BEST IN KLAS®

SOFTWARE & SERVICES 2024

Recognizing the software and services organizations that excelled in helping healthcare professionals deliver better patient care

Delicate Arch—Grand County, Utah, United States

Celebrating the Meaningful Contributions of Healthcare Professionals

Over the years, my passion for improving healthcare has grown as I've come to understand just how deeply healthcare impacts our lives and the lives of those we love. I recently found myself in the ER supporting some family friends who were going through a tough situation. After watching a social worker assist the family, I pulled the worker aside and commented on how difficult her job seems. She responded, *"It sometimes is. But it's also really meaningful."*

The work of healthcare professionals is indeed meaningful, yet they face immense pressures ranging from financial strains to staffing shortages and the very real issue of clinician burnout. With these and other challenges in mind, KLAS has set out to serve healthcare providers like never before. We want to use our passion for improving healthcare to sustain those who may feel the challenges are too great to continue, and we want to provide actionable insights that will ultimately alleviate burdens and enhance clinician success.

The Best in KLAS report is the culmination of the countless insights we gather and the passionate work KLAS does. Often, KLAS is thanked by our customers for the work we do. But we are merely a conduit for the voice of providers and payers, channeling critical information into the industry so everyone can benefit.

This report wouldn't be possible without the vital voices of healthcare providers like you. Hearing about your experiences—and your patients' experiences—ensures we at KLAS aren't becoming complacent with our work. And when we share your feedback with the industry, thoughtful leaders can use it to cut through the noise and recenter on the issues that need to be tackled.

I can never thank you enough for your dedication and for allowing KLAS the privilege of being part of your journey toward making healthcare better. We recognize the meaningful work you're doing, and we intend to continue providing transparency that makes your job easier.

Adam M. Gale
CEO & Co-Founder
KLAS Research

Understanding This Report

KLAS makes thousands of proactive calls each year to collect the research necessary for this report. In every instance, the KLAS methodology includes screening for bias to ensure as clean and random a sample as possible. To learn more about KLAS' research process and methodology, please visit our website.

Ranked Solutions

Ranking and overall performance score: For each market segment in this report, the software and services solutions eligible to compete for Best in KLAS are ranked by their overall performance score (100-point scale).

- For **software products**, these scores are based on customer responses to 16 numeric ratings questions and 4 yes/no questions, all weighted equally.
- Client feedback on **services firms** is comprised of 9 numeric ratings questions and 3 yes/no questions, also weighted equally.

For most solutions, overall scores are calculated by averaging all evaluations collected for a given solution over the last 13 months (December 1, 2022–December 31, 2023). For some select services, the data collection window is 19 months (June 1, 2022–December 31, 2023). In general, only one solution from any given vendor may be eligible for Best in KLAS ranking within any given market segment. This solution will always be the vendor's most recent version. In instances where a vendor has multiple solutions of similar age (through acquisition, etc.), only the most comprehensive solution (i.e., the one the vendor would lead with in the segment) is eligible to be ranked.

To be eligible for a Best in KLAS award, market segments must have at least two fully rated solutions. Additional criteria may apply. However, some segments not eligible for a Best in KLAS award are still included in the report so customers can see how the vendor(s) in those segments perform.

Trend: Where available, trend data is included to indicate the percent by which a score has changed from the previous year's Best in KLAS report. "N/A" in the trend column indicates that a solution was not included in the previous Best in KLAS report.

Customer experience pillars: To enable readers to more quickly understand high-level differences in vendor performance, the questions from the KLAS evaluation are organized into customer experience pillars—six for software products and five for services—with vendors receiving a letter grade in each pillar (see grading scale on following page).

Customer Experience Pillars

Category	Culture	Loyalty	Operations	Product	Relationship	Value
Standard **software**, **imaging systems** & **medical equipment** evaluation metrics	Keeps all promises Proactive service Product works as promoted	Forecasted satisfaction Likely to recommend Overall satisfaction Part of long-term plans Would you buy again	Ease of use Quality of implementation Quality of training	Delivery of new technology Overall product quality Product has needed functionality Supports integration goals	Executive involvement Quality of phone/ web support	Avoids charging for every little thing Drives tangible outcomes Money's worth

	Loyalty	Operations	Relationship	Services	Value
Standard **services** evaluation metrics	Likely to recommend Overall satisfaction Would you buy again	Engagement execution	Executive involvement Strength of partnership	Quality of staff/consultants Strategic expertise	Avoids charging for every little thing Drives tangible outcomes Exceeds expectations Money's worth

Grading Scales for Customer Experience Pillars

	Software, imaging systems & medical equipment (100-point scale)	Services (100-point scale)
A+	95.0+	97.0+
A	91.0–94.9	93.0–96.9
A-	88.0–90.9	90.0–92.9
B+	85.0–87.9	87.0–89.9
B	81.0–84.9	83.0–86.9
B-	78.0–80.9	80.0–82.9
C+	75.0–77.9	77.0–79.9
C	71.0–74.9	73.0–76.9
C-	68.0–70.9	70.0–72.9
D+	65.0–67.9	67.0–69.9
D	61.0–64.9	63.0–66.9
D-	58.0–60.9	60.0–62.9
F	<58.0	<60.0

Note: The software grading scale starts two points lower due to the complexities associated with software delivery.

Solutions Not Ranked

Solutions in the categories below are not eligible for Best in KLAS ranking, though overall performance scores and customer experience pillar grades are still displayed.

- **Limited data (*):** Solutions whose sample sizes do not meet KLAS' required thresholds for Best in KLAS ranking but do meet lower "limited data" thresholds. See "Sample Sizes" for more details.
- **Component [C]:** Solutions that include most but not all components of a complete system/service or serve only a subset of the market.
- **Limited market share [MS]:** Solutions that do not have a sufficient number of live customers to qualify for a Best in KLAS ranking.
- **Newly rated [NR]:** Solutions that are newly rated. This status was achieved after the deadline for the Best in KLAS report.
- **Not primary [NP]:** Solutions that may still be purchased but are not a vendor's lead solution in a market segment. In some cases, these solutions may not be actively sold in the listed market segment.
- **Regional [R]:** Solutions for which the majority of data comes from organizations in a small, specific geographical area.

Sample Sizes

KLAS requires that the sample size for any given solution reach certain thresholds before data can be reported.

Unique organizations: The sample sizes displayed throughout this report (e.g., n=16) represent the total number of *unique customer organizations* interviewed for a given solution. However, it should be noted that to allow for the representation of differing perspectives within any one customer organization, samples may include individuals from the same organization. Some respondents choose not to answer particular questions, meaning the sample size for any given question may be smaller than the overall sample.

Data thresholds: To be considered for Best in KLAS ranking, solutions must meet certain data thresholds. These thresholds vary depending on the solution type.

- **Software and medical equipment products:** To be eligible for Best in KLAS ranking, software and medical equipment products must have a sample size of at least 15 *unique organizations*. Sample sizes of 6–14 unique organizations are designated as limited data. If the sample size is below 6, ratings are not shown.
- **Services and payer solutions:** To be eligible for Best in KLAS ranking, services and payer solutions must have a sample size of at least 6 *unique organizations*. Sample sizes of 3–5 unique organizations are designated as limited data. If the sample size is below 3, ratings are not shown.

For recently published reports, visit **klasresearch.com/reports**

What's New in Best in KLAS?

1. New/Retired Market Segments

In an ongoing effort to measure vendor performance in the areas of most interest to healthcare providers and payers, the following market segments have been added to or retired from the Best in KLAS report:

Updated market segments:

- Ambulatory Pediatric Solutions was previously called Ambulatory Pediatric EMR
- Ambulatory RCM Services has been broken into two separate segments, Ambulatory RCM Services (EHR-Agnostic) and Ambulatory RCM Services (EHR-Associated)
- End-to-End Revenue Cycle Outsourcing was previously called Revenue Cycle Outsourcing
- Homecare: Personal Care Services & Private Duty Nursing was previously called Private Duty Nursing: Personal Care Services
- Quality Measurement & Reporting (Payer) was previously called Quality Analytics (Payer)
- Revenue Cycle Automation was previously called Robotic Process Automation (not included in this year's report due to insufficient data)

New market segments:

- Capacity Optimization Management
- Data Analytics Platforms (Payers)
- Interoperability: Other Validated Software
- Member Engagement Tools
- Patient Referral Management & Analytics
- Patient Self-Scheduling
- Payment Accuracy & Integrity Solutions (Payer)
- Post-Acute Patient Analytics: Point of Care
- Revenue Cycle Analytics
- Revenue Cycle: Charge Capture
- Virtual Sitting & Nursing

Retired market segments:

- Clinical Process Improvement
- Healthcare Price Transparency
- Quality Management

2. Acquisitions, Mergers, and Name Changes

Occasionally, you might not find the vendor you are looking for in KLAS' data. In some cases, this is due to a name change caused by a merger, acquisition, or rebranding. Please note the following changes since last year's Best in KLAS report:

- Bluestream Health was acquired by eVisit
- CynergisTEK merged with Clearwater (2022) and now appears under the Clearwater brand
- himagine was acquired by Omega Healthcare (2021) and now appears under the Omega Healthcare brand
- Marathon Health Acquired Oracle Health Workforce Health Solutions
- Medacist acquired by Bluesight
- pCare was acquired by Uniguest
- Sentinel was acquired by The Craneware Group (2021) and now appears under The Craneware Group brand
- Talon Healthy IT Services was acquired by HCTec (2021) and now appears under the HCTec brand

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KLAS Advisory Board

The KLAS Advisory Board, comprised of some of the best and brightest in healthcare, guides our efforts to measure and improve the world's healthcare technology. This group of dedicated leaders exemplify the very best healthcare has to offer.

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"The efforts of this board have had a deep impact on the direction of KLAS. Thank you all for your guidance throughout the years."
—Adam M. Gale, CEO & Co-Founder, KLAS Research

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Emeritus Advisory Board

Thank you to our departing members:

Adrian Byrne

Former CIO
University Hospital Southampton NHS Foundation Trust
United Kingdom

"Adrian 'Ade' Byrne has been one of the brightest and most impactful digital leaders in the UK and has won many awards over the years. He graciously advised KLAS on our UK strategy and contributed as a thought leader in various KLAS events in both the US and Europe. Ade pioneered the KLAS Arch Collaborative measurement at Southampton as one of the first UK trusts to measure the clinician EPR experience. KLAS is grateful for Adrian's contributions during his more than five years on our International Advisory Board. We congratulate him on his recent retirement and wish him luck in his continued endeavors." —Jeremy Goff, VP of Emerging Business, KLAS Research

Amy Chaumeton, MS, MD, FAMIA

Interim Associate CMO
Legacy Health
Oregon

"We have been so fortunate to have Dr. Chaumeton participate on our advisory board. She is a passionate and knowledgeable healthcare professional with a willingness to speak out and speak up for any effort, technology, or service that will improve the patient and clinician experience. KLAS is better because of her input and insight. Thank you Amy!" —Bob Cash, Vice President Client Relations, KLAS Research

Cletis Earle, MS, CHCIO, FCHIME

SVP & CIO
Penn State Health
& Penn State College of Medicine
Pennsylvania

"Cletis has been a tremendous contributor to our advisory board. His experience in the industry and with KLAS has been very valuable. I especially appreciate his wisdom and candor in sharing insights and experiences that will help KLAS better serve and collaborate with our healthcare partners and friends. Thank you for your willingness to help us all continually improve, Cletis." —Bob Cash, Vice President Client Relations, KLAS Research

David B. Graham, MD

VP & CMIO
LifeBridge Health
Maryland

"David is a behind-the-scenes leader that has really driven some remarkable outcomes. As one of the most innovative Cerner clients, David's leadership helped his organization become the highest scoring Cerner organization in the Arch Collaborative (happy clinicians!). His leadership helps cut through politics and gets to real clinical benefits. His voice has helped KLAS think about how to get past just clinical measurement and move toward true clinical improvement. Thank you, David, for your great insights." —Adam Gale, CEO & Co-Founder, KLAS Research

Theresa Meadows,
RN, MS, CHCIO, FCHIME, FACHE

SVP & CIO
Cook Children's Health Care System
Texas

"Theresa has been a consistent contributor to KLAS research for well over a decade. Theresa's experience as a nurse has given her a unique perspective allowing her to effectively manage the challenges of balancing technology with clinical effectiveness. Her leadership hasn't gone unnoticed as she was named the 2023 CIO of the year by the College of Healthcare Information Management Executives (CHIME). We're excited to have Theresa host our upcoming 2024 Best in KLAS Award Ceremony in March. I'm grateful for Theresa's support of KLAS and our mission, and I'm excited for the future impact she's going to make for the industry." —Mark Allphin, EVP Sales & Strategy, KLAS Research

Albert Oriol

VP & CIO
Rady Children's Hospital San Diego
California

"Albert is a unique combination of friendly and fierce. He leads and makes real change happen, while helping participants feel like a key part of the journey. In his tenure at Rady Children's Hospital, he has led efforts on genomics, interoperability, imaging and many more. In life he leads on Rugby, great food and international travel insights. When Albert speaks, people listen (including KLAS). There are few people that have been long-time advisors to KLAS and Albert is one of those, even in a non-official capacity. Thank you for your dedication to the industry!" —Adam Gale, CEO & Co-Founder, KLAS Research

Let Us Help You Reach Your Potential

Discover what KLAS can do for you beyond vendor ratings

KLAS' mission is to improve the world's healthcare by providing insights, collaboration, and transparency. Discover the various ways KLAS is working to accomplish this mission alongside our provider, vendor, payer, and investor partners.

KLAS Arch Collaborative

Revolutionize healthcare quality by improving the EHR experience

See page 14 for more information

KLAS Events

Bring your ideas to the table—collaborate with peers in person

See page 44 for more information

KLAS K2 Collaborative, a Payer/Provider Initiative

Improve the patient experience by reducing friction between payers and providers

See page 206 for more information

KLAS Consulting

Leverage KLAS' unique position and expertise to solve your most nuanced business challenges

See page 150 for more information

KLAS Decision Insights

Making a big purchase decision? Find out which HIT vendors are top of mind for your peers

See page 162 for more information

KLAS Emerging Insights

Learn more about new companies or solutions in the market through early customer experiences

See page 240 for more information

KLAS Investment Advisory Services

Leverage meaningful insights when exploring investment options

See page 124 for more information

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Executive Insights

Notable Performances

Epic is recognized as the top Overall Software Suite, finishing ahead of MEDITECH and Oracle Health. This marks the fourteenth consecutive year that Epic has earned the award. Additionally, Epic won fifteen other Best in KLAS awards in various market segments.

athenahealth won the Overall Physician Practice Vendor award, which is reserved for vendors whose ambulatory EHR and practice management systems are ranked in multiple size groups for independent practices. They also earned Best in KLAS awards in the following segments: Ambulatory EHR: Independent (11–75 Physicians), Practice Management: Independent (11–75 Physicians), and Small Practice Ambulatory EHR/PM: Independent (2-10 Physicians).

Impact Advisors is recognized as the Overall IT Services Firm winner. Impact Advisors also excelled in two individual categories, winning Best in KLAS awards for ERP Implementation Leadership and Financial Improvement Consulting.

Evergreen Healthcare Partners was named the top Overall Implementation Services Firm, a first-time win for the firm. Evergreen also won Best in KLAS in the HIT Advisory Services and HIT Core Clinical Implementation Leadership segments and scored above 95 in each of the three segments in which they are measured.

Chartis repeats as winner of the top Overall Healthcare Management Consulting Firm for the fourth year in a row. Chartis also won Best in KLAS awards in Clinical Optimization and Digital Transformation Consulting and scored above 90 in every individual segment in which they are measured.

Most Improved Software Product

Lightbeam Health Solutions

Customers of Lightbeam Population Health Management report an 18% improvement in satisfaction since last year's Best in KLAS report. Customers say the driving factor in Lightbeam's improvement is the vendor's increased focus on proactive and responsive service. Because of the consistent availability of subject matter experts, respondents trust that whoever they talk to can quickly and effectively resolve their request. Customers also praise Lightbeam's leadership for scheduling routine meetings to address concerns, request feedback, and discuss upcoming developments. More seasoned customers note a distinct improvement in Lightbeam's culture of service. One CFO with an improved survey score shared, *"I am satisfied. In the last couple of years, Lightbeam has amped up their support, and they are implementing our feedback. They are listening to our needs and working to facilitate changes that meet our needs. So Lightbeam has become much more supportive over the last few years and more responsive in changing and improving the tool to meet and go beyond our expectations."*

Most Improved Services Solution

agshealth

Extended Business Office Services

Client satisfaction with AGS Health's Extended Business Office Services increased by 14% since the 2023 Best in KLAS report. This score improvement was driven by AGS Health's efforts to strengthen and improve relationships with clients through strong executive engagement and empowered account representatives. Clients report high satisfaction with their contact's availability, accessibility, responsiveness, and problem-solving skills. Clients also report that AGS Health fosters strong partnership by offering great transparency, carefully managing expectations, and staying open to client feedback. Regarding the firm's partnership, one VP shared, *"They are an extension of our business office, and we function with them as if they were a team in another building. AGS Health is the most open firm at accepting feedback and adjusting things according to feedback. . . . They are excellent from a communication standpoint around trends and things that they see. They ask clarifying questions when they don't know what to do. We like that they ask rather than assume. They are trustworthy."*

Most Improved Physician Practice Product

eClinicalWorks

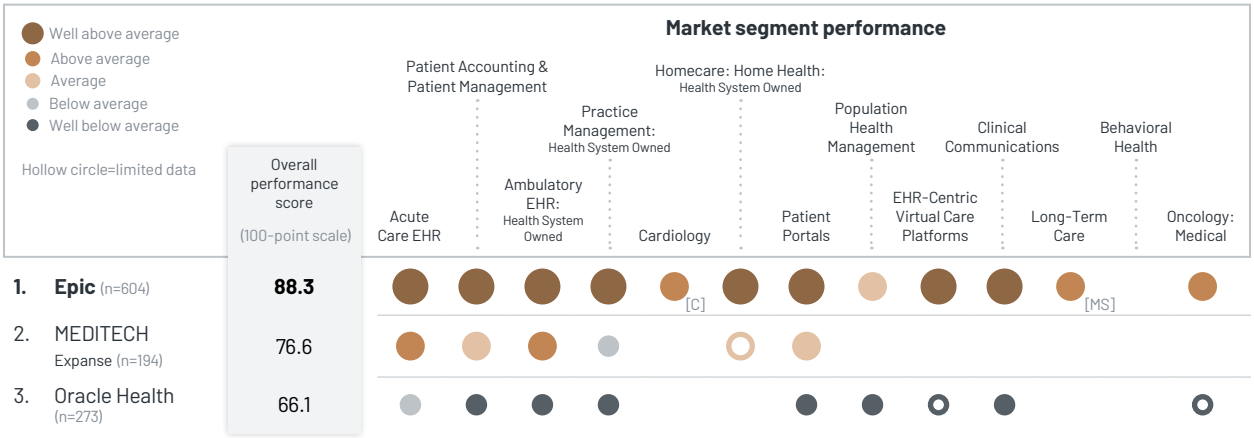
Satisfaction with eClinicalWorks' EHR/PM among small, independent practices (2–10 physicians) has increased by 29% since the 2023 Best in KLAS report. Customer scores range from the single digits to perfect scores of 100, and sentiment is strong on both sides. Satisfied customers have seen their experience improve with the release of version 12, which they feel addressed many customer requests and included helpful functionality. They report improved workflows and say implementation of this upgrade was less troublesome than some past releases. One physician stated, *"The product is very good. We are quite satisfied. The upgrades are timely, and none of the improvements make our lives more difficult. We went to a new version recently, and that transition was practically seamless."*

2024 Overall Rankings

2024 Overall Software Suite Rankings

The Overall Software Suite ranking is reserved for those vendors that provide a suite of products clients would purchase to address their core IT needs. Vendors that have both a fully rated clinical and financial system qualify for this overall suite ranking. Provided below is detail as to how each vendor performs against the other enterprise suites and in the various ancillary markets in which a vendor has a product offering currently rated by KLAS.

Vendor Performance in Qualifying Segments



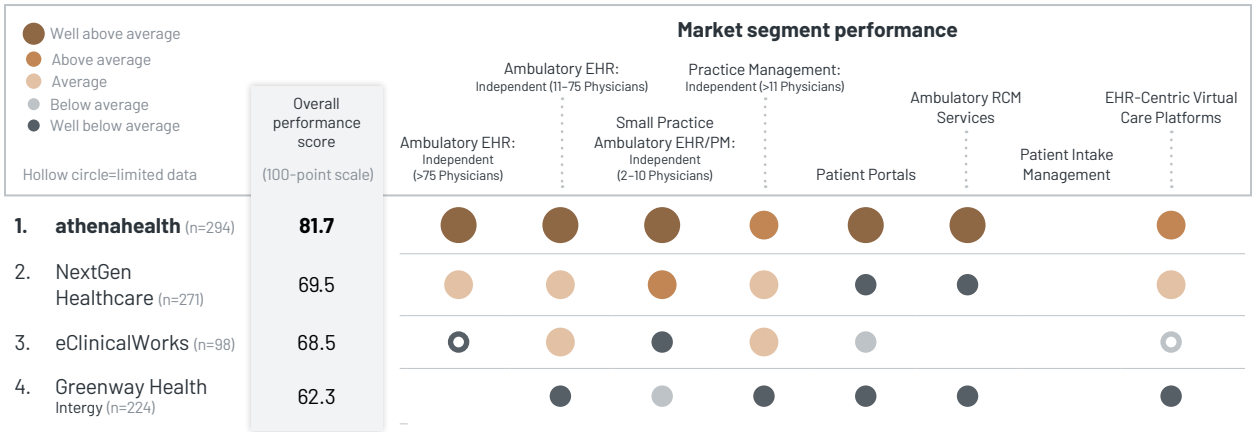
[C] Component [MS] Limited market share

Definitions can be found on page iii.

2024 Overall Physician Practice Vendor Rankings

The Overall Physician Practice Vendor ranking is reserved for those vendors whose ambulatory EHR and practice management systems are ranked in multiple independent practice size groups (segments with the designation of "health system owned" are excluded as they are counted toward the Overall Software Suite award). Provided below is detail around how each vendor performs against all other vendors and against the market averages of the various practice size groups in which a vendor has a product offering currently rated by KLAS.

Vendor Performance in Qualifying Segments

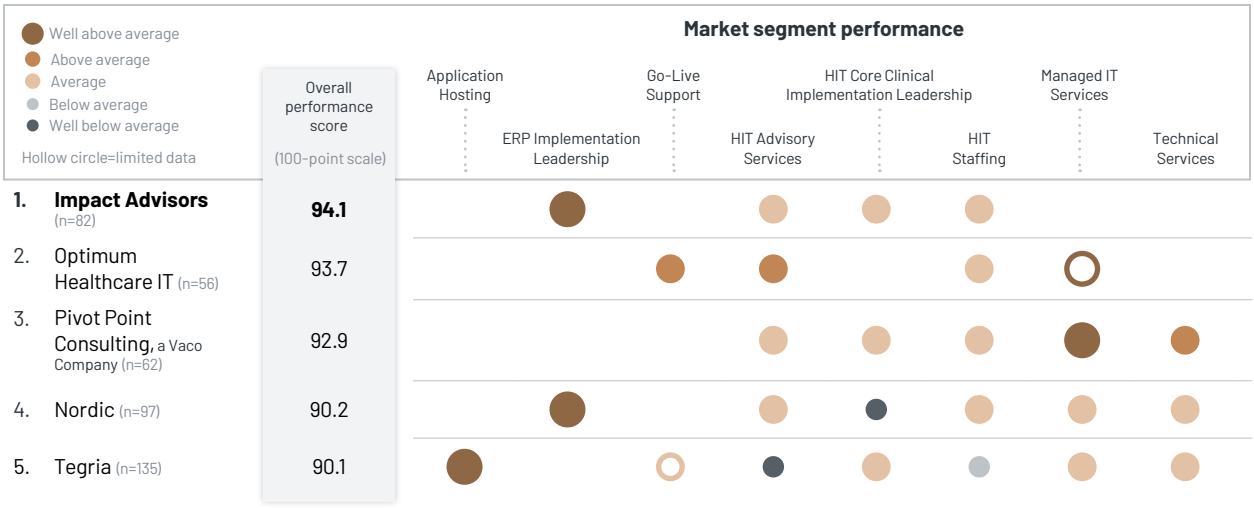


		Overall performance score (100-point scale)
1.	**athenahealth** (n=294)	**81.7**
2.	NextGen Healthcare (n=271)	69.5
3.	eClinicalWorks (n=98)	68.5
4.	Greenway Health Intergy (n=224)	62.3

2024 Overall IT Services Firm Rankings

The Overall IT Services Firm ranking is reserved for those firms that have a minimum of three separate IT services that are ranked or newly rated in four separate market segments. Provided below is detail around how each firm performs against all other IT services firms and against the market averages of the various IT services segments in which a firm has a service offering currently rated by KLAS.

Firms' Performance in Qualifying Segments



2024 Overall Implementation Services Firm Rankings

The Overall Implementation Services Firm ranking is reserved for those firms that have a minimum of two separate implementation services that are ranked in two separate market segments. Provided below is detail around how each firm performs against all other implementation services firms and against the market averages of the various implementation services segments in which a firm has a service offering currently rated by KLAS.

Firms' Performance in Qualifying Segments

Well above average
Above average
Average
Below average
Well below average
Hollow circle=limited data

		Overall performance score (100-point scale)	Market segment performance: ERP Implementation Leadership	Go-Live Support	HIT Core Clinical Implementation Leadership	HIT Staffing
1.	**Evergreen Healthcare Partners** (n=31)	**96.2**			●	●
2.	Huron (n=17)	95.2			●	●
3.	Impact Advisors (n=43)	94.3	●		●	●
4.	ROI Healthcare Solutions (n=14)	93.5	●			●
T5.	CSI Healthcare IT (n=60)	93.0		●		●
T5.	Medasource (n=29)	93.0		●		●
7.	Experis Health Solutions (formerly ettain health) (n=38)	92.8		●		●
8.	Optimum Healthcare IT (n=45)	92.7		●		●
9.	Tegria (n=54)	91.4		○	●	●
10.	Pivot Point Consulting, a Vaco Company (n=36)	91.0			●	●
11.	Nordic (n=46)	90.1	●		●	●
12.	Divurgent (n=13)	79.2		●		●

2024 Overall Healthcare Management Consulting Firm Rankings

The Healthcare Management Consulting (HMC) market segment is comprised of five consulting areas: Value-Based Care; Financial Improvement; Strategy, Growth & Consolidation; Human Capital; and Consumer Engagement. For a firm to be in the running for the Overall Healthcare Management Consulting Firm award, KLAS must have collected client feedback from a total of six or more unique HMC engagements. Additionally, a firm must have at least three evaluations in two or more consulting areas and at least one evaluation in one or more additional areas.

Firms' Performance in Qualifying Segments

Well above average
Above average
Average
Below average
Well below average
Hollow circle=limited data

		Overall performance score (100-point scale)	Market segment performance: Financial Improvement Consulting	Human Capital Consulting	Strategy, Growth & Consolidation Consulting	Value-Based Care Consulting	Digital Transformation Consulting
1.	**Chartis** (n=58)	**94.5**	●		●		●
2.	Guidehouse (n=28)	93.7	●		●	●	○
3.	ECG Management Consultants (n=44)	92.7	●	●	●	●	
4.	Deloitte (n=16)	91.7	○		○	●	

The following vendors have earned the title of 2024 Best in KLAS—a recognition of their outstanding efforts to help healthcare organizations accomplish the quadruple aim: better outcomes, lower costs, improved patient experience, and improved clinician experience.

Inpatient Clinical Care

340B Management Systems
Verity Solutions Verity 340B **89.5**

Acute Care EHR: Large (>400 Beds)
Epic EpicCare Inpatient EHR **88.2**

Acute Care EHR: Midsize (151–400 Beds)
Epic EpicCare Inpatient EHR **91.9**

Acute Care EHR: Small (1–150 Beds)
MEDITECH Expanse Acute Care EHR **80.4**

Automated Dispensing Cabinets
BD Pyxis MedStation ES **84.9**

Clinical Communications: Acute Care
Epic Secure Chat **89.7**

Clinical Decision Support: Care Plans & Order Sets
Zynx Health Zynx Order Sets and Care Plans **89.7**

Clinical Decision Support: Point-of-Care Clinical Reference
EBSCO Information Services DynaMed **89.8**

Data Archiving
Triyam Fovea EHR Archive **96.2**

Drug Diversion Monitoring
Protenus Diversion Analytics **85.5**

Infection Control & Monitoring
VigiLanz Dynamic Infection Control Monitor (ICM) **92.6**

Inpatient Clinical Care, continued

Integration Engines
Rhapsody Corepoint **95.6**

IV Workflow Management
Epic IV Dispense Prep **87.8**

Medication Inventory Management
Epic Willow Inventory (Inpatient) **88.1**

Pharmacy Surveillance
VigiLanz Pharmacy Surveillance **91.6**

Smart Pumps: EHR-Integrated
ICU Medical Plum 360 (LVP) **84.4**

Smart Pumps:Traditional
Baxter Spectrum IQ (LVP) **85.1**

Ambulatory & Post-Acute Care

Ambulatory EHR: Health System Owned
Epic EpicCare Ambulatory EHR **88.0**

Ambulatory EHR: Independent (>75 Physicians)
Epic EpicCare Ambulatory EHR **90.5**

Ambulatory EHR: Independent (11–75 Physicians)
athenahealth athenaClinicals **82.0**

Ambulatory Ophthalmology EHR
EyeMD EMR Healthcare Systems EyeMD EMR **86.4**

Continued on next page

Ambulatory & Post-Acute Care, continued

Ambulatory Pediatric Solutions
PCC 92.9

Ambulatory RCM Services (EHR-Agnostic)
R1 Physician RCM Services 86.5

Ambulatory RCM Services (EHR-Associated)
CompuGroup Medical US ARIA RCM 86.1

Ambulatory Specialty EHR
Nextech EHR (Dermatology) 84.2

Ambulatory Surgery Center Solutions
HST Pathways HST eChart 85.8

Behavioral Health
NextGen Healthcare Behavioral Health Suite 79.8

Clinical Communications: Ambulatory/ Post-Acute Care
TigerConnect Clinical Collaboration Platform 89.7

Homecare | Home Health: Health System Owned
Epic Dorothy 80.4

Homecare | Home Health: Independent (>200 ADC)
MatrixCare Home Health (Brightree) 75.6

Homecare | Home Health: Independent (1-200 ADC)
MatrixCare Home Health (Brightree) 82.7

Homecare | Personal Care Services & Private Duty Nursing
WellSky Personal Care 78.3

Hospice: Independent
MatrixCare Hospice 77.9

Long-Term Care
PointClickCare 83.3

Outpatient Therapy/Rehab
WebPT 80.8

Patient Intake Management
Yosi Health Yosi 85.5

Patient Referral Management & Analytics
Forcura 89.6

Practice Management: Health System Owned
Epic Resolute/Prelude/Cadence Ambulatory 91.5

Ambulatory & Post-Acute Care, continued

Practice Management: Independent (>75 Physicians)
Epic Resolute/Prelude/Cadence Ambulatory 93.2

Practice Management: Independent (11-75 Physicians)
athenahealth athenaCollector 76.4

Small Practice Ambulatory EHR/PM: Independent (2-10 Physicians)
athenahealth EHR/PM 80.9

Financial/Revenue Cycle/HIM

Business Decision Support
Strata Decision Technology StrataJazz Decision Support 88.6

Claims Management & Clearinghouse
Experian Health ClaimSource 89.3

Clinical Documentation Integrity
Nuance CDI 91.1

Complex Claims Services
Revecore 94.2

Computer-Assisted Coding (CAC)
Dolbey Fusion CAC 91.9

Credentialing
ASM MD-Staff 90.6

Data & Analytics Platforms
Dimensional Insight Gateway Platform (Diver Platform) 91.5

Data Visualization & Reporting
Tableau 89.9

Debt Collection Services
State Collection Service 90.7

Enterprise Resource Planning (ERP)
Workday HCM, Financial Management and Supply Chain (ERP) 87.2

Financial Planning & Analysis
Strata Decision Technology StrataJazz Financial Planning 85.5

Continued on next page

Financial/Revenue Cycle/HIM, continued

Healthcare Artificial Intelligence: Data Science Solutions
ClosedLoop Healthcare's Data Science Platform 95.9

Healthcare Safety, Risk & Compliance Management
Performance Health Partners Safety, Risk, and Compliance Solutions 95.3

Insurance Discovery
FinThrive Insurance Discover 93.1

Patient Access
Optum Patient Access (AccuReg) 91.8

Patient Accounting & Patient Management: Large (>400 Beds)
Epic Resolute Hospital Billing 92.1

Patient Accounting & Patient Management: Midsize (151–400 Beds)
Epic Resolute Hospital Billing 88.3

Patient Accounting & Patient Management: Small (1–150 Beds)
MEDITECH Expanse Patient Accounting 75.3

Patient Financial Engagement
Waystar Patient Financial Experience 91.5

Patient Financing Services
ClearBalance HealthCare 94.3

Patient Flow
TeleTracking Capacity Management Suite 88.9

Real-Time Location Systems (RTLS)
Sonitor RTLS (Hardware Only) 81.1

Revenue Cycle: Chargemaster Management
Health Catalyst Vitalware VitalCDM 89.8

Revenue Cycle: Contract Management
Experian Health Contract Manager & Analysis 91.7

Scheduling: Nurse & Staff
QGenda Nurse & Staff Scheduling 92.3

Scheduling: Physician
PerfectServe Lightning Bolt Scheduling 91.0

Speech Recognition: Front-End EHR
Nuance Dragon Medical One 91.3

Financial/Revenue Cycle/HIM, continued

Time & Attendance
symplr Time and Attendance 81.4

Value-Based Care

Customer Relationship Management (CRM)
Innovaccer Customer Relationship Management 93.6

Digital Rounding
Huron Rounding 90.8

EHR-Centric Virtual Care Platforms
Epic Telehealth 91.5

Interactive Patient Systems
pCare by Uniguest pCare 92.7

Patient Communications
RevSpring Talksoft Patient Engagement 89.6

Patient-Driven Care Management
Get Well GetWell Loop 90.6

Patient Education
Healthwise Patient Engagement Solution 88.6

Patient Experience Improvement
Feedtrail Healthcare XM 94.5

Patient Portals
Epic MyChart 90.1

Patient Self-Scheduling
Relatient Dash Schedule 84.3

Population Health Management
Azara Healthcare DRVS 92.5

Remote Patient Monitoring
Lightbeam Deviceless Remote Patient Monitoring 91.1

Social Determinants of Health Networks
findhelp (Aunt Bertha) 89.0

Video Conferencing Platforms
Doximity Dialer 91.7

Virtual Care Platforms (Non-EHR)
eVisit Virtual Care Platform as a Service 83.9

Security & Privacy

Access Management
Duo Trusted Access (Mostly MFA) **89.6**

Healthcare IoT Security
Claroty Medigate IoMT Solutions **95.4**

Identity Management
SailPoint Identity Platform (Mostly Identity Governance) **81.8**

Patient Privacy Monitoring
Protenus Patient Privacy Monitoring **93.2**

Security & Privacy Consulting Services
tw-Security **95.8**

Security & Privacy Managed Services
Fortified Health Security **91.6**

Services & Consulting

Application Hosting
Tegria **92.2**

Clinical Optimization
Chartis **96.6**

Denials Management Services
Aspirion **92.5**

Digital Transformation Consulting
Chartis **95.0**

Eligibility Enrollment Services
Optum Eligibility and Enrollment Services (Change Healthcare) **90.5**

End-to-End Revenue Cycle Outsourcing
Ensemble Health Partners **92.9**

ERP Business Transformation & Implementation Leadership
Huron **94.4**

ERP Implementation Leadership
Impact Advisors **95.3**

Extended Business Office
PwC **90.0**

Financial Improvement Consulting
Impact Advisors **96.7**

Services & Consulting, continued

Go-Live Support
Optimum Healthcare IT **94.7**

Government Reimbursement Services
R1 **96.9**

HIT Advisory Services
Evergreen Healthcare Partners **98.1**

HIT Core Clinical Implementation Leadership
Evergreen Healthcare Partners **95.8**

HIT Staffing
Prominence **97.9**

Managed IT Services
Pivot Point Consulting, a Vaco Company **96.2**

Outsourced Coding
Guidehouse **91.5**

Physician Advisory Services
Xsolis **91.8**

Release of Information
MRO **93.7**

Revenue Cycle Optimization
Guidehouse **96.3**

Strategy, Growth & Consolidation Consulting
Guidehouse **96.4**

Technical Services
Pivot Point Consulting, a Vaco Company **96.3**

Transcription Services
AQuity Solutions **90.0**

Underpayment Recovery Services
R1 **92.9**

Value-Based Care Consulting
Premier Inc **94.2**

Value-Based Care Managed Services
Arcadia (now Guidehealth) **92.4**

Virtual Scribing Services
ScribeEMR Virtual Scribes **86.7**

Imaging Systems

Cardiology
Merative Merge Cardio 82.8

Cardiology Hemodynamics
Merative Merge Hemo 91.5

Image Exchange
Nuance PowerShare 90.2

Oncology: Medical
Epic Beacon 87.2

Oncology: Radiation
Elekta MOSAIQ - Radiation Oncology 86.3

PACS: Large (>300K Studies)
Sectra PACS 88.6

PACS: Small (≤300K Studies)
Sectra PACS 91.0

Speech Recognition: Front-End Imaging
3M MModal Fluency for Imaging 88.8

Universal Viewer (Imaging)
AGFA HealthCare Enterprise Imaging XERO Viewer 85.0

Vendor Neutral Archive (VNA)
Fujifilm Synapse VNA (TeraMedica) 86.7

Payer Solutions

Care Management Solutions (Payer)
MHK (formerly MedHOK) CareProminence 79.6
ZeOmega Jiva 79.6

Claims & Administration Platforms (Payer)
HealthEdge HealthRules Payer 77.6

CMS Payer Interoperability
Edifecs XEngine Server For FHIR 92.2

Data Analytics Platforms (Payers)
Clarify Health Solutions Healthcare Analytics Platform 89.0

Employer-Sponsored Healthcare Services
Marathon Health 90.4

IT Consulting Services (Payer)
Huron 89.5

Payer Solutions, continued

Payment Accuracy & Integrity Solutions (Payer)
Zelis Healthcare Payment Integrity Solutions (Mostly Pre-Pay) 92.2

Quality Measurement & Reporting (Payer)
Cotiviti Quality Intelligence 83.8

Risk Adjustment
Vatica Health Risk Adjustment and Quality of Care Solution 93.6

KLAS ARCH COLLABORATIVE

There *Is* a Way to Improve the EHR Experience

Does the thought of improving your clinicians' EHR experience feel daunting or hopeless? KLAS can help.

