BLACK BOOK RANKINGS 2015 SURVEY RESULTS

Top Provider Solutions

End-to-End Coding, Speech Technology and Medical Records

Hospitals and Physician Practices

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Black Book™, a division of Brown-Wilson Group, Inc annually evaluates leading healthcare/medical software and service providers across 18 operational excellence key performance indicators completely from the perspective of the client experience. Independent and unbiased from vendors' influence, Over 510,000 healthcare IT users are invited to contribute to various polls. Suppliers also encourage their clients to participate to produce 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@Brown-Wilson.com

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Part One: Aggregate Black Book Survey Findings 2015

End-to-End Coding, Speech Recognition, HIM Solutions

SURVEY RESPONDENT IDENTIFICATION	NUMBER OF RESPONSES VALIDATED	PERCENT OF TOTAL RESPONSES
Physician/Clinician Name	409	13%
Clinic/Practice Name	108	7%
Public Clinic	29	2%
Health System Clinic	344	22%
Academic Hospital and Medical Centers over 250 Beds	229	15%
Community Hospitals	186	12%
Small Hospitals under 100 Beds	205	13%
Inpatient Surgery Centers	44	16%
TOTAL	1554	100%

Source: Black Book Market Research

FINDING: CHANGES IN IT ORGANIZATION SPEND ANTICIPATED IN NEXT 24 MONTHS

HEALTHCARE DELIVERY ORGANIZATIONS SPEND FOR COMPREHENSIVE CODING, HIM & SPEECH SOLUTIONS	2015	PROJECTING 2016
SPEND INCREASING 10+%	57%	89%
SPEND DECREASING 10+%	4%	1%

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SUMMARY

SURVEY OVERVIEW

In Q2 through Q3 2015, the Black Book's financial software and coding solutions client/user surveys investigated 112 Coding, HIM, Speech Recognition, CAC software and outsourcing vendors utilized by 3,014 validated users nationwide for rankings and an additional 1,766 respondents in pre-use, implementation, system decision-making or purchased but not yet installed status.

1,544 respondents with current contracts for comprehensive (end-to-end) Coding, HIM, Speech Recognition, CAC, and CDI services and/or technology solutions qualified to be segregated for this analysis of top performing vendors.

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 coding, financial support, documentation, speech recognition, transcription and CAC 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 Brown-Wilson executive and at least two other people. In this way, Black Book's clients are able to clearly see how a vendor is truly performing. The 18 criteria on operational excellence are subdivided by the client's industry, market size, geography and function outsourced and reported accordingly.

Situational and market studies are conducted on areas of high interest such as EHR, Population Health, Health Information Exchange, Accountable Care organization, hospital software, services providers, educational providers in e-health, benchmarkers and advisors. These specific survey areas range from four to twenty questions or 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 solutions and/or services. Black Book identifies data confidence by one of several means:

- Top-5-ranked vendors must have a minimum of ten 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

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for considering the possible current and future variation (margin of error) in the Black Book performance score reported.

- Vendors with over 20 unique client votes are eligible for top rankings and are assured to have highest confidence and lowest variation. Confidence increases as more organizations report on their outsourcing 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.

The Black Book survey web instrument is open to respondents and new participants each year from April 1 to September 15 at www.blackbookrankings.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.

The four most highly utilized systems of comprehensive (end-to-end) HIM/Coding/Financial support systems are included as subsets.

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STOP LIGHT SCORING KEY

Figure 1: Comprehensive End-to-end HIM/Coding/Speech/Transcroption vendors are defined as being comprised of four surveyed functions

CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION

Source: Black Book Market Research

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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 Market Research

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Stop Light Scoring Key

Figure 3: Color-coded stop light dashboard scoring key

Green (top 10%) scores better than 90% of HIM/Coding vendors. Green coded vendors have received constantly highest client satisfaction scores.

8.71 +

Clear (top 33%) scores better than 67% of HIM/Coding vendors. Well-scored vendor which have middle of the pack results.

7.33 to 8.70

Yellow scores better than half of HIM/Coding vendors. Cautionary performance scores, areas of improvement required.

5.80 to 7.32

Red scores worse than 66% of HIM/Coding vendors. Poor performances reported potential cause for service and contractual cancellations.

Less than 5.79

Source: Black Book Market Research

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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 vendors as well as grouped and summarized subsets. Details of each subset are contained so that each vendor may be analyzed by function and end-to-end coding and HIM services collectively.

