.74	5.88	8.51	6.71	7.97	8.81	6.98	5.89	7.17	6.51	7.05
19	CARECLOUD	7.66	6.48	8.70	7.18	6.65	6.26	7.25	5.61	6.96	7.63	7.31	4.97	7.73	7.01	7.35	5.45	8.61	7.30	7.01
20	GEBBS	7.90	5.73	7.77	7.18	4.78	5.20	7.62	6.80	8.29	6.77	7.61	6.62	7.60	7.99	7.50	6.15	7.76	6.91	7.01



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
2	1	SCRIBE EMR	9.80	9.78	9.65	9.57	9.68
1	2	IKS HEALTH	9.68	9.41	9.64	9.69	9.61
3	3	ABRIDGE	9.43	9.80	9.64	9.51	9.60
9	4	EPIC	8.94	9.46	9.12	9.15	9.17
6	5	ATHREON	9.22	8.44	8.96	9.29	8.98
5	6	3M SOLVENTUM	9.21	8.87	8.60	8.82	8.88
4	7	NUANCE	8.65	9.53	8.88	8.41	8.87
10	8	ACUSIS	8.94	8.74	9.25	8.21	8.79
12	9	TRANSCEND SERVICES	8.23	8.54	9.17	8.95	8.72
7	10	SUNOH.AI	8.30	9.08	8.45	8.31	8.54

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	SCRIBE EMR	9.73	9.85	9.87	9.69	9.79
2	2	IKS HEALTH	9.50	9.50	9.21	9.56	9.44
3	3	ABRIDGE	9.11	9.17	9.72	9.76	9.44
4	4	NUANCE	9.44	9.34	9.08	9.01	9.22
9	5	EPIC	9.00	8.87	8.73	9.15	8.94
5	6	3M SOLVENTUM	9.20	9.14	8.69	8.68	8.93
8	7	DATAMATRIX	8.62	8.98	9.21	8.37	8.80
10	8	ACUSIS	8.35	7.78	8.99	7.95	8.27
16	9	NIGHTINGALE	8.89	7.99	7.66	8.50	8.26
7	10	SUNOH.AI	7.95	8.30	8.72	7.91	8.22

Source: Black Book Market Research

Individual Key Performance: CLINICAL DOCUMENTATION & MEDICAL SCRIBE SOLUTIONS

BLACK BOOK™ TOP RATED CLINICAL DOCUMENTATION, TRANSCRIPTION, SCRIBE MEDICAL SPEECH RECOGNITION & AI SOLUTIONS VENDORS

Published March 2025



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
3	1	ABRIDGE	9.64	9.70	9.46	9.28	9.52
1	2	IKS HEALTH	9.51	8.96	8.92	9.43	9.21
2	3	SCRIBE EMR	9.06	9.57	8.94	9.00	9.14
9	4	TRANSDYNE	9.27	9.12	8.87	9.05	9.08
6	5	ATHREON	8.29	9.41	9.01	9.38	9.02
16	6	NIGHTINGALE	8.89	9.31	8.92	8.77	8.97
12	7	TRANSCEND	8.04	8.42	9.38	9.16	8.75
19	8	CARECLOUD	9.11	8.84	8.49	8.37	8.70
4	9	NUANCE	8.85	9.05	8.23	8.44	8.64
11	10	MEDISCRIBES	8.29	8.59	8.50	8.81	8.55

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	9.97	9.66	9.74	9.69	9.77
6	2	ATHREON	9.70	9.66	9.77	9.61	9.69
3	3	ABRIDGE	9.25	9.22	9.87	9.80	9.53
8	4	DATAMATRIX	8.96	9.08	8.91	8.85	8.95
2	5	SCRIBE EMR	9.00	8.96	8.89	8.80	8.91
5	6	3M SOLVENTUM	8.78	9.31	8.74	8.69	8.88
4	7	NUANCE	9.01	8.96	8.45	8.65	8.77
9	8	TRANSDYNE	8.75	7.40	9.27	8.32	8.43
11	9	MEDISCRIBES	8.22	8.90	8.13	8.37	8.40
10	10	ACUSIS	8.74	8.40	7.95	8.30	8.35