KLAS' Arch Collaborative is a group of healthcare organizations committed to improving the EHR experience. KLAS works with each Arch Collaborative member to transform their EHR experience by uncovering opportunities for improvement through standardized surveys and benchmarking.

Partner with the Arch Collaborative to:

Achieve cost savings
Learn how to optimize your EHR system and save on operational costs.

Reduce burnout
Prioritize your staff's well-being by improving their EHR experience and reducing risk of burnout.

Decrease staff turnover
Enhance job satisfaction and staff retention by creating a supportive EHR environment.

Access collective wisdom from your peers in the Arch Collaborative Provider Guidebook:
klasresearch.com/archcollaborative/report/arch-collaborative-provider-guidebook-2023/536

Healthcare IT companies can participate as well!

Use Arch Collaborative findings to give your solutions the edge they need to excel and dramatically reduce the time it takes to implement changes based on end-user feedback.

"We are truly grateful for the collective research KLAS' Arch Collaborative has given to the industry, as this allows us all to stay focused on revolutionizing patient care." —Vendor Arch Collaborative member

"The KLAS Arch Collaborative provides a welcoming space for vendors and health systems to put aside their differences and competitiveness and work together to improve patient care." —Vendor Arch Collaborative member

Learn more at
klasresearch.com/arch-collaborative

KLAS RESEARCH | Arch Collaborative

Arch Collaborative Members

Note: All listed organizations consented to publicly sharing their names as Arch Collaborative members.

For a list of vendor participants, visit
klasresearch.com/arch-collaborative

ACT Health
Adventist Health
Advocate Aurora Health
Akron Children's Hospital
Alliance of Chicago Community Health Services
Allina Health
Amsterdam UMC
Anderson Hospital
Arkansas Children's Hospital
Asante
Aspirus Health
Aster DM Healthcare
Azienda Ospedaliera Nazionale SS. Antonio e Biagio e Cesare Arrigo
Baptist Health
Baptist Memorial Health Care Corporation
Bassett Healthcare Network
Baylor Scott & White Health
Bendigo Health
Benefis Health System
Billings Clinic
Birmingham and Solihull Mental Health NHS Foundation Trust
Boston Children's Hospital
Breakwater Health Network
Cabell Huntington Hospital
Capital Region Health Care
Carilion Clinic
Carle Health
CarolinaEast Physicians
CaroMont Health
Catholic Health
CentraCare
Centra Health
Children's Hospital of East Ontario (CHEO)
Children's Hospital of Orange County (CHOC)
Children's Mercy Hospital
Children's Minnesota
Children's Nebraska
The Christ Hospital
City of Hope Helford Clinical Research Hospital
CommonSpirit Health
Community Health Access Network
Community Health Access Network (CHAN)
Community Health Network
Compass Medical, PC
Cone Health
Confluence Health
Connecticut Children's Medical Center
Cook County Health
Corewell Health
Cottage Health
CoxHealth
Dayton Children's Hospital
Dignity Health
Door County Medical Center
Duke Health
ECU Health
eHealth NSW
El Camino Health
Elliot Health
Essentia Health
Fairview Health Services
FHN Memorial Hospital
Frances Mahon Deaconess Hospital
Frederick Health
The Froedtert & the Medical College of Wisconsin
The Galway Clinic
Garnet Health
Geisinger Health
Genesis Healthcare System
Genesis Health System
Gillette Children's
Glens Falls Hospital
Good Samaritan Hospital
Grand View Hospital
The Guthrie Clinic
Harbin Clinic
Hawaii Primary Care Association
Health Choice Network
Health Federation of Philadelphia
Hennepin County Medical Center
Henry Ford Health
HonorHealth
The Hospital for Sick Children (SickKids)
Hospital for Special Surgery (HSS)
Hospital Sisters Health System (HSHS)
Hunterdon Medical Center
INConcertCare
Indiana Primary Health Care Association
Indiana Regional Medical Center
Inova
Intermountain Health
Island Hospital
IU Health
Jefferson Health
John Muir Health
JPS Health Network
Kaiser Permanente Northwest
Kettering Health
King Faisal Specialist Hospital & Research Centre
Legacy Health
Lehigh Valley Health Network
L'Hôpital d'Ottawa
Luminis Health Anne Arundel Medical Center
Mackenzie Health
MaineHealth
Marshfield Clinic Health System
Massachusetts League of Community Health Centers
Mediclinic Middle East
MemorialCare
Memorial Health System
Mercy Health
Meritus Health
Methodist Le Bonheur Healthcare
MetroHealth System
Michigan Medicine
Monument Health
Morris Hospital & Healthcare Centers
Mount Nittany Medical Center
Mount Sinai Health System
MultiCare Health System
Munson Healthcare
MUSC Health
Nebraska Medicine
New England Quality Care Alliance
Northern Light Health
North Memorial Health
North Mississippi Health Services
Northshore-Edward-Elmhurst Health
NorthShore University HealthSystem
Northwestern Medical Center
Novant Health
Nuvance Health
NYU Langone Health
OCHIN
Ochsner Health
Ohio State University Health System
OrthoVirginia
Osceola Medical Center
OU Health
Ozarks Healthcare
Parkville Precinct Medical
PeaceHealth
Penn Medicine
Petaluma Health Center
Piedmont Healthcare
ProHealth Care
Providence
The Queen's Health System
Rady Children's Hospital San Diego
Renown Health
Rochester Regional Health
Roswell Park Comprehensive Cancer Center
Rotherham General Hospital
The Royal Children's Hospital Melbourne
Rush University Medical Center
San Luis Valley Health
Santa Clara Valley Healthcare
Seattle Children's Hospital
Sharp HealthCare
Sheikh Khalifa Hospital - Masfoot
Skyline Medical Practice
Southern California Permanente Medical Group
Southern Illinois Healthcare
SSM Health
St. Charles Health System
St. Joseph's Healthcare Hamilton
St. Luke's University Health Network
St. Luke's Boise Medical Center
StrideCare
Sturdy Memorial Hospital
Summit Healthcare Regional Medical Center
Summit Health (NJ Urology)
SUNY Upstate Medical University
Sutter Health
Sydney Local Health District
Texas Tech University Health Sciences Center El Paso
ThedaCare
TidalHealth Peninsula Regional
Tower Health
Trillium Health Partners
Trinity Health
Tufts Medical Center
UC Davis Health
UCLA Health
UC San Diego Health
UMass Memorial Health
UNC Health
University Health Network
University Hospitals of Morecambe Bay NHS Foundation Trust
University of Illinois Hospital & Health Sciences System
University of Kansas Health System
University of Mississippi University Hospital
University of Missouri Health Care
University of Texas MD Anderson Cancer Center
University of Texas Medical Branch
University of Toledo Medical Center
University of Vermont Health Network
UT Southwestern Medical Center
UVA Health
UW Health
UW Medicine
Valley Children's Healthcare
Valley Health System
Valley View Hospital
VCU Health
Vermont Rural Health Alliance
Virtua Health
WakeMed
Wasatch Pediatrics
WellSpan Health
Wellstar Health System
Women's College Hospital
WVU Medicine
Yuma Regional Medical Center

...and more!

Inpatient Clinical Care

18 EHR Solutions

Acute Care EHR: Large (>400 Beds)
Acute Care EHR: Midsize (151–400 Beds)
Acute Care EHR: Small (1–150 Beds)
Data Archiving

24 Pharmacy Solutions

340B Management Systems
Automated Dispensing Cabinets
Drug Diversion Monitoring
IV Workflow Management
Medication Inventory Management
Pharmacy Automation: Dispensing Robotics
Smart Pumps: EHR-Integrated
Smart Pumps: Traditional

35 Clinical Care Support Tools

Clinical Communications: Acute Care
Clinical Decision Support: Care Plans & Order Sets
Clinical Decision Support: Point-of-Care Clinical Reference
Infection Control & Monitoring
Pharmacy Surveillance

42 Interoperability & Middleware

Integration Engines
Interoperability: Other Validated Software

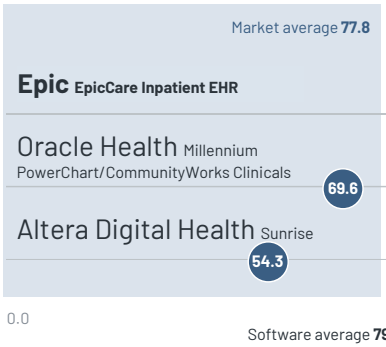
Acute Care EHR: Large (>400 Beds)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Epic** EpicCare Inpatient EHR	-1%	93	**A-**	**A**	B	B+	**A-**	B
2. Oracle Health Millennium PowerChart/CommunityWorks Clinicals	-1%	45	D	C	C	C	C	D
3. Altera Digital Health Sunrise	-15%	17	F	F	D-	F	D+	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
MEDHOST Enterprise Clinicals	63.0*	6	C-*	D*	D+*	D-*	C+*	F*
MEDITECH Expanse Acute Care EHR	69.7*	10	D-*	C*	D*	D+*	C*	B-*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic EpicCare Inpatient EHR n=93 **100%**

Would you buy again?

Epic EpicCare Inpatient EHR n=91 **98%**

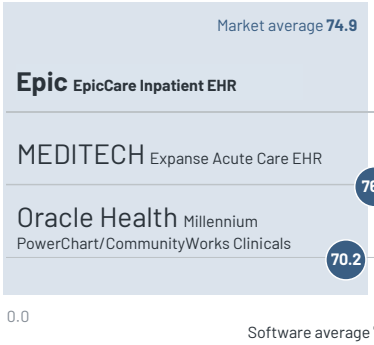
Acute Care EHR: Midsize (151–400 Beds)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic EpicCare Inpatient EHR	0%	18	A	A+	B+	A-	A	A
2. MEDITECH Expanse Acute Care EHR	-7%	20	C-	B	C	C	C+	B
3. Oracle Health Millennium PowerChart/CommunityWorks Clinicals	+4%	20	C	D+	C	B-	C-	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Altera Digital Health Sunrise	54.2*	7	F*	F*	D*	F*	C*	F*
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	65.7*	8	C-*	F*	C-*	D*	C+*	C*

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Epic EpicCare Inpatient EHR n=18 **95%**

Part of long-term plans?

Epic EpicCare Inpatient EHR n=18 **100%**

Would you buy again?

Epic EpicCare Inpatient EHR n=17 **100%**

Acute Care EHR: Small (1–150 Beds)

Segment definitions can be found on page 250.

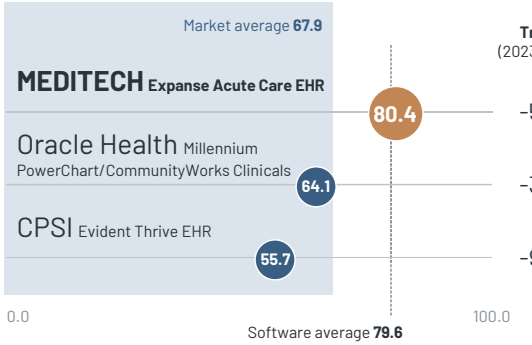
BEST IN KLAS® SOFTWARE & SERVICES 2024

MEDITECH

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. MEDITECH Expanse Acute Care EHR	-5%	40	B-	B	C+	B-	C+	B-
2. Oracle Health Millennium PowerChart/CommunityWorks Clinicals	-3%	35	F	C-	D+	C	D	F
3. CPSI Evident Thrive EHR	-9%	43	F	F	D-	D-	C-	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Altera Digital Health Paragon Clinicals	61.5*	9	D+*	F*	D+*	D+*	D+*	F*
Epic Community Connect EpicCare EHR [C]	85.3	19	B+	**A**	B	B+	B-	B-
MEDHOST Enterprise Clinicals	56.7*	7	D-*	F*	D+*	F*	D-*	F*
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	70.3*	8	D+*	C-*	C*	C*	D*	C*

*Limited data [C] Component [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Oracle Health Millennium PowerChart/ CommunityWorks Clinicals	n=24	**97%**
MEDITECH Expanse Acute Care EHR	n=40	**96%**

Would you buy again?

None

Recent Insights—Acute Care EHR

Ambulatory and Enterprise EMR Interoperability 2023

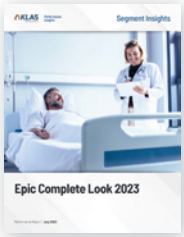
Are Deep Adopters Close to the Ideal?

Key Findings:

1. Market Overview: Moving Forward Will Require Cooperation between All Stakeholders
2. Connectivity: Epic and Oracle Health (Cerner) Customers Lead in FHIR API Adoption to Support Third-Party Connectivity
3. Utility: Duplicate Data a Major Issue; NextGen Healthcare Has Made Notable Progress
4. Use Cases: NextGen Healthcare Leading in Making External Data Actionable; Altera Digital Health (Allscripts), eClinicalWorks, and Greenway Health Falling Behind
5. Outcomes: Organizations Starting to See Real Outcomes as Interoperability Advances

Complete Look Reports 2023

Altera Digital Health (Allscripts)

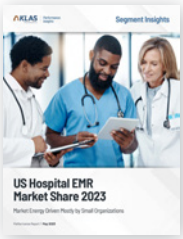


Epic

Evident

MEDITECH

Oracle Health (Cerner)



US Hospital EMR Market Share 2023

Market Energy Driven Mostly by Small Organizations

Key Findings:

1. Oracle Health (Cerner) Gains Small Hospitals & Loses Large, Achieving Double-Digit Hospital Growth amid Overall Decline in Beds
2. MEDITECH Sees Record-High Legacy Migrations but Loses Market Share
3. Continuing to Outpace the Market, Epic Is the Only Vendor with Positive Net Change in Hospital Market Share and Number of Beds

Data Archiving

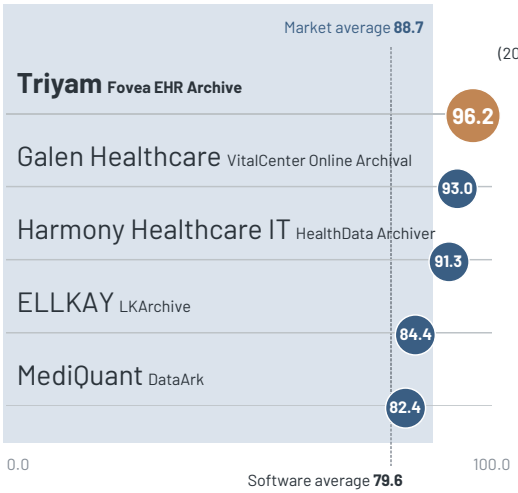
Segment definitions can be found on page 250.

triyam
Data Management
Solutions for Healthcare

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Triyam** Fovea EHR Archive	+1%	17	A+	A+	A+	A	A+	A
2. Galen Healthcare VitalCenter Online Archival	-3%	17	A	A+	A-	A-	A	A
3. Harmony Healthcare IT HealthData Archiver	+1%	16	A-	A	A-	A-	A-	A
4. ELLKAY LKArchive	+1%	17	B-	B+	B	B	B+	B+
5. MediQuant DataArk	-3%	22	B	B-	B	B	B	B

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Keena Healthcare Technology Data Archiving [C]	92.8*	7	A+*	A+*	A-*	A-*	A*	A*
Olah Enterprise Archive Solution	96.0*	8	A+*	A+*	A+*	A*	A+*	A+*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

ELLKAY LKArchive	n=16	**100%**
Galen Healthcare VitalCenter Online Archival	n=17	**100%**
Harmony Healthcare IT HealthData Archiver	n=15	**100%**

Keeps all promises?

Triyam Fovea EHR Archive	n=17	**100%**
Galen Healthcare VitalCenter Online Archival	n=17	**96%**

Part of long-term plans?

Galen Healthcare VitalCenter Online Archival	n=17	**100%**
Harmony Healthcare IT HealthData Archiver	n=16	**100%**
Triyam Fovea EHR Archive	n=15	**100%**
ELLKAY LKArchive	n=17	**95%**

Would you buy again?

Galen Healthcare VitalCenter Online Archival	n=17	**100%**
Harmony Healthcare IT HealthData Archiver	n=16	**100%**
Triyam Fovea EHR Archive	n=17	**100%**

Looking for a different Acute Care EHR-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
Application Hosting	IT Outsourcing, Page 192
Behavioral Health	Behavioral Health, Page 75
Go-Live Support	Implementation Services, Page 185
HIT Core Clinical Implementation Leadership	Implementation Services, Pages 186–187
HIT Staffing	Implementation Services, Pages 188–190

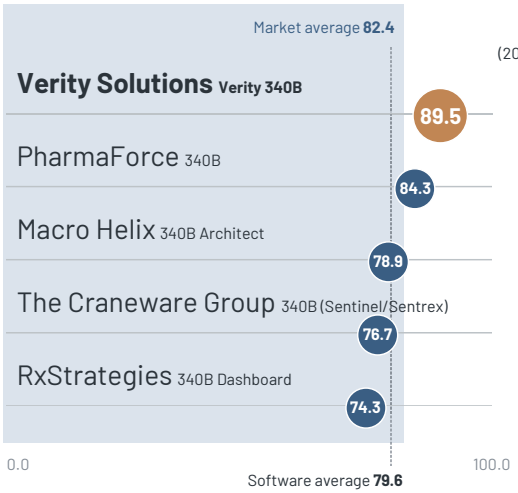
340B Management Systems

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Verity Solutions** Verity 340B	0%	53	**A-**	**A-**	B+	B+	**A-**	**A**
2. PharmaForce 340B	-7%	34	B-	B+	B	B	B	B+
3. Macro Helix 340B Architect	-2%	31	C+	B-	C+	B-	C+	B
4. The Craneware Group 340B (Sentinel/Sentrex)	+1%	40	C	B-	C+	C+	C+	C
5. RxStrategies 340B Dashboard	-1%	19	C-	C	C-	C	B-	B

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

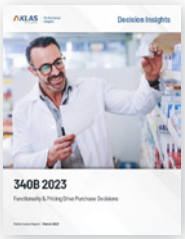
Avoids charging for every little thing?
Verity Solutions Verity 340B n=51 **98%**

Keeps all promises?
None

Part of long-term plans?
None

Would you buy again?
None

Recent Insights



340B 2023

Functionality & Pricing Drive Purchase Decisions

Key Findings:

1. PharmaForce Highly Considered and Selected Thanks to Functionality and Rapport during Sales Process
2. Large Organizations Look to Verity Solutions Due to Consistency and System Capabilities
3. Sentry Data Systems and Macro Helix Most Frequently Being Replaced; Customers Cite Functionality, Relationship, and Pricing
4. Declining Data Quality Prompts Customers of RxStrategies and CaptureRx to Consider Other Options

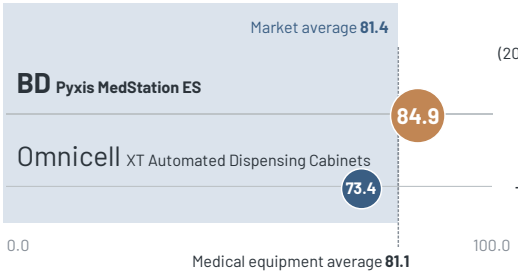
Automated Dispensing Cabinets

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **BD Pyxis MedStation ES**	-1%	117	B-	**A-**	B	B+	B-	B
2. Omnicell XT Automated Dispensing Cabinets	-10%	53	D+	B-	C	C+	C	D+

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Omnicell XT Automated Dispensing Cabinets	n=52	**98%**
BD Pyxis MedStation ES	n=116	**95%**

Would you buy again?

BD Pyxis MedStation ES	n=114	**95%**

Drug Diversion Monitoring

Segment definitions can be found on page 250.

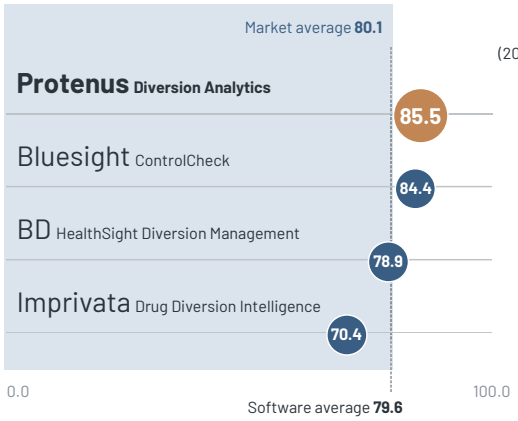
BEST IN KLAS® SOFTWARE & SERVICES 2024

PROTENUS

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Protenus Diversion Analytics	-3%	18	B+	B+	B	B-	**A**	B+
2. Bluesight ControlCheck	-3%	42	B-	**A-**	B	B	B	B
3. BD HealthSight Diversion Management	-1%	29	C+	B-	B-	C+	B+	B-
4. Imprivata Drug Diversion Intelligence	+9%	17	C-	D+	C	C-	B-	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Bluesight RxAuditor Investigate / RxAuditor (formerly Medacist)	66.4*	11	D+*	F*	C-*	D*	C+*	C+*
HelioMetrics Drug Diversion Analytics	84.0*	8	B+*	B*	B*	B*	**A-***	B+*
Wolters Kluwer Sentri7 Drug Diversion (formerly Invistics)	78.7*	6	C*	B-*	C+*	B-*	B+*	B*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Protenus Diversion Analytics n=17 **100%**

Keeps all promises?

None

Part of long-term plans?

Bluesight ControlCheck n=39 **96%**

Would you buy again?

None

Drug Diversion Monitoring Continued

Recent Insights

Drug Diversion Monitoring 2023

New Advanced Capabilities Beginning to Show Promise

Key Findings:

1. Bluesight & Protenus Customers Want Continued Development for Advanced Capabilities; Invistics' Smaller Customer Base Seeing Success with AI
2. Invistics & HelioMetrics Performing Well Despite Limited Market Adoption; Imprivata Customers Report Continued Struggles Post-Acquisition
3. Despite Advancing Integration, BD Customers Continue to Experience Functionality Challenges
4. Protenus Leads in Supporting Customers and Keeping Promises; Bluesight Customers Feel Support Is Declining as Vendor Grows

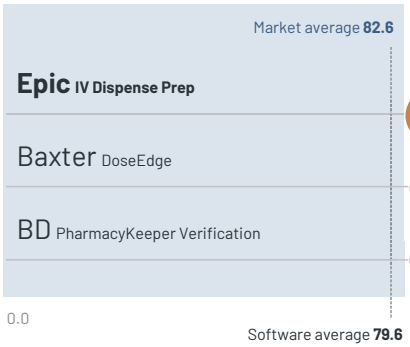
IV Workflow Management

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic IV Dispense Prep	+2%	31	A-	A	B	B+	B	A
T2. Baxter DoseEdge	+4%	23	B+	A-	B	B+	B	A-
T2. BD PharmacyKeeper Verification	0%	34	A-	A-	B	B	B+	A-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
BD Pyxis IV Prep [NP]	62.4	19	D-	F	D	C-	D	C+
Omnicell IVX Workflow	73.2*	8	B-*	C*	B*	C*	C*	D+*

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Epic IV Dispense Prep	n=22	**100%**

Keeps all promises?

Epic IV Dispense Prep	n=28	**97%**
Baxter DoseEdge	n=23	**96%**

Part of long-term plans?

Epic IV Dispense Prep	n=31	**100%**

Would you buy again?

Baxter DoseEdge	n=22	**100%**
Epic IV Dispense Prep	n=31	**97%**

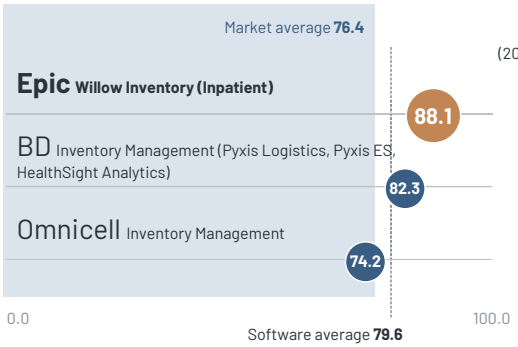
Medication Inventory Management

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic Willow Inventory (Inpatient)	+3%	26	B+	**A**	B	B+	B+	**A-**
2. BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)	-1%	27	B-	B+	B-	B-	B-	B
3. Omnicell Inventory Management	0%	29	D+	B	C	C+	C+	C-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Swisslog Healthcare AutoPharm Enterprise	74.6*	13	C*	C*	B-*	C*	C-*	B-*
Swisslog Healthcare Pharmacy Manager	42.0*	9	F*	F*	F*	F*	F*	F*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)	n=23	**96%**
Epic Willow Inventory (Inpatient)	n=18	**95%**

Keeps all promises?

None

Part of long-term plans?

Epic Willow Inventory (Inpatient)	n=25	**100%**
BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)	n=26	**97%**
Omnicell Inventory Management	n=26	**97%**

Would you buy again?

Epic Willow Inventory (Inpatient)	n=25	**100%**

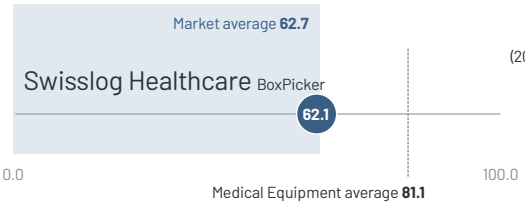
Pharmacy Automation: Dispensing Robotics

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Swisslog Healthcare BoxPicker	+3%	19	F	D-	D	D	D-	C-

Smart Pumps: EHR-Integrated

Segment definitions can be found on page 250.

icumedical
human connections

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

		Trend (2023-2024)	# of unique orgs	Customer experience pillars					
				Culture	Loyalty	Operations	Product	Relationship	Value
1.	ICU Medical Plum 360 (LVP)	-5%	22	B+	B+	B	B	B	B
2.	BD Alaris (LVP, PCA, & Syringe)	-6%	31	C+	B	B	C+	B	C+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Baxter Spectrum IQ (LVP)	87.2*	9	B*	A-*	B*	B+*	B+*	A*
B. Braun Space (LVP, Syringe)	82.6*	8	B*	B+*	B-*	B-*	A-*	B*
ICU Medical LifeCare PCA [NP]	82.9*	6	A-*	B-*	B+*	B*	B*	B*

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

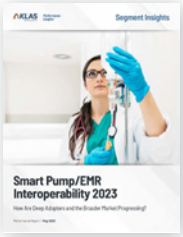
BD Alaris (LVP, PCA, & Syringe)	n=29	**97%**
ICU Medical Plum 360 (LVP)	n=21	**97%**

Would you buy again?

None

Smart Pumps: EHR-Integrated Continued

Recent Insights



Smart Pumps/EMR Interoperability 2023

How Are Deep Adopters and the Broader Market Progressing?

Key Findings:

1. Broad Customer Bases That Are Live with Smart Pump/EMR Interoperability: ICU Medical Provides Strong Interoperability; B. Braun & Baxter Customers (Limited Data) Confident in Performance
2. EMR Vendors Who Support Smart Pump/EMR Interoperability: Among EMR Vendors, Epic & Cerner Support Interoperability Well; Customers Want More Help with Reporting
3. Deep Adopters of Smart Pump/EMR Interoperability:
    a. BD & ICU Medical Provide Broadest Range of Outcomes
    b. Deep Adopters' Satisfaction with Smart Pump/EMR Interoperability in Key Areas
    c. Smart Pump/EMR Interoperability Implementation Best Practices from Deep Adopters

Smart Pumps: Traditional

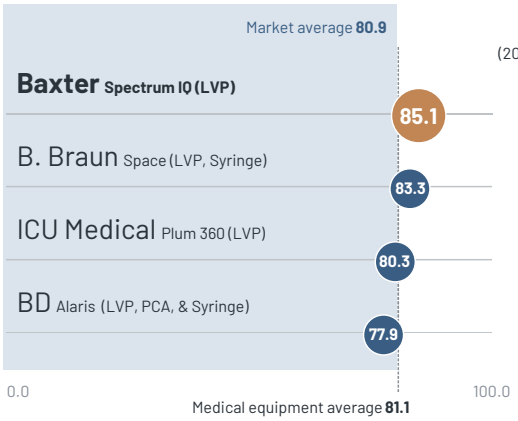
Segment definitions can be found on page 250.

Baxter

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Baxter Spectrum IQ (LVP)	+7%	26	B	B+	B	B	B+	B+
2. B. Braun Space (LVP, Syringe)	N/A	26	B	B	B	B	B	B
3. ICU Medical Plum 360 (LVP)	-5%	30	C+	B-	B	B-	B-	B
4. BD Alaris (LVP, PCA, & Syringe)	-3%	41	C	B-	B	C+	C+	B-

Solutions Not Ranked

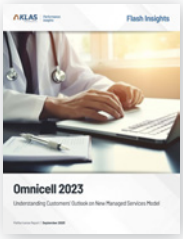
Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
ICU Medical CADD-Solis (PCA) [C]	80.4	26	B-	B	B-	B-	C+	B
ICU Medical LifeCare PCA [NP]	84.9*	6	B+*	B-*	B*	B+*	**A***	**A-***
ICU Medical Medfusion 4000 (Syringe) [C]	77.0	24	C+	B-	C+	C	C	B-

*Limited data [C] Component [NP] Not primary

Definitions can be found on page iii.