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Stop Light Scoring Key

Figure 5: Scoring key

Overall rank	Q6 criteria rank	Company	CDI	CAC	SPEECH RECOGNITION	TRANSCRIPTION	Mean
5	1	Doctors and Hospitals Coding Solutions	8.49	8.63	8.50	8.01	8.66

Source: Black Book Rankings

- **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 particular criteria or question. Each vendor required ten unique client ballots validated to be included in the top ten ranks.
- **Company** – name of the vendor.
- **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 functional subsection with the supplier, specific to their physician enterprise.
- **Mean** – congruent with the criteria rank, the mean is a calculation of all subsets of coding functions surveyed. As a final ranking reference, it includes all market sizes, specialties, delivery sites and geographies.

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OVERALL KEY PERFORMANCE INDICATOR LEADERS

SUMMARY OF CRITERIA OUTCOMES

Table 1: Summary of criteria outcomes, COMPREHENSIVE CODING & HIM SOLUTIONS

Total number one criteria ranks	Vendor	Overall rank
10	NUANCE	**1**
4	STREAMLINE	**4**
2	3M HEALTH	**3**
1	OPTUM360	**2**
1	DOLBEY	**5**

Source: Black Book Market Research

TOP SCORE PER INDIVIDUAL CRITERIA

Table 2: Top score per individual criteria

Question	Criteria	EMR Vendor	Overall rank
1	Vendor overall preference/vertical industry recommendations	NUANCE	**1**
2	Innovation	STREAMLINE	**4**
3	Training	NUANCE	**1**
4	Client relationships and cultural fit	NUANCE	**1**
5	Trust, Accountability & Transparency	NUANCE	**1**
6	Breadth of offerings, client types, delivery excellence	STREAMLINE	**4**
7	Deployment and outsourcing implementation	NUANCE	**1**
8	Customization	3M HEALTH	**3**
9	Integration and interfaces	NUANCE	**1**
10	Scalability, client adaptability, flexible pricing	DOLBEY	**5**
11	Compensation and employee performance	NUANCE	**1**
12	Reliability	NUANCE	**1**
13	Brand image and marketing communications	NUANCE	**1**
14	Marginal value adds	STREAMLINE	**4**
15	Viability & Managerial Stability	OPTUM360	**2**
16	Data security and backup services	NUANCE	**1**
17	Support and customer care	3M HEALTH	**3**
18	Best of breed technology and process improvement	NUANCE	**1**

2015 INDIVIDUAL KEY PERFORMANCE

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1. Vendor overall preference by similar users of Coding and HIM user peer group vertical healthcare industry recommendations for vendor expertise

Table 5: Organizational structure meets the needs of stakeholders or customers and stakeholder satisfaction is the most important priority.

Overall rank	Q1 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.47	9.71	9.62	9.54	**9.59**
2	2	OPTUM360	9.59	9.74	9.35	9.62	**9.58**
3	3	3M HEALTH	9.01	9.53	9.19	9.22	**9.24**
6	4	M*MODAL	9.29	8.51	9.03	9.36	**9.05**
5	5	DOLBEY	9.28	8.94	8.67	8.89	**8.95**
4	6	STREAMLINE	8.72	9.60	8.95	8.48	**8.94**
7	7	PRECYSE	8.37	9.15	8.52	8.38	**8.61**

Source: Black Book Rankings

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2. Innovation

Table 6: Customers are also continuing to push the envelope for further enhancements to which the vendor is responsive. Vendor is responsive to make client recommendations with cutting edge improvements.

Overall rank	Q2 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
4	1	STREAMLINE	9.83	9.55	9.57	9.79	**9.69**
2	2	OPTUM360	9.15	9.60	9.75	9.66	**9.54**
1	3	NUANCE	9.21	9.27	9.42	9.46	**9.34**
3	4	3M HEALTH	9.54	9.44	9.18	9.11	**9.32**
5	5	DOLBEY	9.30	9.24	8.79	8.78	**9.03**
6	6	M*MODAL	8.99	8.09	7.76	8.60	**8.36**
7	7	PRECYSE	8.05	8.40	8.82	8.01	**8.32**

Source: Black Book Rankings

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3. Training

Table 7: Electronic medical and health record vendor leadership provides significant and meaningful training opportunities for internal employees and client staff. Leadership strives to develop technology staff, EMR/EHR client service and customer servicing consultant employees in particular.

