

Health Information Exchange 2012

MUDDLED IN THE INTERFACES

ABSTRACT

The first KLAS report on health information exchange (HIE) described an emerging market—a mile wide, but only an inch deep. Almost 40 vendors claimed solutions, and just having a live customer was considered a milestone. Subsequent reports primarily focused on market share, defining vendors with real solutions, and sharing pioneer provider stories. In 2012, the market is maturing and consolidating. There are still 38 HIE vendors with clients, but the top 11 hold around 80% of the market share. For this study, KLAS interviewed 208 providers using these 11 vendors to examine their performance and how poised they are for ongoing success.

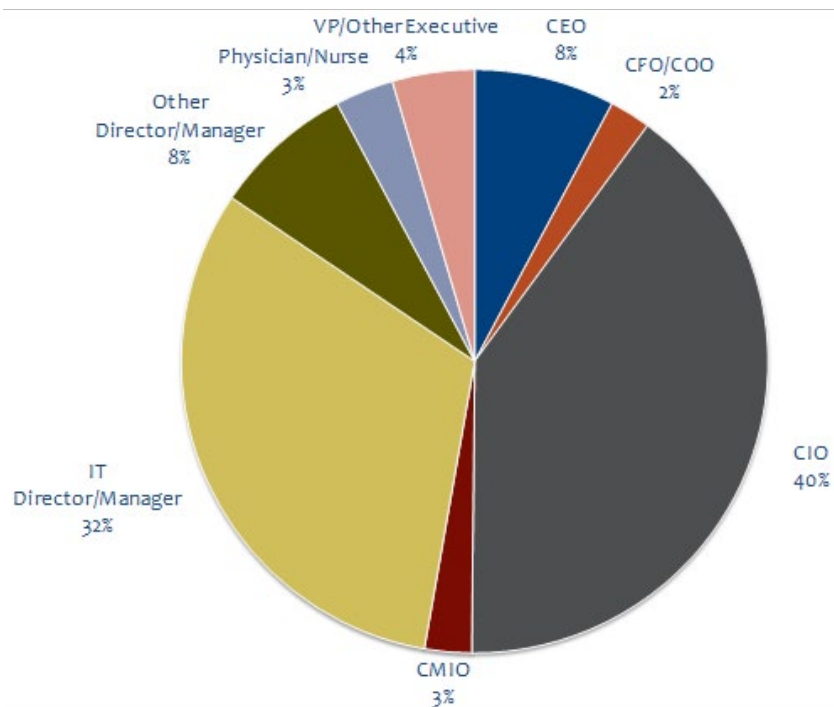
KEY TOPICS

- Overall Satisfaction Lagging for Most Vendors
- One Foot in the Future and One Muddled in the Interfaces
- Some Vendors Going Beyond Interfaces

VENDORS

Caradigm
Cerner
dbMotion
eClinicalWorks
Epic
ICA
Medicity
OptumInsight
Orion Health
RelayHealth
Siemens MobileMD

SURVEY PARTICIPANTS BY TITLE (N=309)



REPORT AUTHOR

Mark Allphin
Research Director
KLAS