Recent Insights—Pharmacy Solutions



Omnicell 2023

Understanding Customers' Outlook on New Managed Services Model

Key Findings:

1. Most Plan to Stay with Omnicell Despite Mixed Perspectives on New Managed Services Model
2. Customers Worry the Managed Services Model Will Exacerbate Nickel-and-Diming
3. Over Half of Respondents Don't Expect Managed Services to Reduce Staffing Burdens
4. Customer Expansion into Managed Services Will Likely Be Gradual, as Interest Varies

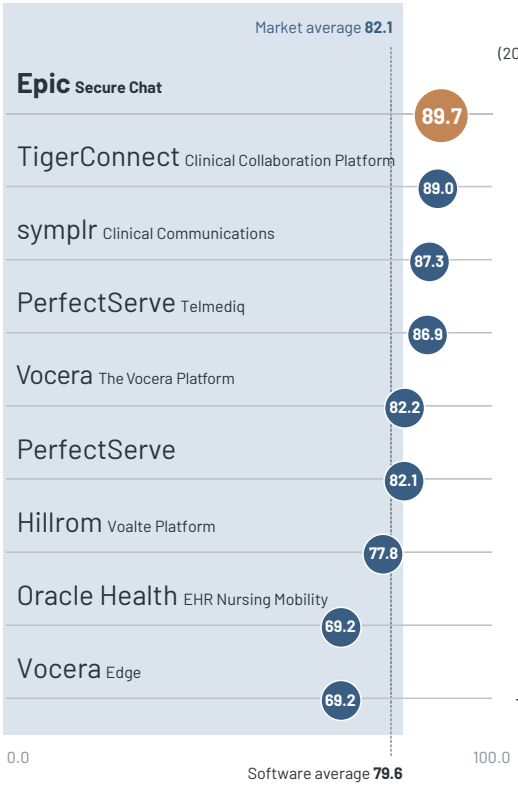
Clinical Communications: Acute Care

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



		Trend (2023-2024)	# of unique orgs	Customer experience pillars					
				Culture	Loyalty	Operations	Product	Relationship	Value
1.	Epic Secure Chat	-2%	41	**A-**	**A**	B+	B	**A-**	**A**
2.	TigerConnect Clinical Collaboration Platform	+1%	24	B+	**A-**	**A**	**A-**	**A-**	B+
3.	symplr Clinical Communications	-3%	18	B+	**A-**	B+	B+	B+	B+
4.	PerfectServe Telmediq	-3%	16	B+	B+	B+	B	**A**	**A-**
5.	Vocera The Vocera Platform	-4%	40	B	B+	B	B	B	C+
6.	PerfectServe	+3%	25	B+	B-	B	B-	B+	C+
7.	Hillrom Voalte Platform	-5%	25	C	B-	B-	C	B-	B
T8.	Oracle Health EHR Nursing Mobility	+5%	20	D+	C-	C	C-	C	D-
T8.	Vocera Edge	-15%	16	D	C-	C-	C	D+	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Mobile Heartbeat MH-CURE	86.8*	10	B+*	B+*	B+*	B*	**A-***	**A-***
QliqSOFT qliqCONNECT	84.0*	6	B*	B+*	**A-***	B-*	B*	B*
Spok Mobile	70.3*	9	C*	C-*	C*	D+*	C+*	D*

*Limited data

Definitions can be found on page iii.

Clinical Communications: Acute Care Continued

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Epic Secure Chat	n=34	**100%**
PerfectServe Telmediq	n=15	**96%**

Keeps all promises?

Epic Secure Chat	n=39	**95%**

Part of long-term plans?

Epic Secure Chat	n=41	**100%**
Vocera The Vocera Platform	n=38	**96%**

Would you buy again?

Epic Secure Chat	n=41	**100%**
symplr Clinical Communications	n=17	**95%**

Recent Insights

Clinical Communication Platforms 2023

A Closer Look at Customer Adoption

Key Findings:

1. PerfectServe Telmediq & Stryker Vocera Closest to Providing Comprehensive Deployments That Fit Customer Strategies; TigerConnect Customer Strategies Enabled Due to Ease of Use
2. PerfectServe, Stryker Edge & Baxter (Limited Data) Help Drive Deep Adoption; Epic Is Most Broadly Adopted while Adoption Depth Varies

Clinical Decision Support: Care Plans & Order Sets

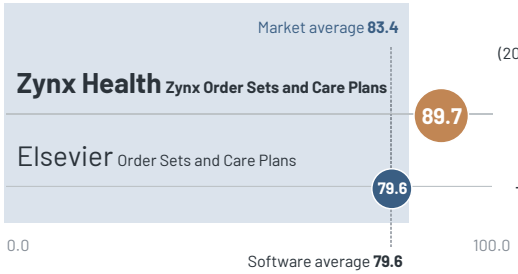
Segment definitions can be found on page 250.

ZYNXHEALTH®
PART OF THE HEARST HEALTH NETWORK

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Zynx Health Zynx Order Sets and Care Plans	-2%	15	A	A-	A	B+	A	B+
2. Elsevier Order Sets and Care Plans	-12%	20	B	B	C+	C+	B	C

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Zynx Health Zynx Order Sets and Care Plans n=15 **100%**

Part of long-term plans?

None

Would you buy again?

Zynx Health Zynx Order Sets and Care Plans n=15 **95%**

Clinical Decision Support: Point-of-Care Clinical Reference

Segment definitions can be found on page 250.

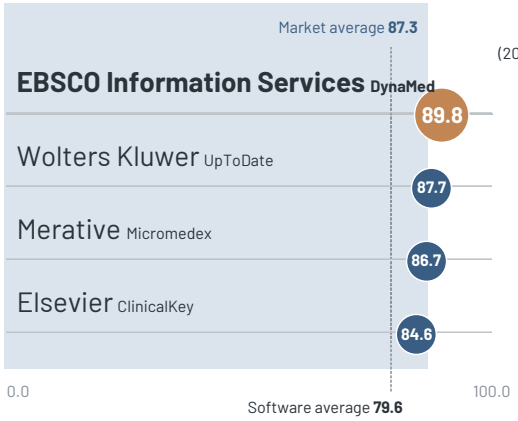
BEST IN KLAS® SOFTWARE & SERVICES 2024

EBSCO

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. EBSCO Information Services DynaMed	+2%	17	**A**	**A-**	B+	**A-**	**A-**	B+
2. Wolters Kluwer UpToDate	0%	45	**A**	**A-**	**A-**	**A-**	B	B-
3. Merative Micromedex	-3%	20	**A-**	**A-**	B	B+	B-	B+
4. Elsevier ClinicalKey	+1%	37	B+	**A-**	B	B	C+	B

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

EBSCO Information Services DynaMed	n=17	**95%**

Part of long-term plans?

Elsevier ClinicalKey	n=35	**97%**

Would you buy again?

EBSCO Information Services DynaMed	n=15	**100%**
Elsevier ClinicalKey	n=36	**100%**
Merative Micromedex	n=20	**95%**

Infection Control & Monitoring

Segment definitions can be found on page 250.

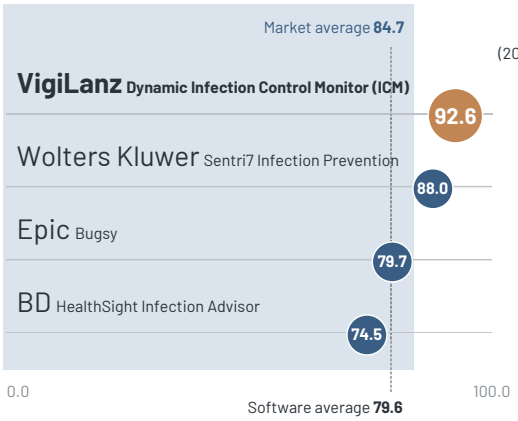
BEST IN KLAS® SOFTWARE & SERVICES 2024

VigiLanz®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. VigiLanz Dynamic Infection Control Monitor (ICM)	+4%	28	A	A	A-	A	A	A+
2. Wolters Kluwer Sentri7 Infection Prevention	-6%	35	A-	B+	A-	B+	A-	B+
3. Epic Bugsy	-2%	57	C+	B	C	B-	B-	B
4. BD HealthSight Infection Advisor	-6%	17	C+	C-	C+	C+	C+	C+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Premier Inc TheraDoc Infection Control Assistant, powered by PINC AI	93.7*	6	A+*	A*	A*	A*	A+*	A-*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

VigiLanz Dynamic Infection Control Monitor (ICM) n=18 **100%**

Keeps all promises?

None

Part of long-term plans?

Epic Bugsy n=57 **100%**

Would you buy again?

VigiLanz Dynamic Infection Control Monitor (ICM) n=26 **97%**

Infection Control & Monitoring Continued

Recent Insights

Infection Control 2023

How Vendors Are Helping Drive Meaningful Outcomes Post-Pandemic

Key Findings:

1. Wolters Kluwer Drives Significant Outcomes with Solid Reporting and Technology
2. Epic Seen as Long-Term Solution; Though Customers Say Product Has Room for Improvement, Many Feel Optimistic about Future
3. Customers of VigiLanz, Premier (Limited Data) Most Optimistic about Their Vendor's Ability to Provide Support in a Future Healthcare Crisis
4. BD and Epic Customers Frustrated with Lacking Functionality and Expertise

Pharmacy Surveillance

Segment definitions can be found on page 250.

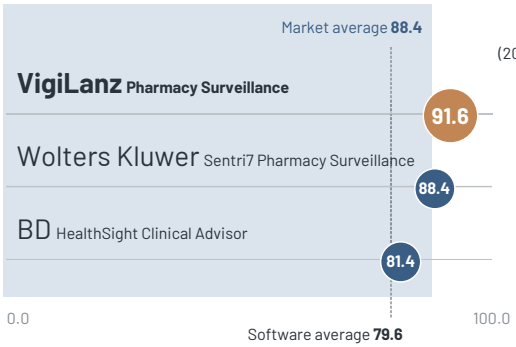
BEST IN KLAS® SOFTWARE & SERVICES 2024

VigiLanz®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. VigiLanz Pharmacy Surveillance	+1%	33	A-	A	B+	A-	A	A
2. Wolters Kluwer Sentri7 Pharmacy Surveillance	0%	36	A-	A-	B+	B+	B+	B+
3. BD HealthSight Clinical Advisor	+5%	15	B	B	B-	B-	B-	B+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Premier Inc TheraDoc Pharmacy Assistant, powered by PINC AI	86.7*	11	A*	B+*	B*	B-*	A-*	A-*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

VigiLanz Pharmacy Surveillance	n=26	**100%**

Keeps all promises?

Wolters Kluwer Sentri7 Pharmacy Surveillance	n=36	**96%**

Part of long-term plans?

None

Would you buy again?

VigiLanz Pharmacy Surveillance	n=33	**100%**
Wolters Kluwer Sentri7 Pharmacy Surveillance	n=35	**98%**

Looking for a different Clinical Care Support-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
Interactive Patient Systems	Patient Engagement, Pages 131–132
Patient Flow	Locating & Tracking, Page 120

Integration Engines

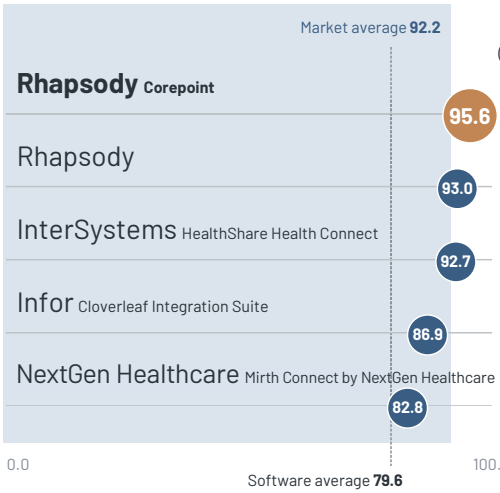
Segment definitions can be found on page 250.

RHAPSODY

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Rhapsody Corepoint	0%	84	A+	A+	A	A+	A+	A
2. Rhapsody	0%	47	A	A+	A-	A	A-	A
3. InterSystems HealthShare Health Connect	+1%	22	A	A+	B+	A	A-	A
4. Infor Cloverleaf Integration Suite	+1%	15	B-	A	B	A-	B+	B
5. NextGen Healthcare Mirth Connect by NextGen Healthcare	0%	19	C+	A-	B-	B+	C-	B+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Consensus Conductor (Summit Exchange) [C]	86.0	17	B	A-	B	B+	B	B

[C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

InterSystems HealthShare Health Connect	n=21	**100%**

Keeps all promises?

Rhapsody	n=46	**100%**
Rhapsody Corepoint	n=82	**99%**
InterSystems HealthShare Health Connect	n=21	**96%**

Part of long-term plans?

InterSystems HealthShare Health Connect	n=22	**100%**
Rhapsody	n=44	**98%**
Rhapsody Corepoint	n=81	**98%**
NextGen Healthcare Mirth Connect by NextGen Healthcare	n=18	**95%**

Would you buy again?

Infor Cloverleaf Integration Suite	n=13	**100%***
InterSystems HealthShare Health Connect	n=22	**100%**
Rhapsody Corepoint	n=83	**100%**
Rhapsody	n=46	**96%**

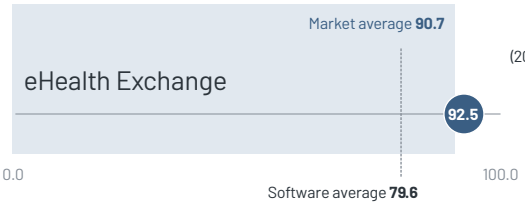
Interoperability: Other Validated Software

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
eHealth Exchange	+4%	30	A+	A+	A-	A-	A	A

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Secure Exchange Solutions	82.6*	6	B-*	B*	B+*	B*	B*	B-*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?

eHealth Exchange	n=28	**100%**

Keeps all promises?

eHealth Exchange	n=30	**97%**

Part of long-term plans?

eHealth Exchange	n=30	**97%**

Would you buy again?

eHealth Exchange	n=30	**97%**

KLAS EVENTS

Bring Your Ideas to the Table

Together, we can shape the future of healthcare

KLAS is passionate about bringing together leaders from across healthcare, facilitating their collaboration, and sharing their collective wisdom to spark positive change. Attend a KLAS event in 2024 to offer your unique insights. We need your voice!

Social Determinants of Health Summit 2023

Upcoming 2024 KLAS Events

Middle East Summit
January 27–28, *Dubai, United Arab Emirates*
(For healthcare delivery organizations located in the Middle East region)

Enterprise Imaging Summit
April 16–17, *Park City, UT*

K2 Collaborative Summit
May 14–15, *Salt Lake City, UT*

Global Summit
June 3–5, *Lake Maggiore, Italy* *(For healthcare delivery organizations outside the US)*

Arch Collaborative Learning Summit
July 17–19, *Salt Lake City, UT* *(Arch Collaborative members only)*

Healthcare Operations Summit
September 10, *Park City, UT*

Digital Health Investment Symposium (DHIS)
September 10–11, *Park City, UT*

Social Determinants of Health Summit
October 7–8, *Salt Lake City, UT*

Revenue Cycle Summit
October 29–30, *Park City, UT*

2023 Event Executive Overviews

Learn more about the collaboration and outcomes that were sparked by some of our 2023 events:

- KLAS Arch Collaborative Learning Summit
- DHIS 2023
- K2 Collaborative Summit 2023
- Revenue Cycle Management Summit 2023
- Social Determinants of Health Summit 2023

Stay up to date on KLAS events at **klasresearch.com/events**

KLAS RESEARCH

Ambulatory & Post-Acute Care

46 Physician Practice Solutions

Ambulatory EHR: Health System Owned
Ambulatory EHR: Independent (>75 Physicians)
Ambulatory EHR: Independent (11–75 Physicians)
Ambulatory Ophthalmology EHR
Ambulatory Pediatric Solutions
Ambulatory RCM Services (EHR-Agnostic)
Ambulatory RCM Services (EHR-Associated)
Ambulatory Specialty EHR
Ambulatory Surgery Center Solutions
Clinical Communications: Ambulatory/Post-Acute Care
Outpatient Therapy/Rehab
Patient Intake Management
Practice Management: Health System Owned
Practice Management: Independent (>75 Physicians)
Practice Management: Independent (11–75 Physicians)
Small Practice Ambulatory EHR/PM: Independent (2–10 Physicians)

63 Post-Acute Care Solutions

Homecare | Home Health: Health System Owned
Homecare | Home Health: Independent (>200 ADC)
Homecare | Home Health: Independent (1–200 ADC)
Homecare | Personal Care Services & Private Duty Nursing
Hospice: Health System Owned
Hospice: Independent
Long-Term Care
Patient Referral Management & Analytics
Post-Acute Patient Analytics: Point of Care
Senior Living: Assisted Living & Memory Care

75 Behavioral Health

Behavioral Health

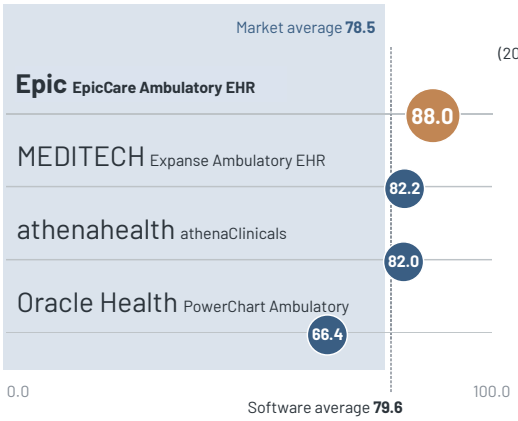
Ambulatory EHR: Health System Owned

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic EpicCare Ambulatory EHR	-1%	79	B+	**A**	B	B+	**A-**	B
2. MEDITECH Expanse Ambulatory EHR	-1%	37	C+	B+	C+	B	B	B
3. athenahealth athenaClinicals	+4%	16	B	B	B	B	B-	B
4. Oracle Health PowerChart Ambulatory	-3%	29	D-	C-	D+	C-	C	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Altera Digital Health Sunrise Ambulatory Care	45.8*	8	F*	F*	F*	F*	D-*	F*
eClinicalWorks EHR	52.3*	11	F*	F*	D-*	D-*	F*	F*
Epic Community Connect EpicCare Ambulatory EHR [C]	88.8*	12	B+*	**A+***	B*	**A-***	B*	B+*
NextGen Healthcare NextGen Enterprise EHR	68.6*	11	D+*	D-*	C-*	C*	C+*	C*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic EpicCare Ambulatory EHR	n=79	**100%**
MEDITECH Expanse Ambulatory EHR	n=36	**98%**

Would you buy again?

Epic EpicCare Ambulatory EHR	n=79	**96%**

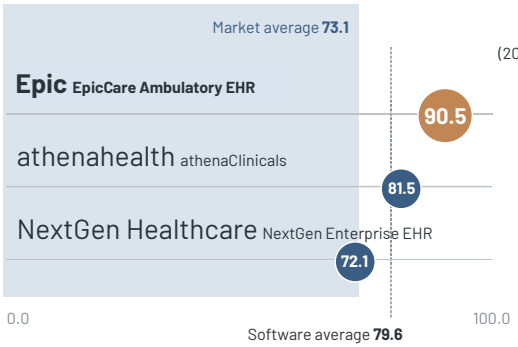
Ambulatory EHR: Independent (>75 Physicians)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic EpicCare Ambulatory EHR	-1%	19	**A-**	**A+**	B	**A-**	**A-**	**A**
2. athenahealth athenaClinicals	-3%	18	C+	B+	B	B	C+	B-
3. NextGen Healthcare NextGen Enterprise EHR	-4%	22	D+	C+	C-	C	C	C-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Altera Digital Health TouchWorks EHR	59.3*	8	F*	D-*	D*	D*	D*	F*
eClinicalWorks EHR	61.5*	14	F*	D+*	D+*	D+*	D-*	F*
Epic Community Connect EpicCare Ambulatory EHR [C]	89.1*	8	B+*	**A***	B+*	**A-***	**A-***	B+*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic EpicCare Ambulatory EHR n=19 **100%**

Would you buy again?

Epic EpicCare Ambulatory EHR n=17 **100%**

Ambulatory EHR: Independent (11–75 Physicians)

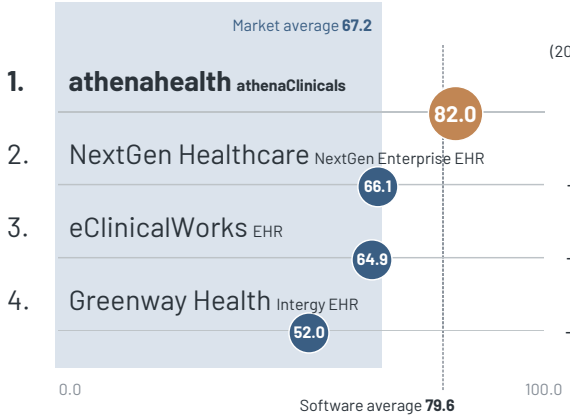
Segment definitions can be found on page 250.

athenahealth

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. athenahealth athenaClinicals	-4%	41	C+	**A-**	B-	B	C	B
2. NextGen Healthcare NextGen Enterprise EHR	-10%	63	D-	C-	D+	C-	D+	D-
3. eClinicalWorks EHR	+13%	18	F	C	D+	C-	F	D
4. Greenway Health Intergy EHR	-28%	36	F	F	F	D-	F	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Altera Digital Health TouchWorks EHR	59.5*	8	F*	F*	C-*	C-*	D-*	F*
athenahealth athenaPractice EHR	82.3*	6	B*	B-*	B*	B+*	B+*	B-*
CompuGroup Medical US CGM APRIMA EHR	66.1*	8	C-*	C-*	D+*	D*	D+*	D-*
Epic Community Connect EpicCare Ambulatory EHR [C]	74.3	23	C-	B-	C	C	C	C-
Veradigm EHR	65.1*	11	D*	D+*	C*	C*	D*	F*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

athenahealth athenaClinicals n=39 **95%**

Would you buy again?

None

Ambulatory Ophthalmology EHR

Segment definitions can be found on page 250.

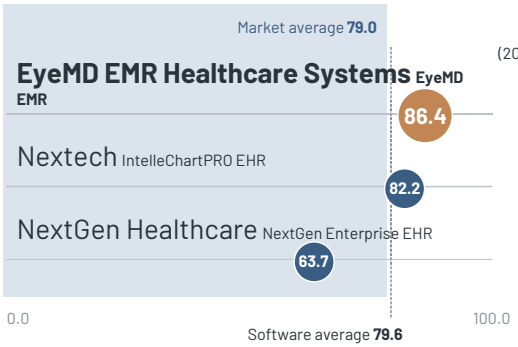
BEST IN KLAS® SOFTWARE & SERVICES 2024

EyeMD EMR Healthcare Systems, Inc.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. EyeMD EMR Healthcare Systems EyeMD EMR	N/A	18	B	B+	B+	B	B+	**A**
2. Nextech IntelleChartPRO EHR	-3%	45	B	B+	B-	B	B-	B-
3. NextGen Healthcare NextGen Enterprise EHR	N/A	17	D-	C-	D+	C-	D	F

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
ModMed EMA [NR]	81.1	27	C+	**A-**	B-	B	C	B-

[NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

EyeMD EMR Healthcare Systems EyeMD EMR n=15 **100%**

Keeps all promises?

None

Part of long-term plans?

None

Would you buy again?

None

Ambulatory Pediatric Solutions

Segment definitions can be found on page 250.

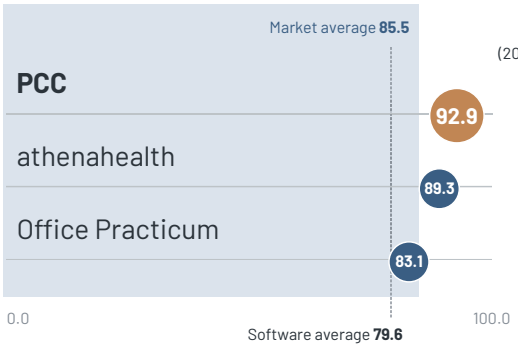
BEST IN KLAS SOFTWARE & SERVICES 2024

PCC Pediatric EHR Solutions

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. PCC	0%	68	A	A	A	A-	A	A
2. athenahealth	N/A	19	B+	A	A-	A-	B	A-
3. Office Practicum	-2%	42	B-	A-	B	B	B	C+

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

PCC	n=67	**97%**

Keeps all promises?

PCC	n=67	**96%**

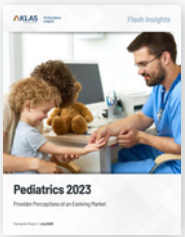
Part of long-term plans?

athenahealth	n=18	**100%**
Office Practicum	n=40	**98%**
PCC	n=68	**96%**

Would you buy again?

PCC	n=67	**96%**
athenahealth	n=19	**95%**

Recent Insights



Pediatrics 2023

Provider Perceptions of an Evolving Market

Key Findings:

1. Amid Staffing Shortages, Pediatric Organizations Look to Their Core EHR Vendors for Increased Efficiencies
2. Many Pediatric Organizations Placing Emphasis on Vendor Consolidation

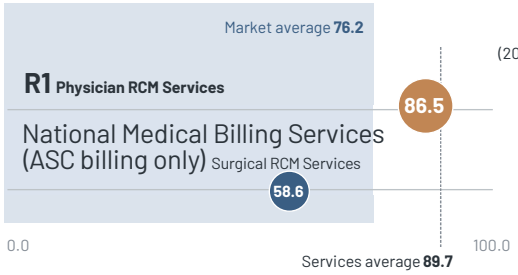
Ambulatory RCM Services (EHR-Agnostic)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. R1 Physician RCM Services	+6%	16	B+	B	B	B	B
2. National Medical Billing Services (ASC billing only) Surgical RCM Services	N/A	23	F	F	D	D	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Access Healthcare Ambulatory RCM Services	91.0*	12	A*	A-*	A*	B*	B+*
Guidehouse Ambulatory RCM Services	89.7*	6	A-*	B+*	A*	B+*	B+*
IKS Health IKS Revenue Cycle Management [NR]	78.7	15	B-	C+	B+	C+	C-

*Limited data [NR] Newly rated

Definitions can be found on page iii.

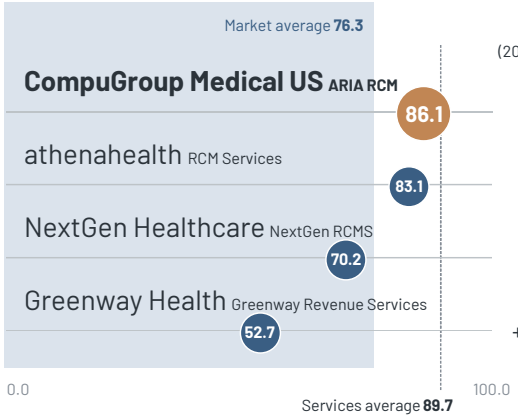
Ambulatory RCM Services (EHR-Associated)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. CompuGroup Medical US ARIA RCM	+9%	38	B+	B	**A-**	B+	B-
2. athenahealth RCM Services	+5%	46	B	B-	B	B	C+
3. NextGen Healthcare NextGen RCMS	0%	27	C-	C	C+	C	D-
4. Greenway Health Greenway Revenue Services	+25%	16	F	F	D-	F	F

Solutions Not Ranked

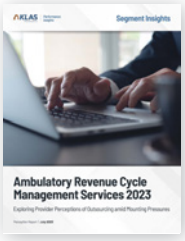
Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Azalea Health Azalea RCM	66.0*	12	D*	C-*	D+*	D+*	D-*
CareCloud Concierge RCM	77.0*	13	B*	C*	B*	C+*	D+*
Veradigm Revenue Cycle Management	69.6*	7	C*	D+*	C+*	C*	F*

*Limited data

Definitions can be found on page iii.

Recent Insights



Ambulatory Revenue Cycle Management Services 2023

Exploring Provider Perceptions of Outsourcing amid Mounting Pressures

Key Findings:

1. Provider Organizations Struggling to Manage Changing Authorization Requirements and Lower Allowable Charges
2. Staff Recruiting and Retention Difficulties Increase Need for Outsourcing
3. Provider Organizations Want Firms That Are Accessible, Transparent, and Invested in Their Success
4. Overall Perception of Offshore Support Is Generally Negative; Provider Organizations Want Firms Who Understand Specialties and Local Regulations

Ambulatory Specialty EHR

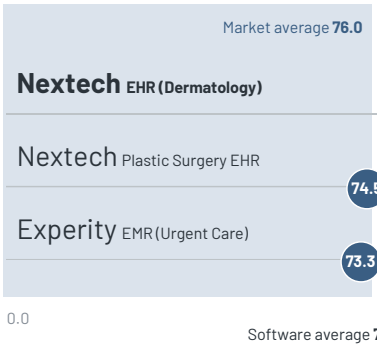
Segment definitions can be found on page 250.

Nextech

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Nextech EHR (Dermatology)**	N/A	22	B+	**A-**	B-	B+	**A-**	C
2. Nextech Plastic Surgery EHR	N/A	21	C+	B-	C	C	C	D+
3. Experity EMR (Urgent Care)	+2%	16	C-	C	B-	C	C+	D

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
ModMed EMA (Dermatology)	71.0*	11	C-*	B*	C*	C+*	F*	F*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Nextech EHR (Dermatology)	n=22	**100%**
Nextech Plastic Surgery EHR	n=19	**95%**

Would you buy again?

None

Ambulatory Surgery Center Solutions

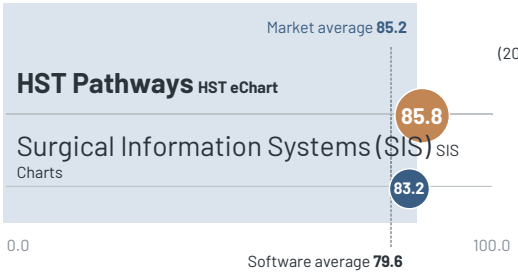
Segment definitions can be found on page 250.

HST Pathways®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. HST Pathways HST eChart	-2%	34	B	**A-**	B	B+	B+	B
2. Surgical Information Systems (SIS) SIS Charts	-8%	33	B-	B+	B+	B	B+	B

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Provation Apex [C]	89.5	16	**A**	B+	**A-**	B+	**A**	**A**

[C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

HST Pathways HST eChart n=32 **97%**

Would you buy again?

None

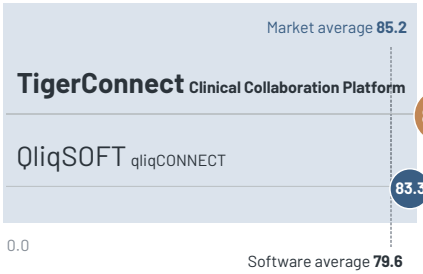
Clinical Communications: Ambulatory/Post-Acute Care

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. TigerConnect Clinical Collaboration Platform	+3%	17	**A**	**A**	B+	B+	B	**A**
2. QliqSOFT qliqCONNECT	+1%	33	B	B+	B	B	B-	B+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
PerfectServe	84.4*	9	B+*	B*	B+*	C+*	B+*	**A-***
symplr Clinical Communications	83.6*	7	**A***	B-*	**A-***	B*	B*	B*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

TigerConnect Clinical Collaboration Platform n=17 **100%**

Keeps all promises?

TigerConnect Clinical Collaboration Platform n=16 **100%**

Part of long-term plans?

None

Would you buy again?

None

Outpatient Therapy/Rehab

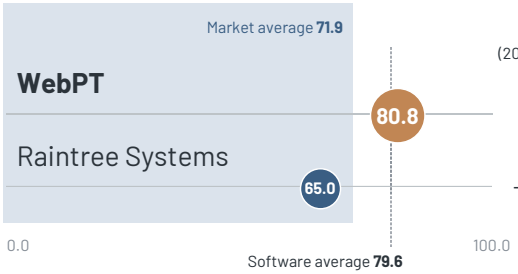
Segment definitions can be found on page 250.

WebPT™

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. WebPT	-2%	46	B-	B	B	B-	B-	C+
2. Raintree Systems	-22%	49	D-	C-	D	C-	D	D-

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
WellSky Rehabilitation	72.2*	6	C*	D-*	C*	C+*	B*	B-*

*Limited data

Definitions can be found on page iii.

Patient Intake Management

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Yosi Health Yosi	N/A	15	B-	**A-**	B-	B	**A-**	**A-**
2. Phreesia	-2%	86	B	B+	B+	B	B	C+
3. R1 Tonic (an R1 Company)	-6%	16	B-	B	B-	C+	B	B+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Epic Welcome [C]	89.4	19	**A-**	**A**	B	B+	**A**	**A-**
Kyruus Health Check-In (Epion) [C]	86.3	18	B	B+	B+	B+	B	B+

[C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

R1 Tonic (an R1 Company)	n=13	**100%***
Yosi Health Yosi	n=13	**100%***

Keeps all promises?

None

Part of long-term plans?

None

Would you buy again?

Yosi Health Yosi	n=13	**100%***

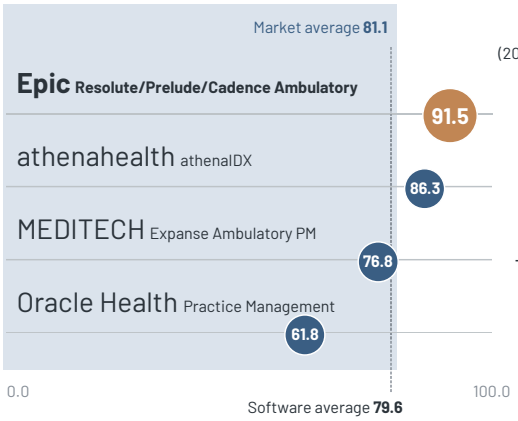
Practice Management: Health System Owned

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic Resolute/Prelude/Cadence Ambulatory	0%	39	A	A+	B+	A-	A	A-
2. athenahealth athenaIDX	-3%	21	A	B	B+	B	A-	B+
3. MEDITECH Expanse Ambulatory PM	-10%	17	C-	B-	C	C	B-	B+
4. Oracle Health Practice Management	-6%	17	F	D+	D	D	D	D

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
athenahealth athenaCollector	82.8*	11	C+*	B+*	B+*	B*	B+*	C+*
NextGen Healthcare NextGen Enterprise PM	83.3*	7	B-*	B+*	B-*	B*	B*	B*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

athenahealth athenaIDX	n=19	**100%**
Epic Resolute/Prelude/Cadence Ambulatory	n=37	**95%**

Part of long-term plans?

Epic Resolute/Prelude/Cadence Ambulatory	n=39	**100%**
MEDITECH Expanse Ambulatory PM	n=17	**95%**

Would you buy again?

Epic Resolute/Prelude/Cadence Ambulatory	n=39	**98%**

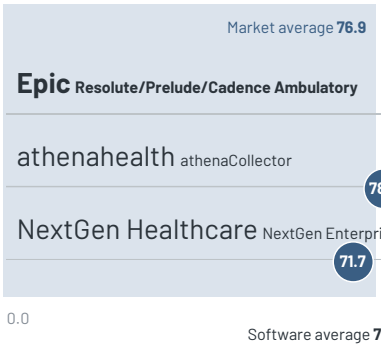
Practice Management: Independent (>75 Physicians)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic Resolute/Prelude/Cadence Ambulatory	-1%	17	A+	A+	A-	A-	A+	A
2. athenahealth athenaCollector	+2%	16	C	B+	B-	B-	C+	D+
3. NextGen Healthcare NextGen Enterprise PM	-4%	20	D+	C+	C	C	C-	D+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
athenahealth athenaIDX	90.3*	11	A*	A-*	B+*	A-*	A*	A-*
eClinicalWorks PM	65.7*	7	F*	D+*	D+*	C-*	F*	D+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Epic Resolute/Prelude/Cadence Ambulatory n=16 **100%**

Keeps all promises?

