



Ambulatory and Enterprise EMR Interoperability 2023

Are Deep Adopters Close to the Ideal?



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Executive Insights



Expanded Insights

Altera Digital Health (Allscripts) Overall grade: D



Connectivity Connectivity grade: C+

EMR connects to the national patient record exchange options (e.g., CommonWell, Carequality, and eHealth Exchange) with minimal effort from our team	4	1	1
EMR enables connections with local HIEs that are important to my organization	1	3	2
EMR enables connections with payers that are important to my organization	1	1	3
EMR enables connections to public health systems (public health, registry, immunizations, syndromic surveillance, case reporting, etc.) that are important to my organization	5	1	
EMR provides FHIR APIs that allow my organization to use other FHIR-enabled applications (Apple Health, Google Health, EMR app stores, etc.) with minimal effort	2	1	2
EMR supports our interoperability needs at a reasonable/appropriate cost	3	2	1
EMR enables the patient to view, download, and send their record in ways consistent with industry and regulatory requirements	5	1	
Vendor responds to and addresses connectivity challenges in a timely manner	1	3	1
Vendor approaches interoperability in a way that contributes to my organization's ability to be compliant with government regulations (e.g., information blocking rules, Cures Act)	1	3	1
EMR enables connections with in-home patient monitoring devices (e.g., glucometers, weight scales, blood pressure devices)	1	1	4

Utility Utility grade: D-

EMR vendor incorporates patient information from disparate sources so that external problems, allergies, medications, and immunizations (PAMI) data are in the clinicians' workflow, allowing them to reconcile outside patient data against internal data efficiently and accurately	2	2	1
EMR vendor incorporates patient information from disparate sources so that external lab results are reviewed in the same workflow as our internal lab data	3	1	1
EMR vendor incorporates patient information from disparate sources so that progress/procedure notes from disparate sources are reviewed in the same workflow as our internal notes	1	2	2
EMR vendor incorporates patient information from disparate sources and filters it so duplicative patient information is not presented	1	1	2
EMR vendor incorporates patient information from disparate sources and intelligently presents external relevant patient information in the clinician workflow	3	2	
EMR vendor incorporates patient information from disparate sources and automatically sends and confirms receipt of Direct messages for referrals/transfer summaries to appropriate parties (e.g., PCPs, specialists)	2	2	1

Use Cases Use cases grade: F

EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for clinicians to use patient information from disparate sources at the point of care	1	1	3
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for care coordinators to use patient information from disparate sources to manage ongoing patient care	1	4	
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for operations staff to use external patient information to register/process patients as they transition care settings	1	3	
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for our organization to use external patient information in our analytics and quality improvement efforts	1	1	2

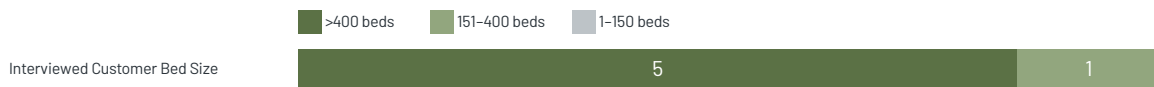
Outcomes Outcomes grade: D

EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to decreasing the IT department's burden in making and maintaining connections with external healthcare organizations and needed applications	1	3	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization using external patient information to reduce unneeded duplicative tests	3	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to the care team using external patient information in patient care decisions	3	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to patients having access to their health information using the application of their choice	2	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved patient safety at transitions of care	2	1	2
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization's ability to use patient information from disparate sources to close additional care gaps	2	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved operational efficiency at transitions of care	3	2	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved relationship and communication with referring organizations	1	2	2

Vendor-Provided Information

The following is Altera Digital Health’s response to the question, “What does your organization have planned over the next 12 months that will impact the usability of shared data?”

We are fully committed to ensuring that our clients achieve the highest levels of interoperability, workflow efficiency, stakeholder collaboration, and patient outcomes. To achieve this, we are continually evolving our interoperability strategy by implementing bidirectional FHIR APIs and leveraging connections to national patient record exchanges and HIEs. Our goal is to provide secure, efficient, and seamless exchange of information between healthcare systems and applications. In 2023, we plan to introduce further enhancements that will improve both clinical and operational workflows. Specifically, our interoperability platform will be enhanced to provide custom search capabilities. This will allow providers to quickly access documents from named organizations across the nation. Moreover, we remain committed to enhancing our EHR’s connections to clearinghouses and payers for eligibility and authorization. Our efforts will ensure that providers have the necessary tools to optimize their workflows, thereby enabling better collaboration among stakeholders and ultimately improving patient outcomes.



