NextGen Healthcare Information Systems

Corporate Overview

NextGen Healthcare Information Systems evolved from a more limited practice management software product to the comprehensive product it is today. Quality Systems Inc. was a dental software company formed in 1973. In 1996, QSI purchased, Clinitec, a first-generation type EMR that sold software to convert paper medical records to electronic records.

In 1997 QSI merged with a Practice Management company, Micromed. In 2001, these companies were combined to create NextGen Healthcare Information Systems.

Many mergers with other companies since have provided additional software integration capabilities to NextGen Software. In 2013, Nextgen acquired Mirth Corporation, an interfacing application which offers NextGen users more interoperability between their own and other applications.

NextGen has more than 4,000 clients serving 80,000 providers. The company employs more than 2,300 professionals in eight locations across the nation and also in an international office located in Bangalore, India. More than 600 employees work remotely, ensuring coverage in all 50 states. Its primary locations are in Horsham, Pennsylvania; Austin, Texas; St. Louis MO; and Irvine, CA. The company provides state-of-the-art EHR solutions to more than 25 medical specialties.

NextGen Capabilities

NextGen is geared toward Ambulatory Care practices and ACOs. Though the company literature emphasizes that the product is scalable to practices of any size, it seems that it is used by medium to large group practices rather than by very small practices.

In 2014, NextGen earned KLAS Top Performance Honors for Ambulatory RCM Services.

NextGen Ambulatory EHR version 5.8 is ONC-HIT 2014 Edition certified as a complete EHR. The company has many families of products, related and interoperable, including: NextGen Healthcare (EHR and PM); NextGen RCM Services; NextGen Electronic Data Interchange; NextGen Hospital Solutions; and NextGen Electronic Dental Records.

Interoperability seems to be at the core of NextGen’s claim to excellence. The company claims that at NextGen signals the “end of siloed systems” and make it much easier for providers at all levels to exchange data and information.

The basic pieces of the NextGen Suite are:

- **NextGen Ambulatory EHR** with a product suite which includes specialty-specific software for: over 25 specialties, including audiology, behavioral health, cardiovascular, community health, correctional health, dental, dermatology, family practice primary care, gastroenterology, general surgery, internal medicine,
multispecialty, neurology, neurosurgery, nutrition, OB/GYN, oncology, ophthalmology, orthopedics, otolaryngology, pediatrics, physical therapy, public health, pulmonology, rheumatology, tribal health, and urology.

- **NextGen® Practice Management** for billing, claims submission, and RCM. The PM offers many quality reporting programs to help a practice be fully compliant - with MU, HIPAA 5010, ICD-10, and other qualitative measurement programs.

- **NextGen Patient Portal**, available in English, Spanish, and two dialects of Chinese. The portal provides patients with access to their personal health record and a way to communicate with their providers. The Patient Portal is also a requirement for Meaningful Use Stage 1 and Stage 2, helps the doctor communicate with patients, and saves the doctor, his staff, and his patients time.

- **NextGen® Population Health**, geared more to today's practice needs and the ACO model, provides you with tools to deliver more efficient care and drive up your margin of profit while benefitting the overall health of your patients.

- **NextGen Analytics Dashboard** provides a metric window into your current and past clinical and practice management business records. GUI capabilities give you immediate insight into your practice’s metrics. You can use this data for variety of metrics including HQM, PQRS, Clinical Quality Measure Reporting, and Meaningful Use reporting.

- **Electronic Data Interchange (EDI) helps providers locate lost revenue, electronically scrubs, examines, and submits claims** provides personalized and reliable electronic claim service and electronic remittance advice, verifies insurance eligibility, reduces claims rejection rate, and accelerates patient payment collections. Note: The EDI works together with the PM module, but many of its parts are additional services with separate price structures.