Epic Resolute/Prelude/Cadence Ambulatory n=17 **100%**

Part of long-term plans?

Epic Resolute/Prelude/Cadence Ambulatory n=17 **100%**

Would you buy again?

Epic Resolute/Prelude/Cadence Ambulatory n=16 **100%**

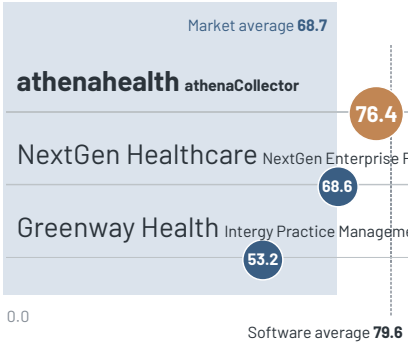
Practice Management: Independent (11-75 Physicians)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. athenahealth athenaCollector	-3%	23	C-	B-	C+	C+	C	C+
2. NextGen Healthcare NextGen Enterprise PM	-13%	58	D	C+	C-	C	D+	D-
3. Greenway Health Intergy Practice Management	-28%	29	F	F	D-	D	F	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
athenahealth athenaPractice PM [NP]	74.8*	9	C+*	C*	B-*	C+*	C*	C*
CompuGroup Medical US CGM APRIMA PM	75.9*	7	C-*	B+*	C*	B-*	C*	D*
eClinicalWorks PM	74.7*	14	D*	B+*	C+*	C+*	C*	D+*
PracticeSuite PM	86.2*	6	**A***	B+*	B+*	B*	B*	B+*
Veradigm Practice Management	68.2*	14	D-*	C*	C+*	C*	C-*	F*

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

athenahealth athenaCollector n=22 **96%**

Would you buy again?

None

Small Practice Ambulatory EHR/PM: Independent

(2-10 Physicians)

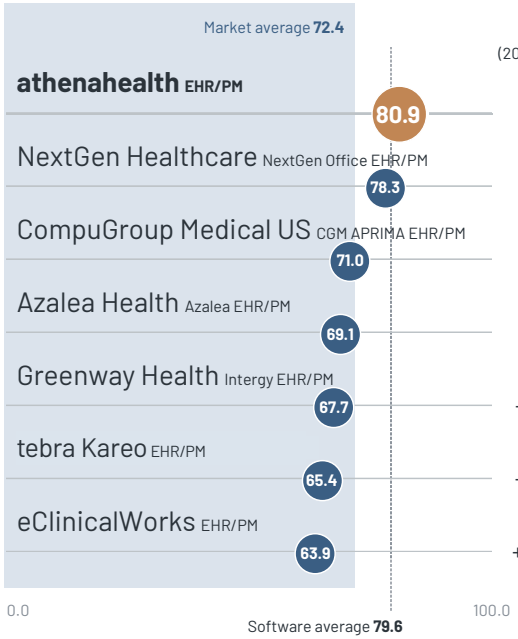
Segment definitions can be found on page 250.

athenahealth

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. athenahealth EHR/PM	-3%	75	C+	B+	B	B	C	B-
2. NextGen Healthcare NextGen Office EHR/PM	-2%	28	B	C+	C+	B-	B	C
3. CompuGroup Medical US CGM APRIMA EHR/PM	-9%	33	C-	C-	C	C+	D+	D+
4. Azalea Health Azalea EHR/PM	-8%	26	C-	C-	C	C	C-	D+
5. Greenway Health Intergy EHR/PM	-12%	73	C-	C-	C	C-	D	D-
6. tebra Kareo EHR/PM	-10%	58	D-	D+	C-	D+	F	C-
7. eClinicalWorks EHR/PM	+29%	19	D-	D+	D	C-	D+	F

Solutions Not Ranked

Ordered alphabetically

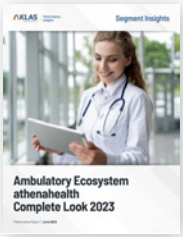
	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
AdvancedMD EHR/PM	56.2*	6	F*	F*	D*	D*	F*	D-*
athenahealth athenaPractice EHR/PM [NP]	83.7*	6	B-*	B+*	B*	B+*	**A***	C*
CareCloud EHR/PM	66.2*	12	D-*	D+*	C*	D+*	D*	D+*
CureMD EHR/PM [NR]	81.4*	9	C+*	B*	B-*	B+*	B+*	C*
Elation Health ElationEMR [C]	82.0	65	B-	B+	B+	C+	C	B
Epic Community Connect Care Ambulatory EHR [C]	77.4	40	C+	B	C-	C+	C	B-
NextGen Healthcare NextGen Enterprise EHR/EPM [NP]	79.0	22	C+	B+	B-	B	C+	C-
Practice Fusion EHR [C]	76.1*	9	C-*	B-*	C+*	C*	C-*	B-*
Veradigm Ambulatory Suite	58.9*	11	D-*	D-*	D-*	D*	D+*	F*

*Limited data [C] Component [NP] Not primary [NR] Newly rated

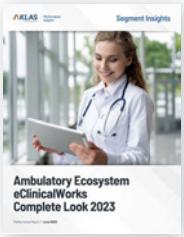
Definitions can be found on page iii.

Recent Insights—Physician Practice Solutions

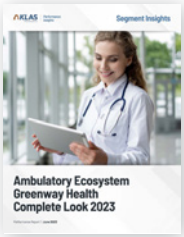
Ambulatory Ecosystem Complete Look Reports 2023



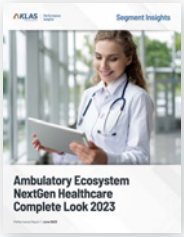
athenahealth



eClinicalWorks



Greenway Health



NextGen Healthcare

Veradigm

FQHC Technology 2023

Which Vendors Best Meet FQHCs' Unique Needs?

Key Findings:

1. Epic Leads in Functionality Adoption for FQHCs
2. NextGen Healthcare & Epic Best Help FQHCs Achieve an Integrated Care Model; Functionality Issues & Gaps Hinder Greenway Health & athenahealth Customers
3. Strong Relationships; Technology from NextGen Healthcare Support FQHCs' Organizational Missions
4. Epic Customers Most Able to Share Data with Affiliated Hospitals & Other Epic Organizations
5. FQHCs Are Dissatisfied with All DMS Solutions;Dentrix Enterprise the Only Vendor-Agnostic DMS Widely Mentioned

Looking for a different Physician Practice-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
Patient Portals	Patient Engagement, Pages 139–140

Homecare: Home Health Health System Owned

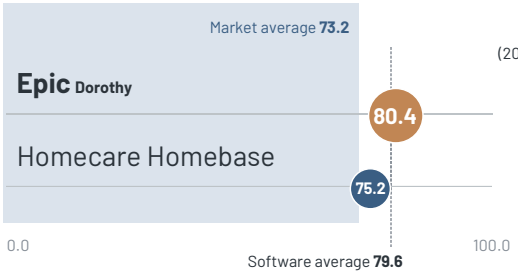
Segment definitions can be found on page 250.

BEST IN KLAS® SOFTWARE & SERVICES 2024

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic Dorothy	-4%	24	B-	B+	C	B-	B+	C+
2. Homecare Homebase	+9%	20	D+	B	C+	C+	C+	D+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
MatrixCare Home Health (Brightree)	79.9*	11	C+*	B+*	B-*	B-*	C*	B-*
MEDITECH Home Health	73.5*	14	C*	C*	C*	C*	C+*	C+*
Netsmart Homecare [NP]	40.4*	7	F*	F*	F*	F*	F*	F*

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic Dorothy n=24 **100%**

Would you buy again?

None

Homecare: Home Health Independent (>200 ADC)

Segment definitions can be found on page 250.

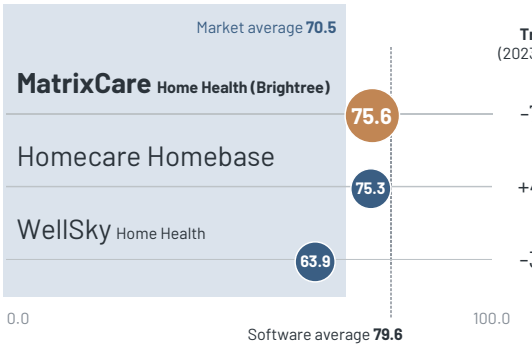
BEST IN KLAS® SOFTWARE & SERVICES 2024

MatrixCare® by ResMed

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. MatrixCare Home Health (Brightree)	-7%	20	C	B-	C	C	B-	C
2. Homecare Homebase	+4%	38	C	B	C+	C	B-	D
3. WellSky Home Health	-3%	28	F	D+	C-	C-	D	F

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Homecare Homebase n=37 **96%**

Would you buy again?

None

Homecare: Home Health Independent (1-200 ADC)

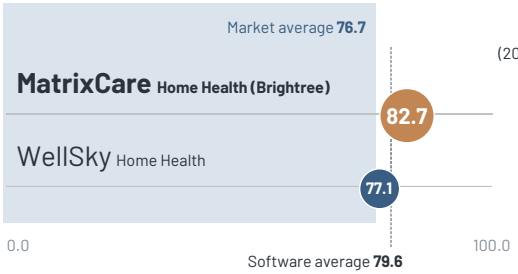
Segment definitions can be found on page 250.

MatrixCare® by ResMed

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. MatrixCare Home Health (Brightree)	0%	24	B	B+	B	B	B-	C+
2. WellSky Home Health	+6%	15	B	C+	B-	B-	C-	C

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Homecare Homebase	83.5*	14	B*	A-*	B-*	B+*	B+*	C*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

MatrixCare Home Health (Brightree) n=23 **96%**

Would you buy again?

None

Homecare: Personal Care Services & Private Duty Nursing

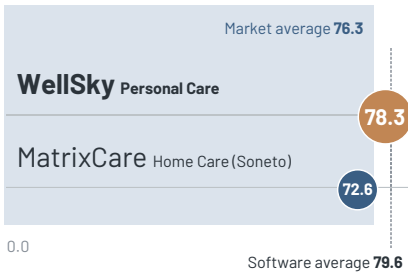
Segment definitions can be found on page 250.

BEST IN KLAS® SOFTWARE & SERVICES 2024

WellSky®

Ranked Solutions

Grading methodology can be found on page iii.



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. WellSky Personal Care	-8%	19	C+	B	C+	C+	D+	B-
2. MatrixCare Home Care (Soneto)	-12%	18	C	C	C	D+	C	C

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Homecare Homebase	70.8*	9	D+*	C*	C+*	C*	B-*	F*

*Limited data

Definitions can be found on page iii.

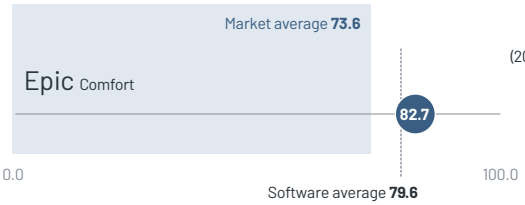
Hospice: Health System Owned

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Epic Comfort	-1%	20	B	B+	C	B-	**A**	B

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Homecare Homebase	74.3*	13	C-*	B-*	C+*	C+*	C+*	D*
MatrixCare Hospice	85.2*	9	B*	**A***	B-*	B*	B*	B*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?
None	None	Epic Comfort	n=20 **100%**	None

Hospice: Independent

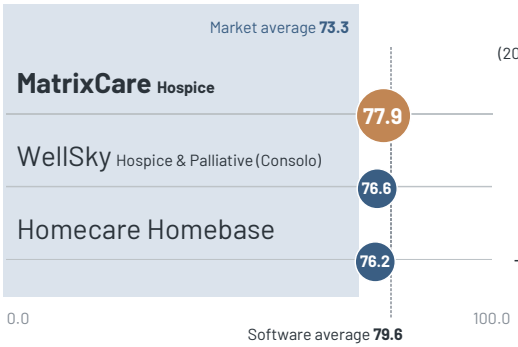
Segment definitions can be found on page 250.

MatrixCare by ResMed

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. MatrixCare Hospice	-5%	40	C	B	C+	B-	C+	C+
2. WellSky Hospice & Palliative (Consolo)	-7%	22	C	B	C+	C+	C+	C
3. Homecare Homebase	+10%	47	C	B	C+	C	B-	D+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
WellSky Hospice (Kinnser) [NP]	63.4	15	D-	D	D+	D-	C	D+

[NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

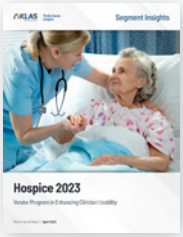
Part of long-term plans?

Homecare Homebase n=41 **98%**

Would you buy again?

None

Recent Insights—Hospice



Hospice 2023

Vendor Progress in Enhancing Clinician Usability

Key Findings:

1. MatrixCare, WellSky Hospice & Palliative Best Supporting Independent Hospice; Epic Meeting Health System–Owned Hospice Needs
2. Netsmart and Homecare Homebase Development Misaligned with Clinician Goals
3. MatrixCare Drives Value through Improved Clinician Workflows, Epic through Enterprise Contracts
4. WellSky Shows Transitions of Care Success with New Referral Management Tool; Netsmart Fails to Deliver Third-Party Interfaces for Transitions

Long-Term Care

Segment definitions can be found on page 250.

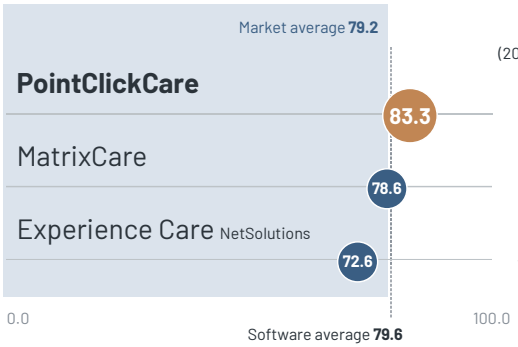
BEST IN KLAS® SOFTWARE & SERVICES 2024

PointClickCare®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. PointClickCare	-2%	60	B	**A-**	B	B	C+	C
2. MatrixCare	-2%	40	B-	B-	B-	B-	B-	C
3. Experience Care NetSolutions	-11%	15	C	C-	C	C	B	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
CPSI American HealthTech	75.7*	7	C*	B-*	C+*	C*	B-*	D+*
Epic LTC (SNF EHR) [MS]	83.3	16	B-	B+	B	B-	B+	B+
Netsmart myUnity Enterprise	66.6*	9	D-*	D+*	C-*	D+*	C+*	D+*

*Limited data [MS] Limited market share

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

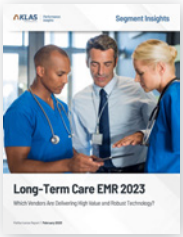
PointClickCare n=60 **96%**

Would you buy again?

None

Long-Term Care Continued

Recent Insights



Long-Term Care EMR 2023

Which Vendors Are Delivering High Value and Robust Technology?

Key Findings:

1. PointClickCare Leads in Market Share; Epic (Limited Data) Delivers Well for IDNs
2. Experience Care and PointClickCare Delivering New Technology That Increases Value for Customers
3. Netsmart (Limited Data) Falls Behind amid Issues of Product Quality & Integration Development
4. MatrixCare and PointClickCare Focus on Training, Thus Setting Up End Users for Success

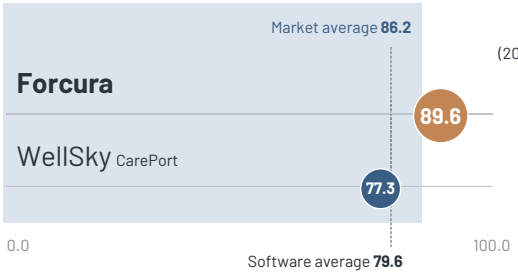
Patient Referral Management & Analytics

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Forcura	N/A	39	A-	A	A-	B+	B+	B+
2. WellSky CarePort	N/A	25	C+	B+	C	C+	C	C-

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Forcura	n=38	**100%**
WellSky CarePort	n=24	**96%**

Would you buy again?

Forcura	n=37	**97%**

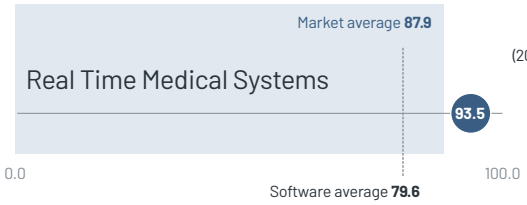
Post-Acute Patient Analytics: Point of Care

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Real Time Medical Systems	N/A	18	A	A	A	A-	A+	A

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
WellSky CareInsights [NR]	72.6*	8	C*	B-*	C+*	C-*	D*	C-*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?

None

Keeps all promises?

Real Time Medical Systems	n=18	**95%**

Part of long-term plans?

None

Would you buy again?

Real Time Medical Systems	n=18	**95%**

Senior Living: Assisted Living & Memory Care

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
PointClickCare	+3%	25	B-	**A-**	B	B-	C+	C

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
ECP	86.9*	7	B*	**A-***	B*	B*	B+*	**A***
MatrixCare [NR]	78.8*	7	C+*	B*	B-*	C+*	B-*	B-*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?
None	None	PointClickCare	n=24 **96%**	None

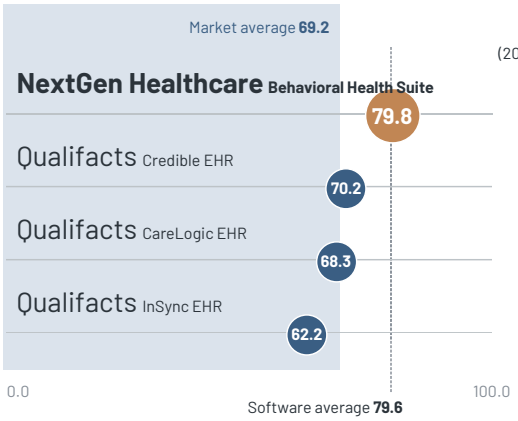
Behavioral Health

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. NextGen Healthcare Behavioral Health Suite	+1%	21	C+	B+	C+	B-	B	C
2. Qualifacts Credible EHR	-8%	62	D-	B-	C	D+	C-	D+
3. Qualifacts CareLogic EHR	-3%	38	D-	C+	C	D+	D+	D-
4. Qualifacts InSync EHR	N/A	62	D-	D	D	D+	F	D-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Core Solutions Cx360	70.6*	7	D*	D+*	C*	C*	C+*	C+*
Netsmart Behavioral Health	61.8*	10	F*	D*	D*	D*	C-*	F*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

NextGen Healthcare Behavioral Health Suite n=20 **95%**

Would you buy again?

None

Sharing Your Experience Matters

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REPRESENTS
5,000+ | healthcare organizations across the globe

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1,100+ | healthcare technology products and services

"I am happy to help KLAS. I really enjoy having the opportunity to be asked what I personally think given my level because I really have no authority, but to be quite honest, I know more about the application than just about anybody. Also, it is important for the vendor to truly understand what we think, what we believe, and what we feel about them because I never want anybody to think that we would be hypocritical in our conversation with them or that what we say to their face and their back wouldn't be consistent. We praise [the vendor] highly, and I am glad that they will be able to see the results of my conversation with KLAS." —Analyst/coordinator, large acute care facility

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KLAS RESEARCH

Financial/Revenue Cycle/HIM

78 Patient Accounting

Claims Management & Clearinghouse
Complex Claims Services
Insurance Discovery
Patient Access
Patient Accounting & Patient Management: Large (>400 Beds)
Patient Accounting & Patient Management: Midsize (151–400 Beds)
Patient Accounting & Patient Management: Small (1–150 Beds)
Patient Financial Engagement
Patient Financing Services
Revenue Cycle Analytics
Revenue Cycle: Charge Capture
Revenue Cycle: Chargemaster Management
Revenue Cycle: Contract Management

96 Business Analytics

Business Decision Support
Capacity Optimization Management
Data & Analytics Platforms
Data Visualization & Reporting
Financial Planning & Analysis
Healthcare Artificial Intelligence: Data Science Solutions
Healthcare Safety, Risk & Compliance Management

106 ERP & Human Capital Management

Credentialing
Enterprise Resource Planning (ERP)
Scheduling: Nurse & Staff
Scheduling: Physician
Talent Management
Time & Attendance

114 HIM Solutions

Clinical Documentation Integrity
Computer-Assisted Coding (CAC)
Computer-Assisted Physician Documentation (CAPD)
Speech Recognition: Front-End EHR

120 Locating & Tracking

Patient Flow
Real-Time Location Systems (RTLS)

122 Debt Collection

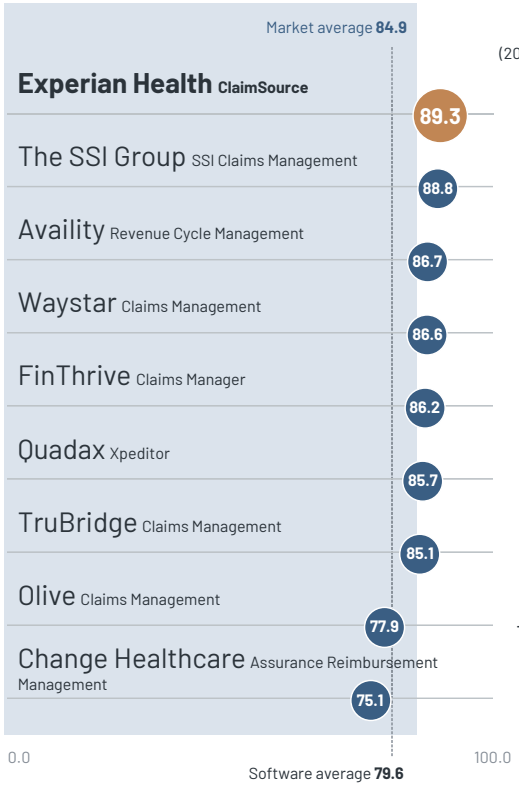
Debt Collection Services

Claims Management & Clearinghouse

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Experian Health ClaimSource	-2%	25	B	**A**	**A-**	**A-**	**A-**	**A-**
2. The SSI Group SSI Claims Management	+1%	18	B+	**A-**	**A-**	B+	**A-**	B+
3. Availity Revenue Cycle Management	0%	24	B+	**A-**	B+	B+	B	B+
4. Waystar Claims Management	+1%	40	B	**A**	B+	B+	B	B
5. FinThrive Claims Manager	+4%	30	B+	**A-**	B+	B+	B+	B-
6. Quadax Xpeditor	-3%	57	B+	B+	B+	B	B+	B
7. TruBridge Claims Management	-3%	20	B+	B+	B	B+	B	B
8. Olive Claims Management	-13%	19	C	B-	B-	B-	B	C
9. Change Healthcare Assurance Reimbursement Management	-1%	26	C	C+	B-	C+	C	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
athenahealth athenaEDI [C]	83.9*	12	B-*	B+*	B-*	B*	B+*	B*
TriZetto Provider Solutions Clearinghouse [C]	89.5	21	**A**	**A-**	**A-**	**A-**	B+	**A-**

*Limited data [C] Component

Definitions can be found on page iii.

Claims Management & Clearinghouse Continued

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

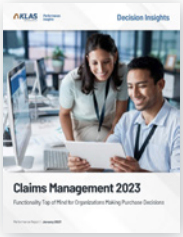
Part of long-term plans?

Waystar Claims Management	n=37	**97%**
Availity Revenue Cycle Management	n=21	**96%**
Experian Health ClaimSource	n=25	**96%**

Would you buy again?

Waystar Claims Management	n=35	**95%**

Recent Insights



Claims Management 2023

Functionality Top of Mind for Organizations Making Purchase Decisions (A Decision Insights Report)

Key Findings:

1. Experian Health and Quadax Frequently Considered Thanks to Well-Rounded Functionality
2. Cost a Major Driver for Customers Replacing Change Healthcare and FinThrive
3. SSI Group's Integration Capabilities Appeal to Organizations; Waystar and Olive Chosen for Pricing and Functionality

Complex Claims Services

Segment definitions can be found on page 250.

Revecore

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Revecore	-2%	21	**A**	**A**	**A**	**A-**	**A**
2. EnableComp	+1%	20	**A**	**A-**	**A**	**A-**	**A-**
3. Aspirion	-9%	23	B-	B-	B+	B	C+

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

EnableComp	n=19	**100%**
Revecore	n=20	**100%**

Exceeds expectations?

None

Would you buy again?

EnableComp	n=20	**100%**

Insurance Discovery

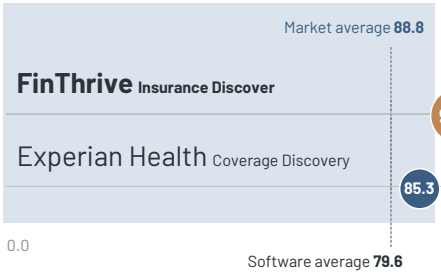
Segment definitions can be found on page 250.

FinThrive™

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



		Trend (2023-2024)	# of unique orgs	Customer experience pillars					
				Culture	Loyalty	Operations	Product	Relationship	Value
1.	FinThrive Insurance Discover	-1%	22	A	A+	A-	A	A	A-
2.	Experian Health Coverage Discovery	-3%	30	B	A-	B+	B+	B+	B

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

FinThrive Insurance Discover n=22 **96%**

Part of long-term plans?

FinThrive Insurance Discover n=21 **100%**

Would you buy again?

FinThrive Insurance Discover n=21 **100%**

Patient Access

Segment definitions can be found on page 250.

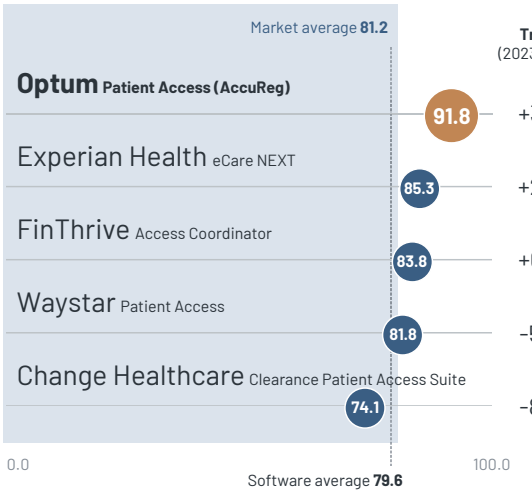
BEST IN KLAS® SOFTWARE & SERVICES 2024

Optum

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Optum** Patient Access (AccuReg)	+3%	19	**A**	**A**	**A-**	**A-**	**A**	**A+**
2. Experian Health eCare NEXT	+2%	33	B+	**A-**	B	B+	B	B
3. FinThrive Access Coordinator	+6%	16	B-	B+	B	B	B	B+
4. Waystar Patient Access	-5%	19	C+	B	B	B	B	B
5. Change Healthcare Clearance Patient Access Suite	-8%	24	C-	C	B-	C+	C+	C

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Optum Patient Access (AccuReg) n=15 **100%**

Keeps all promises?

Optum Patient Access (AccuReg) n=19 **95%**

Part of long-term plans?

Waystar Patient Access n=19 **95%**

Would you buy again?

None

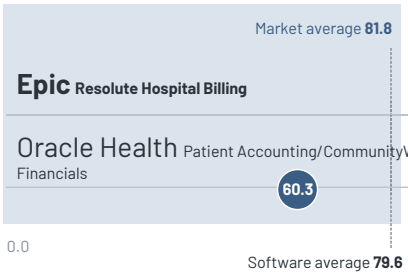
Patient Accounting & Patient Management: Large (>400 Beds)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic Resolute Hospital Billing	+1%	56	A	A+	B+	A-	A	A-
2. Oracle Health Patient Accounting/CommunityWorks Financials	+3%	16	F	D	D	D	D+	F

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Oracle Health Soarian Financials	73.4*	7	C*	C-*	C*	C*	B-*	C*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic Resolute Hospital Billing n=56 **100%**

Would you buy again?

Epic Resolute Hospital Billing n=54 **100%**

Patient Accounting & Patient Management: Midsize

(151–400 Beds)

Segment definitions can be found on page 250.

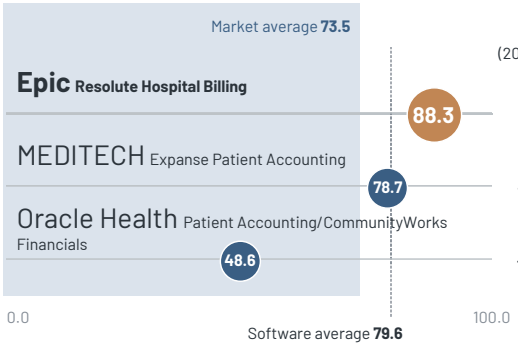
BEST IN KLAS® SOFTWARE & SERVICES 2024

Epic

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic Resolute Hospital Billing	N/A	18	B+	**A+**	B+	**A-**	B	B-
2. MEDITECH Expanse Patient Accounting	-8%	16	C	B+	C	C+	C+	B
3. Oracle Health Patient Accounting/CommunityWorks Financials	+6%	15	F	F	F	F	F	F

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic Resolute Hospital Billing	n=18	**100%**
MEDITECH Expanse Patient Accounting	n=16	**95%**

Would you buy again?

Epic Resolute Hospital Billing	n=18	**100%**
MEDITECH Expanse Patient Accounting	n=15	**95%**

Patient Accounting & Patient Management: Small
(1–150 Beds)

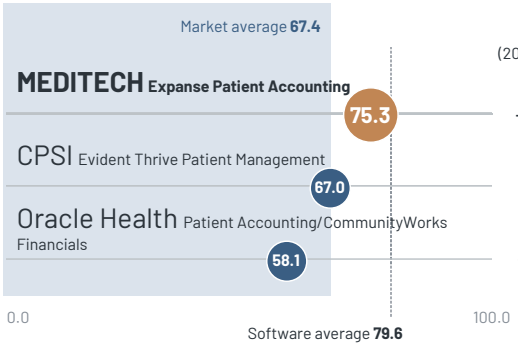
Segment definitions can be found on page 250.

MEDITECH

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. MEDITECH Expanse Patient Accounting	-12%	16	C-	B	C-	C+	C	C
2. CPSI Evident Thrive Patient Management	-4%	17	D	D	C-	D+	C+	C-
3. Oracle Health Patient Accounting/CommunityWorks Financials	+3%	20	F	D	D-	D+	D-	F

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Epic Community Connect Resolute [C]	79.3*	8	B-*	B*	C+*	B-*	B-*	C+*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

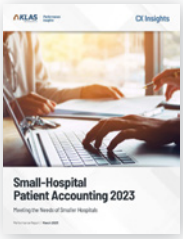
MEDITECH Expanse Patient Accounting n=16 **100%**

Would you buy again?

None

Patient Accounting & Patient Management: Small
(1–150 Beds) Continued

Recent Insights

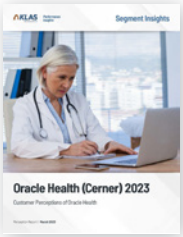


Small-Hospital Patient Accounting 2023
Meeting the Needs of Smaller Hospitals

Key Findings:

1. Relationship: MEDITECH Excels at Creating Strong Relationships with Small-Hospital Customers
2. Product: Epic Offers High-Quality Product; CPSI & Oracle Health Customers Dissatisfied with Product Capabilities
3. Culture: Oracle Health (Cerner), CPSI, MEDHOST & athenahealth (Latter Two Limited Data) Fail to Deliver on Expectations
4. Operations: All Vendors Struggle to Provide Training That Meets Small Hospitals' Needs
5. Value: MEDITECH Stands Out for Driving Tangible Outcomes; Oracle Health (Cerner) Customers Report Low Value Due to Price & Missing Features

Recent Insights—Patient Accounting & Patient Management



Oracle Health (Cerner) 2023

Customer Perceptions of Oracle Health

Key Findings:

1. Growing Number of Respondents Question Oracle Health as a Long-Term Partner Due to Lack of Tangible Results & Road Map
2. Most Customers Lack Confidence in Oracle Health's Ability to Execute on Their Vision for the Future
3. Respondents Express Concerns about RevElate's Delivery
4. Despite Gaining Better Understanding of RevElate, Customers Are Dissatisfied with Communication, Have Reservations and Unanswered Questions

Patient Financial Engagement

Segment definitions can be found on page 250.

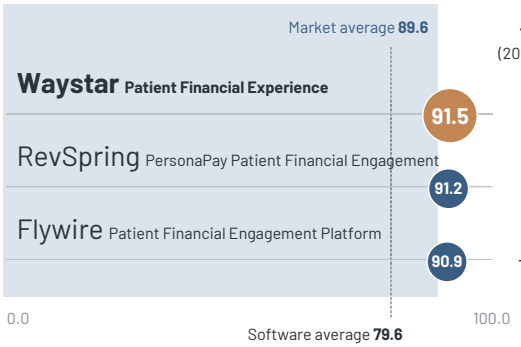
BEST IN KLAS® SOFTWARE & SERVICES 2024

WAYSTAR

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Waystar Patient Financial Experience	0%	17	A-	A-	A	A	A-	A
2. RevSpring PersonaPay Patient Financial Engagement	0%	18	A-	A	A-	A-	A	A
3. Flywire Patient Financial Engagement Platform	+2%	16	A	A-	A-	A-	A-	A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Cedar Patient Financial Engagement Platform	85.0*	13	B*	B+*	B*	B*	B+*	B+*
Epic Patient Financial Experience [C]	92.5	27	A	A+	A-	A-	A	A
HealthPay24	83.5*	13	B-*	B*	B*	B*	B-*	A*
R1 Entri Pay	79.7*	7	B*	C*	B-*	C+*	B*	A*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Flywire Patient Financial Engagement Platform n=16 **100%**

Keeps all promises?

Flywire Patient Financial Engagement Platform n=16 **95%**

Part of long-term plans?

None

Would you buy again?

RevSpring PersonaPay Patient Financial Engagement n=18 **97%**

Flywire Patient Financial Engagement Platform n=16 **95%**

Patient Financial Engagement Continued

Recent Insights

Patient Financial Engagement 2023

A High-Performing Market, though No One-Size-Fits-All Option

Key Findings:

1. Patient Financial Engagement Vendors High Performing Overall, with Unique Strengths & Challenges
2. Vendors Delivering on Patient Satisfaction; Simplicity of Experience for Patients and Staff a High Priority
3. With No Comprehensive Solution, Organizations Want More Functionality and Integration
4. Price Transparency and Previsit Technology at the Heart of Forward-Looking Development
5. Vendor Perspectives on the Future of Patient Financial Engagement

Patient Financing Services

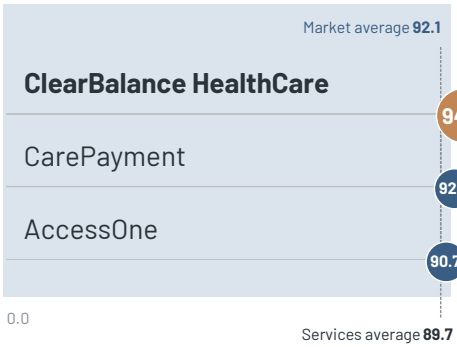
Segment definitions can be found on page 250.