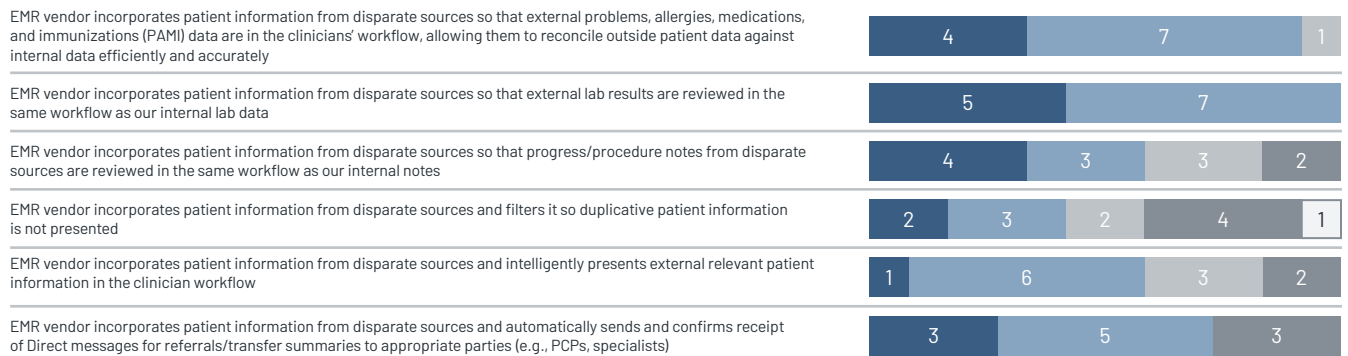
athenahealth Overall grade: B-



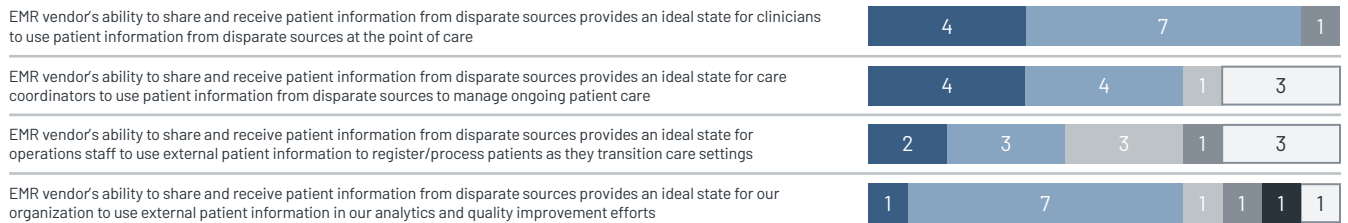
Connectivity Connectivity grade: B



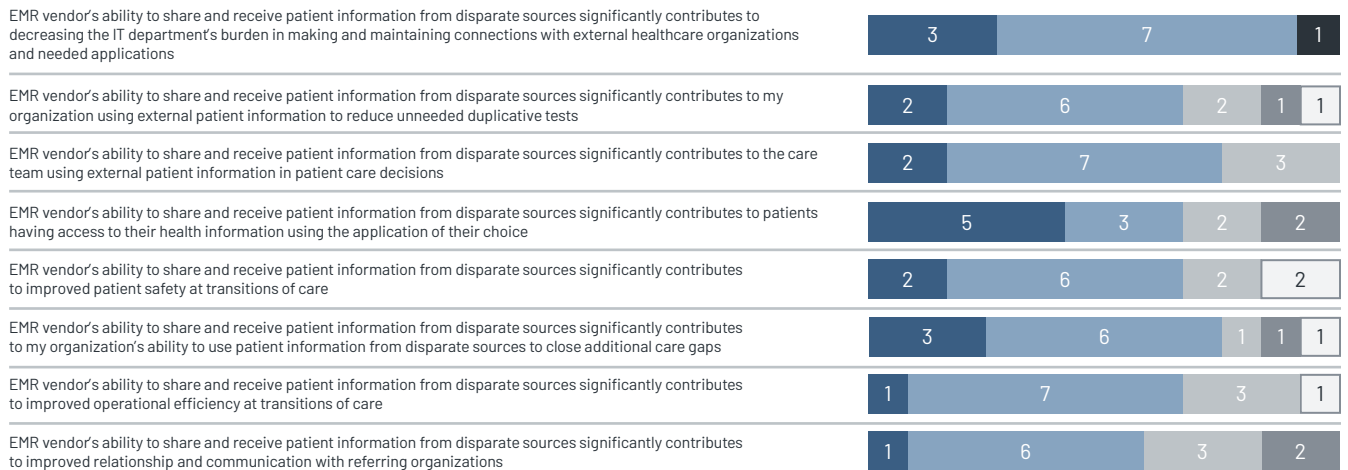
Utility Utility grade: B-



Use Cases Use cases grade: B-



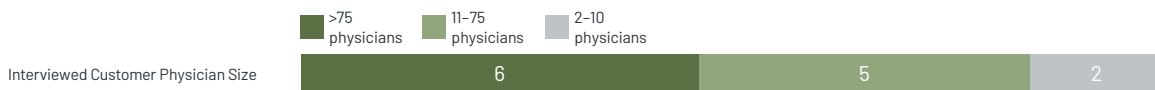
Outcomes Outcomes grade: B



Vendor-Provided Information

The following is athenahealth's response to the question, "What does your organization have planned over the next 12 months that will impact the usability of shared data?"