Overall rank	Q3 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.39	9.25	9.41	9.23	**9.32**
3	2	3M HEALTH	9.22	9.07	8.82	9.00	**9.03**
6	3	M*MODAL	8.24	9.36	8.96	9.33	**8.97**
2	4	OPTUM360	8.84	9.26	8.87	8.72	**8.92**
5	5	DOLBEY	7.99	8.37	9.33	9.11	**8.70**
4	6	STREAMLINE	8.80	9.00	8.18	8.39	**8.59**
7	7	PRECYSE	8.24	8.54	8.45	8.76	**8.50**

Source: Black* Book Rankings

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4. Client relationships and cultural fit

Table 8: Coding vendor leadership honors customer relationships highly. The relationship with the vendor elevates the customer reputation. Improving physician practice and healthcare delivery efficiency and effectiveness is a priority of the supplier. Governance of engagement is neither complex for buyer 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	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.22	9.53	9.49	9.84	**9.52**
6	2	M*MODAL	9.45	9.41	9.12	9.76	**9.44**
3	3	3M HEALTH	9.40	9.37	9.22	9.15	**9.28**
2	4	OPTUM360	9.15	9.11	9.04	8.95	**9.06**
5	5	DOLBEY	8.93	9.46	8.89	8.84	**9.03**
4	6	STREAMLINE	9.16	9.11	8.60	8.80	**8.92**
7	7	PRECYSE	8.89	8.55	8.10	8.45	**8.50**

Source: Black Book Rankings

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5. Trust, Accountability and Transparency

Table 9: Trust in enterprise reputation is important to coding solutions clients as well as prospects. Client possesses an understanding that its organization has the people, processes, and resources to effectively deliver the desired business and clinical results, based on its industry reputation and past performance.

Overall rank	Q5 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.71	9.83	9.95	9.95	**9.86**
2	2	OPTUM360	9.36	9.12	9.36	9.00	**9.21**
5	3	DOLBEY	9.23	9.33	8.60	8.92	**9.02**
4	4	STREAMLINE	8.95	9.15	9.48	8.45	**9.01**
3	5	3M HEALTH	8.84	8.85	8.51	8.82	**8.76**
7	6	PRECYSE	9.21	8.85	7.94	8.72	**8.68**
6	7	M*MODAL	8.60	8.24	7.76	8.65	**8.31**

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6. Breadth of offerings, varied client settings, delivery excellence across all user types

Table 10: Coding & HIM vendor offers industry recognized horizontal functionality and vertical industry applications, and manage bundled coding & transcription services such as speech recognition and developing new initiatives.

Overall rank	Q6 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
4	1	STREAMLINE	9.52	9.43	9.52	9.56	**9.51**
2	2	OPTUM360	9.51	9.70	9.33	8.45	**9.50**
1	3	NUANCE	9.36	9.31	9.35	8.71	**9.18**
3	4	3M HEALTH	8.58	8.56	8.62	9.59	**8.84**
7	5	PRECYSE	9.17	8.81	8.10	8.76	**8.71**
6	6	M*MODAL	8.93	8.40	8.05	8.91	**8.57**
5	7	DOLBEY	8.55	8.61	8.30	8.15	**8.40**

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7. Deployment and implementation

Table 11: Comprehensive coding client deploys at a pace acceptable to the client. Coding 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. Implementation time meets standard expectations. Implementations are efficient and sensitive to users' specific situations which may cause delays.

Overall rank	Q7 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.85	9.86	9.91	9.47	**9.77**
6	2	M*MODAL	8.93	9.28	9.25	9.30	**9.19**
2	3	OPTUM360	8.93	9.38	8.35	9.41	**9.02**
3	4	3M HEALTH	8.53	8.84	7.99	8.98	**8.59**
7	5	PRECYSE	8.49	8.68	7.95	8.58	**8.43**
5	6	DOLBEY	7.77	8.38	8.39	8.50	**8.26**
4	7	STREAMLINE	8.89	7.50	7.77	8.23	**8.10**

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8. Customization

Table 12: Coding and HIM products and process services are customized to meet the unique needs of specific practice client purpose, processes and physician models. Little resistance is encountered when changing performance measurements as clients' needs vary.

Overall rank	Q8 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
3	1	3M HEALTH	9.89	9.97	9.91	9.97	**9.94**
2	2	OPTUM360	9.90	9.67	9.97	9.80	**9.83**
1	3	NUANCE	9.37	9.38	9.06	9.37	**9.30**
5	4	DOLBEY	8.93	8.40	8.31	9.02	**8.67**
6	5	M*MODAL	7.29	8.56	8.04	8.55	**8.11**
7	6	PRECYSE	7.72	7.94	8.53	7.95	**8.04**
4	7	STREAMLINE	6.95	7.76	7.95	9.17	**7.96**

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9. Integration and interfaces

