EHR Purchasing Post-HITECH IndustryView Report
Abstract

From 2010 to 2013, Software Advice talked to tens of thousands of medical practices considering an electronic health records (EHR) purchase. We tapped into a subset of the data to determine two things:

- Are more practices replacing EHR software today than they were when the HITECH Act was signed into law?
- Why are practices buying new EHR software in 2013?
Our data show fewer first-time EHR buyers and more buyers replacing existing EHR software. We saw some dissatisfaction with previous implementations.
Practices replacing existing software grew by nearly half, supporting our hypothesis that stimulus incentives may have sparked hasty purchasing.
For buyers replacing an existing EHR, dissatisfaction with their current software is by far the predominant reason for making the switch.
Reasons for Dissatisfaction with Current EHR

Key reasons for EHR dissatisfaction include the software being too cumbersome, too complex, too generic, or a lack of customizability.
Practices starting out with electronic (vs. paper) records grew, consistent with what we'd expect from a market increasingly embracing medical software.
Practices switching from paper to electronic records declined sharply, whereas a growing proportion of practices are switching from one EHR to another.
In 2010, reasons given for replacing paper records suggested physicians wanted more than just incentives; they wanted the benefits of a paperless practice.
In 2013, more than three-quarters of respondents mentioned wanting to reduce paperwork and/or improve time, efficiency, or organization.
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