We are making major investments to improve the user experience with exchanged data. Over the next 12 months, we are broadening our network data access to bring in even more longitudinal patient data and will completely revamp our data reconciliation workflows. We will de-duplicate data across external sources and surface discrete data elements directly in the clinical workflow alongside related internal data. Clinicians can easily access and reconcile the data using one-click actions enabling more efficient and accurate reconciliation of external data to support clinical decision making. Our connectivity to acute EHRs will continue to deepen to bring an increasingly seamless experience to clinicians who work across ambulatory and acute settings. And we will continue to grow out partnerships with payers, labs, app developers, and other third parties to embed their solutions and insights within athenaOne workflows.



eClinicalWorks Overall grade: D



Connectivity Connectivity grade: C-

EMR connects to the national patient record exchange options (e.g., CommonWell, Carequality, and eHealth Exchange) with minimal effort from our team	2	1	3		
EMR enables connections with local HIEs that are important to my organization	3			2	1
EMR enables connections with payers that are important to my organization	1	4			1
EMR enables connections to public health systems (public health, registry, immunizations, syndromic surveillance, case reporting, etc.) that are important to my organization	4			2	
EMR provides FHIR APIs that allow my organization to use other FHIR-enabled applications (Apple Health, Google Health, EMR app stores, etc.) with minimal effort	1	1	2	1	1
EMR supports our interoperability needs at a reasonable/appropriate cost	3			1	1
EMR enables the patient to view, download, and send their record in ways consistent with industry and regulatory requirements	1	2	1		2
Vendor responds to and addresses connectivity challenges in a timely manner	1	1		4	
Vendor approaches interoperability in a way that contributes to my organization's ability to be compliant with government regulations (e.g., information blocking rules, Cures Act)	1	4			1
EMR enables connections with in-home patient monitoring devices (e.g., glucometers, weight scales, blood pressure devices)	1	2	1	1	1

Utility Utility grade: C-

EMR vendor incorporates patient information from disparate sources so that external problems, allergies, medications, and immunizations (PAMI) data are in the clinicians' workflow, allowing them to reconcile outside patient data against internal data efficiently and accurately	4			1	1
EMR vendor incorporates patient information from disparate sources so that external lab results are reviewed in the same workflow as our internal lab data	2	2		1	1
EMR vendor incorporates patient information from disparate sources so that progress/procedure notes from disparate sources are reviewed in the same workflow as our internal notes	4			1	1
EMR vendor incorporates patient information from disparate sources and filters it so duplicative patient information is not presented	3		1	1	1
EMR vendor incorporates patient information from disparate sources and intelligently presents external relevant patient information in the clinician workflow	3		2		1
EMR vendor incorporates patient information from disparate sources and automatically sends and confirms receipt of Direct messages for referrals/transfer summaries to appropriate parties (e.g., PCPs, specialists)	2		2	1	1

Use Cases Use cases grade: F

EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for clinicians to use patient information from disparate sources at the point of care	2		2	1	1
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for care coordinators to use patient information from disparate sources to manage ongoing patient care	2	1		2	1
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for operations staff to use external patient information to register/process patients as they transition care settings	2		2		2
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for our organization to use external patient information in our analytics and quality improvement efforts	1	2			3

Outcomes Outcomes grade: D+

EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to decreasing the IT department's burden in making and maintaining connections with external healthcare organizations and needed applications	2		2	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization using external patient information to reduce unneeded duplicative tests	3			2	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to the care team using external patient information in patient care decisions	4			1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to patients having access to their health information using the application of their choice	1	1		4	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved patient safety at transitions of care	4			1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization's ability to use patient information from disparate sources to close additional care gaps	4			1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved operational efficiency at transitions of care	3		1	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved relationship and communication with referring organizations	2		2		2

Vendor-Provided Information

The following is eClinicalWorks' response to the question, "What does your organization have planned over the next 12 months that will impact the usability of shared data?"

Data sharing has been available for several years through nationwide interoperability networks, but the ability to quickly parse the volume of that data needed improvement. We are improving the usability of shared data through the PRIMSA Search Engine, which over 6,800 eCW customers currently use to access an average of 3 million records daily. PRIMSA enables improved usability and enhanced medical decision-making through keyword searches, including medical abbreviations and common acronyms, to quickly pull the appropriate information directly within the eClinicalWorks system.

In eClinicalWorks v.12, we are consuming USCDI FHIR R4 API data, which is available in PRIMSA searches alongside the C-CDAs.

Our new developer portals for patient and provider-facing applications allow developers to easily build apps on the eClinicalWorks EMR using FHIR APIs consistent with the Cures Act requirements.