ClearBalance HEALTHCARE®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. ClearBalance HealthCare	+2%	28	A	A-	A	A	A
2. CarePayment	-2%	25	A	B+	A	B+	A-
3. AccessOne	-1%	20	A-	B+	A-	B+	A-

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

None

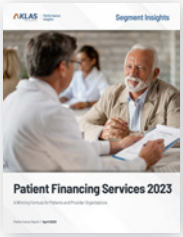
Exceeds expectations?

None

Would you buy again?

CarePayment n=25 **100%**

Recent Insights



Patient Financing Services 2023

A Winning Formula for Patients and Provider Organizations

Key Findings:

1. Patient Satisfaction Is the Most Common & Most Important Measure of a Successful Patient Financing Services Firm
2. Patient Adoption Is the Biggest Hurdle to Success with Patient Financing Services
3. While Patient Satisfaction Is Most Important Metric, Financial Outcomes Are Still Important to Success

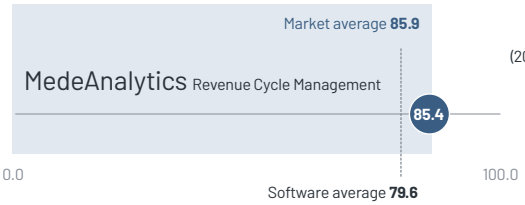
Revenue Cycle Analytics

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
MedeAnalytics Revenue Cycle Management	N/A	9	**A-**	**A-**	C	B-	**A-**	**A-**

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
FinThrive Analyze [NR]	77.9	8	C	B+	B-	C-	B+	C+
VisiQuate Analytics [NR]	92.0	10	**A+**	**A**	B+	**A**	**A+**	**A-**

[NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?

MedeAnalytics Revenue Cycle Management	n=8	**100%**

Keeps all promises?

MedeAnalytics Revenue Cycle Management	n=8	**100%**

Part of long-term plans?

None

Would you buy again?

MedeAnalytics Revenue Cycle Management	n=7	**100%**

Revenue Cycle: Charge Capture

Segment definitions can be found on page 250.

Solutions Not Ranked

Grading methodology can be found on page iii.

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
FinThrive Revenue Capture	81.8*	6	B-*	B*	B-*	B-*	C+*	**A-***

*Limited data

Definitions can be found on page iii.

Revenue Cycle: Chargemaster Management

Segment definitions can be found on page 250.

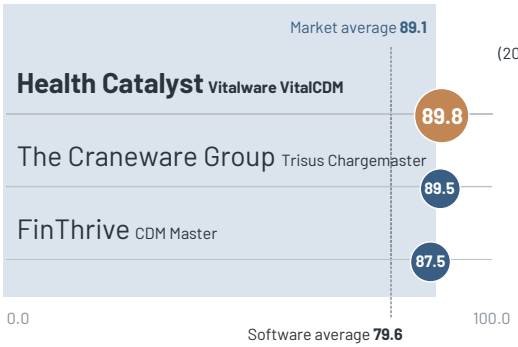
BEST IN KLAS® SOFTWARE & SERVICES 2024

HealthCatalyst®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Health Catalyst Vitalware VitalCDM	-1%	36	A-	A	A-	B+	A-	A-
2. The Craneware Group Trisus Chargemaster	-2%	42	A-	A-	A-	B+	A	A-
3. FinThrive CDM Master	0%	17	A-	A-	B+	B	B+	A-

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

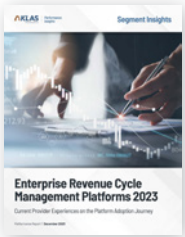
Part of long-term plans?

Health Catalyst Vitalware VitalCDM	n=34	**97%**

Would you buy again?

The Craneware Group Trisus Chargemaster	n=40	**95%**

Recent Insights



Enterprise Revenue Cycle Management Platforms 2023

Current Provider Experiences on the Platform Adoption Journey

Key Findings:

1. Waystar's Product Integrations Unify Platform Experience; Experian Health's Improved EHR Integrations Lead to High Satisfaction with Overall Functionality
2. FinThrive Drives Loyalty by Building Strong Relationships; TruBridge Deep Adopters Report Better Value with Platform Adoption yet Remain Unsure about Long-Term Plans

Revenue Cycle: Contract Management

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

		Trend (2023-2024)	# of unique orgs	Customer experience pillars					
				Culture	Loyalty	Operations	Product	Relationship	Value
1.	Experian Health Contract Manager & Analysis	+1%	18	A-	A+	A-	A-	A	A
2.	FinThrive Contract Manager	+10%	21	B	B+	B	B	B+	B

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

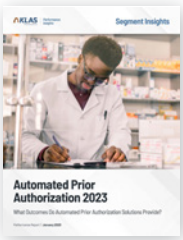
Part of long-term plans?

Experian Health Contract Manager & Analysis n=17 **95%**

Would you buy again?

Experian Health Contract Manager & Analysis n=18 **100%**

Recent Insights—Patient Accounting



Automated Prior Authorization 2023

What Impact Do Automated Prior Authorization Solutions Provide?

Key Findings:

1. Automated Prior Authorization Improves Financial Performance and Staff Efficiency
2. Expansive Use of Automated Prior Authorization Leads to Higher Satisfaction
3. Customers Want Further Streamlined Workflows, Are Hopeful for Future Improvement
4. Some Friction between Prior Authorization Vendors & Payers; Most Provider Organizations See No Change in Their Payer Relationships from Prior Authorization Solutions

Looking for a different Patient Accounting-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
Eligibility Enrollment Services	Revenue Cycle Services, Page 197
End-to-End Revenue Cycle Outsourcing	Revenue Cycle Services, Page 198
Extended Business Office	Revenue Cycle Services, Pages 199–200

Business Decision Support

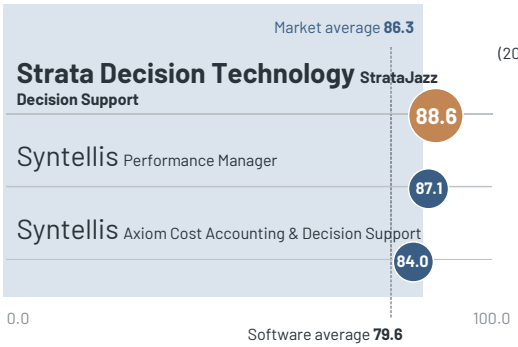
Segment definitions can be found on page 250.

strata

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Strata Decision Technology StrataJazz Decision Support	-4%	38	B+	**A**	B+	B+	B+	B+
2. Syntellis Performance Manager	+3%	21	**A**	B	B	B+	**A-**	**A**
3. Syntellis Axiom Cost Accounting & Decision Support	+3%	22	B	**A-**	B-	B-	B+	**A-**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Harris Affinity ADS Costing	83.5*	6	C+*	B+*	B*	B+*	B+*	B*
Health Catalyst PowerCosting	84.0*	7	B+*	**A-***	B-*	B-*	B*	B*
Strata Decision Technology EPSi Decision Support [NP]	83.3*	9	B*	B-*	B*	B-*	B+*	**A***

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Syntellis Axiom Cost Accounting & Decision Support	n=19	**100%**

Keeps all promises?

Syntellis Performance Manager	n=20	**100%**

Part of long-term plans?

Strata Decision Technology StrataJazz Decision Support	n=38	**100%**
Syntellis Axiom Cost Accounting & Decision Support	n=21	**95%**

Would you buy again?

Strata Decision Technology StrataJazz Decision Support	n=38	**98%**

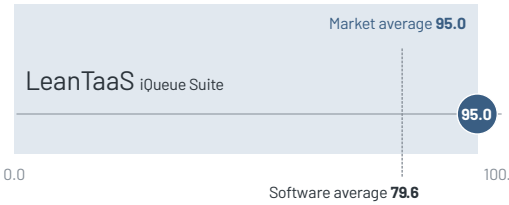
Capacity Optimization Management

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
LeanTaaS iQueue Suite	N/A	23	A+	A+	A	A	A+	A+

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?			Keeps all promises?			Part of long-term plans?			Would you buy again?		
LeanTaaS iQueue Suite	n=21	**100%**	LeanTaaS iQueue Suite	n=23	**100%**	LeanTaaS iQueue Suite	n=22	**100%**	LeanTaaS iQueue Suite	n=22	**100%**

Data & Analytics Platforms

Segment definitions can be found on page 250.

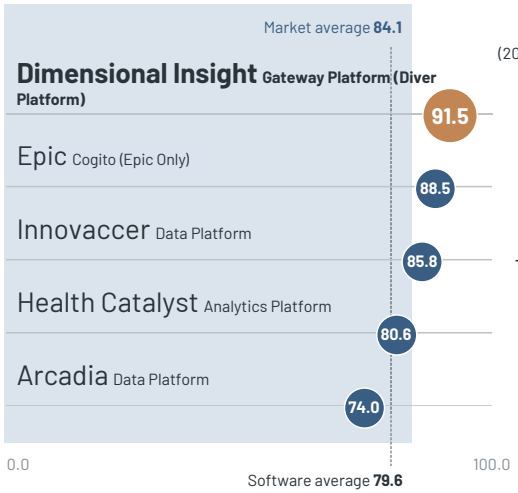
BEST IN KLAS SOFTWARE & SERVICES 2024

Dimensional INSIGHT®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Dimensional Insight Gateway Platform (Diver Platform)	-2%	17	A	A	B+	A-	A	A
2. Epic Cogito (Epic Only)	+1%	29	A-	A	B	B	A	A-
3. Innovaccer Data Platform	-10%	23	B	A-	B+	B	A	B
4. Health Catalyst Analytics Platform	-3%	22	B-	B-	B	C+	B+	B
5. Arcadia Data Platform	+8%	21	D-	B	C	C	B-	C

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Oracle Health Population Health Analytics	77.5*	14	C+*	C+*	C*	B-*	B-*	B-*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Epic Cogito (Epic Only)	n=27	**99%**
Dimensional Insight Gateway Platform (Diver Platform)	n=17	**95%**

Keeps all promises?

Epic Cogito (Epic Only)	n=29	**99%**

Part of long-term plans?

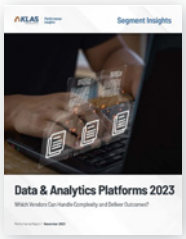
Arcadia Data Platform	n=18	**100%**
Epic Cogito (Epic Only)	n=29	**100%**
Innovaccer Data Platform	n=22	**96%**

Would you buy again?

Dimensional Insight Gateway Platform (Diver Platform)	n=16	**100%**
Epic Cogito (Epic Only)	n=28	**99%**

Data & Analytics Platforms Continued

Recent Insights



Data & Analytics Platforms 2023

Which Vendors Can Handle Complexity and Deliver Outcomes?

Key Findings:

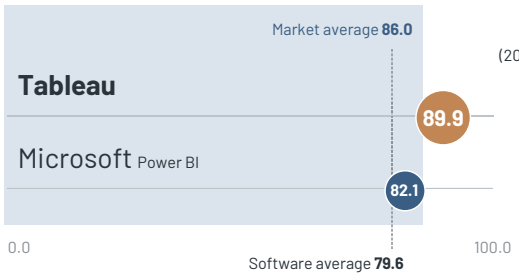
1. Dimensional Insight & Innovaccer Drive Outcomes with Easy-to-Use Metrics
2. Health Catalyst Customers Often Use Vendor for Complex Projects; Some Struggle Due to Lack of Proactivity
3. Both Epic & Oracle Health Customers Struggle with Ease of Use; Epic Balances Challenges with Good Support, while Oracle Health Customers Report Frustrations
4. Arcadia Struggles to Deliver Promises to Customers

Data Visualization & Reporting

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Tableau	0%	32	A-	A	B+	A-	B	A
2. Microsoft Power BI	-3%	16	B-	A-	B-	B	D+	C+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Qlik Platform	80.0*	7	B-*	B-*	C+*	C+*	C*	A-*
Syntellis Analytics Explorer	93.5*	11	A*	A+*	A-*	A*	A*	A*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Tableau	n=32	96%

Would you buy again?

Microsoft Power BI	n=16	100%
Tableau	n=32	96%

Financial Planning & Analysis

Segment definitions can be found on page 250.

strata

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Strata Decision Technology StrataJazz Financial Planning	-2%	29	B	**A**	B	B	B	B
2. Syntellis Axiom Enterprise Planning (Budgeting & Financial Planning)	-1%	37	B+	B+	B	B	B	B+

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Syntellis Axiom Enterprise Planning (Budgeting & Financial Planning) n=35 **100%**

Part of long-term plans?

Strata Decision Technology StrataJazz Financial Planning n=28 **100%**

Would you buy again?

None

Healthcare Artificial Intelligence: Data Science Solutions

Segment definitions can be found on page 250.

ClosedLoop.ai

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. ClosedLoop Healthcare's Data Science Platform	+1%	15	A+	A+	A	A	A+	A+
2. Epic Cognitive Computing (Epic Only)	0%	31	A	A	B+	B+	A	B

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Health Catalyst Healthcare.AI	83.6*	6	A-*	B+*	C+*	C+*	A-*	B*
N1 Health AI Platform	91.6*	8	A-*	A*	A*	A-*	A+*	A-*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

ClosedLoop Healthcare's Data Science Platform	n=13	100%*

Keeps all promises?

ClosedLoop Healthcare's Data Science Platform	n=15	100%
Epic Cognitive Computing (Epic Only)	n=30	97%

Part of long-term plans?

Epic Cognitive Computing (Epic Only)	n=31	100%

Would you buy again?

ClosedLoop Healthcare's Data Science Platform	n=14	100%*
Epic Cognitive Computing (Epic Only)	n=31	97%

Healthcare Artificial Intelligence: Data Science Solutions
Continued

Recent Insights

Generative AI 2023

What Are Organizations' Current Adoption & Future Plans?

Key Findings:

1. Despite Newness, Generative AI Solutions Are Being Adopted, Mostly by Larger Organizations
2. Most Organizations Are Likely to Purchase/Implement Generative AI in Coming Year
3. Organizations Hope Generative AI Will Increase Efficiency around Documentation, Patient Communication & Workflow
4. Accuracy/Reliability Is Far and Away the Biggest Challenge of Using Generative AI Solutions

Healthcare Safety, Risk & Compliance Management

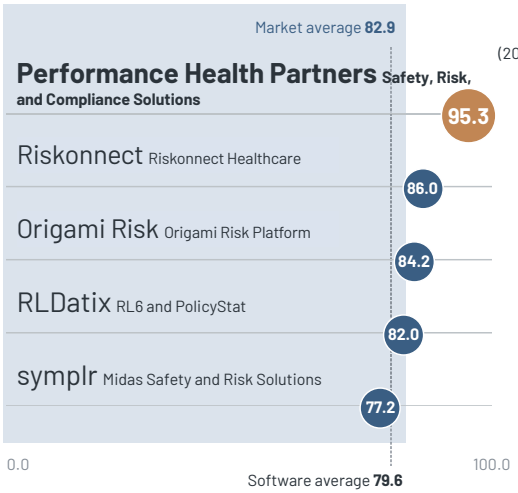
Segment definitions can be found on page 250.

Performance Health PARTNERS™

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Performance Health Partners** Safety, Risk, and Compliance Solutions	+3%	31	**A+**	**A+**	**A**	**A**	**A+**	**A+**
2. Riskonnect Riskonnect Healthcare	+2%	19	B	**A-**	B	B+	**A-**	B-
3. Origami Risk Origami Risk Platform	-3%	23	B	B+	B+	B+	B-	B
4. RLDatix RL6 and PolicyStat	N/A	114	B-	B+	B-	B	B-	B-
5. symplr Midas Safety and Risk Solutions	-3%	43	C	B	C+	C+	C	C+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
RLDatix SRM Solutions [NP]	80.2*	11	B*	**A-***	D+*	C+*	C+*	B*
symplr Compliance	79.6*	10	B*	B*	C*	C+*	B*	B-*
Verge Health Safety, Risk and Compliance Solutions [NP]	80.9	15	B	B	B	C+	B	C+
VigiLanz Safety, Quality, and Risk Solutions	82.3*	10	B*	C+*	B+*	B-*	B+*	B+*

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Performance Health Partners Safety, Risk, and Compliance Solutions	n=30	**100%**

Keeps all promises?

Performance Health Partners Safety, Risk, and Compliance Solutions	n=31	**100%**

Part of long-term plans?

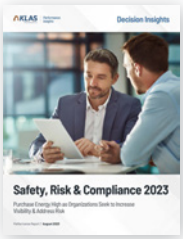
Performance Health Partners Safety, Risk, and Compliance Solutions	n=31	**97%**
RLDatix RL6 and PolicyStat	n=107	**96%**

Would you buy again?

Performance Health Partners Safety, Risk, and Compliance Solutions	n=30	**97%**

Healthcare Safety, Risk & Compliance Management
Continued

Recent Insights



Safety, Risk & Compliance 2023

Purchase Energy High as Organizations Seek to Increase Visibility & Address Risk

Key Findings:

1. Both Net-New & Existing RLDatix Customers Select RLDatix Solutions; Most Frustrated Respondents Are Replacing Non-Primary Products with Other Vendors' Solutions
2. For symplr, Compliance Platform Sees Purchase Energy while Some Midas Customers Leave Due to Aging Technology
3. Origami Risk & Riskonnect Often Chosen by Acute Care Organizations Thanks to Comprehensive Offerings; Some Don't Select Due to Cost
4. Small & Midsize Organizations Frequently Consider & Select Performance Health Partners
5. Functionality the Top Driver in Purchase Decisions

Looking for a different Business Analytics-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
Financial Improvement Consulting	Healthcare Management Consulting, Pages 173–174

Credentialing

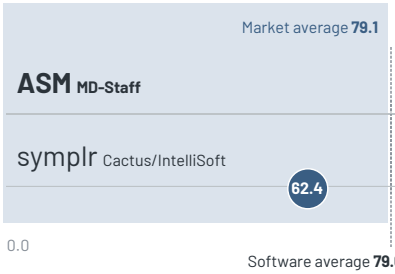
Segment definitions can be found on page 250.

ASM

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. ASM MD-Staff	0%	57	B+	**A+**	**A-**	**A-**	**A-**	**A-**
2. symplr Cactus/IntelliSoft	-11%	33	F	D-	C-	D+	C-	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Modio Health OneView (Mostly Ambulatory) [C]	88.9	18	B+	**A-**	**A-**	**A-**	**A-**	**A-**
Silversheet (Mostly Ambulatory) [C]	74.1*	9	C*	C*	B-*	C+*	B-*	D+*
Verge Health RLDatix Credentialing (Primarily Services)	69.3*	11	D*	D*	C*	C*	C*	C+*
VerityStream EchoCredentialing Solutions	73.7*	9	C+*	D*	C+*	C+*	B*	C*
VerityStream MSOW	72.7*	10	C*	D+*	C+*	C*	B-*	C*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

ASM MD-Staff n=57 **100%**

Would you buy again?

ASM MD-Staff n=55 **98%**

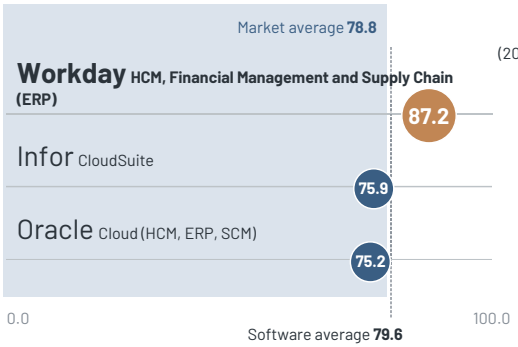
Enterprise Resource Planning (ERP)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Workday HCM, Financial Management and Supply Chain (ERP)	+1%	37	**A-**	**A**	B	B+	B+	B
2. Infor CloudSuite	+2%	18	C	B-	C-	C+	C+	C+
3. Oracle Cloud (HCM, ERP, SCM)	-4%	30	C-	B	C-	C+	C+	C-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
SAP ERP	76.0*	7	C+*	B-*	C*	C*	C+*	C*
symplr Human Resources and Payroll [C]	62.0*	7	B-*	F*	C*	D*	C-*	C*
UKG (Ultimate Kronos Group) Workforce HR/Payroll [C]	67.4*	9	D+*	D+*	D*	C*	D+*	C-*
Veradigm Enterprise Resource Planning	75.8*	6	C+*	C+*	C+*	C+*	C+*	C+*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Workday HCM, Financial Management and Supply Chain (ERP)	n=35	**96%**

Part of long-term plans?

Infor CloudSuite	n=18	**100%**
Workday HCM, Financial Management and Supply Chain (ERP)	n=35	**100%**
Oracle Cloud (HCM, ERP, SCM)	n=29	**95%**

Would you buy again?

None

Enterprise Resource Planning (ERP) Continued

Recent Insights

ERP 2023

An Update on Cloud Vendors' Performance

Key Findings:

1. Infor Cloud Customers Have Strongest Adoption across ERP Modules
2. Satisfaction with Workday's Supply Chain Functionality Increases; Customers Highlight Recent Enhancements and Compelling Road Map
3. Across Vendors, Variability in Go-Live Experience Hinders Usability; Oracle and Infor Customers Report Most Challenges
4. Workday and Oracle Customers Most Optimistic about Future; Infor Customers' Increasing Optimism Driven by Executive Engagement

Scheduling: Nurse & Staff

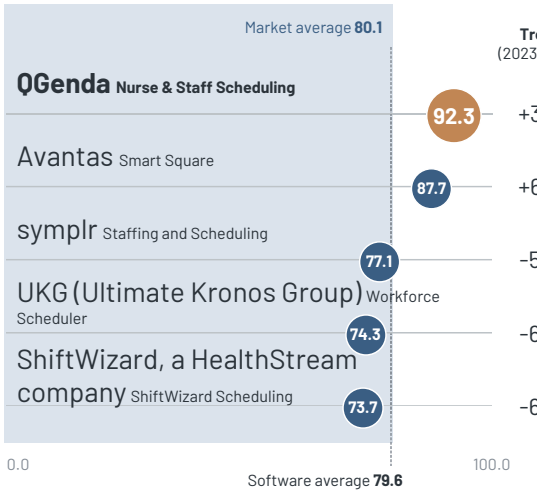
Segment definitions can be found on page 250.

QGenda

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **QGenda** Nurse & Staff Scheduling	+3%	16	**A-**	**A**	**A-**	**A-**	**A**	**A**
2. Avantas Smart Square	+6%	16	**A-**	B+	**A-**	B	**A**	B+
3. symplr Staffing and Scheduling	-5%	22	B-	B-	C+	C+	C	B-
4. UKG (Ultimate Kronos Group) Workforce Scheduler	-6%	16	C+	C+	C	C+	C+	D
5. ShiftWizard, a HealthStream company ShiftWizard Scheduling	-6%	16	C	C+	C-	C	C	C+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
HealthStream ANSOS Staff Scheduling	84.5*	9	B+*	B*	B*	B-*	B+*	**A-***
OnShift (Long-Term Care Only) [C]	76.5*	8	C+*	C+*	B-*	C*	C+*	B-*
Oracle Health Clairvia	80.3*	8	C+*	B-*	B*	B-*	B*	B-*
symplr ShiftSelect	78.4*	13	B*	C+*	B-*	C+*	C+*	B-*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

QGenda Nurse & Staff Scheduling n=14 **100%***

Keeps all promises?

Avantas Smart Square n=16 **95%**

Part of long-term plans?

QGenda Nurse & Staff Scheduling n=15 **100%**

Would you buy again?

QGenda Nurse & Staff Scheduling n=16 **95%**

Scheduling: Physician

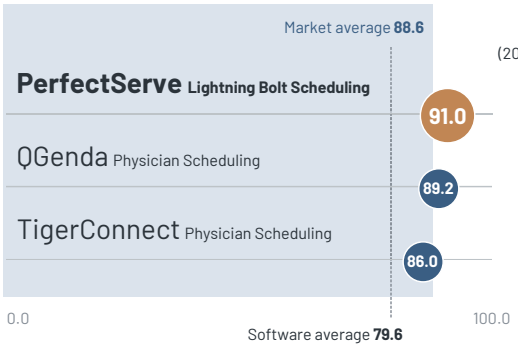
Segment definitions can be found on page 250.

perfectserve

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **PerfectServe** Lightning Bolt Scheduling	+1%	53	**A-**	**A**	**A-**	B+	**A**	**A**
2. QGenda Physician Scheduling	N/A	95	**A-**	**A**	B+	B+	B+	B+
3. TigerConnect Physician Scheduling	-3%	16	B	B	B+	B+	B+	**A-**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Amion Physician Scheduling [C]	82.4	17	B-	B	B-	B-	B	**A-**
UKG (Ultimate Kronos Group) EZCall	83.2*	7	B-*	**A-***	B*	B*	C+*	B*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

TigerConnect Physician Scheduling	n=15	**100%**
PerfectServe Lightning Bolt Scheduling	n=42	**96%**

Keeps all promises?

None

Part of long-term plans?

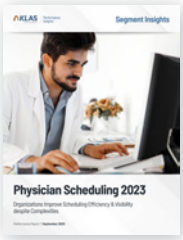
QGenda Physician Scheduling	n=93	**98%**

Would you buy again?

QGenda Physician Scheduling	n=90	**98%**
PerfectServe Lightning Bolt Scheduling	n=50	**97%**

Scheduling: Physician Continued

Recent Insights



Physician Scheduling 2023

Organizations Improve Scheduling Efficiency & Visibility despite Complexities

Key Findings:

1. Vendors Focused on Clinical Collaboration: PerfectServe Customers Report Increased Ease of Use over Time & Highlight Strong Support; TigerConnect Solution Is Reliable, though Some View It as Cumbersome
2. Vendors Focused on Workforce Management: QGenda Used by Large Organizations Enterprise-Wide; Solution's Flexibility Can Have Drawbacks

Talent Management

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Workday Human Capital Management	-3%	27	A-	A	B	B+	B+	B

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
HealthStream Learning Center [C]	79.8*	7	B-*	B*	B*	B-*	C*	C+*
SAP SuccessFactors	75.8*	9	B-*	B-*	C*	C*	C*	B-*
symplr Talent Management	73.5*	13	C*	C-*	B-*	C+*	D+*	B-*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?

None

Keeps all promises?

Workday Human Capital Management n=25 **97%**

Part of long-term plans?

Workday Human Capital Management n=27 **100%**

Would you buy again?

Workday Human Capital Management n=24 **97%**

Recent Insights

SAP in Healthcare 2023

A Broad Look at a Cross-Industry Player with a Growing Healthcare Focus

Key Findings:

1. Most Customers Report Middle-of-the-Road Experience, with Robust Technology but Limited Usability
2. Achieving Hoped-For Outcomes Is Often Difficult; Strong Talent Management Tools and Automations Drive Benefits
3. Broad, Functional Portfolio and Integration Stand Out as SAP Strengths; Training, Implementation, and Development Are Challenges
4. Customers Look Forward to Leveraging SAP's Cloud-Based Talent Management and ERP Capabilities to Combat Staffing Shortages
5. SAP Sees Comparatively Less Purchase Energy; Those That Select Cite Prior Experience, Portfolio Breadth, and Current Adoption

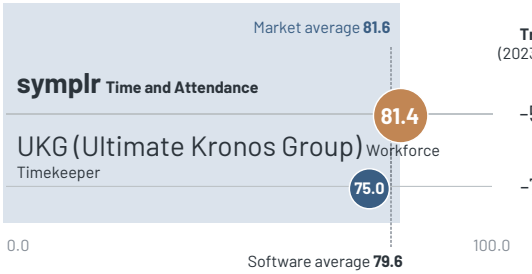
Time & Attendance

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. symplr Time and Attendance	-5%	20	B	B	B-	B-	B-	B+
2. UKG (Ultimate Kronos Group) Workforce Timekeeper	-7%	20	C	C+	C	B-	C	C-

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
QGenda Time Tracking and Compensation [NR]	87.0	17	B	**A**	B+	B	B+	B+

[NR] Newly rated

Definitions can be found on page iii.

Looking for a different ERP & Human Capital Management-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
ERP Business Transformation & Implementation Leadership	Implementation Services, Page 183
ERP Implementation Leadership	Implementation Services, Page 184

Clinical Documentation Integrity

Segment definitions can be found on page 250.

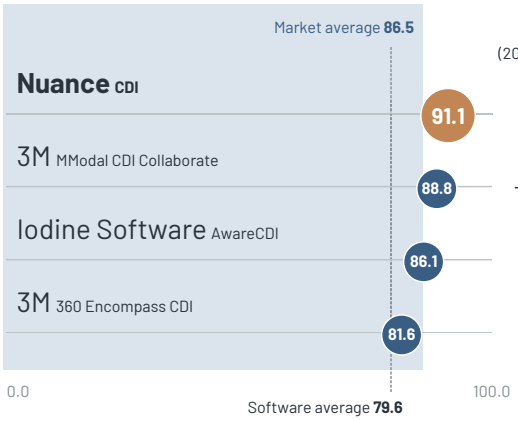
BEST IN KLAS® SOFTWARE & SERVICES 2024

NUANCE®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Nuance CDI	+3%	21	A	A-	A	A-	A	A-
2. 3M MModal CDI Collaborate	+15%	18	A-	A-	B+	B+	A-	A
3. Iodine Software AwareCDI	-4%	36	B	A-	B+	B	B+	B+
4. 3M 360 Encompass CDI	+2%	61	C+	A-	B	B-	B	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Dolbey Fusion CDI	91.5*	13	A-*	A*	A-*	A-*	A*	A*
Optum 360 CDI 3D	89.2*	7	B*	A*	A-*	A-*	B+*	A*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

3M MModal CDI Collaborate n=11 **100%***

Keeps all promises?

None

Part of long-term plans?

3M 360 Encompass CDI n=61 **99%**

Would you buy again?

3M 360 Encompass CDI n=59 **95%**

Clinical Documentation Integrity Continued

Recent Insights

Clinical Documentation Integrity 2023

Who Is Successfully Partnering with Customers to Drive Efficiency and Outcomes?

Key Findings:

1. Nuance & Iodine Software Driving Outcomes; Integration Issues Reduce Efficiencies for 3M MModal and Optum Customers
2. Strong Relationships Drive Iodine Software's Customer Success; 3M Customers Report Improvements with Account Managers
3. Reporting Is a Key Pain Point among CDI Users; Nuance's and Iodine Software's Reporting Above Average

Computer-Assisted Coding (CAC)

Segment definitions can be found on page 250.

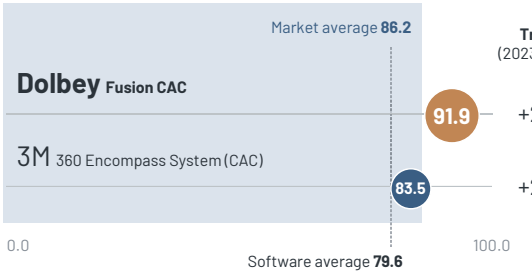
BEST IN KLAS® SOFTWARE & SERVICES 2024

DOLBEY SINCE 1914

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Dolbey Fusion CAC	+2%	20	A	A	A	A-	A	A
2. 3M 360 Encompass System (CAC)	+2%	65	B-	A-	B	B	B	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
AGS Health Computer Assisted Coding (CAC)	90.0*	8	A-*	B+*	A*	A-*	A+*	A*
Optum 360 Enterprise CAC	85.4*	12	B*	B+*	B*	B*	B+*	B+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Dolbey Fusion CAC n=20 **100%**

Keeps all promises?

Dolbey Fusion CAC n=20 **100%**

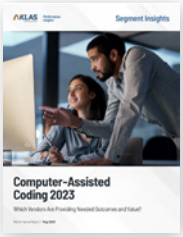
Part of long-term plans?

3M 360 Encompass System (CAC) n=64 **100%**

Would you buy again?

None

Recent Insights



Computer-Assisted Coding 2023

Which Vendors Are Providing Needed Outcomes and Value?

Key Findings:

1. Dolbey Shows Strong Client Engagement and Support; 3M and Optum Require More Escalation
2. Customers Generally Satisfied with Coder Productivity—Driven by 3M's Reliability, Optum's Training, and Dolbey's Integration
3. Vendor Performance for Coding Accuracy Is Close; Dolbey (Limited Data) Rated Highest
4. 3M Customers Find Value Despite Nickel-and-Diming; Optum Maintains Low Cost, but Problems Persist

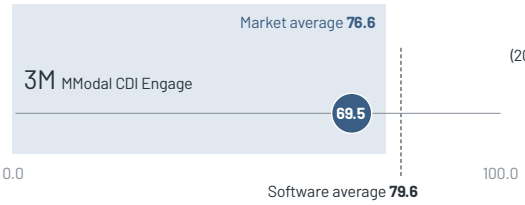
Computer-Assisted Physician Documentation (CAPD)

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
3M MModal CDI Engage	0%	19	D	C-	C	C-	C	C-

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Nuance CAPD	87.5*	13	B+*	B+*	B*	**A-***	**A-***	**A-***

*Limited data

Definitions can be found on page iii.

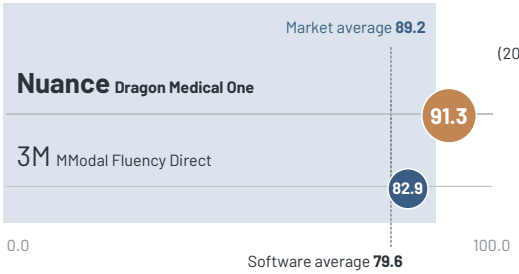
Speech Recognition: Front-End EHR

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Nuance** Dragon Medical One	-1%	126	**A-**	**A**	**A-**	**A-**	**A-**	**A**
2. 3M MModal Fluency Direct	-4%	68	B-	B	B	B	B	B

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Dolbey Fusion Narrate [C]	94.3	24	**A**	**A+**	**A-**	**A**	**A+**	**A**

[C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

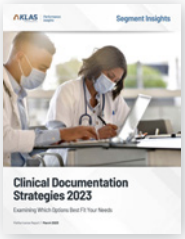
Part of long-term plans?