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
4	1	NUANCE	9.68	9.49	9.57	8.97	9.43
6	2	ATHREON	9.38	9.14	9.38	9.02	9.23
5	3	3M SOLVENTUM	9.25	9.35	8.62	8.94	9.04
13	4	SUKI AI	8.97	9.17	9.50	8.47	9.03
3	5	ABRIDGE	8.86	8.87	8.53	8.84	8.78
11	6	MEDISCRIBES	8.44	8.78	8.46	9.45	8.78
7	7	SUNOH.AI	9.23	8.87	7.96	8.74	8.70
2	8	SCRIBE EMR	8.62	8.66	7.78	8.67	8.43
10	9	ACUSIS	8.73	8.47	8.16	7.83	8.30
1	10	IKS HEALTH	8.02	7.92	7.09	7.66	7.67

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
5	1	3M SOLVENTUM	9.47	9.59	9.47	9.45	9.50
2	2	SCRIBE EMR	9.48	9.39	9.48	9.52	9.47
8	3	DATAMATRIX	9.35	9.23	9.10	9.04	9.18
1	4	IKS HEALTH	9.32	9.27	9.31	8.67	9.14
17	5	AUGMEDIX	8.96	9.11	8.63	8.54	8.81
4	6	NUANCE	8.54	8.52	8.58	9.55	8.80
3	7	ABRIDGE	9.13	8.77	8.06	8.72	8.67
6	8	ATHREON	8.89	8.36	8.01	8.87	8.53
7	9	SUNOH.AI	8.51	8.57	8.26	8.11	8.36
18	10	PROSCRIBE	8.30	8.61	8.12	7.76	8.20

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	9.67	9.41	9.81	9.61	9.63
8	2	DATAMATRIX	9.52	9.08	9.47	9.79	9.47
6	3	ATHREON	9.09	9.44	9.41	9.46	9.35
2	4	SCRIBE EMR	9.09	9.54	8.51	9.57	9.18
14	5	PHYSASSIST	8.96	9.10	8.61	9.05	8.93
3	6	ABRIDGE	8.69	9.00	8.15	9.14	8.75
4	7	NUANCE	8.65	8.84	8.11	8.74	8.59
10	8	ACUSIS	8.28	8.99	8.05	8.81	8.53
5	9	3M SOLVENTUM	7.93	8.54	8.55	8.66	8.42
7	10	SUNOH.AI	9.05	7.66	7.93	8.39	8.26

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
3	1	ABRIDGE	9.50	9.52	9.69	9.83	9.64
2	2	SCRIBE EMR	9.58	9.61	9.13	9.41	9.43
1	3	IKS HEALTH	9.47	9.48	9.16	9.47	9.40
9	4	TRANSDYNE	8.64	8.55	8.67	9.44	8.83
5	5	3M SOLVENTUM	9.03	8.50	8.41	9.12	8.77
15	6	SCRIBE AMERICA	8.18	8.89	8.39	9.20	8.67
13	7	SUKI AI	8.60	8.05	7.42	9.08	8.29
8	8	DATAMATRIX	7.39	8.66	8.14	8.65	8.21
12	9	TRANSCEND	7.82	8.04	8.63	8.05	8.14
4	10	NUANCE	7.05	7.86	8.05	9.27	8.06

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
4	1	NUANCE	9.54	9.71	9.40	9.54	9.55
2	2	SCRIBE EMR	8.74	9.40	9.17	9.36	9.17
1	3	IKS HEALTH	8.82	9.25	8.86	9.26	9.05
7	4	SUNOH.AI	8.68	8.65	8.91	9.49	8.93
16	5	NIGHTINGALE	9.42	8.28	9.13	8.52	8.84
9	6	TRANSDYNE	8.95	8.56	8.28	9.21	8.75
5	7	3M SOLVENTUM	9.10	8.76	8.21	8.45	8.63
3	8	ABRIDGE	8.67	8.35	8.84	8.43	8.57
13	9	SUKI AI	9.00	7.56	8.57	8.66	8.45
20	10	GEBBS	7.92	8.80	8.24	8.18	8.29