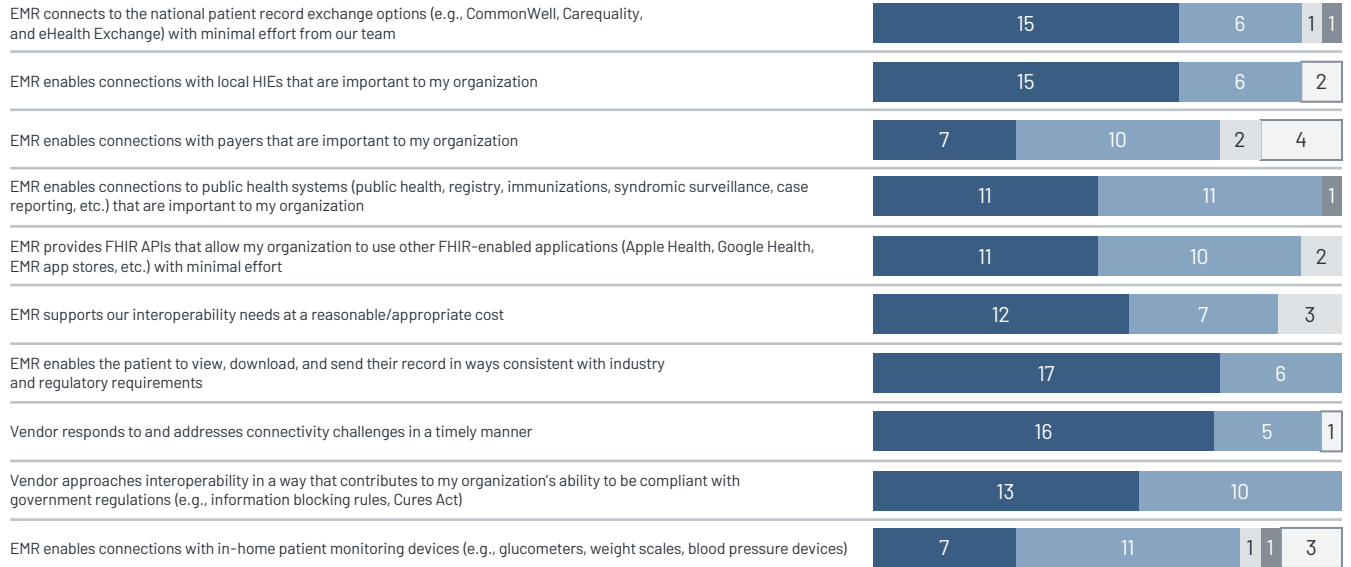
And finally, we are launching support for 360x closed-loop referral technology using industry standards that will help reduce referral management burdens.