Nuance Dragon Medical One n=124 **100%**

Would you buy again?

Nuance Dragon Medical One n=122 **98%**

Recent Insights—HIM Solutions



Clinical Documentation Strategies 2023

Examining Which Options Best Fit Your Needs

Key Findings:

1. Ambient Speech Recognition: Technology Rapidly Growing and Showing Initial Promise
2. Front-End Speech Recognition: Becoming the Go-Forward Platform for Documentation
3. CAPD: Organizations See Benefits, but Physician Buy-In Remains Low
4. CDI: Technology Drives Results, but Development Has Been Slow
5. Transcription Services: Adoption Decreasing, but Still a Valuable Part of Provider Workflow
6. Virtual Scribes: Still Having Highly Positive Impact, though Replacements Cause Inconsistencies

Looking for a different HIM-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
Outsourced Coding	HIM Services, Pages 178–179
Release of Information	HIM Services, Page 180
Transcription Services	HIM Services, Page 181

Patient Flow

Segment definitions can be found on page 250.

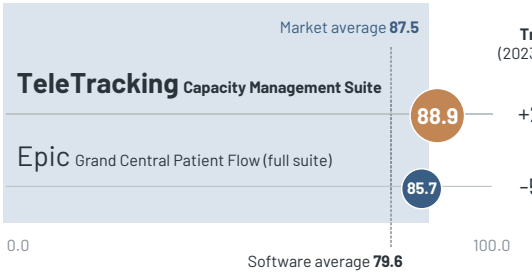
BEST IN KLAS® SOFTWARE & SERVICES 2024

TeleTracking®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



		Trend (2023-2024)	# of unique orgs	Customer experience pillars					
				Culture	Loyalty	Operations	Product	Relationship	Value
1.	TeleTracking Capacity Management Suite	+2%	17	A-	A-	A-	B+	A-	B+
2.	Epic Grand Central Patient Flow (full suite)	-5%	25	B+	A	B-	B	B+	B+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
ABOUT Healthcare Transfer Center [C]	90.8*	6	A*	A*	B+*	B*	A+*	A*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

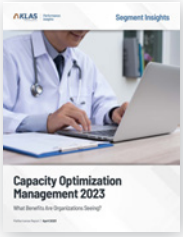
Part of long-term plans?

Epic Grand Central Patient Flow (full suite) n=25 **100%**

Would you buy again?

TeleTracking Capacity Management Suite n=17 **96%**

Recent Insights



Capacity Optimization Management 2023

What Benefits Are Organizations Seeing?

Key Findings:

1. Strong Relationships from LeanTaaS Drive Value; Early Feedback on Qventus Also Shows Positive Impacts
2. EMR Vendor Epic Highlighted for Integration, Out-of-the-Box Functionality; Customers Want Additional Enhancements in the Future
3. TeleTracking & Care Logistics (Limited Data) Increase Patient Throughput; Implementation & Training Are Opportunities for Improvement

Real-Time Location Systems (RTLS)

Segment definitions can be found on page 250.

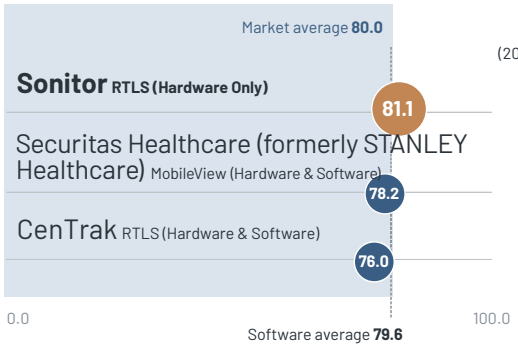
BEST IN KLAS® SOFTWARE & SERVICES 2024

sonitor®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Sonitor RTLS (Hardware Only)	0%	18	B+	B-	B-	B	B	B-
2. Securitas Healthcare (formerly STANLEY Healthcare) MobileView (Hardware & Software)	-7%	18	B-	B+	C	C+	C	C
3. CenTrak RTLS (Hardware & Software)	-4%	24	D+	B-	C+	B-	C+	C

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Midmark RTLS (Hardware & Software)	78.1*	7	C+*	B-*	B*	C+*	B-*	C*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Sonitor RTLS (Hardware Only) n=17 **95%**

Part of long-term plans?

Securitas Healthcare (formerly STANLEY Healthcare) MobileView (Hardware & Software) n=18 **95%**

Would you buy again?

None

Looking for a different Locating & Tracking-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
Patient Privacy Monitoring	Security, Pages 156–157

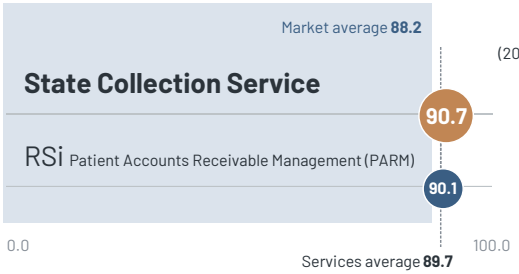
Debt Collection Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. State Collection Service	-1%	20	**A-**	B+	**A**	**A-**	B+
2. RSi Patient Accounts Receivable Management (PARM)	-2%	11	**A**	B+	**A-**	B+	B+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
ARStrat [NR]	83.1*	8	B*	B-*	B*	B*	B-*
Firstsource	90.2*	8	**A***	**A-***	**A-***	**A-***	B*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered **yes**.

Avoids charging for every little thing?

RSi Patient Accounts Receivable Management (PARM) n=11 **100%**

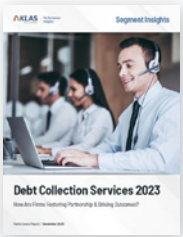
Exceeds expectations?

None

Would you buy again?

RSi Patient Accounts Receivable Management (PARM) n=11 **100%**

Recent Insights



Debt Collection Services 2023

How Are Firms Fostering Partnership & Driving Outcomes?

Key Findings:

*Limited data

1. State Collection Service Highlighted for Proactive Communication & Expertise; RSi Clients See Firm as a Responsive Partner
2. Clients of Balanced Healthcare Receivables* Report Strong Value through Consistent Collections
3. Firstsource* Technology Enhances Execution; ARStrat* Shows Signs of Inconsistent Delivery across Client Sizes

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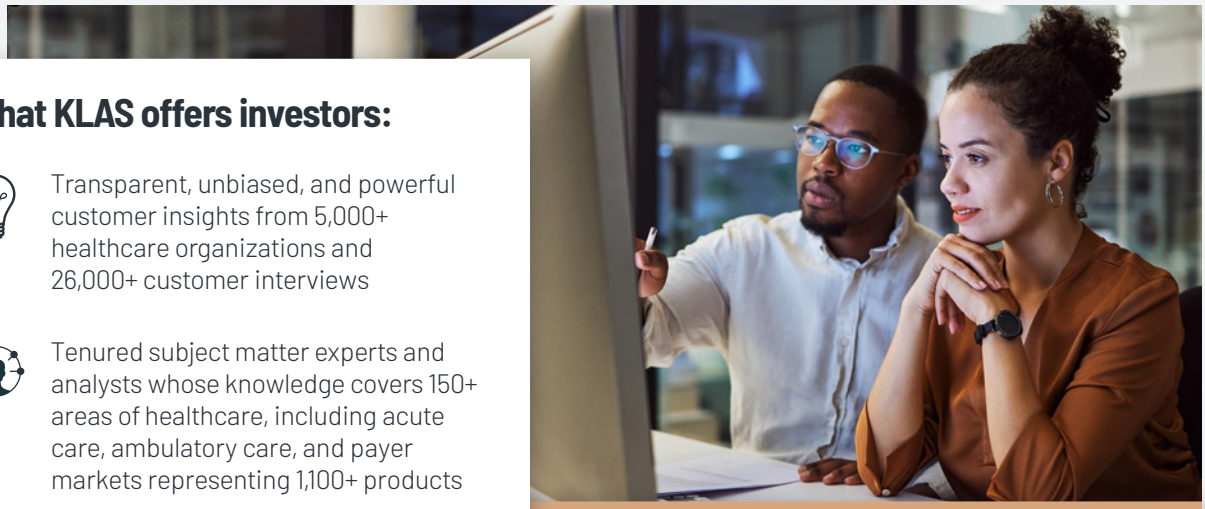

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> *"KLAS should be at the center of every consideration. KLAS has this data; they should be part of every deal decision."*
> —Managing partner, private equity firm

> *"We are very pleased with the KLAS delivery. They pulled together a lot of internal data in a short amount of time to help us with our decision. We will definitely utilize KLAS in our next project."*
> —Principal, private equity firm

KLAS RESEARCH

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Video Conferencing Platforms
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Virtual Sitting & Nursing

Population Health Management

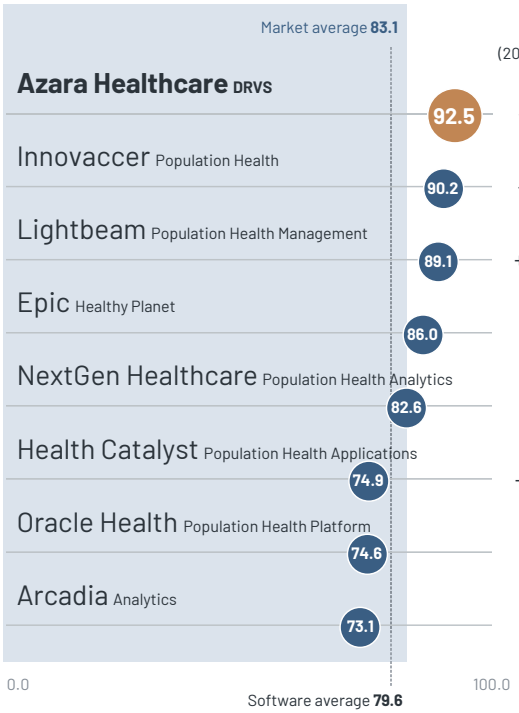
Segment definitions can be found on page 250.

azara healthcare

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Azara Healthcare DRVS	+3%	16	A	A+	A	A-	A-	B+
2. Innovaccer Population Health	+4%	25	B+	A	A-	B+	A+	A-
3. Lightbeam Population Health Management	+18%	19	B+	A	B+	B+	A	A-
4. Epic Healthy Planet	+1%	43	B	A-	B	B	B+	B+
5. NextGen Healthcare Population Health Analytics	-2%	15	B-	B+	B	B-	B+	B-
6. Health Catalyst Population Health Applications	-10%	17	C	C	C+	C+	B-	C+
7. Oracle Health Population Health Platform	0%	24	D+	B-	C	C	C+	C
8. Arcadia Analytics	-3%	31	D	B-	C	C	C+	C+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
HealthEC Population Health Management Suite	82.9*	9	B-*	B+*	B*	B-*	B+*	B*
Optum Population Health Solutions	81.5*	6	B+*	B*	B+*	B-*	B+*	C*
Relevant Healthcare Analytics [C] [R]	90.6*	10	A*	A*	B+*	B+*	A-*	A*
Salient Healthcare	93.1*	8	A*	A+*	B+*	A-*	A+*	A*

*Limited data [C] Component [R] Regional

Definitions can be found on page iii.

Population Health Management Continued

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Azara Healthcare DRVS	n=16	**100%**

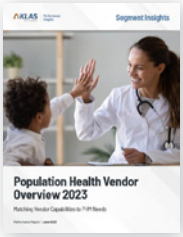
Part of long-term plans?

Azara Healthcare DRVS	n=16	**100%**
Epic Healthy Planet	n=41	**98%**
Innovaccer Population Health	n=24	**97%**
Lightbeam Population Health Management	n=17	**95%**

Would you buy again?

Azara Healthcare DRVS	n=16	**100%**
Lightbeam Population Health Management	n=18	**100%**
Innovaccer Population Health	n=24	**97%**

Recent Insights



Population Health Vendor Overview 2023

Matching Vendor Capabilities to PHM Needs

Key Findings:

1. Who Delivers the X Factor in Customer Success? Azara Healthcare Fosters Strong Partnership with Hands-On Approach to Product Optimization
2. Who Is Seeing the Most Market Energy and Why? Innovaccer, Arcadia, and Epic Continue to Be Most Often Considered
3. Who Is Facilitating Value-Based Contract Revenue for Customers? For Arcadia, Innovaccer, and Lightbeam Respondents, Sizeable Portion of Revenue Is Tied to Value-Based Contracts

Social Determinants of Health Networks

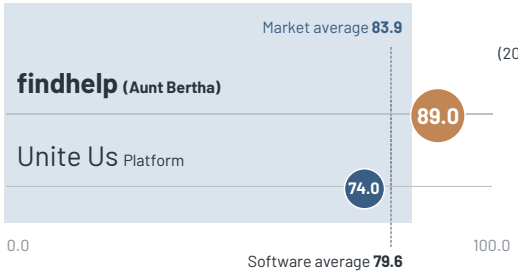
Segment definitions can be found on page 250.

findhelp

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. findhelp (Aunt Bertha)	-3%	26	B+	**A**	**A-**	B	**A**	**A-**
2. Unite Us Platform	+1%	15	D+	C+	C+	C-	C+	C

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

findhelp (Aunt Bertha) n=26 **97%**

Keeps all promises?

None

Part of long-term plans?

findhelp (Aunt Bertha) n=26 **100%**

Would you buy again?

findhelp (Aunt Bertha) n=24 **100%**

Looking for a different Population Health-related segment?

The following related segments can be found in other sections of the Best in KLAS report.

Related segment	Section
Value-Based Care Consulting	Healthcare Management Consulting, Page 177
Value-Based Care Managed Services	Revenue Cycle Services, Page 204

Customer Relationship Management (CRM)

Segment definitions can be found on page 250.

BEST IN KLAS® SOFTWARE & SERVICES 2024

innovaccer

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Innovaccer Customer Relationship Management	-3%	15	A	A+	A	A	A+	A-
2. Epic Cheers/CRM	+3%	15	A-	A	B	B-	A	B+
3. Salesforce CRM	-4%	22	C	B-	B-	B	C	D

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic Cheers/CRM	n=14	100%*
Innovaccer Customer Relationship Management	n=15	100%

Would you buy again?

Epic Cheers/CRM	n=14	100%*
Innovaccer Customer Relationship Management	n=14	100%*

Digital Rounding

Segment definitions can be found on page 250.

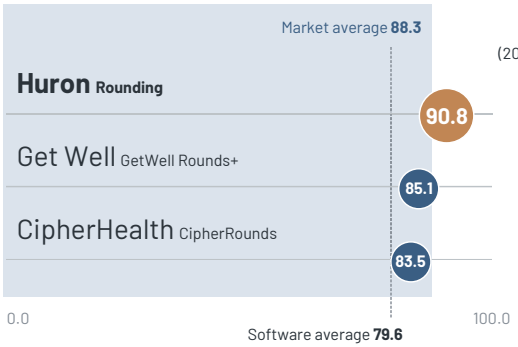
BEST IN KLAS® SOFTWARE & SERVICES 2024

HURON

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Huron Rounding	+1%	26	A	A	A-	B+	A	A
2. Get Well GetWell Rounds+	+6%	15	B+	B+	B	B-	B+	B+
3. CipherHealth CipherRounds	-1%	16	B	B	B+	B	B	B-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
pCare by Uniguest TruthPoint Rounds	97.6*	7	A+*	A+*	A+*	A+*	A+*	A+*
Press Ganey iRound	84.2*	7	A-*	B-*	B*	B-*	A*	B+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Get Well GetWell Rounds+	n=15	**100%**
Huron Rounding	n=24	**100%**

Keeps all promises?

Huron Rounding	n=26	**97%**
Get Well GetWell Rounds+	n=15	**96%**

Part of long-term plans?

Get Well GetWell Rounds+	n=15	**96%**

Would you buy again?

None

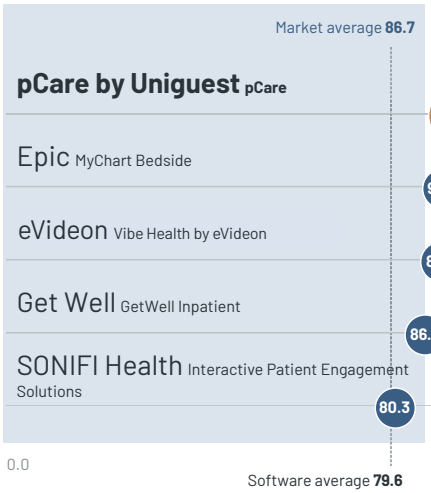
Interactive Patient Systems

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. pCare by Uniguest pCare	-1%	17	A	A	A-	A-	A+	A
2. Epic MyChart Bedside	+4%	23	A	A	B+	B+	A	B+
3. eVideon Vibe Health by eVideon	-1%	15	A-	A-	B+	A-	A	B+
4. Get Well GetWell Inpatient	+5%	36	A-	B+	B	B	A	B
5. SONIFI Health Interactive Patient Engagement Solutions	+2%	19	B-	B	B	B-	B+	C

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Avidex TigrPX Patient Engagement & Education System	75.5*	10	B+*	C*	C*	C-*	B*	C*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

pCare by Uniguest pCare	n=16	**96%**

Keeps all promises?

Epic MyChart Bedside	n=23	**100%**
pCare by Uniguest pCare	n=17	**100%**
eVideon Vibe Health by eVideon	n=15	**96%**

Part of long-term plans?

Epic MyChart Bedside	n=22	**100%**
pCare by Uniguest pCare	n=17	**96%**

Would you buy again?

Epic MyChart Bedside	n=22	**100%**
pCare by Uniguest pCare	n=16	**96%**
eVideon Vibe Health by eVideon	n=14	**95%***

Interactive Patient Systems Continued

Recent Insights

Interactive Patient Systems 2023

Who Is Leading the Way toward the Digital Patient Room of the Future?

Key Findings:

1. Best in KLAS Winner pCare Leads with Broadest Adoption; Get Well Deeply Adopted and Seen as Complete, though Less Broadly Validated
2. Strong Performer Vibe Health by eVideon Validated Broadly, Avidex Serves Narrower Customer Needs Well; Both Seen as Complete Solutions
3. Epic, SONIFI Health & Oneview Healthcare (Limited Data) Rarely Seen as Fully Complete Solutions Despite Broader Validations

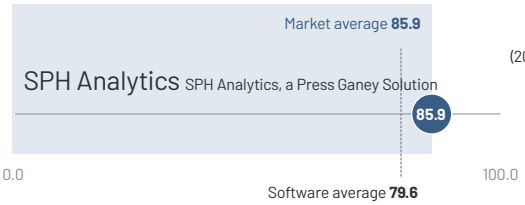
Member Engagement Tools

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
SPH Analytics SPH Analytics, a Press Ganey Solution	N/A	11	B+	B+	B	B	B+	B+

Patient Communications

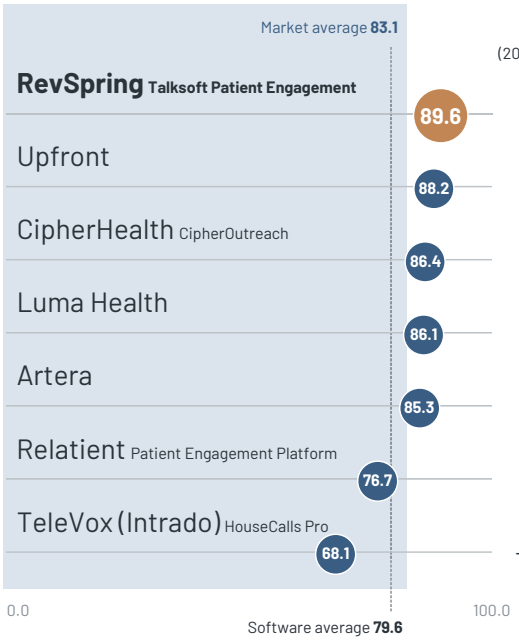
Segment definitions can be found on page 250.

RevSpring™

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. RevSpring Talksoft Patient Engagement	+1%	22	**A-**	**A-**	**A-**	B+	**A**	**A-**
2. Upfront	-5%	24	B	**A-**	B+	B	**A**	**A**
3. CipherHealth CipherOutreach	-4%	18	B+	**A-**	B+	B	B+	B
4. Luma Health	0%	42	B	B+	B	B+	B+	**A-**
5. Artera	-2%	29	B	B+	B+	B	B+	B+
6. Relatient Patient Engagement Platform	-3%	25	C	C	B-	B-	C	B+
7. TeleVox (Intrado) HouseCalls Pro	-15%	27	D	D	C-	C	C	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Klara	85.5*	9	B*	**A-***	B*	B*	B-*	**A***
PerfectServe Patient & Family Communication	80.2*	7	B-*	B*	C+*	C+*	C+*	B+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Upfront	n=24	**100%**
Relatient Patient Engagement Platform	n=24	**96%**

Keeps all promises?

None

Part of long-term plans?

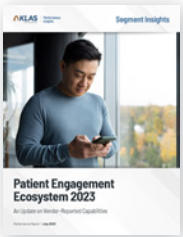
None

Would you buy again?

CipherHealth CipherOutreach	n=18	**96%**
RevSpring Talksoft Patient Engagement	n=22	**96%**

Patient Communications Continued

Recent Insights



Patient Engagement Ecosystem 2023

An Update on Vendor-Reported Capabilities

Key Findings:

1. eVideon, pCare, RevSpring, Upfront, and Health Catalyst Report Largest Growth in Capabilities since 2021
2. Epic Continues to Lead in Capability Breadth among Health System–Focused Vendors; Salesforce and Get Well Also Offer Broad Solutions
3. athenahealth Again One of the Broadest Ambulatory-Focused Vendors; Newly Measured Rhinogram and HealthTalk A.I. Also Report Broad Capabilities

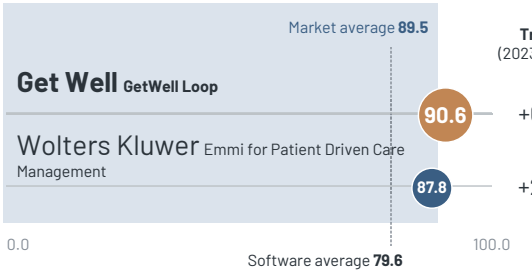
Patient-Driven Care Management

Get Well

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Get Well GetWell Loop	+6%	17	A	A	A-	B+	A	A-
2. Wolters Kluwer Emmi for Patient Driven Care Management	+2%	28	A-	A-	B+	B	A-	A-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Carium	91.4*	10	B+*	A+*	A-*	B+*	A+*	A-*
Health Catalyst Twistle by Health Catalyst	85.4*	7	B-*	B+*	B+*	B*	A-*	A*
SeamlessMD	95.1*	6	A+*	A+*	A*	A-*	A+*	A+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Get Well GetWell Loop n=11 **100%***

Keeps all promises?

Get Well GetWell Loop n=17 **96%**

Part of long-term plans?

None

Would you buy again?

Get Well GetWell Loop n=17 **96%**

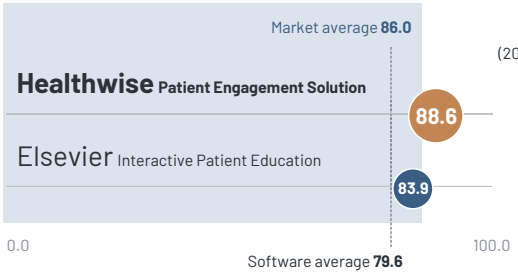
Patient Education

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Healthwise Patient Engagement Solution	N/A	36	**A**	**A-**	B+	B	**A-**	B+
2. Elsevier Interactive Patient Education	-1%	16	B+	**A-**	B	B-	B	B-

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Healthwise Patient Engagement Solution	n=36	**96%**

Part of long-term plans?

Elsevier Interactive Patient Education	n=16	**100%**
Healthwise Patient Engagement Solution	n=34	**95%**

Would you buy again?

Elsevier Interactive Patient Education	n=16	**100%**
Healthwise Patient Engagement Solution	n=34	**95%**

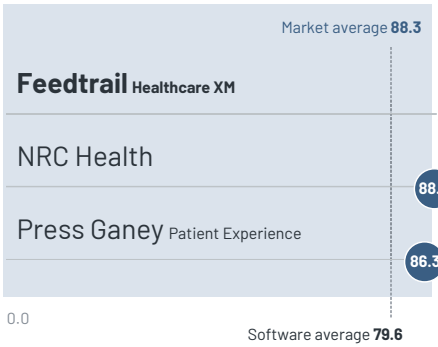
Patient Experience Improvement

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Feedtrail** Healthcare XM	0%	18	**A+**	**A+**	**A**	**A**	**A+**	**A**
2. NRC Health	+3%	64	**A-**	B+	B+	B+	**A**	**A-**
3. Press Ganey Patient Experience	+6%	55	B	**A**	B	B+	**A-**	B+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
PRC [NR]	90.3	17	**A**	**A-**	B+	**A-**	**A**	**A**
Quality Reviews Q-Reviews	92.8*	6	**A+***	**A-***	**A***	B+*	**A+***	**A+***
Qualtrics Experience Management (XM) Platform	92.6*	10	**A-***	**A+***	B+*	**A-***	**A+***	**A+***

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

NRC Health	n=56	**97%**
Feedtrail Healthcare XM	n=17	**95%**

Keeps all promises?

Feedtrail Healthcare XM	n=17	**100%**

Part of long-term plans?

Press Ganey Patient Experience	n=54	**95%**

Would you buy again?

Feedtrail Healthcare XM	n=18	**100%**
Press Ganey Patient Experience	n=52	**96%**

Patient Portals

Segment definitions can be found on page 250.

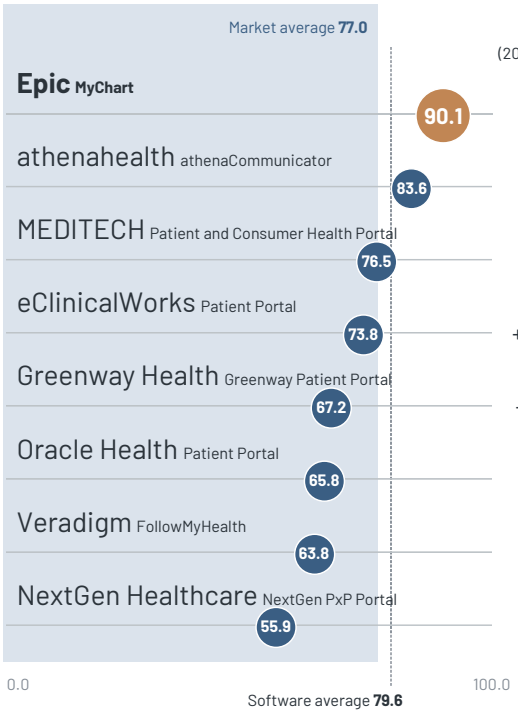
BEST IN KLAS® SOFTWARE & SERVICES 2024

Epic

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



		Trend (2023-2024)	# of unique orgs	Customer experience pillars					
				Culture	Loyalty	Operations	Product	Relationship	Value
1.	Epic MyChart	+2%	72	**A-**	**A+**	B+	B+	**A-**	**A-**
2.	athenahealth athenaCommunicator	-1%	58	B	**A-**	B	B	C+	B
3.	MEDITECH Patient and Consumer Health Portal	-8%	19	C+	B	C	C	C+	C
4.	eClinicalWorks Patient Portal	+25%	17	C-	C+	C	C	C	C
5.	Greenway Health Greenway Patient Portal	-19%	45	C-	D+	D+	C-	D+	D
6.	Oracle Health Patient Portal	-5%	17	D+	C-	C-	D	D	D
7.	Veradigm FollowMyHealth	-8%	15	D	D-	C-	D	D	D+
8.	NextGen Healthcare NextGen PxP Portal	-5%	25	F	F	D+	F	D	F

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

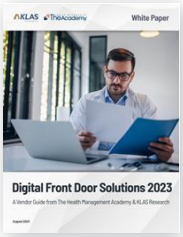
Epic MyChart	n=72	**100%**
athenahealth athenaCommunicator	n=56	**95%**
MEDITECH Patient and Consumer Health Portal	n=19	**95%**

Would you buy again?

Epic MyChart	n=72	**100%**
athenahealth athenaCommunicator	n=56	**95%**

Patient Portals Continued

Recent Insights

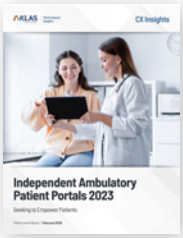


Digital Front Door Solutions 2023

A Vendor Guide from The Health Management Academy & KLAS Research

Key Findings:

1. 102 Vendors Identified, 21 across Multiple Capabilities; Salesforce, Phreesia, and Notable Seen as Positioned More Broadly in Digital Front Door
2. Pre-Visit Digital Marketing/Acquisition: Core to Organizations' Efforts to Attract New Patients
3. Finding & Arranging Care: Core Capabilities Used Widely to Help Patients Access Care
4. During-Visit Digital Care Tools: Part of a Cross-Continuum Vision of Digital Front Door
5. Post-Care Digital Engagement: Continuing Engagement and Care Efforts after Patients Walk Out the Door



Independent Ambulatory Patient Portals 2023

Seeking to Empower Patients

Key Findings:

1. Relationship: athenahealth, Epic (Limited Data) Outpace Others Due to Strong Support; Most Respondents of eClinicalWorks (Limited Data) Report Dissatisfaction
2. Product: Customers of Greenway Health, athenahealth, and Epic (Limited Data) Satisfied with Solid Functionality
3. Culture: athenahealth Has Tight Communication with Customers; Greenway Health Highlighted for Not Overselling Product Capabilities
4. Operations: Usability Problems with NextGen Healthcare and eClinicalWorks (Limited Data) Diminish Customer Experience; Across All Vendors, Training Is Weaker Than Expected
5. Value: Epic (Limited Data) Portal Delivers Strong Value for Community Connect Customers, Demonstrates Potential for All Portals in the Future; athenahealth's Comprehensive Platform Increases Savings

Patient Self-Scheduling

Segment definitions can be found on page 250.

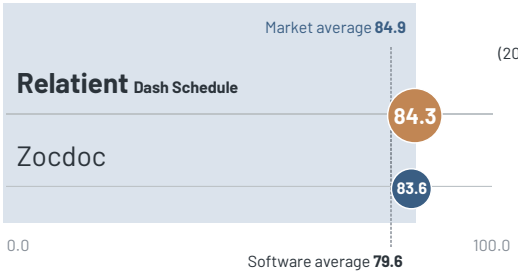
BEST IN KLAS® SOFTWARE & SERVICES 2024

RELATIENT

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Relatient Dash Schedule	N/A	17	B-	**A-**	B	B	B	B+
2. Zocdoc	N/A	16	**A-**	B	B	C+	B+	B

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Kyruus Health Patient Online Scheduling [NR]	79.1*	14	B-*	C+*	B-*	C+*	B*	B*
Solv Health Platform [NR]	89.2*	13	B+*	**A***	**A-***	B+*	**A-***	**A-***

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?			Part of long-term plans?			Would you buy again?
None	Zocdoc	n=16	**100%**	Relatient Dash Schedule	n=16	**100%**	None

Recent Insights—Patient Engagement

Patient Engagement 2023

Provider Perceptions on Technology Investment Now and in the Future

Key Findings:

1. Organizations Focused on Patient Access to Increase Patient Volumes and Loyalty
2. Future Plans Mirror Current Areas of Lowest Adoption; Press Ganey, NRC Health, Salesforce, Kyruus among Non-EHR Vendors Adopted Most Broadly Today
3. Despite Third Parties' Increased Capabilities, EHR Vendors—Led by Epic—Remain Most Aligned with Organizations' Patient Engagement Goals
4. Majority of Respondents Planning to Consolidate Patient Engagement Tech Stack, Especially Communications & Virtual Care Solutions

EHR-Centric Virtual Care Platforms

Segment definitions can be found on page 250.

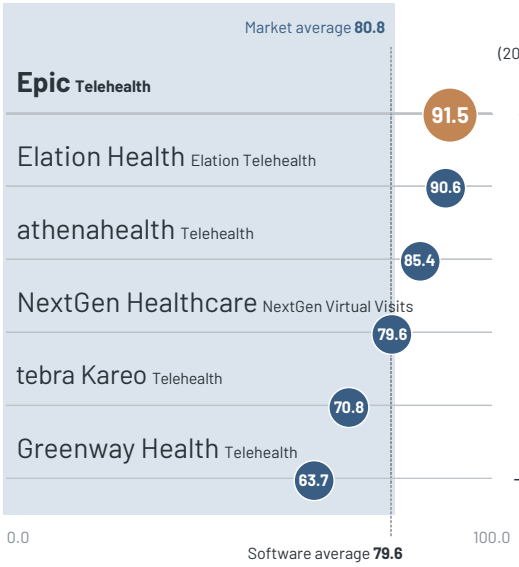
BEST IN KLAS® SOFTWARE & SERVICES 2024

Epic

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic Telehealth	+3%	36	A	A+	A-	A-	A	A-
2. Elation Health Elation Telehealth	-1%	32	A-	A	A-	A	B-	A
3. athenahealth Telehealth	-4%	17	B	A	B	B+	B	B-
4. NextGen Healthcare NextGen Virtual Visits	-1%	26	B-	B	B-	B	B-	C
5. tebra Kareo Telehealth	-9%	24	D+	C	C	C-	D-	B-
6. Greenway Health Telehealth	-23%	15	D-	C-	D	C-	D-	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
eClinicalWorks healow Telehealth Solutions	76.4*	9	C-*	C*	B*	B-*	B-*	C*
Oracle Health Scheduled Video Visits	72.7*	6	C*	C*	C+*	C-*	D+*	C+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Elation Health Elation Telehealth	n=30	**100%**

Keeps all promises?

Epic Telehealth	n=35	**95%**

Part of long-term plans?

athenahealth Telehealth	n=17	**100%**
Epic Telehealth	n=36	**100%**

Would you buy again?

Epic Telehealth	n=35	**100%**

Remote Patient Monitoring

Segment definitions can be found on page 250.

