

Enabling Intelligent Decisions

FOCUS: Healthcare Information Systems

KLAS ENABLES INTELLIGENT DECISIONS in the healthcare industry by compiling reports on areas of interest in Healthcare Information Technology (HIT). One of the most comprehensive HIT reports is focused on Acute-Care Healthcare Information Systems. This article is an extract from that report which focuses on the following vendors: Eclipsys SDK, IDX LastWord, McKessonHBOC Star, Meditech Client/Server, Siemens Invision, and QuadraMed Affinity.

Methodology:

The study utilizes 38 factors to measure the success of vendor HIT solutions. Using these factors the clients of each of the identified vendors ranked/rated their direct post implementation experience utilizing the vendor's product. These ratings represent the opinion of a vendor's most important critic, their own clients.

The integrity of survey data is paramount to KLAS and no single data point is accepted until a personal interview is completed with each person providing the opinion (typically a CIO or I.S. Director). Key areas covered during the interviews include: interfacing, ongoing support, cost, quality of product/

implementation and several others. The objective of the personal interview is to obtain candid information regarding: a) What does the vendor do well? b) What areas need improvement? c) What observations/comments can be shared? d) What is the future outlook for this product or company? The specific comments are then divided into eight areas (e.g. implementation, training, support, documentation, functionality, upgrades/releases, technology, and interfacing), which are further divided in positive and negative issues for each area.

Statistics:

The data was gathered from healthcare professionals representing a total of 553 facilities: 45 facilities with QuadraMed Affinity, 34 facilities with Meditech Client/Server (many more using the MAGIC version), 115 facilities with IDX LastWord, 174 facilities with McKessonHBOC Star, 148 facilities with Siemens Invision, and 37 facilities with Eclipsys SDK. KLAS selected three groupings "Partnering," "Quality," and "Business Indicators" from which to report the measurement points relating to these areas. For the purpose of this report only 22 of the 38 measurement points from the KLAS evaluation are used.

RESULTS

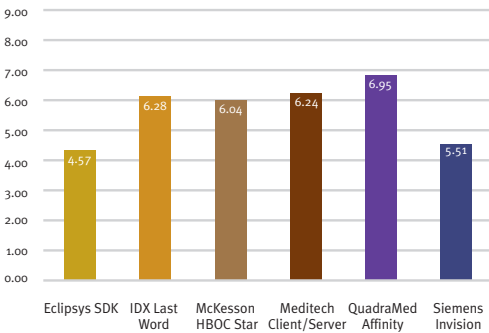
I. Partnering: the performance measures in this grouping included:

- Is the vendor proactive?
- Are the vendor executives interested in you as a client?
- Did you have a good contracting experience?
- Does the product work as promoted?
- Does the vendor/product improve your job performance?
- Was it worth the effort?

Final Ratings (scoring is 1 to 9, with 1=very poor and 9=excellent):

• QuadraMed Affinity	6.95
• IDX LastWord	6.28
• Meditech Client/Server	6.24
• McKessonHBOC Star	6.04
• Siemens Invision	5.51
• Eclipsys SDK	4.57

Partnering Factors



II. Quality: the performance measures in this grouping included:

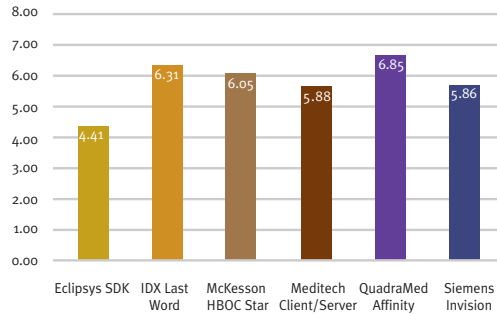
- Did you get your money's worth?
- Quality of the training
- Quality of implementation
- Quality of telephone support
- Quality of interfaces
- Quality of implementation staff
- Quality of documentation
- Quality of releases and updates
- Quality of custom work

Ratings (scoring is 1 to 9, with 1=very poor and 9=excellent):

• QuadraMed Affinity	6.85
• IDX LastWord	6.31

• McKessonHBOC Star	6.05
• Meditech Client/Server	5.88
• Siemens Invision	5.86
• Eclipsys SDK	4.41

Quality Factors



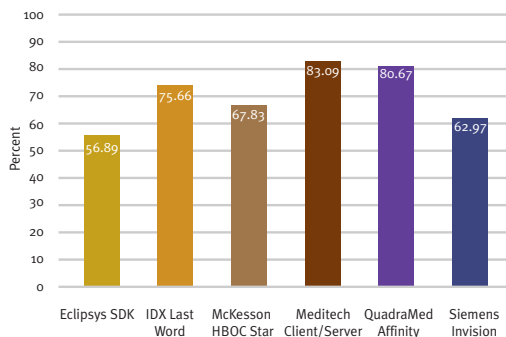
III. Business Indicators: the performance measures in this grouping included:

- Would you buy again?
- Does the vendor nickel and dime you?
- Does the vendor keep promises?
- Is it a fair contract?
- Was the contract considered complete?
- Was the contract administered fairly?
- Were support costs as expected?