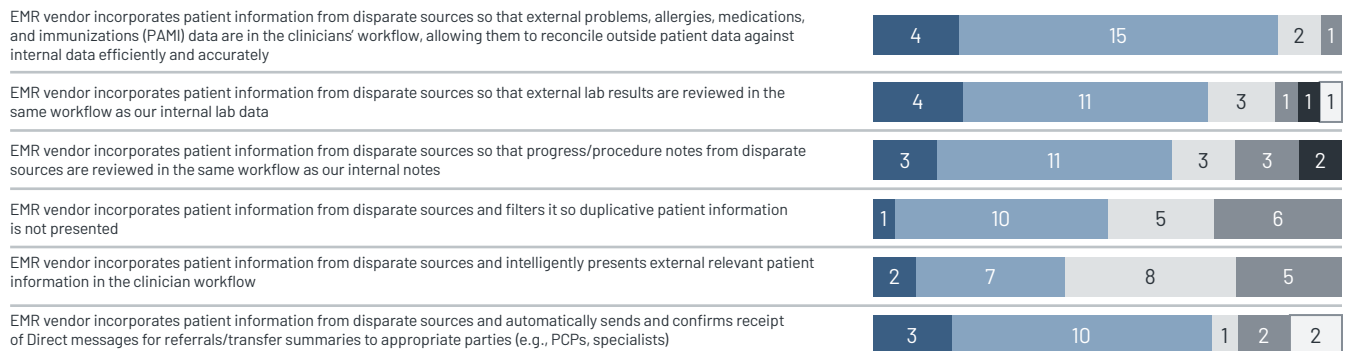
Epic Overall grade: B-



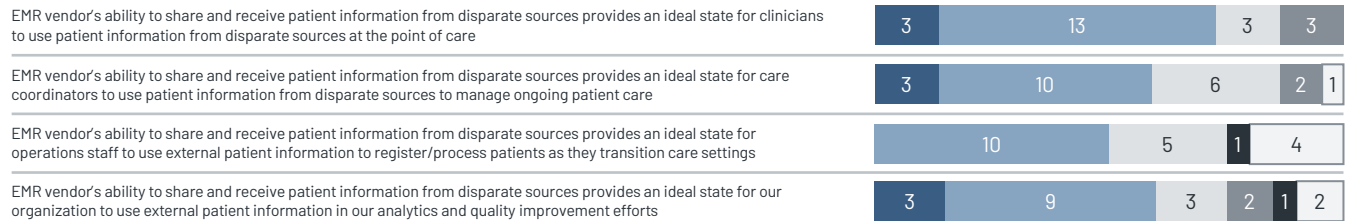
Connectivity Connectivity grade: A



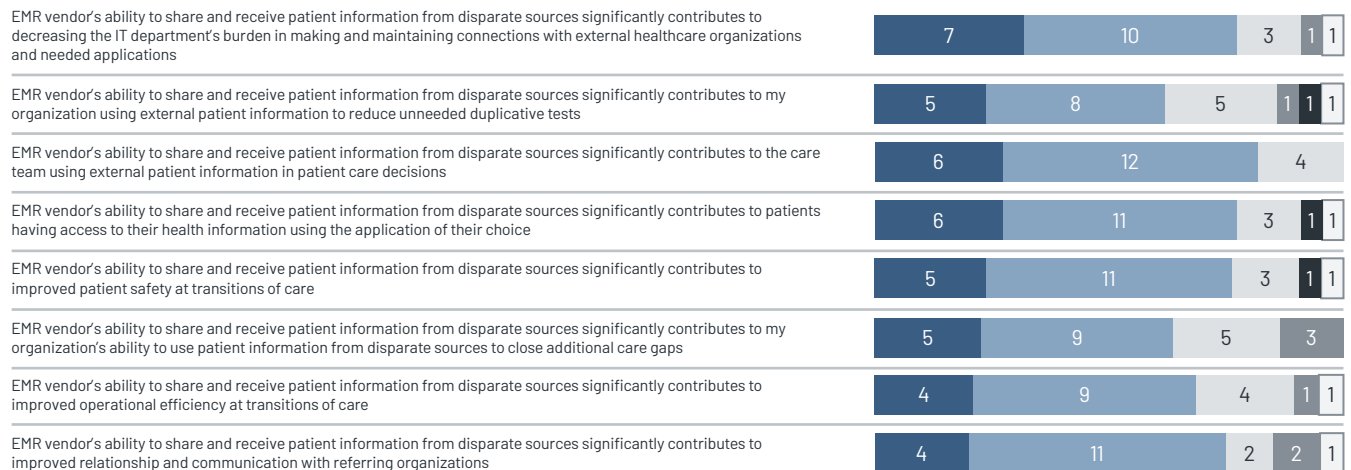
Utility Utility grade: C+



Use Cases Use cases grade: C+



Outcomes Outcomes grade: B



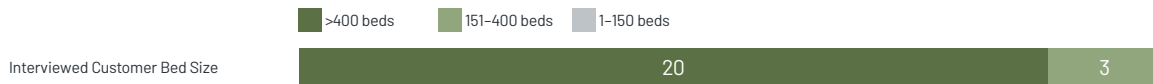
Vendor-Provided Information

The following is Epic's response to the question, "What does your organization have planned over the next 12 months that will impact the usability of shared data?"

Since introducing Care Everywhere in 2008, we have advocated for cross-vendor interoperability by supporting networks such as the eHealth Exchange, Carequality, and TEFCA. We lead in the interoperability space by introducing features that deepen the value and utility of data exchange. These features follow international standards, making them available to other standards-compliant EHRs.

Our **Happy Together** initiative presents relevant external data alongside native data. External labs, imaging results, and notes can be automatically reconciled into the chart for use cases such as care gap closure, clinical decision support, quality improvement, analytics, and predictive models.

Working Together empowers clinicians to use external data at the point of care. Outside imaging can trigger decision support to prevent duplicate imaging, unnecessary cost, and radiation exposure. Notes such as H&Ps completed at one organization can accompany admission at another. With support for the 360x and Direct standards, organizations can manage referrals across all trading partners.



Greenway Health Overall grade: F



Connectivity Connectivity grade: F

EMR connects to the national patient record exchange options (e.g., CommonWell, Carequality, and eHealth Exchange) with minimal effort from our team	1	3	1	3
EMR enables connections with local HIEs that are important to my organization	2	2	3	1
EMR enables connections with payers that are important to my organization	2	3	1	1
EMR enables connections to public health systems (public health, registry, immunizations, syndromic surveillance, case reporting, etc.) that are important to my organization	1	1	2	3
EMR provides FHIR APIs that allow my organization to use other FHIR-enabled applications (Apple Health, Google Health, EMR app stores, etc.) with minimal effort	1	1	3	1
EMR supports our interoperability needs at a reasonable/appropriate cost	1	3	1	2
EMR enables the patient to view, download, and send their record in ways consistent with industry and regulatory requirements	2	3	1	2
Vendor responds to and addresses connectivity challenges in a timely manner	1	4	1	1
Vendor approaches interoperability in a way that contributes to my organization's ability to be compliant with government regulations (e.g., information blocking rules, Cures Act)	1	2	1	2
EMR enables connections with in-home patient monitoring devices (e.g., glucometers, weight scales, blood pressure devices)	1	1	3	1

Utility Utility grade: D-

EMR vendor incorporates patient information from disparate sources so that external problems, allergies, medications, and immunizations (PAMI) data are in the clinicians' workflow, allowing them to reconcile outside patient data against internal data efficiently and accurately	1	3	3	1
EMR vendor incorporates patient information from disparate sources so that external lab results are reviewed in the same workflow as our internal lab data	3	3	2	1
EMR vendor incorporates patient information from disparate sources so that progress/procedure notes from disparate sources are reviewed in the same workflow as our internal notes	1	1	2	3
EMR vendor incorporates patient information from disparate sources and filters it so duplicative patient information is not presented	1	4	1	1
EMR vendor incorporates patient information from disparate sources and intelligently presents external relevant patient information in the clinician workflow	1	3	1	2
EMR vendor incorporates patient information from disparate sources and automatically sends and confirms receipt of Direct messages for referrals/transfer summaries to appropriate parties (e.g., PCPs, specialists)	3	1	1	5