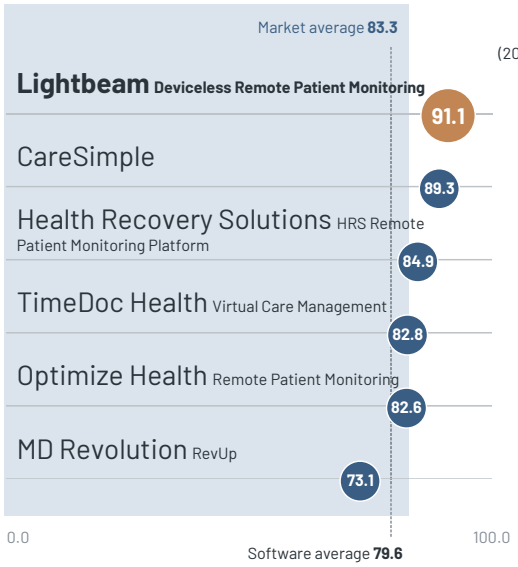
BEST IN KLAS® SOFTWARE & SERVICES 2024

Lightbeam Health Solutions

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Lightbeam** Deviceless Remote Patient Monitoring	N/A	18	**A**	**A**	**A-**	B	**A**	**A-**
2. CareSimple	+2%	17	**A-**	**A-**	**A-**	B+	**A**	B+
3. Health Recovery Solutions HRS Remote Patient Monitoring Platform	-3%	39	B	B+	B+	B	**A**	B
4. TimeDoc Health Virtual Care Management	+2%	15	C+	B	B+	B	B+	B
5. Optimize Health Remote Patient Monitoring	-5%	20	C+	B+	B	B	B	B
6. MD Revolution RevUp	-6%	15	C-	D+	C+	C	B	B-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Biofourmis Care	81.1*	6	B-*	B+*	B-*	C+*	**A***	C*
CoachCare Remote Patient Monitoring	75.2*	6	B*	D+*	C+*	C*	B+*	B-*
Current Health Platform	81.2*	7	C+*	B+*	B-*	C+*	B*	B*
Livongo Health Livongo (Chronic Care Management, Mostly Employer) [C]	90.1*	8	**A-***	**A***	**A-***	B+*	**A-***	**A***
VitalTech VitalCare	81.4*	7	B*	C+*	B-*	B*	B*	**A-***

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Lightbeam Deviceless Remote Patient Monitoring	n=18	**100%**
CareSimple	n=15	**95%**

Part of long-term plans?

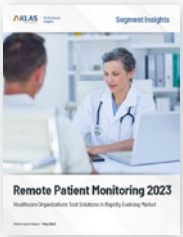
Lightbeam Deviceless Remote Patient Monitoring	n=17	**100%**

Would you buy again?

Lightbeam Deviceless Remote Patient Monitoring	n=18	**95%**

Remote Patient Monitoring Continued

Recent Insights



Remote Patient Monitoring 2023

Healthcare Organizations Test Solutions in Rapidly Evolving Market

Key Findings:

1. Health Recovery Solutions Offers Strong Partnership; Some Customers Question Their Pace of Innovation
2. MD Revolution Customer Experience Highly Dependent on Account Management Quality
3. TimeDoc Health and Optimize Health Stand Out for Ease of Use

Video Conferencing Platforms

Segment definitions can be found on page 250.

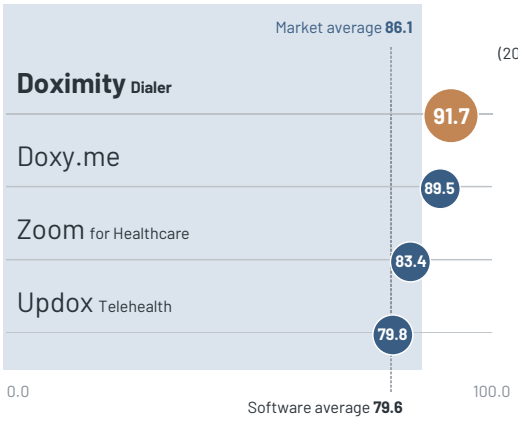
BEST IN KLAS® SOFTWARE & SERVICES 2024

doximity

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Doximity Dialer	0%	32	A	A+	A-	B+	A	A
2. Doxy.me	+7%	30	A-	A	A-	B	B-	A
3. Zoom for Healthcare	0%	18	B	B	B	B	B-	B+
4. Updox Telehealth	-4%	38	B-	B	B-	B-	C	B

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Microsoft Teams	91.1*	10	A*	A+*	A-*	A*	C*	A*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Doximity Dialer	n=30	**100%**
Doxy.me	n=29	**100%**

Keeps all promises?

Doxy.me	n=27	**100%**

Part of long-term plans?

Doximity Dialer	n=29	**97%**

Would you buy again?

Doximity Dialer	n=31	**100%**

Virtual Care Platforms (Non-EHR)

Segment definitions can be found on page 250.

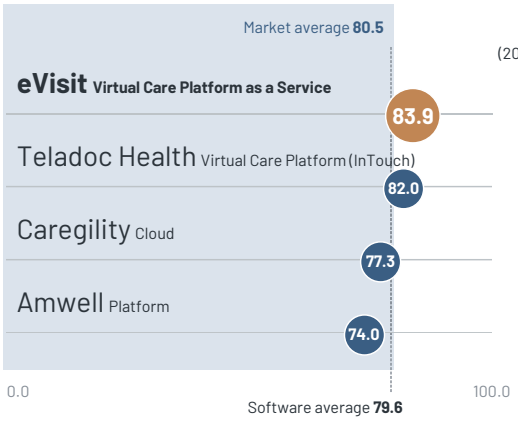
BEST IN KLAS® SOFTWARE & SERVICES 2024

eVisit®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. eVisit Virtual Care Platform as a Service	N/A	15	B	B	B	B-	**A**	B
2. Teladoc Health Virtual Care Platform (InTouch)	+1%	27	B	B-	B	B	B	B-
3. Caregility Cloud	-6%	26	C-	B	B-	C	B-	B-
4. Amwell Platform	+5%	34	C-	C	C+	C	C+	C+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Andor Health ThinkAndor	95.8*	11	**A***	**A+***	**A***	**A+***	**A+***	**A+***
Teladoc Health Licensed Platform	82.7*	7	B-*	C+*	**A-***	B*	**A-***	B*

*Limited data

Definitions can be found on page iii.

Virtual Sitting & Nursing

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
AvaSure	N/A	24	**A-**	**A**	**A-**	B+	B+	B

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Collette Health Remote Patient Observation [NR]	89.6	18	**A**	**A**	B+	B	**A**	**A**

[NR] Newly rated

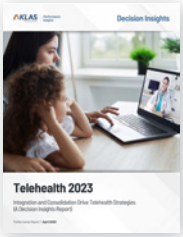
Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?	
None	None	AvaSure	n=22 **100%**	AvaSure	n=21 **100%**

Recent Insights—Telehealth

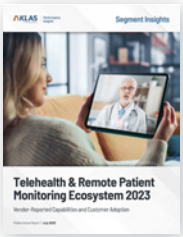


Telehealth 2023

Integration and Consolidation Drive Telehealth Strategies (A Decision Insights Report)

Key Findings:

1. Amwell Chosen for Oracle Health (Cerner) Integration, Teladoc Health for Market Maturity, and Caregility for Strong Technology
2. Integration Driving Outpatient Organizations to Replace Video Conferencing Solutions (Especially Cross-Industry) with EMR-Based Tools
3. Amid Industry Shift to EMR-Based Solutions, Healthcare-Focused Doximity Stands Out for Ease of Use and Affordability

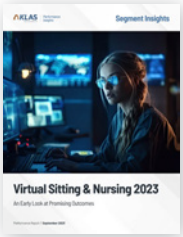


Telehealth & Remote Patient Monitoring Ecosystem 2023

Vendor-Reported Capabilities and Customer Adoption

Key Findings:

1. Virtual Care Platforms: Amwell & Teladoc Health Lead in Reported Breadth of Capabilities and Care Settings; Caregility Offers Deep Inpatient Use Cases
2. Video Conferencing Platforms: Doximity Reports Broad Care Settings, Doxy.me Reports Workflow Feature Breadth; Updox Offers Add-On Telehealth Capabilities for Existing Customers
3. EMR-Centric Virtual Care Platforms: Epic Reports Highest Breadth in a Varied Field; Decisions for EMR-Based Solutions Largely Based on Integration
4. Broadly Used Health Recovery Solutions & Outpatient-Focused MD Revolution Report Continuous Monitoring in Development; TimeDoc Health Offers Lighter Outpatient Solution



Virtual Sitting & Nursing 2023

An Early Look at Promising Outcomes

Key Findings:

*Limited data

1. Longtime Vendor AvaSure Drives ROI via Patient & Staff Safety Outcomes, though Some Respondents Mention High Hardware Costs
2. Collette Health* (formerly MedSitter) Offers Responsive, Ongoing Support; Respondents Want More Analytics

KLAS CONSULTING

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Bring your toughest challenges into sharp focus with KLAS Consulting

In healthcare, the stakes are high and the challenges urgent. Achieving success requires both deep insights and effective execution—two of the many things KLAS Consulting can help you with.

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Who does KLAS Consulting help?

- Healthcare provider organizations
- HIT software and services companies
- Investor organizations
- Government agencies
- Payer organizations

What can KLAS Consulting help with?

- Stakeholder alignment
- Charting your path to grow your impact
- Market insight and intelligence
- Perception and positioning
- Customer experience/performance improvement
- And more

Getting started is simple:

1. **Help us get to know you.** Schedule a call to tell us about your goals and strategies. We want to understand your business, what success looks like to you, and what barriers are in your way.
2. **Craft the approach.** Collaborate to identify the right ways KLAS can support your mission and success. No two approaches look the same.
3. **Partner with KLAS to execute.** We are active partners in seeing your project through to success and will check in with you frequently. Come to us with new questions or issues anytime you need help.

See some of our latest research on industry trends:

Digital Health Most Wired: National Trends 2023 (in partnership with CHIME)

2023 Healthcare Provider IT Report: Doubling Down on Innovation (in partnership with Bain)

Hallmarks of High-Performing Companies 2023

- The Importance of Quality Support
- The Importance of Proactive Service
- The Importance of Keeping All Promises

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KLAS RESEARCH

Security & Privacy

152 Security

Access Management
Identity Management
Healthcare IoT Security
Patient Privacy Monitoring
Security & Privacy Consulting Services
Security & Privacy Managed Services

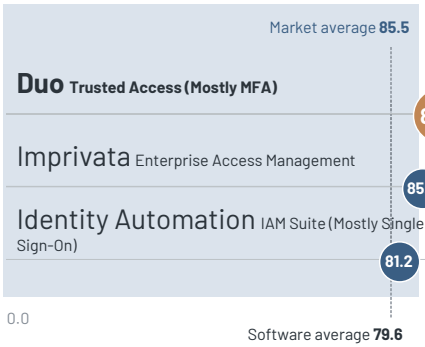
Access Management

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Duo** Trusted Access (Mostly MFA)	+3%	15	**A**	**A-**	**A**	**A-**	B+	B
2. Imprivata Enterprise Access Management	-1%	51	B+	**A-**	B+	B+	B+	B-
3. Identity Automation IAM Suite (Mostly Single Sign-On)	+2%	16	B	B-	B+	B-	C+	B+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Microsoft Azure AD (Access)	79.4*	10	B-*	B+*	C+*	B*	D+*	D+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Identity Automation IAM Suite (Mostly Single Sign-On) n=14 **100%***

Keeps all promises?

Duo Trusted Access (Mostly MFA) n=13 **100%***

Part of long-term plans?

None

Would you buy again?

None

Identity Management

Segment definitions can be found on page 250.

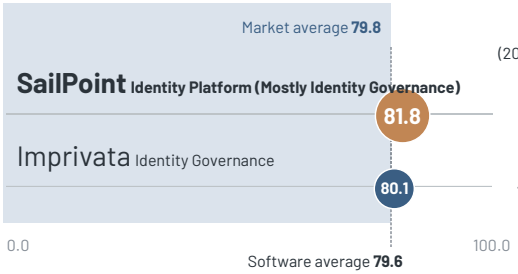
BEST IN KLAS® SOFTWARE & SERVICES 2024

SailPoint

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



		Trend (2023-2024)	# of unique orgs	Customer experience pillars					
				Culture	Loyalty	Operations	Product	Relationship	Value
1.	SailPoint Identity Platform (Mostly Identity Governance)	0%	21	B	B+	C+	B	B-	B-
2.	Imprivata Identity Governance	-11%	17	B-	B-	B-	B	**A-**	C

Healthcare IoT Security

Segment definitions can be found on page 250.

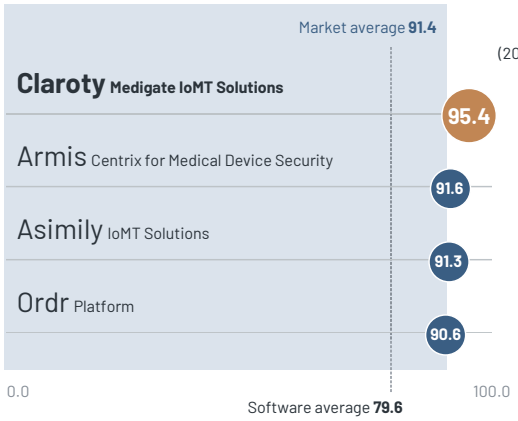
BEST IN KLAS® SOFTWARE & SERVICES 2024

MEDIGATE by Claroty

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Claroty Medigate IoMT Solutions	0%	37	A+	A+	A	A	A+	A+
2. Armis Centrix for Medical Device Security	-1%	21	A	A	A-	A-	A	A
3. Asimily IoMT Solutions	0%	15	A	A-	A-	A-	A+	A
4. Ordr Platform	+2%	21	A-	A	B+	A-	A	A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
CloudWave Sensato Cybersecurity Solutions	92.1*	8	A-*	A+*	A-*	A-*	A*	A+*
Cynerio IoMT Solutions	94.6*	9	A+*	A+*	A*	A-*	A+*	A+*
Palo Alto Networks IoT Security	77.9*	12	C+*	C+*	B-*	B-*	C*	B*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Asimily IoMT Solutions	n=15	**100%**
Claroty Medigate IoMT Solutions	n=35	**100%**
Ordr Platform	n=21	**100%**
Armis Centrix for Medical Device Security	n=20	**96%**

Keeps all promises?

Claroty Medigate IoMT Solutions	n=34	**100%**
Armis Centrix for Medical Device Security	n=21	**96%**

Part of long-term plans?

Claroty Medigate IoMT Solutions	n=37	**100%**
Ordr Platform	n=21	**96%**
Armis Centrix for Medical Device Security	n=19	**95%**

Would you buy again?

Claroty Medigate IoMT Solutions	n=37	**98%**
Armis Centrix for Medical Device Security	n=20	**96%**
Ordr Platform	n=21	**96%**

Healthcare IoT Security Continued

Recent Insights

Healthcare IoT Security 2023

An Update on Vendor Performance and Deep Adopter Utilization

Key Findings:

1. Medigate Maintains High Customer Satisfaction Post-Acquisition; Palo Alto Networks Customers Note Continued Integration Challenges
2. Customers See Medigate & Cynerio (Limited Data) as Easy to Use; Non-Cybersecurity Users of Ordr & Asimily (Limited Data) May Need More Hands-On Training
3. Cross-Industry Vendors Armis & Ordr Meeting Healthcare Needs; Most Vendors Deliver Well and Regularly Communicate Vision to Clients

Patient Privacy Monitoring

Segment definitions can be found on page 250.

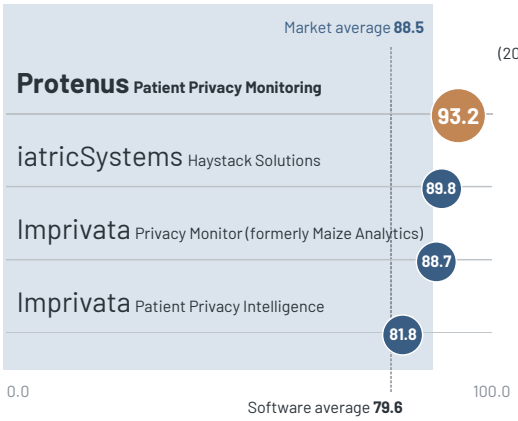
BEST IN KLAS® SOFTWARE & SERVICES 2024

PROTENUS

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Protenus Patient Privacy Monitoring	+1%	46	**A**	**A+**	**A**	**A-**	**A**	**A+**
2. iatricSystems Haystack Solutions	+4%	33	**A-**	**A-**	**A-**	**A-**	**A-**	**A**
3. Imprivata Privacy Monitor (formerly Maize Analytics)	0%	22	B+	**A**	B+	B+	B+	**A**
4. Imprivata Patient Privacy Intelligence	+1%	39	B	B	B	B	B-	C+

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Imprivata Privacy Monitor (formerly Maize Analytics)	n=20	**100%**
Protenus Patient Privacy Monitoring	n=40	**100%**

Keeps all promises?

None

Part of long-term plans?

Protenus Patient Privacy Monitoring	n=43	**98%**
Imprivata Privacy Monitor (formerly Maize Analytics)	n=22	**96%**

Would you buy again?

Protenus Patient Privacy Monitoring	n=45	**100%**

Patient Privacy Monitoring Continued

Recent Insights

Patient Privacy Monitoring 2023

How Are Vendors Delivering amid Developing AI Technology & Market Consolidation?

Key Findings:

1. Protenus Customers Use AI Functionality to Decrease False Positives and Improve Efficiency
2. Imprivata FairWarning and SecureLink See Decreased Customer Satisfaction after Acquisitions; FairWarning Customers Note High Costs for Data Storage
3. iatricSystems a Strong Performer for Small Organizations; Larger Customers Are Dissatisfied, Plan to Replace

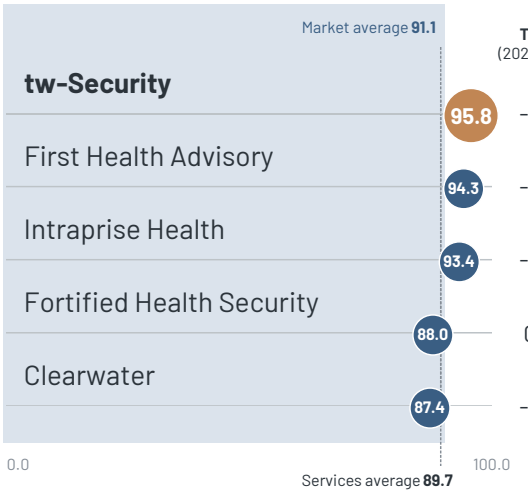
Security & Privacy Consulting Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. tw-Security	-2%	12	A+	A	A	A	A
2. First Health Advisory	-3%	16	A	A-	A	A	A-
3. Intraprise Health	-3%	6	A+	A-	A	B+	A-
4. Fortified Health Security	0%	27	A-	B+	B+	B+	B
5. Clearwater	-9%	24	B+	B	A-	B+	B

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
EY	99.1*	4	A+*	A+*	A+*	A*	A+*
Guidehouse	86.0*	4	A-*	B*	B*	B-*	B*
Impact Advisors	99.3*	5	A+*	A+*	A+*	A+*	A+*
Meditology Services	89.5*	5	A*	B-*	B+*	B+*	B+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Intraprise Health	n=6	**100%**
tw-Security	n=11	**100%**

Exceeds expectations?

None

Would you buy again?

First Health Advisory	n=16	**100%**
Intraprise Health	n=6	**100%**
tw-Security	n=11	**100%**

Security & Privacy Managed Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Fortified Health Security	0%	18	A	A-	A	A-	B+
2. Clearwater	-2%	9	C	C+	B-	B-	B-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
CloudWave [NR]	95.1*	3	A*	B+*	A-*	A-*	A+*
First Health Advisory [NR]	95.2	6	A+	A-	A+	A	A

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Clearwater	n=8	**100%**
Fortified Health Security	n=17	**100%**

Exceeds expectations?

None

Would you buy again?

None

Recent Insights—Security & Privacy

Healthcare Cybersecurity Benchmarking Study 2023

How Aligned Is the Industry to NIST and HICP Best Practices?

Key Findings:

1. Maturity with NIST Five Functions: Organizations Are More Reactive than Proactive, Especially in Identifying Asset and Supply Chain Risk
2. Alignment with HICP Guidance: Email System Protections Are in Place; Medical Device Security Has a Long Way to Go

KLAS DECISION INSIGHTS

Don't Know What Solutions or Services to Purchase?

Glean insights from your peers' decisions

KLAS Decision Insights data answers the following questions:

- Which vendors/firms are being considered the most?
- Which vendors/firms are being replaced?
- What factors are driving market decisions?

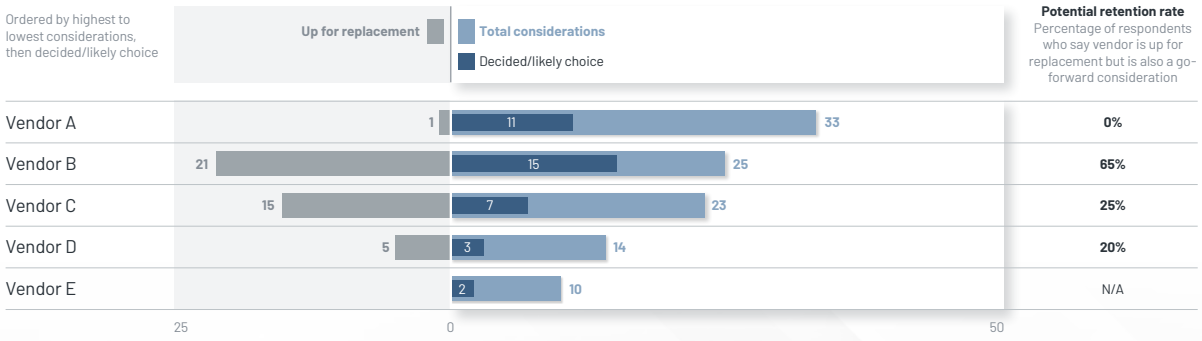
See more at
klasresearch.com/decision-insights

KLAS currently has Decision Insights data available online for

50+ ***market segments, including software and services***

Sample Data

Market Segment Purchase Decisions



KLAS RESEARCH

Services & Consulting

164 IT Advisory Services

Clinical Optimization
HIT Advisory Services
Revenue Cycle Optimization

171 Healthcare Management Consulting

Digital Transformation Consulting
Financial Improvement Consulting
Human Capital Consulting
Strategy, Growth & Consolidation Consulting
Value-Based Care Consulting

178 HIM Services

Outsourced Coding
Release of Information
Transcription Services
Virtual Scribing Services

183 Implementation Services

ERP Business Transformation & Implementation Leadership
ERP Implementation Leadership
Go-Live Support
HIT Core Clinical Implementation Leadership
HIT Staffing

192 IT Outsourcing

Application Hosting
Managed Infrastructure Services
Managed IT Services

196 Revenue Cycle Services

Denials Management Services
Eligibility Enrollment Services
End-to-End Revenue Cycle Outsourcing
Extended Business Office
Government Reimbursement Services
Physician Advisory Services
Underpayment Recovery Services
Value-Based Care Managed Services

205 Technical Services

Technical Services

Clinical Optimization

Segment definitions can be found on page 250.

CHARTIS

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

Market average **91.5**

		Trend (2023-2024)	# of unique orgs	Customer experience pillars				
				Loyalty	Operations	Relationship	Services	Value
1.	**Chartis**	96.6 +2%	6	**A+**	**A**	**A+**	**A**	**A**
2.	Impact Advisors	96.4 0%	7	**A+**	**A-**	**A+**	**A**	**A**
3.	Tegria	95.5 -2%	10	**A**	**A**	**A+**	**A**	**A**
4.	Nordic	93.1 +5%	6	**A**	B+	**A-**	B+	**A**
5.	Keena Healthcare Technology	91.4 N/A	9	**A**	**A-**	**A-**	**A-**	B+
6.	Medix	87.6 -3%	6	**A**	B+	**A-**	B-	B

0.0 100.0

Services average **89.7**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Atos	94.7*	3	**A***	**A-***	**A***	**A***	**A***
ECG Management Consultants [NP]	92.3*	3	**A+***	B+*	**A***	**A-***	B+*
Galen Healthcare	82.0*	5	C+*	B-*	**A-***	B-*	C+*

*Limited data [NP] Not primary

Definitions can be found on page iii.

Clinical Optimization Continued

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Chartis	n=5	100%*
Impact Advisors	n=7	**100%**
Medix	n=6	**100%**
Nordic	n=6	**100%**
Tegria	n=10	**100%**

Exceeds expectations?

Chartis	n=6	**100%**
Impact Advisors	n=7	**100%**
Nordic	n=5	100%*

Would you buy again?

Chartis	n=6	**100%**
Impact Advisors	n=7	**100%**
Keena Healthcare Technology	n=7	**100%**
Medix	n=6	**100%**
Nordic	n=6	**100%**
Tegria	n=10	**100%**

HIT Advisory Services

Segment definitions can be found on page 250.

EVERGREEN
HEALTHCARE PARTNERS

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

Market average **93.5**

			Trend (2023-2024)	# of unique orgs	Customer experience pillars				
					Loyalty	Operations	Relationship	Services	Value
1.	**Evergreen Healthcare Partners**	98.1	N/A	7	**A+**	**A**	**A+**	**A**	**A+**
2.	Optimum Healthcare IT	97.4	N/A	8	**A+**	**A**	**A+**	**A**	**A+**
3.	Prominence	96.5	+6%	12	**A+**	**A**	**A**	**A**	**A**
4.	Huntzinger Management Group	96.0	+2%	8	**A+**	**A**	**A+**	**A**	**A**
5.	Chartis	95.1	0%	32	**A**	**A**	**A**	**A**	**A**
6.	Healthlink Advisors	94.4	+2%	18	**A**	**A-**	**A**	**A-**	**A-**
7.	Huron	94.3	0%	9	**A**	**A-**	**A**	**A-**	**A**
8.	Impact Advisors	93.4	+1%	39	**A**	**A-**	**A**	**A-**	**A-**
9.	Nordic	92.1	-1%	16	**A**	**A-**	**A**	**A-**	B+
10.	Pivot Point Consulting, a Vaco Company	91.1	+4%	6	**A**	B+	**A**	B+	**A-**
11.	Cordea Consulting	87.8	N/A	6	**A-**	B+	B+	B	B
12.	Tegria	87.1	-6%	16	B+	B+	**A-**	B	B

0.0 — 100.0

Services average **89.7**

HIT Advisory Services Continued

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Deloitte	79.2*	3	C*	B*	**A-***	C+*	C*
ECG Management Consultants	95.2*	5	**A+***	**A***	**A+***	**A***	**A-***
Guidehouse	96.8*	5	**A+***	**A-***	**A+***	**A***	**A***
KPMG	96.0*	3	**A+***	**A-***	**A-***	**A***	**A+***

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Chartis	n=31	**100%**
Cordea Consulting	n=5	**100%***
Evergreen Healthcare Partners	n=7	**100%**
Healthlink Advisors	n=17	**100%**
Huntzinger Management Group	n=8	**100%**
Huron	n=9	**100%**
Optimum Healthcare IT	n=8	**100%**
Pivot Point Consulting, a Vaco Company	n=6	**100%**
Prominence	n=11	**100%**
Tegria	n=15	**100%**

Exceeds expectations?

Evergreen Healthcare Partners	n=7	**100%**
Optimum Healthcare IT	n=8	**100%**

Would you buy again?

Cordea Consulting	n=6	**100%**
Evergreen Healthcare Partners	n=7	**100%**
Healthlink Advisors	n=18	**100%**
Huntzinger Management Group	n=8	**100%**
Huron	n=9	**100%**
Nordic	n=16	**100%**
Optimum Healthcare IT	n=8	**100%**
Pivot Point Consulting, a Vaco Company	n=6	**100%**
Prominence	n=12	**100%**

Revenue Cycle Optimization

Segment definitions can be found on page 250.

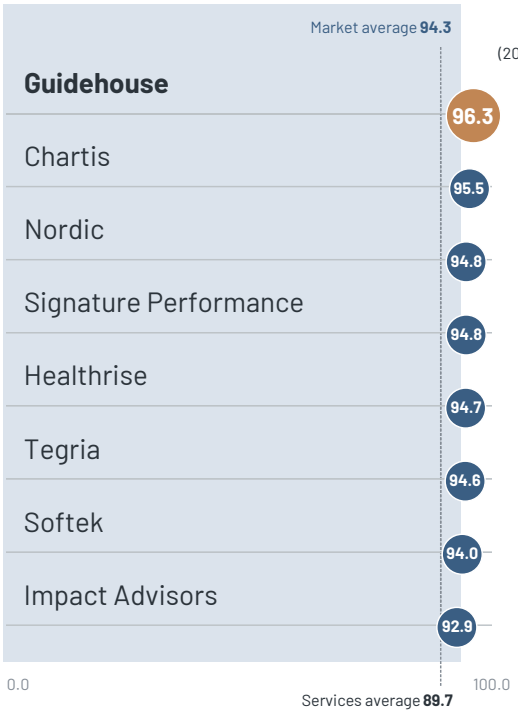
BEST IN KLAS® SOFTWARE & SERVICES 2024

Guidehouse
Outwit *Complexity*

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



		Trend (2023-2024)	# of unique orgs	Customer experience pillars				
				Loyalty	Operations	Relationship	Services	Value
1.	**Guidehouse**	0%	8	**A+**	**A**	**A**	**A**	**A**
2.	Chartis	N/A	18	**A+**	**A**	**A**	**A**	**A**
T3.	Nordic	+2%	8	**A+**	**A-**	**A**	**A-**	**A**
T3.	Signature Performance	N/A	8	**A+**	**A**	**A**	**A-**	**A-**
5.	Healthrise	N/A	8	**A**	**A**	**A**	**A-**	**A**
6.	Tegria	+4%	8	**A+**	**A-**	**A**	B+	**A**
7.	Softek	0%	6	**A**	B+	**A-**	**A-**	**A**
8.	Impact Advisors	+1%	7	**A+**	**A**	**A**	**A-**	B+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
athenahealth [C]	91.7	6	**A**	**A-**	**A**	**A-**	B+

[C] Component

Definitions can be found on page iii.

Revenue Cycle Optimization Continued

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Chartis	n=18	**100%**
Healthrise	n=8	**100%**
Nordic	n=8	**100%**
Signature Performance	n=8	**100%**
Softek	n=6	**100%**
Tegria	n=8	**100%**

Exceeds expectations?

Guidehouse	n=8	**100%**
Nordic	n=8	**100%**
Softek	n=6	**100%**

Would you buy again?

Chartis	n=18	**100%**
Guidehouse	n=8	**100%**
Healthrise	n=8	**100%**
Impact Advisors	n=7	**100%**
Nordic	n=8	**100%**
Signature Performance	n=8	**100%**
Softek	n=6	**100%**
Tegria	n=7	**100%**

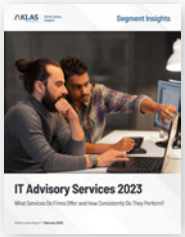
Recent Insights—IT Advisory Services

Data & Analytics Services 2023

Laying the Foundation for Data Transformation

Key Findings:

1. Prominence Is Broadly Validated with Most Unique Engagements; Chartis, CitiusTech & Impact Advisors Also Widely Used across All Engagement Categories
2. Chartis & Impact Advisors Offer Most Consistent Client Experience; CitiusTech Clients Also Highly Satisfied
3. Impact Advisors Drives Strong Stakeholder Buy-in; A Few Tegria Clients Want Firm to Better Secure Buy-In and Promote Organizational Alignment



IT Advisory Services 2023

What Services Do Firms Offer and How Consistently Do They Perform?

Key Findings:

1. Chartis Leads, Providing Most Consistently Positive Experience; Tegria & Nordic Continue to Deliver Highly Successful Projects amid Growth
2. Accenture Provides Value to Large Organizations; ECG Management Consultants Clients Note Inconsistencies in Consultant Quality
3. Huron Provides Highly Rated, Consistent Experiences; Galen Healthcare & PwC (Both Limited Data) Partner with Clients & Exceed Expectations
4. Clients See Pivot Point Consulting as a Partner, Note Some Staffing Misses; Deloitte Clients (Limited Data) Feel Value Is Lacking Due to High Cost
5. Chi-Matic and Guidehouse (Limited Data) Are Trusted Partners; Clients See Variation in Performance with Prominence and EY (Limited Data)

Digital Transformation Consulting

Segment definitions can be found on page 250.

CHARTIS

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023–2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Chartis	-2%	15	A+	A	A	A	A-
2. Impact Advisors	0%	7	A	B	A	A-	A-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Accenture	67.1*	3	D-*	D*	B*	D+*	D-*
EY	93.7*	3	A+*	A*	A+*	A+*	B*
Guidehouse	93.9*	3	A*	B+*	A-*	B+*	A+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Chartis	n=15	**100%**
Impact Advisors	n=7	**100%**

Exceeds expectations?

None

Would you buy again?

Chartis	n=15	**100%**
Impact Advisors	n=6	**100%**

Digital Transformation Consulting Continued

Recent Insights

Digital Transformation Consulting 2023

Transforming the Consumer Healthcare Experience

Key Findings:

1. Digital Transformation Consulting Market Overview: Improved Consumer Experience Is the Outcome Most Often Achieved
2. Chartis & ECG Management Consultants Most Consistently Meet Client Needs & Are Seen as Strategic Partners
3. Cross-Industry Firm Accenture Tackles Some of the Longest, Most Complex Projects
4. All Firms Praised for General Healthcare Knowledge and Expertise; Specific Digital Transformation Expertise Still Growing

Financial Improvement Consulting

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Impact Advisors	+2%	7	A+	A-	A+	A	A
2. ECG Management Consultants	+4%	11	A	B+	A-	A	A-
3. Guidehouse	-1%	10	A	A-	A	B+	A-
4. Chartis	-1%	21	A	A	A	A-	B+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Deloitte	96.5*	5	A+*	A-*	A+*	A-*	A+*
Huron	91.7*	3	A*	A-*	A-*	A-*	B+*
KPMG	89.6*	4	A*	B*	A*	A-*	B*
Nordic [NR]	86.3*	5	B+*	B*	A-*	B-*	B*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

ECG Management Consultants	n=11	**100%**
Guidehouse	n=10	**100%**
Impact Advisors	n=7	**100%**

Exceeds expectations?

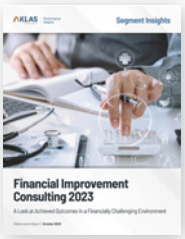
None

Would you buy again?