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
5	1	3M SOLVENTUM	9.56	9.41	9.45	9.28	9.43
3	2	ABRIDGE	9.30	9.56	9.26	9.35	9.37
4	3	NUANCE	9.21	9.39	9.17	9.34	9.28
1	4	IKS HEALTH	8.60	9.45	9.55	9.07	9.17
2	5	SCRIBE EMR	8.62	9.20	9.17	9.38	9.09
9	6	TRANSDYNE	8.85	9.13	9.01	8.84	8.96
14	7	PHYSASSIST	7.87	8.01	8.11	9.03	8.26
8	8	DATAMATRIX	8.37	8.48	7.15	8.61	8.15
17	9	AUGMEDIX	8.63	7.79	8.59	7.58	8.15
11	10	MEDISCRIBES	7.65	8.17	8.58	7.99	8.10

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	SCRIBE EMR	9.24	9.59	9.55	9.62	9.50
1	2	IKS HEALTH	9.35	9.26	9.34	9.38	9.33
7	3	SUNOH.AI	9.25	9.24	9.14	8.77	9.10
8	4	DATAMATRIX	8.76	9.38	8.78	9.26	9.05
10	5	ACUSIS	8.85	8.97	8.95	9.34	9.03
5	6	3M SOLVENTUM	8.87	8.77	8.76	8.95	8.84
3	7	ABRIDGE	8.73	8.60	9.06	8.57	8.74
11	8	MEDISCRIBES	8.31	8.48	9.14	8.86	8.70
4	9	NUANCE	8.83	8.04	8.72	8.73	8.58
18	10	PROSCRIBE	8.19	8.02	8.94	8.88	8.51

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
1	1	IKS HEALTH	9.70	9.59	9.54	9.70	9.63
3	2	ABRIDGE	9.18	9.39	9.03	9.59	9.30
7	3	SUNOH.AI	8.24	8.89	8.95	9.02	8.78
2	4	SCRIBE EMR	8.51	8.72	8.52	9.32	8.77
10	5	ACUSIS	9.20	8.94	8.54	8.39	8.77
12	6	TRANSCEND	8.78	8.69	8.11	9.04	8.66
6	7	ATHREON	8.83	8.84	8.25	8.28	8.55
17	8	AUGMEDIX	8.50	8.18	8.67	8.26	8.40
8	9	DATAMATRIX	8.64	8.44	8.40	8.10	8.39
5	10	3M SOLVENTUM	7.75	8.30	8.07	9.01	8.28

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
3	1	ABRIDGE	9.43	9.37	9.55	9.67	9.51
2	2	SCRIBE EMR	9.45	8.84	9.30	9.08	9.17
6	3	ATHREON	8.59	8.75	8.73	8.42	8.62
13	4	SUKI AI	8.29	8.99	8.76	8.39	8.61
10	5	ACUSIS	9.08	8.95	8.22	7.97	8.56
8	6	DATAMATRIX	7.61	8.91	8.87	8.49	8.47
9	7	TRANSDYNE	8.42	8.80	7.85	8.60	8.42
4	8	NUANCE	8.50	8.96	8.31	7.49	8.32
1	9	IKS HEALTH	7.57	8.12	8.83	8.22	8.19
12	10	TRANSCEND	8.38	8.42	7.69	8.18	8.17