Use Cases Use cases grade: F

EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for clinicians to use patient information from disparate sources at the point of care	3	4	1	1
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for care coordinators to use patient information from disparate sources to manage ongoing patient care	3	2	3	1
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for operations staff to use external patient information to register/process patients as they transition care settings	2	1	6	1
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for our organization to use external patient information in our analytics and quality improvement efforts	2	1	5	1

Outcomes Outcomes grade: F

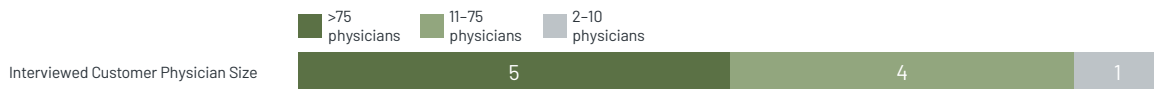
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to decreasing the IT department's burden in making and maintaining connections with external healthcare organizations and needed applications	3	3	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization using external patient information to reduce unneeded duplicative tests	1	1	5	2
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to the care team using external patient information in patient care decisions	1	2	1	4
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to patients having access to their health information using the application of their choice	1	2	1	4
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved patient safety at transitions of care	1	3	1	3
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization's ability to use patient information from disparate sources to close additional care gaps	1	3	3	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved operational efficiency at transitions of care	2	2	1	3
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved relationship and communication with referring organizations	2	1	2	2

Vendor-Provided Information

The following is Greenway Health’s response to the question, “What does your organization have planned over the next 12 months that will impact the usability of shared data?”

Interoperability is a key part of our strategic direction. As a founding member of the CommonWell Alliance, we are focused on guiding the direction of interoperability. Our solutions allow clients to share clinical records through CommonWell/Carequality within their regional healthcare ecosystem with regional health information exchanges, and with public health agencies. Our clients’ focus on more immediate changes in the healthcare landscape have impacted the adoption rate of these solutions over the past few years. We have also seen slower adoption due to policies requiring an active client opt-in to the solutions.

As we move forward, we are reemphasizing the importance and availability of our interoperability solutions. We will continue to consult and recommend full client participation in information sharing within their regional healthcare ecosystem. As that is done, we will look for ways to streamline the adoption of these solutions to remove any adoption hurdles for new and existing clients.



MEDITECH Overall grade: C-



Connectivity Connectivity grade: B

EMR connects to the national patient record exchange options (e.g., CommonWell, Carequality, and eHealth Exchange) with minimal effort from our team	3	7	2	2	
EMR enables connections with local HIEs that are important to my organization	5	6	2	1	
EMR enables connections with payers that are important to my organization	3	4	1	2	4
EMR enables connections to public health systems (public health, registry, immunizations, syndromic surveillance, case reporting, etc.) that are important to my organization	5	9			
EMR provides FHIR APIs that allow my organization to use other FHIR-enabled applications (Apple Health, Google Health, EMR app stores, etc.) with minimal effort	3	7	1	3	
EMR supports our interoperability needs at a reasonable/appropriate cost	4	6	4		
EMR enables the patient to view, download, and send their record in ways consistent with industry and regulatory requirements	3	10		1	
Vendor responds to and addresses connectivity challenges in a timely manner	3	6	4	1	
Vendor approaches interoperability in a way that contributes to my organization's ability to be compliant with government regulations (e.g., information blocking rules, Cures Act)	6	7		1	
EMR enables connections with in-home patient monitoring devices (e.g., glucometers, weight scales, blood pressure devices)	3	1	10		

Utility Utility grade: C-

EMR vendor incorporates patient information from disparate sources so that external problems, allergies, medications, and immunizations (PAMI) data are in the clinicians' workflow, allowing them to reconcile outside patient data against internal data efficiently and accurately	2	8	1	1	1	
EMR vendor incorporates patient information from disparate sources so that external lab results are reviewed in the same workflow as our internal lab data	3	1	6	1	2	
EMR vendor incorporates patient information from disparate sources so that progress/procedure notes from disparate sources are reviewed in the same workflow as our internal notes	2	3	2	3	3	
EMR vendor incorporates patient information from disparate sources and filters it so duplicative patient information is not presented	1	4	3		3	
EMR vendor incorporates patient information from disparate sources and intelligently presents external relevant patient information in the clinician workflow	2	2	4	2	1	2
EMR vendor incorporates patient information from disparate sources and automatically sends and confirms receipt of Direct messages for referrals/transfer summaries to appropriate parties (e.g., PCPs, specialists)	4	4	3		1	

Use Cases Use cases grade: D

EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for clinicians to use patient information from disparate sources at the point of care	2	2	5	3	1
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for care coordinators to use patient information from disparate sources to manage ongoing patient care	1	4	3	1	4
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for operations staff to use external patient information to register/process patients as they transition care settings	2	1	3	2	4
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for our organization to use external patient information in our analytics and quality improvement efforts	1	2	3	2	4