NextGen offers some interesting additional productivity tools:

- **NextPen® Solutions**, a digital pen solution, to accelerate documentation

- **Medical Image Integration Module** — which provides for simultaneous direct access to clinical content, medical images, documents, and reports generated by multiple disparate PACS systems

- **iOS App** that gives quick access to EHR data

- **Speech recognition** to navigate the EHR by voice

- **Remote Health Monitoring** of patients via technology from anywhere
NextGen Ambulatory Care strengths:

- Users can determine role-based workflows for different employees. You can configure your style by user requirements.
- Single log in and application selection screen allows users to move easily between all NextGen products.
- Streamlined MU reporting using embedded MU criteria lets you fulfill MU reporting requirements while still within your regular workflow.
- New ICD-9 / ICD-10 diagnosis search tool, with drag-and-drop functions, ranks results by relevance and frequency of use.
- Pre-loaded content and pre-built templates for more than 25 medical specialties.
- Pre-built disease management templates to capture data at the point of care and meet clinical reporting guidelines for pay-per-performance programs, saves you time.
- Quick note feature lets you save SOAP notes.
- EHR Scalable to your practice size.
- Very interoperable: easier to upgrade from other systems.
- Makes it easy to comply with ICD-10 and MU attestation.

NextGen Weaknesses:

- Interfaces with other systems: Though NextGen prides itself on interoperability issues, many users say that if you are looking for particular interfaces, you need to see that they have already been set up. Ask for references from others who are looking for interface to the same systems as you are. Some users complain about the time lag in getting a new integration going between products.
- NextGen does not claim to have 100% US-based support and training.
- There are many additional fees for certain billing, claim management and other RCM services, lab and e-prescribing services.

Platform:

NextGen EHR and PM are built on an SQL platform. NextGen is deployed on premise, but can also be run as a mobile application on a mobile phone or tablet.

NextGen Cloud-hosted solutions allow users to access NextGen from any web-based browser, and have NextGen worry about software and hardware maintenance and security.

Interoperability:

This year, NextGen announced the availability of NextGen Share, a national Health Information Service Provider (HISP), which offers member users the ability to send encrypted health information directly to known, trusted recipients over the Internet using standards required as ONC Certified HIT 2014 Edition products. This provides providers, payers, and patients to connect electronically and collaborate to mitigate the risk of errors.

NextGen Healthcare includes a searchable provider directory and message translation between supported data formats. Providers can safely exchange clinical data files such as Consolidated-Clinical Document Architecture (C-CDA) files and attachments, referral request letters, intake notes, images. NextGen Share is available free as part of the NextGen Ambulatory EHR and is covered under clients’ current maintenance contract.
Nextgen HIE, to Aggregate and second Clinical Data

Together with its partner, Mirth, Nextgen offers a Health Information Exchange (HIE) system, including

-- *Mirth Results* offering an aggregate patient viewi

-- *Mirth Match*, an enterprise patient master index to corroborate patient identity

-- *Mirth Mail*, HIPAA compliant secure direct mail solution for your practice

-- *Mirth Analytics*, for business intelligence and reporting

Meaningful Use:

NextGen is ONC certified for the HT 2014 Edition, and is MU2 ready. NextGen has had 19,625 users attest to Meaningful Use. The highest percentage of attestations came Family practice users (21%); internal medicine practices (about 14%) and cardiology practices (about 10% of users).

Awards:

NextGen has won many awards since their start in 1973, including repeated rankings on Forbes and BusinessWeek "top companies" lists. For example, in 2010 they were ranked #22 on Forbes Best 200 Small Companies in America.

In 2014, it received #1 ratings from Black book ratings for the category of practices with 25-99 doctors;

In KLAS rankings, #6 rating for practices with over 75 physicians, and #8 for practices with 11-75 physicians.

NextGen received full accreditation with the Practice Management System Accreditation Program (PMSAP) from the Electronic Healthcare Network Accreditation Commission (EHNAC).

Pricing:

Detailed pricing information for NextGen Healthcare is not publicly available. Numbers we have come by suggest about $599+ per month per provider and a one-time implementation charge of $1600. There are additional costs for PM functions such as Denials and appeals management, and monthly fees for lab and imaging integrations and e-prescribing.