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
2	1	SCRIBE EMR	9.38	9.27	9.15	9.43	9.31
1	2	IKS HEALTH	9.51	9.19	8.87	9.20	9.19
3	3	ABRIDGE	8.84	9.15	8.69	8.98	8.92
18	4	PROSCRIBE	9.47	8.31	8.58	8.89	8.81
14	5	PHYSASSIST	9.18	8.92	8.48	8.59	8.79
7	6	SUNOH.AI	8.58	9.29	8.43	8.63	8.73
8	7	DATAMATRIX	8.27	8.79	9.36	8.15	8.64
13	8	SUKI AI	7.66	8.80	8.71	9.34	8.63
15	9	SCRIBE AMERICA	8.31	8.33	8.26	8.47	8.35
12	10	TRANSCEND	7.92	8.49	7.73	8.61	8.19

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
1	1	IKS HEALTH	9.16	9.59	9.24	9.13	9.28
7	2	SUNOH.AI	9.20	9.18	8.51	9.47	9.09
2	3	SCRIBE EMR	9.14	8.89	8.62	9.29	8.99
4	4	NUANCE	9.27	8.54	9.11	8.89	8.95
9	5	TRANSDYNE	8.11	8.59	8.78	8.24	8.43
6	6	ATHREON	7.88	8.32	8.25	8.38	8.21
3	7	ABRIDGE	8.27	8.44	7.77	8.27	8.19
10	8	ACUSIS	7.28	7.13	7.41	9.08	7.73
11	9	MEDISCRIBES	6.98	7.04	7.52	8.60	7.54
12	10	TRANSCEND	8.04	7.42	7.57	7.07	7.53

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
1	1	IKS HEALTH	9.47	9.61	9.51	9.49	9.52
9	2	TRANSDYNE	9.37	9.33	9.44	9.28	9.36
6	3	ATHREON	8.73	8.79	9.34	9.02	8.97
4	4	NUANCE	8.86	8.53	9.00	9.00	8.85
2	5	SCRIBE EMR	9.11	8.32	9.12	8.77	8.83
10	6	ACUSIS	8.84	8.75	8.85	8.48	8.73
17	7	AUGMEDIX	8.59	8.68	8.31	8.87	8.61
15	8	SCRIBE AMERICA	7.80	8.87	8.85	8.91	8.61
11	9	MEDISCRIBES	8.14	8.71	8.72	8.84	8.60
3	10	ABRIDGE	8.17	9.01	8.92	8.26	8.59

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
2	1	SCRIBE EMR	9.49	9.42	9.56	9.48	9.49
1	2	IKS HEALTH	9.61	9.19	9.40	9.64	9.46
6	3	ATHREON	8.94	9.50	9.25	9.58	9.32
10	4	ACUSIS	9.43	9.21	8.72	9.60	9.24
3	5	ABRIDGE	8.76	8.58	9.15	8.65	8.78
9	6	TRANSDYNE	8.42	8.43	9.00	8.90	8.69
5	7	3M SOLVENTUM	8.29	9.13	8.91	8.36	8.67
19	8	CARECLOUD	8.66	8.65	8.22	8.89	8.61
8	9	DATAMATRIX	7.93	8.46	9.18	8.78	8.59
7	10	SUNOH.AI	8.71	7.76	8.95	8.79	8.55

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	9.33	9.60	9.26	9.31	9.38
2	2	SCRIBE EMR	8.94	9.34	9.06	9.37	9.18
3	3	ABRIDGE	9.17	9.06	8.35	9.42	9.00
5	4	3M SOLVENTUM	8.92	8.68	8.49	9.11	8.80
9	5	TRANSDYNE	9.06	8.55	8.34	9.10	8.76
4	6	NUANCE	8.29	9.13	8.26	8.83	8.63
11	7	MEDISCRIBES	9.07	8.65	8.55	8.12	8.60
10	8	ACUSIS	8.07	8.22	8.89	9.05	8.56
7	9	SUNOH.AI	8.62	7.97	8.03	8.57	8.30
14	10	PHYSASSIST	7.77	8.64	7.74	8.82	8.24

Source: Black Book Market Research



APPENDIX

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