Outcomes Outcomes grade: C

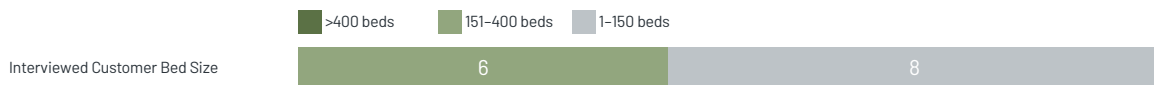
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to decreasing the IT department's burden in making and maintaining connections with external healthcare organizations and needed applications	2	3	8		1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization using external patient information to reduce unneeded duplicative tests	1	4	5	2	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to the care team using external patient information in patient care decisions	1	6	4		2
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to patients having access to their health information using the application of their choice	2	8		2	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved patient safety at transitions of care	2	6		5	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization's ability to use patient information from disparate sources to close additional care gaps	1	6	4	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved operational efficiency at transitions of care	1	3	4	3	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved relationship and communication with referring organizations	2	3	4		3

Vendor-Provided Information

The following is MEDITECH’s response to the question, “What does your organization have planned over the next 12 months that will impact the usability of shared data?”

Our proactive approach to interoperability includes specific solutions and access to patient data through CommonWell adoption as well as an interorganizational interoperability tool set to give customers access to data use cases and educational resources. We are also collaborating with customers and vendors to enable SMART on FHIR applications, which will help improve outcomes as well as support provider and payer use cases with APIs.

We believe that using large documents for data exchange places undue burdens on clinicians. Advanced tools like Google Search and Summarization alleviate this by presenting pertinent data as needed, without the need for sifting through long paragraphs of text. We also champion the use of lightweight, visit-level documents as an alternative to larger CCDs. Ultimately, FHIR API resources will facilitate more targeted data exchange over the long haul, so we have joined the Argonaut, FAST, and Da Vinci Accelerators to help drive this standard forward.



NextGen Healthcare Overall grade: B



Connectivity Connectivity grade: B

EMR connects to the national patient record exchange options (e.g., CommonWell, Carequality, and eHealth Exchange) with minimal effort from our team	4	6	2		
EMR enables connections with local HIEs that are important to my organization	4	5	3		
EMR enables connections with payers that are important to my organization	2	5	1	4	
EMR enables connections to public health systems (public health, registry, immunizations, syndromic surveillance, case reporting, etc.) that are important to my organization	5	4	3		
EMR provides FHIR APIs that allow my organization to use other FHIR-enabled applications (Apple Health, Google Health, EMR app stores, etc.) with minimal effort	3	1	3	4	
EMR supports our interoperability needs at a reasonable/appropriate cost	2	7	1	1	
EMR enables the patient to view, download, and send their record in ways consistent with industry and regulatory requirements	2	7	1	2	
Vendor responds to and addresses connectivity challenges in a timely manner	3	7	2		
Vendor approaches interoperability in a way that contributes to my organization's ability to be compliant with government regulations (e.g., information blocking rules, Cures Act)	4	7	1		
EMR enables connections with in-home patient monitoring devices (e.g., glucometers, weight scales, blood pressure devices)	1	2	1	7	

Utility Utility grade: B

EMR vendor incorporates patient information from disparate sources so that external problems, allergies, medications, and immunizations (PAMI) data are in the clinicians' workflow, allowing them to reconcile outside patient data against internal data efficiently and accurately	4	3	1	1	
EMR vendor incorporates patient information from disparate sources so that external lab results are reviewed in the same workflow as our internal lab data	5	3	1		
EMR vendor incorporates patient information from disparate sources so that progress/procedure notes from disparate sources are reviewed in the same workflow as our internal notes	4	1	1	2	
EMR vendor incorporates patient information from disparate sources and filters it so duplicative patient information is not presented	2	5	1	1	
EMR vendor incorporates patient information from disparate sources and intelligently presents external relevant patient information in the clinician workflow	3	4	2		
EMR vendor incorporates patient information from disparate sources and automatically sends and confirms receipt of Direct messages for referrals/transfer summaries to appropriate parties (e.g., PCPs, specialists)	2	4	1	1	1

Use Cases Use cases grade: A-

EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for clinicians to use patient information from disparate sources at the point of care	3	6			
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for care coordinators to use patient information from disparate sources to manage ongoing patient care	2	7			
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for operations staff to use external patient information to register/process patients as they transition care settings	1	6	1	1	
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for our organization to use external patient information in our analytics and quality improvement efforts	1	4	2	1	

Outcomes Outcomes grade: B+

EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to decreasing the IT department's burden in making and maintaining connections with external healthcare organizations and needed applications	6	3	2	1	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization using external patient information to reduce unneeded duplicative tests	4	1	1	2	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to the care team using external patient information in patient care decisions	2	6			
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to patients having access to their health information using the application of their choice	2	4		2	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved patient safety at transitions of care	2	5		1	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization's ability to use patient information from disparate sources to close additional care gaps	3	4		1	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved operational efficiency at transitions of care	4	4		1	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved relationship and communication with referring organizations	3	5		1	

Vendor-Provided Information

The following is NextGen Healthcare’s response to the question, “What does your organization have planned over the next 12 months that will impact the usability of shared data?”