Ratings (scoring is 1 to 9, with 1=very poor and 9=excellent):

• Meditech Client/Server	83.09%
• QuadraMed Affinity	80.67%
• IDX LastWord	75.66%
• McKessonHBOC Star	67.83%
• Siemens Invision	62.97%
• Eclipsys SDK	56.89%

Business Indicators



3. **Meditech Client/Server (C/S)** continues its forward march. Monitoring Meditech C/S for several years has been fascinating. Their C/S version improved (up 28%) to such an extent in 2000 that it exceeded their tried and true MAGIC version. Their C/S version has attempted to take advantage of the newer architecture and provide the integration sought by their clients. C/S had been quite a challenge to the early adapters, who routinely complained of such simple "technology glitches" as printer problems. A second C/S user concern has been the extent of the server farm necessary to run the system. Meditech C/S' last challenge is to prove its ability to handle the larger integrated delivery networks and still maintain the strategy of keeping user customization controlled.

Upcoming major projects will include detailed studies on PACS, document imaging and EMPI solutions. Other currently available reports include:

- Five key clinical information systems
- Clinical Alerts and Rules - How prevalent are they?
- RIS systems
- LIS systems
- Where are we with Data Warehousing?

MEDICAL ERROR SYMPOSIUM Frontline Approaches to Error in Clinical Practice

Dalhousie University, Faculty of Medicine and Postgraduate Medical Education
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- August 11, 2001 (8 am to 4 pm)
- August 12, 2001 (8 am to 12 pm)

Arts and Social Sciences Building, Dalhousie University, Halifax NS

*International Panel of Speakers will discuss
recent developments in Medical Error*

Contact: lamont@accesswave.ca or [902] 465-8478

For background reading go to www.HealthcarePapers.com and connect to the banner at the bottom of the page linking you to the series of articles on: **Making Patients Safer! Reducing Error in Canadian Healthcare.**



► Additional Notes

KLAS reports that they have over 3000 facilities reporting and that the information comes from CIOs, Department Directors and other IT Executives. Overall some 300 products are represented from over 180 vendors. The material presented in the column "Research Distilled" (pg. 75) is very current while the summary information on this page represents year 2000.

Some of the vendors in the KLAS Performance Database

VENDORS	# OF PRODUCT REPORTS	VENDORS	# OF PRODUCT REPORTS
M-HBOC	1724	ADAC	149
Cerner	1025	Medscape	144
SMS	707	GEAC	102
IDX	589	SCC	101
Sunquest	572	Tempus	76
Eclipsys	446	Softmed	72
PeopleSoft	304	QuadraMed	71
3M	234	Mediware	66
Meditech	219	Medic	64
Per-Se	212	Health Man. Sys.	58
EPIC	174	Medical Manager	56
Lawson	153		

Summary Rating for Year 2000 – Major Acute Care Vendors

Rank	Vendor/Product	Average Rating (1-9)	Rating % Change	% Rated as Best Vendor	Buy Again	Keeps Promises	Support Costs as Expected	Fair Contract	Nickel and Diming
1.	QuadraMed Affinity	6.92	-1%	50%	B	B	B	B	C
2.	Meditech Client/Server	6.76	+28%	14%	A	B	A	A	A
3.	IDX LastWord	6.55	Even	40%	C	B	C	B	A
4.	Meditech MAGIC	6.49	-4%	35%	B	B	B	B	B
5.	MHBOC Star	6.03	-3%	34%	C	C	C	C	N
6.	SMS Invision	5.99	+3%	24%	C	C	C	C	N
7.	MHBOC Series 2000	5.94	+6%	32%	C	C	C	B	C
8.	SMS MedSeries4	5.63	-2%	42%	C	C	N	C	C
9.	Cerner Millennium	5.51	+6%	19%	B	C	C	B	C
10.	MHBOC Pathways CIS	5.50	+10%	12%	C	N	C	C	C
11.	Eclipsys SDK	5.27	-3%	20%	N	N	A	C	C
12.	SMS Unity	4.74	+3%	17%	N	C	N	N	N
13.	MHBOC HealthQuest	4.47	Even	0%	C	N	N	N	N
14.	MHBOC Precision	4.07	-22%	0%	N	N	N	N	N
15.	SMS Allegra	4.03	-12%	6%	C	N	N	N	N

COLUMN EXPLANATION:

Average Rating: Mean of all ratings given by participants on all questions. Ratings are from 1-9 with 1 as low and 9 as high.
 Rating % Change: % Increase or decrease from Spring 2000 average rating to Fall 2000 average rating.
 % Rated Best Vendor: This is the % of the time that CIOs and Directors rate this vendor as their best vendor.
 Buy Again: Grade based upon average rating from Key Indicator area "Would you buy from this vendor again?"
 Keeps Promises: Grade based upon average rating from Key Indicator area "Has vendor kept ALL promises?"
 Support Costs As Expected: Grade based upon average rating from Key Indicator area "Support costs are as expected, no surprises?"
 Fair Contract: Grade based upon average rating from Key Indicator area "Has the contract turned out to be fair?"
 Nickel and Diming: Grade based upon average rating from Key Indicator area "Vendor avoids charging for every little thing, no nickel and diming?"

KEY INDICATOR GRADE: The letter grades come from the combined overall ratings of the Key Indicators Areas: Fair Contract, Would Buy Again, Keeps All Promises, Support Costs As Expected, Contract Administered Fairly, Avoids Nickel and Diming. The top 20% come home with As, the next 30% get Bs, the next 30% Cs, and the last 20% take Ns (for Needs Improvement).