Table 13: Coding solutions vendor supports interfaces so information can be shared between necessary applications. Solutions are easily integrated to existing backend systems as needed and 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	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.62	9.79	9.48	9.62	**9.63**
6	2	M*MODAL	8.82	9.48	9.25	9.44	**9.25**
4	3	STREAMLINE	8.90	9.33	8.94	9.34	**9.13**
7	4	PRECYSE	8.76	8.73	8.99	9.57	**9.01**
2	5	OPTUM360	9.50	8.36	9.21	8.60	**8.92**
5	6	DOLBEY	9.18	8.84	8.29	8.53	**8.71**
3	7	3M HEALTH	8.75	8.43	8.92	8.51	**8.65**

Source: Black Book Rankings

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10. Scalability, client adaptability, flexible pricing

Table 14: Coding services and 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 has the ability to provide services to enterprise organizations. IT products and services meet the changing and varied needs of the customer.

Overall rank	Q10 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
5	1	DOLBEY	9.45	9.30	9.34	9.17	**9.32**
4	2	STREAMLINE	9.10	9.28	9.06	9.23	**9.17**
1	3	NUANCE	8.49	9.34	9.44	8.96	**9.06**
2	4	OPTUM360	8.51	9.09	9.06	9.27	**8.98**
3	5	3M HEALTH	8.74	9.02	8.90	8.73	**8.85**
6	6	M*MODAL	8.52	7.68	8.48	7.47	**8.04**
7	7	PRECYSE	7.54	8.06	8.47	7.88	**7.99**

Source: Black Book Rankings

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11. Vendor staff expertise, compensation and employee performance

Table 15: Coding & HIM vendor team of employees is considered top in industry for professionalism and skill. Vendor attracts and retains high performing staff. Vendor is focused on building and developing a strong employee team of producers. Employees act like owners/leaders. Company is moving towards leveraged pay at all levels. Vendor is 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	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.41	9.76	9.32	9.79	**9.57**
7	2	PRECYSE	9.52	9.43	9.51	9.55	**9.50**
2	3	OPTUM360	9.02	9.14	9.12	9.51	**9.20**
5	4	DOLBEY	9.04	8.94	8.93	9.12	**9.01**
3	5	3M HEALTH	8.90	8.77	9.23	8.74	**8.91**
6	6	M*MODAL	8.48	8.65	9.31	9.03	**8.87**
4	7	STREAMLINE	9.00	8.21	8.89	8.90	**8.75**

Source: Black Book Rankings

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12. Reliability

Table 16: HIM & coding 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. Service levels are consistently met as agreed. Services and support response is maximized by vendor team.

Overall rank	Q12 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.94	9.83	9.78	9.94	**9.87**
5	2	DOLBEY	8.48	9.13	9.19	9.26	**9.02**
2	3	OPTUM360	8.75	8.96	8.76	9.56	**9.01**
3	4	3M HEALTH	9.02	8.93	8.35	9.28	**8.90**
6	5	M*MODAL	9.07	9.08	8.49	8.52	**8.79**
4	6	STREAMLINE	8.88	8.68	8.64	8.34	**8.63**
7	7	PRECYSE	7.99	8.54	8.31	9.25	**8.52**

Source: Black Book Rankings

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13. Brand image and marketing communications

Table 17: Coding & HIM vendor's marketing and sales statements/pitches are accurately and appropriately represented by actual product and service deliverables. Image is consistent with top rankings. Sales presentations and proposals are delivered upon and corporate integrity/honesty in marketing and business development are highly valued.

Overall rank4	Q13 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.74	9.94	9.85	9.83	**9.84**
6	2	M*MODAL	8.63	8.79	8.77	8.46	**8.66**
5	3	DOLBEY	8.33	9.03	8.8	8.43	**8.65**
7	4	PRECYSE	9.12	8.99	8.26	8.01	**8.60**
4	5	STREAMLINE	7.65	8.95	8.91	8.53	**8.51**
3	6	3M HEALTH	8.46	8.84	7.89	8.64	**8.46**
2	7	OPTUM360	8.54	9	8.35	7.53	**8.36**

Source: Black Book Rankings

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14. Marginal value adds

Table 18: Beyond stimulus achievement, coding vendors' cost savings are realized as generally estimated and not over-positioned or over/underestimated in ways that effect major client satisfaction or costs. Vendor offers value-adds as a practice management partner in cost savings and avoidance initiatives and creative programs through bundled coding & HIM product design. Provides true business transformation opportunities to physician practices and other medical settings utilizing end-to-end coding, speech, CDI, CAC& HIM solutions.