Over the next year, NextGen Healthcare’s interoperability development will focus on the following:

- Expanded FHIR route capabilities
- Enhanced NextGen API Marketplace with improved client API management tools
- Closed-loop referral support with 360x enhanced referral management
- Carequality expansion to support the exchange of additional document types
- Enhanced CDA viewer with faster load times, improved clinical reconciliation, new support for clinical sections, and more options for notes and comments
- Introduction of new exchange partners in the NextGen eChart Exchange program, including the Social Security Administration
- Enhanced data share module that incorporated numerous exchange modalities in one seamless clinical workflow



Oracle Health (Cerner) Overall grade: C+



Connectivity Connectivity grade: B+

EMR connects to the national patient record exchange options (e.g., CommonWell, Carequality, and eHealth Exchange) with minimal effort from our team	7	6	1		
EMR enables connections with local HIEs that are important to my organization	4	6	1	3	
EMR enables connections with payers that are important to my organization	1	2	2	9	
EMR enables connections to public health systems (public health, registry, immunizations, syndromic surveillance, case reporting, etc.) that are important to my organization	10	2	1	1	
EMR provides FHIR APIs that allow my organization to use other FHIR-enabled applications (Apple Health, Google Health, EMR app stores, etc.) with minimal effort	6	4	1	3	
EMR supports our interoperability needs at a reasonable/appropriate cost	3	9		2	
EMR enables the patient to view, download, and send their record in ways consistent with industry and regulatory requirements	8	4	1	1	
Vendor responds to and addresses connectivity challenges in a timely manner	4	10			
Vendor approaches interoperability in a way that contributes to my organization's ability to be compliant with government regulations (e.g., information blocking rules, Cures Act)	8	5	1		
EMR enables connections with in-home patient monitoring devices (e.g., glucometers, weight scales, blood pressure devices)	1	3	1	8	

Utility Utility grade: C-

EMR vendor incorporates patient information from disparate sources so that external problems, allergies, medications, and immunizations (PAMI) data are in the clinicians' workflow, allowing them to reconcile outside patient data against internal data efficiently and accurately	3	7	3	1	1
EMR vendor incorporates patient information from disparate sources so that external lab results are reviewed in the same workflow as our internal lab data	3	6	2	2	2
EMR vendor incorporates patient information from disparate sources so that progress/procedure notes from disparate sources are reviewed in the same workflow as our internal notes	3	4	3	5	
EMR vendor incorporates patient information from disparate sources and filters it so duplicative patient information is not presented	2	3	4	3	1
EMR vendor incorporates patient information from disparate sources and intelligently presents external relevant patient information in the clinician workflow	3	4	4	2	2
EMR vendor incorporates patient information from disparate sources and automatically sends and confirms receipt of Direct messages for referrals/transfer summaries to appropriate parties (e.g., PCPs, specialists)	4	5	1	1	3

Use Cases Use cases grade: C-

EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for clinicians to use patient information from disparate sources at the point of care	4	4	4	2	1
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for care coordinators to use patient information from disparate sources to manage ongoing patient care	3	4	4	2	2
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for operations staff to use external patient information to register/process patients as they transition care settings	2	2	2	1	7
EMR vendor's ability to share and receive patient information from disparate sources provides an ideal state for our organization to use external patient information in our analytics and quality improvement efforts	1	5	2	2	4

Outcomes Outcomes grade: B

EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to decreasing the IT department's burden in making and maintaining connections with external healthcare organizations and needed applications	6	4	2	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization using external patient information to reduce unneeded duplicative tests	2	7	5		1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to the care team using external patient information in patient care decisions	6	7	1	1	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to patients having access to their health information using the application of their choice	6	5	1	1	1
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved patient safety at transitions of care	3	5	5		2
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to my organization's ability to use patient information from disparate sources to close additional care gaps	6	5	2	1	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved operational efficiency at transitions of care	3	8	1	2	
EMR vendor's ability to share and receive patient information from disparate sources significantly contributes to improved relationship and communication with referring organizations	3	6	2	1	2

Vendor-Provided Information

The following is Oracle Health’s response to the question, “What does your organization have planned over the next 12 months that will impact the usability of shared data?”

We are uniting all patient data using open standards to make it usable for clinicians within workflows. Our latest interoperability product, Seamless Exchange, aggregates outside health data from multiple sources (national/local exchanges, immunization registries, etc.) and de-duplicates redundant information to create a cleansed, comprehensive patient history. Organizations can elect to automatically write data from trusted sources into the local record, further reducing provider burden.

Seamless Exchange became generally available in February 2023 and supports 8,000+ users among beta customers. It addresses many of the interoperability challenges that were discussed in this KLAS report, and we look forward to helping our clients reap the benefits more broadly.

The benefits of interoperability can only be realized if all health IT vendors embrace open standards, cross-vendor connectivity, and consistently raise the bar to improve care. We remain committed to being on the leading edge of interoperability to advance health with better information.