Overall rank	Q14 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
4	1	STREAMLINE	9.62	9.51	9.39	9.67	**9.55**
5	2	DOLBEY	9.75	9.43	9.11	9.44	**9.43**
3	3	3M HEALTH	9.08	9.39	8.93	9.22	**9.16**
1	4	NUANCE	9.71	8.55	8.82	9.13	**9.05**
7	5	PRECYSE	8.82	9.53	8.67	8.87	**8.97**
2	6	OPTUM360	7.90	9.04	8.95	9.58	**8.87**
6	7	M*MODAL	8.16	8.73	7.97	8.85	**8.43**

Source: Black Book Rankings

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15. Viability and managerial stability

Table 19: Vendor's viability, employee turnover, financial stability and/or cultural mismatches do not threaten relationship. Senior management and the board exemplify strong leadership principals to steward appropriate resources that impact comprehensive coding solutions buyers., client adoption, exceptional outcomes and service levels.

Overall rank	Q15 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
2	1	OPTUM360	9.97	9.84	9.97	9.62	**9.85**
4	2	STREAMLINE	9.23	9.66	9.31	9.20	**9.35**
1	3	NUANCE	9.27	9.25	8.58	9.54	**9.16**
7	4	PRECYSE	9.34	8.61	9.18	8.96	**9.02**
6	5	M*MODAL	7.95	8.39	8.32	8.45	**8.28**
3	6	3M HEALTH	8.34	8.51	7.84	8.34	**8.26**
5	7	DOLBEY	7.05	7.11	7.59	8.67	**7.61**

Source: Black Book Rankings

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15. Data Security, Privacy and Backup

Table 20: In order to provide secure and constantly dependable HIM service offerings for physician and hospital entities, a coding vendor has to provide the highest level of security and data back-up services. Vendor's service in these two areas is superior to the security and back-up system of past internal systems of the physician practice.

Overall rank	Q16 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.89	9.78	9.72	9.89	**9.82**
5	2	DOLBEY	9.37	9.33	9.44	9.28	**9.36**
6	3	M*MODAL	8.73	8.79	9.34	9.02	**8.97**
4	4	STREAMLINE	8.86	8.53	9.00	9.00	**8.85**
7	5	PRECYSE	9.11	8.32	9.12	8.77	**8.83**
3	6	3M HEALTH	8.59	8.68	8.31	8.87	**8.61**
2	7	OPTUM360	8.14	8.71	8.72	8.84	**8.60**

Source: Black Book Rankings

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17. Support and customer care

Table 21: 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 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. Vendor provides appropriate number of accessible support and customer care personnel.

Overall rank	Q17 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
3	1	3M HEALTH	9.66	9.59	9.73	9.65	**9.66**
4	2	STREAMLINE	9.78	9.36	9.57	9.81	**9.63**
6	3	M*MODAL	9.11	9.67	9.42	9.75	**9.49**
5	4	DOLBEY	9.60	9.38	8.89	9.37	**9.31**
1	5	NUANCE	9.20	9.23	9.68	9.08	**8.95**
2	6	OPTUM360	8.83	8.82	8.39	9.06	**8.78**
7	7	PRECYSE	8.88	7.93	9.12	8.96	**8.72**

Source: Black Book Rankings

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18. Best of breed technology and process improvement

Table 22: Coding/HIM solutions, services and related technology services are considered best of breed. Vendor technology elevates customers via capabilities, equipment, processes, deliverables, professional staff, leadership, quality assurance and innovative initiatives. Services are delivered at or above current/former in-house service levels.

Overall rank	Q18 Criteria rank	Company	CLINICAL DOCUMENTATION IMPROVEMENT	COMPUTER ASSISTED CODING	SPEECH RECOGNITION	MEDICAL TRANSCRIPTION	Mean
1	1	NUANCE	9.34	9.83	9.83	9.48	**9.62**
5	4	DOLBEY	8.86	8.62	8.43	9.05	**8.74**
2	5	OPTUM360	9.00	8.49	8.28	9.04	**8.70**
4	6	STREAMLINE	8.23	9.07	8.20	8.77	**8.57**
3	7	3M HEALTH	9.01	8.59	8.49	8.06	**8.54**
7	9	PRECYSE	8.56	7.91	7.97	8.51	**8.24**
6	10	M*MODAL	7.71	8.58	7.68	8.76	**8.18**

Source: Black Book Rankings

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APPENDIX

BROWN-WILSON GROUP CONSULTING

We hope that the data and analysis in this report will help you make informed and imaginative healthcare administrative business decisions. If you have further requirements, the Brown-Wilson Group consulting team may be able to help you. For more information about BWG and Black Book's consulting capabilities, please contact us directly at info@brown-wilson.com

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