ECG Management Consultants	n=11	**100%**
Guidehouse	n=10	**100%**
Impact Advisors	n=7	**100%**

Financial Improvement Consulting Continued

Recent Insights



Financial Improvement Consulting 2023

A Look at Achieved Outcomes in a Financially Challenging Environment

Key Findings:

*Limited data

1. Market Insights: Financial Performance Improvement Is Most-Reported Type of Engagement, while Improved Efficiency Is Most-Reported Outcome
2. Impact Advisors Seen as Strategic; Guidehouse Drives Value and Exceeds Client Expectations
3. Chartis & ECG Management Consultants Have Most Validated Engagements, with at Least Twice as Many as Other Firms
4. Reputable, Cross-Industry Firms Deloitte* & PwC* Drive Positive Outcomes for Clients
5. Among the Other Limited-Data Firms, Optum* Stands Out for Consistently Driving High Client Satisfaction

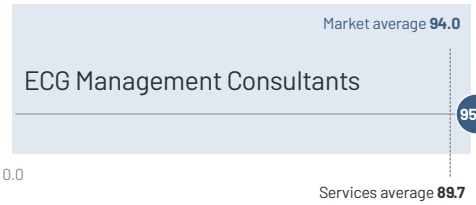
Human Capital Consulting

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
ECG Management Consultants	-2%	9	A+	A-	A	A-	A

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Impact Advisors [NR]	97.0*	5	A+*	A-*	A*	A*	A+*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 100% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?

ECG Management Consultants	n=9	**100%**

Exceeds expectations?

ECG Management Consultants	n=9	**100%**

Would you buy again?

ECG Management Consultants	n=9	**100%**

Strategy, Growth & Consolidation Consulting

Segment definitions can be found on page 250.

Guidehouse
Outwit *Complexity*

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Guidehouse	+1%	10	A+	A	A+	A	A
2. Chartis	+1%	28	A+	A	A	A	A
3. EY	-1%	8	A	A-	A	A	A
4. ECG Management Consultants	-4%	17	B+	A-	A	A-	B+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Deloitte	93.8*	3	A*	A-*	A+*	B+*	A*
PwC	85.4*	3	A-*	B*	A-*	B+*	C*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

EY	n=7	**100%**

Exceeds expectations?

EY	n=8	**100%**
Guidehouse	n=9	**100%**

Would you buy again?

Chartis	n=28	**100%**
EY	n=8	**100%**
Guidehouse	n=10	**100%**

Value-Based Care Consulting

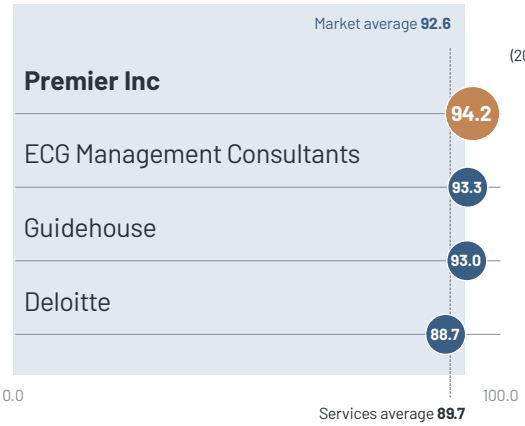
Segment definitions can be found on page 250.

PREMIER

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Premier Inc	+2%	7	A+	A-	A	A	A-
2. ECG Management Consultants	+4%	14	A+	A-	A-	A	A-
3. Guidehouse	+3%	14	A	B+	A	A-	A-
4. Deloitte	-3%	7	A-	B	B+	B+	B+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
PwC	98.4*	4	A+*	A+*	A+*	A*	A+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

ECG Management Consultants	n=14	**100%**
Premier Inc	n=7	**100%**

Exceeds expectations?

None

Would you buy again?

ECG Management Consultants	n=13	**100%**
Premier Inc	n=7	**100%**

Outsourced Coding

Segment definitions can be found on page 250.

BEST IN KLAS® SOFTWARE & SERVICES 2024

Guidehouse
Outwit *Complexity*

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023–2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Guidehouse	+7%	14	**A-**	**A-**	**A**	**A-**	B+
2. Oxford Global Resources	-3%	11	**A**	B+	**A-**	B	**A-**
3. UASI	0%	15	**A-**	B	**A-**	B+	**A-**
4. Datavant (formerly Ciox Health)	+2%	14	**A-**	B+	**A**	B	B
5. GeBBS Healthcare Solutions	-1%	11	B+	B+	B+	B	B
6. AGS Health	+2%	26	B+	B	**A-**	B-	B
7. AQuity Solutions	-4%	20	**A-**	B+	**A-**	B	C
8. CorroHealth	-8%	16	B-	B	B	B-	C
9. LexiCode	+3%	11	C+	B-	B	B-	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Atos	90.3*	6	**A-***	**A***	**A***	B*	B+*
Omega Healthcare	88.0*	7	**A***	B*	B+*	B*	B*
Savista RCM	91.0*	6	**A***	**A-***	**A-***	B+*	B*
TruBridge [C]	86.3	20	B+	B+	B+	B+	B-

*Limited data [C] Component

Definitions can be found on page iii.

Outsourced Coding Continued

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

GeBBS Healthcare Solutions	n=11	**100%**
Oxford Global Resources	n=11	**100%**

Exceeds expectations?

None

Would you buy again?

Oxford Global Resources	n=10	**100%**

Recent Insights

Outsourced Coding 2023

Which Firms Best Meet Client Needs in a Changing Economic Landscape?

Key Findings:

1. Oxford and Ciox Stand Out among Large Acute Care Organizations; AQuity and TruBridge Perform Best for Smaller Organizations
2. Oxford Global Resources and TruBridge (Limited Data) Consistently Exceed Expectations
3. Ciox Health (Limited Data) and AQuity Solutions Reduce Turnover and Negative Impacts on Clients; Frequent Turnover from AGS Health (Limited Data) Hurts Staff Quality
4. Most Firms Provide Good Coding Quality and Quickly Resolve Misses; A Few Clients of GeBBS and Guidehouse (Both Limited Data) Very Frustrated with Quality Issues
5. Oxford, TruBridge (Limited Data), Ciox Foster Strong Partnership; Affordability Drives Loyalty for GeBBS Clients

Release of Information

Segment definitions can be found on page 250.

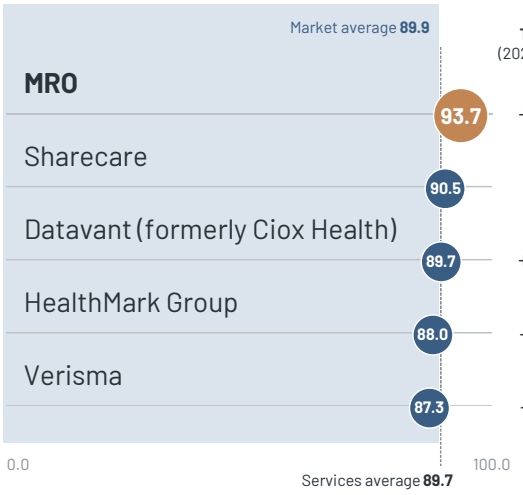
BEST IN KLAS® SOFTWARE & SERVICES 2024

mro™ Accelerating Clinical Data Exchange™

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. MRO	+5%	34	A	A	A	A-	A-
2. Sharecare	0%	31	A-	A-	A	B+	B+
3. Datavant (formerly Ciox Health)	+2%	39	A-	A-	A-	B+	B
4. HealthMark Group	-2%	37	A-	B+	B+	B+	B
5. Verisma	+1%	19	B	B	A	A-	B-

Recent Insights

Release of Information 2023

Examining Digital Technology & Vendor Efficiency

Key Findings:

1. MRO Drives High Client Satisfaction across Service Models; Ciox Health Clients on Shared Model Report Receiving High Value
2. Sharecare Noted for Strong Execution amid Staffing Coverage Challenges; Verisma Provides Good Accuracy/Quality, Staffing Struggles Lead to Inconsistent Execution for Some Clients
3. Clients of MRO, HealthMark Group & Ciox Health Exceed Customer Expectations through Improved Technology Efficiencies

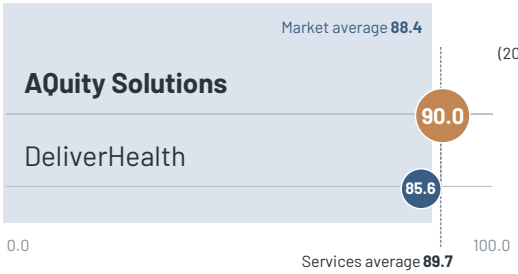
Transcription Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. AQuity Solutions	-2%	48	**A-**	**A-**	B+	**A-**	B+
2. DeliverHealth	-3%	36	B	B+	B+	B	B-

Virtual Scribing Services

Segment definitions can be found on page 250.

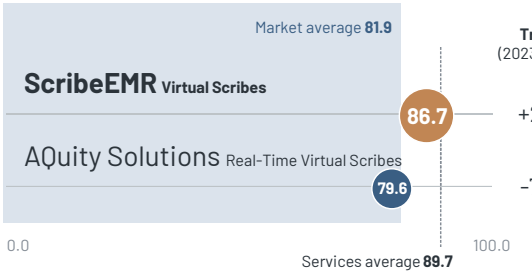
BEST IN KLAS® SOFTWARE & SERVICES 2024

SCRIBE EMR

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



		Trend (2023-2024)	# of unique orgs	Customer experience pillars				
				Loyalty	Operations	Relationship	Services	Value
1.	ScribeEMR Virtual Scribes	+2%	20	B+	B+	**A-**	B+	B-
2.	AQuity Solutions Real-Time Virtual Scribes	-7%	26	B-	B-	B-	C+	C

ERP Business Transformation & Implementation Leadership

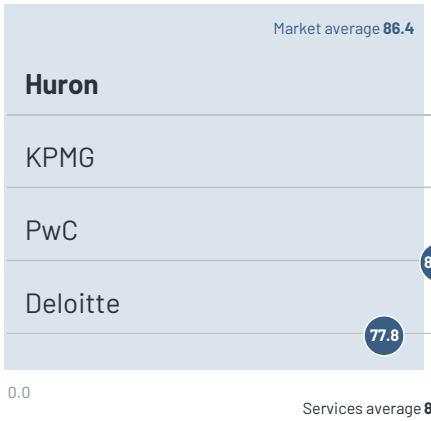
Segment definitions can be found on page 250.

HURON

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Huron	0%	6	A+	A-	A	B+	A
2. KPMG	+4%	20	A-	A-	A	A-	B+
3. PwC	0%	6	A	B	A	B	B
4. Deloitte	-6%	6	B	C+	B	C+	D+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
CrossVue [NR]	91.5*	5	A*	B+*	A*	B+*	B+*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Huron	n=4	100%*
PwC	n=6	100%

Exceeds expectations?

Huron	n=6	100%

Would you buy again?

Deloitte	n=6	100%
Huron	n=6	100%
PwC	n=6	100%

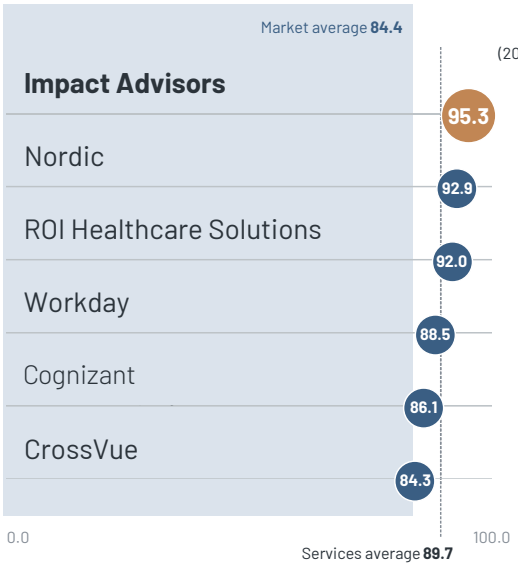
ERP Implementation Leadership

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Impact Advisors	-1%	8	A+	A	A+	A	A-
2. Nordic	+4%	9	A+	A	A	A-	B+
3. ROI Healthcare Solutions	-2%	7	A+	B+	A	B+	B+
4. Workday	+2%	7	A	B+	A	B	B
5. Cognizant	-1%	6	A	B+	A-	B-	C+
6. CrossVue	-1%	10	B+	B	B+	B	C+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Chartis	95.5*	5	A+*	A*	A*	A-*	A*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Cognizant	n=6	**100%**
Impact Advisors	n=8	**100%**

Exceeds expectations?

None

Would you buy again?

Cognizant	n=6	**100%**
Impact Advisors	n=8	**100%**
Nordic	n=9	**100%**
ROI Healthcare Solutions	n=7	**100%**
Workday	n=6	**100%**

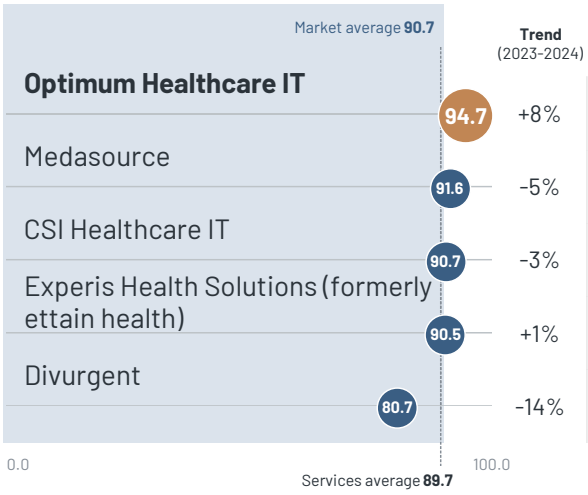
Go-Live Support

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Optimum Healthcare IT	+8%	9	**A+**	**A**	**A**	**A-**	**A**
2. Medasource	-5%	12	**A**	B+	**A**	B+	B+
3. CSI Healthcare IT	-3%	23	**A**	**A-**	**A**	B	B+
4. Experis Health Solutions (formerly ettain health)	+1%	13	**A-**	**A-**	**A**	B	B+
5. Divurgent	-14%	6	B-	C+	B	C+	C+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
The HCI Group	56.5*	3	F*	F*	D+*	F*	F*
Healthrise	98.1*	4	**A+***	**A+***	**A+***	**A+***	**A***
Tegria	91.5*	4	**A***	B*	**A***	**A-***	B+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

CSI Healthcare IT	n=23	**100%**
Experis Health Solutions (formerly ettain health)	n=13	**100%**
Optimum Healthcare IT	n=9	**100%**

Exceeds expectations?

None

Would you buy again?

Optimum Healthcare IT	n=9	**100%**

HIT Core Clinical Implementation Leadership

Segment definitions can be found on page 250.

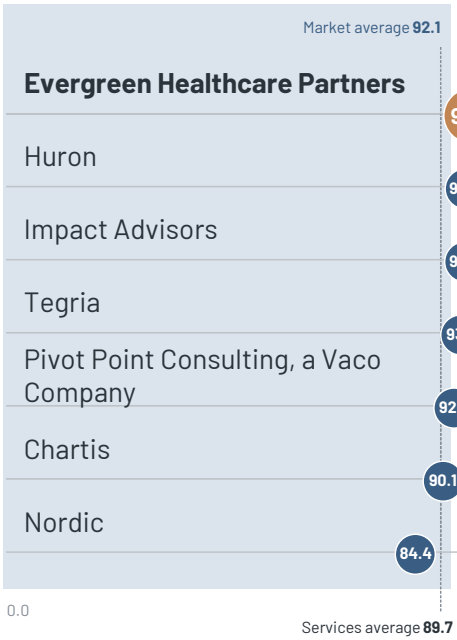
BEST IN KLAS® SOFTWARE & SERVICES 2024

EVERGREEN HEALTHCARE PARTNERS

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. **Evergreen Healthcare Partners**	N/A	7	**A+**	**A+**	**A**	**A-**	**A**
2. Huron	0%	9	**A**	**A**	**A+**	**A-**	**A**
3. Impact Advisors	+2%	17	**A**	**A-**	**A**	**A-**	**A**
4. Tegria	0%	15	**A**	**A-**	**A**	**A**	**A-**
5. Pivot Point Consulting, a Vaco Company	+8%	10	**A**	B+	**A**	B	**A-**
6. Chartis	N/A	6	B	B+	**A**	**A-**	B+
7. Nordic	-11%	10	B+	B	**A-**	B+	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Epic	75.4*	4	B-*	C*	C*	C-*	C*
Medix	98.4*	3	**A+***	**A+***	**A+***	**A***	**A+***
Oracle Health	67.4*	3	D+*	C-*	**A-***	B-*	F*

*Limited data

Definitions can be found on page iii.

HIT Core Clinical Implementation Leadership Continued

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Chartis	n=5	100%*
Evergreen Healthcare Partners	n=6	100%
Huron	n=9	100%
Pivot Point Consulting, a Vaco Company	n=10	100%

Exceeds expectations?

Evergreen Healthcare Partners	n=7	100%

Would you buy again?

Evergreen Healthcare Partners	n=7	100%
Huron	n=9	100%
Pivot Point Consulting, a Vaco Company	n=10	100%

Which Vendors Did Firms Implement?

Firms ordered alphabetically

HIT Staffing

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

Market average **93.2**

			Trend (2023-2024)	# of unique orgs	Customer experience pillars				
					Loyalty	Operations	Relationship	Services	Value
1.	**Prominence**	97.9	+5%	8	**A+**	**A+**	**A**	**A+**	**A+**
2.	iMethods	97.8	0%	9	**A+**	**A+**	**A+**	**A**	**A**
T3.	Health Systems Informatics	97.0	+2%	7	**A+**	**A+**	**A+**	**A-**	**A+**
T3.	JTG Consulting Group	97.0	+1%	8	**A+**	**A+**	**A+**	**A**	**A**
5.	UST	96.8	-2%	8	**A+**	**A+**	**A+**	**A-**	**A+**
6.	Evergreen Healthcare Partners	96.5	N/A	24	**A+**	**A**	**A+**	**A-**	**A**
7.	Huron	95.9	-1%	8	**A+**	**A**	**A+**	**A**	**A**
8.	ROI Healthcare Solutions	95.7	-1%	7	**A+**	**A-**	**A**	**A-**	**A**
9.	Continuum Health IT	94.9	-1%	9	**A+**	**A-**	**A**	**A-**	**A**
T10.	Experis Health Solutions (formerly ettain health)	94.7	+3%	25	**A**	**A-**	**A**	**A-**	**A**
T10.	Medasource	94.7	+1%	17	**A+**	**A-**	**A**	**A-**	**A**
12.	Health Data Movers	94.2	-3%	8	**A+**	**A**	**A**	**A-**	**A-**
13.	CSI Healthcare IT	94.1	-1%	37	**A**	**A**	**A**	**A-**	**A**
14.	Impact Advisors	94.0	+2%	18	**A+**	**A**	**A**	**A-**	**A**
15.	Talent Groups (formerly Queen Consulting Group)	93.9	-1%	16	**A+**	**A**	**A**	**A-**	**A-**

0.0 — 100.0

Services average **89.7**

Continued on next page

HIT Staffing Continued

Ranked Solutions Continued

Grading methodology can be found on page iii.

	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
16. TEKsystems	-3%	6	A	A	A-	B	A
17. Cordea Consulting	N/A	9	A+	A	A-	A-	A-
18. Optimum Healthcare IT	-1%	36	A	A-	A	B+	A-
T19. Healthcare IT Leaders	-6%	6	A	A	A	A-	B+
T19. Oxford Global Resources	-1%	18	A	A-	A	A-	A-
21. Medix	-1%	24	A	B+	A	B+	A-
22. Nordic	0%	27	A	A-	A-	B+	A-
23. Pivot Point Consulting, a Vaco Company	+3%	26	A	B+	A-	B+	B+
24. Tegria	-2%	35	A-	B+	B+	B+	B+
25. HCTec	-4%	15	A	B+	A-	B	B
26. Divurgent	-6%	7	B	B-	B-	C	B

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Apex Systems	95.3*	3	A+*	A+*	A*	A-*	A*
Epic [C]	91.3*	5	A*	A*	A-*	B+*	A-*
Futura Healthcare	94.9*	4	A+*	A+*	A*	A*	A-*
Healthlink Advisors	94.8*	4	A*	A*	A*	A-*	A*
Healthrise	96.8*	5	A+*	A*	A+*	A*	A*
TruTeam Staffing Advisors [NR]	98.4	7	A+	A+	A+	A	A+

*Limited data [C] Component [NR] Newly rated

Definitions can be found on page iii.

HIT Staffing Continued

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Continuum Health IT	n=8	**100%**
Cordea Consulting	n=8	**100%**
CSI Healthcare IT	n=37	**100%**
Evergreen Healthcare Partners	n=23	**100%**
Experis Health Solutions (formerly ettain health)	n=25	**100%**
HCTec	n=13	**100%**
Health Data Movers	n=8	**100%**
Health Systems Informatics	n=7	**100%**
Healthcare IT Leaders	n=6	**100%**
Huron	n=8	**100%**
iMethods	n=9	**100%**
Impact Advisors	n=17	**100%**
JTG Consulting Group	n=8	**100%**
Medasource	n=16	**100%**
Medix	n=24	**100%**
Pivot Point Consulting, a Vaco Company	n=26	**100%**
Prominence	n=7	**100%**
ROI Healthcare Solutions	n=7	**100%**
Talent Groups (formerly Queen Consulting Group)	n=15	**100%**
Tegria	n=33	**100%**
TEKsystems	n=6	**100%**
UST	n=8	**100%**

Exceeds expectations?

Health Systems Informatics	n=7	**100%**
Prominence	n=8	**100%**
ROI Healthcare Solutions	n=7	**100%**
TEKsystems	n=6	**100%**
UST	n=8	**100%**

Would you buy again?

Continuum Health IT	n=9	**100%**
Cordea Consulting	n=9	**100%**
Evergreen Healthcare Partners	n=24	**100%**
Experis Health Solutions (formerly ettain health)	n=25	**100%**
HCTec	n=14	**100%**
Health Data Movers	n=8	**100%**
Health Systems Informatics	n=7	**100%**
Healthcare IT Leaders	n=6	**100%**
Huron	n=8	**100%**
iMethods	n=9	**100%**
Impact Advisors	n=17	**100%**
JTG Consulting Group	n=8	**100%**
Medasource	n=17	**100%**
Medix	n=24	**100%**
Oxford Global Resources	n=18	**100%**
Prominence	n=8	**100%**
ROI Healthcare Solutions	n=7	**100%**
Talent Groups (formerly Queen Consulting Group)	n=16	**100%**
TEKsystems	n=6	**100%**
UST	n=8	**100%**

Recent Insights—Implementation Services

Implementation Benchmarks 2023

Common Implementation Challenges for Provider Organizations

Key Findings:

1. Misaligned Expectations Can Lower Satisfaction throughout Implementation Process
2. Provider Organizations Feel Most Implementation Challenges Could Be Prevented with Better Preparation and Training from Vendor
3. Satisfied Provider Organizations Implement Change Management Plans before Training Begins; Unsatisfied Provider Organizations Cite Insufficient Vendor Guidance
4. Change Management & Training Are Common Implementation Struggles; ERP Implementations Most Challenging Project Type

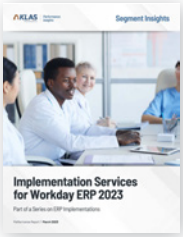
Implementation Services for Infor ERP 2023

Part of a Series on ERP Implementations

Key Findings:

*Limited data

1. Infor* Customers Appreciate Vendor's Investment in Long-Term Partnerships; Turnover Leads to Inconsistent Staff Experience
2. Deloitte* Offers Experienced, Engaged Leaders to Large Organizations; Day-to-Day Resources Often Miss During Execution
3. ROI Healthcare Solutions Offers Consistently Knowledgeable Staff & Successful Project Management; Bails Provides High Value for Cost; Apex Systems* Staff Quality Varies amid Turnover



Implementation Services for Workday ERP 2023

Part of a Series on ERP Implementations

Key Findings:

1. Workday's Implementation Engagements Generally Effective, though Standardized
2. For Very Large Organizations and High Complexity, KPMG Stands Out as a Partner Due to Deep Bench of Technical Resources and Expertise
3. High Satisfaction with Huron Driven by Strong Consultants and Consistent Execution
4. CrossVue and Collaborative Solutions Inconsistent; Impact Advisors (Limited Data) Exceeds Expectations

Application Hosting

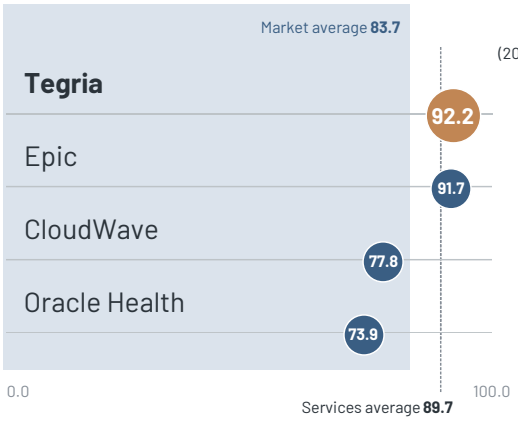
Segment definitions can be found on page 250.

Tegria

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



		Trend (2023-2024)	# of unique orgs	Customer experience pillars				
				Loyalty	Operations	Relationship	Services	Value
1.	Tegria	+2%	14	A	A-	A-	A	B+
2.	Epic	+1%	23	A	A-	A	A-	B+
3.	CloudWave	-6%	12	B	C	B-	B-	D+
4.	Oracle Health	-4%	20	C+	C	C+	C	D+

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

None

Exceeds expectations?

None

Would you buy again?

Tegria n=13 **100%**

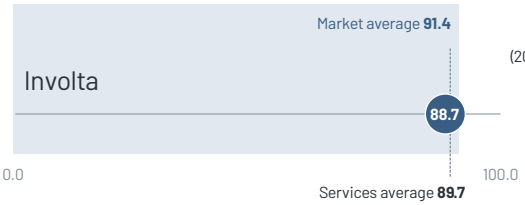
Managed Infrastructure Services

Segment definitions can be found on page 250.

Solution Comparison

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Product	Relationship	Value
Involta	-7%	7	**A**	B+	B	B	B+

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Futura Healthcare	95.2*	3	**A***	**A-***	**A***	**A***	**A***

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 100% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?

Involta	n=7	**100%**

Exceeds expectations?

None

Would you buy again?

Involta	n=7	**100%**

Managed IT Services

Segment definitions can be found on page 250.

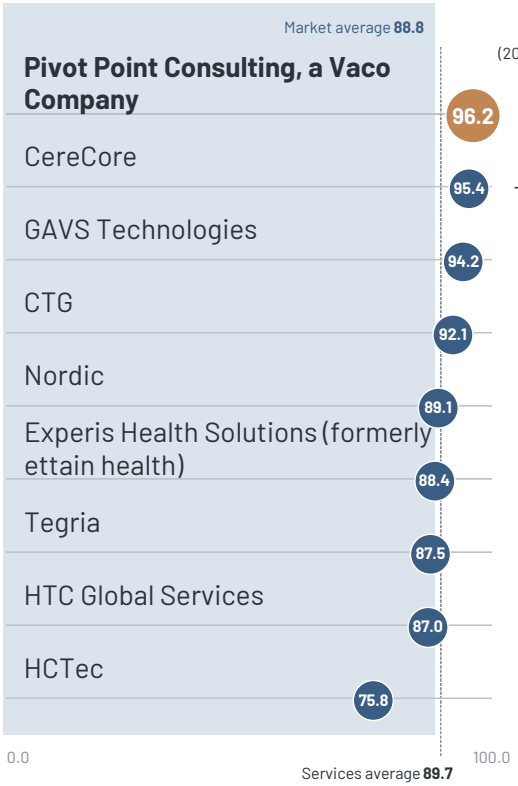
PIVOT POINT CONSULTING
A Vaco Company

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

Market average **88.8**



		Trend (2023-2024)	# of unique orgs	Customer experience pillars				
				Loyalty	Operations	Relationship	Services	Value
1.	**Pivot Point Consulting, a Vaco Company**	+2%	9	**A+**	**A**	**A+**	**A**	**A**
2.	CereCore	+14%	9	**A+**	**A-**	**A**	**A-**	**A**
3.	GAVS Technologies	N/A	7	**A**	**A-**	**A-**	B+	**A**
4.	CTG	N/A	6	**A**	**A-**	**A**	B	**A-**
5.	Nordic	-2%	21	**A**	B+	**A-**	B	B
6.	Experis Health Solutions (formerly ettain health)	-3%	8	B+	**A-**	**A-**	B+	B
7.	Tegria	0%	29	**A-**	B	**A-**	B	B
8.	HTC Global Services	+7%	8	**A-**	B	**A-**	B-	B
9.	HCTec	+2%	10	B	C	B	C	D

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
HCLTech [NR]	79.3*	4	**A-***	B-*	B*	C*	D+*
Optimum Healthcare IT	97.1*	3	**A+***	**A+***	**A+***	**A-***	**A+***
ROI Healthcare Solutions	91.4*	5	**A***	**A-***	B+*	**A***	B+*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Managed IT Services Continued

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

CereCore	n=8	**100%**
Experis Health Solutions (formerly ettain health)	n=6	**100%**
GAVS Technologies	n=7	**100%**
HTC Global Services	n=7	**100%**
Pivot Point Consulting, a Vaco Company	n=9	**100%**

Exceeds expectations?

CereCore	n=9	**100%**
GAVS Technologies	n=6	**100%**

Would you buy again?

CereCore	n=9	**100%**
CTG	n=6	**100%**
GAVS Technologies	n=7	**100%**
HTC Global Services	n=7	**100%**
Pivot Point Consulting, a Vaco Company	n=9	**100%**

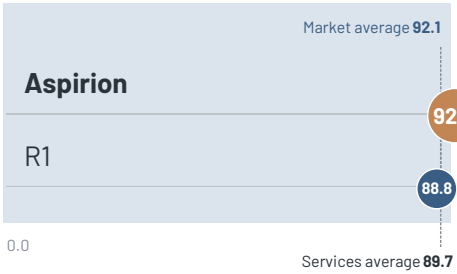
Denials Management Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Aspirion	-3%	17	A	A-	A-	A-	A
2. R1	-7%	19	A-	B	A	B+	B

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Revecore [NR]	94.3*	8	A+*	A*	A*	A-*	A-*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Eligibility Enrollment Services

Segment definitions can be found on page 250.

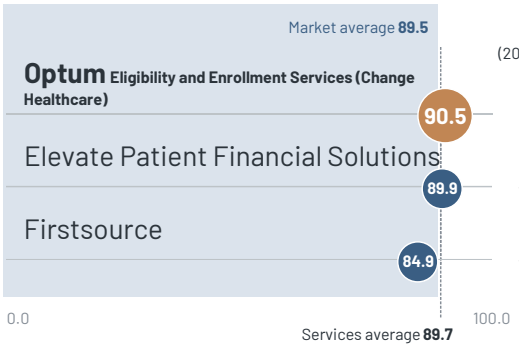
BEST IN KLAS® SOFTWARE & SERVICES 2024

Optum

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Optum Eligibility and Enrollment Services (Change Healthcare)	+7%	11	**A-**	B+	**A-**	B+	**A-**
2. Elevate Patient Financial Solutions	+5%	13	B+	**A-**	**A**	B+	B+
3. Firstsource	+5%	17	B+	B	B	B-	B

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Optum Eligibility and Enrollment Services (Change Healthcare) n=10 **100%**

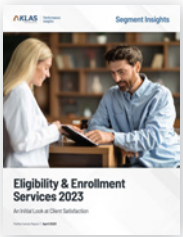
Exceeds expectations?

None

Would you buy again?

None

Recent Insights



Eligibility & Enrollment Services 2023

An Initial Look at Client Satisfaction

Key Findings:

1. Elevate Patient Financial Solutions Drives Value with Strong Partnership and Solid Execution
2. Reliability Spurs Loyalty in Change Healthcare Clients; Some Want More Proactive Strategy
3. Firstsource Turnover Reduces Quality, Detracting from an Otherwise Satisfactory Client Experience

End-to-End Revenue Cycle Outsourcing

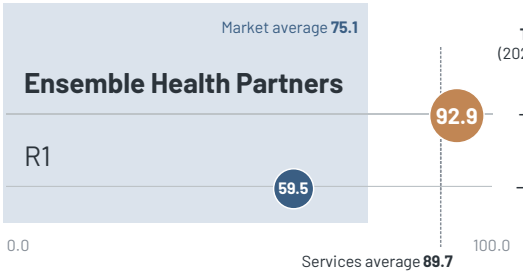
Segment definitions can be found on page 250.

ENSEMBLE® HEALTH PARTNERS

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Ensemble Health Partners	+3%	10	A	A-	A	A-	A-
2. R1	-17%	7	F	F	C	D+	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Guidehouse [C]	89.5*	5	A*	A-*	A-*	B+*	B*
Optum 360 [C]	54.6*	4	F*	D-*	D+*	C*	F*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Ensemble Health Partners n=10 **100%**

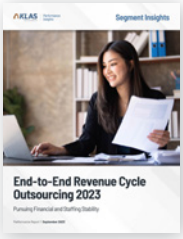
Exceeds expectations?

None

Would you buy again?

Ensemble Health Partners n=10 **100%**

Recent Insights



End-to-End Revenue Cycle Outsourcing 2023

Pursuing Financial and Staffing Stability

Key Findings:

1. Ensemble Health Partners Drives Client Loyalty by Going Beyond Meeting Standard RCM KPIs
2. Guidehouse (Limited Data) Delivers Beyond Scope to Drive Outcomes for Clients
3. R1's (Limited Data) Largest Clients Are Most Satisfied; Others Mention Lack of Expertise and Outcomes
4. RCO Market Energy: Few Options for Internal Revenue Cycle Talent Drives Hospitals and Health Systems to Outsource

Extended Business Office

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

Market average **80.4**

	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. **PwC**	+1%	10	**A**	B	**A**	B+	B
2. AGS Health	+14%	17	**A-**	B	**A-**	B-	B
3. Guidehouse	-5%	6	B	C+	**A-**	B	B-
4. Acclara	-5%	12	C+	B-	**A-**	B	B-
5. Parallon	-17%	9	C-	C-	C+	C-	C-
6. GeBBS Healthcare Solutions	-12%	6	C	C	C	C-	D+
7. Savista	+64%	6	D	D+	C	D+	D-
8. Firstsource	-20%	7	D	D	C	C-	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Cognizant	96.3*	3	A+*	A-*	A+*	A-*	A*
GetixHealth (Self-Pay Early Out) [C] [NR]	74.7*	3	D+*	C*	C-*	C*	B-*
R1 [C]	91.7	8	**A**	B+	**A**	B+	B+
State Collection Service [C]	87.4	13	**A**	B+	**A-**	B	B-
TruBridge [C]	67.6	16	D	D+	C	D+	D

*Limited data [C] Component [NR] Newly rated

Definitions can be found on page iii.

Extended Business Office Continued

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Acclara	n=10	**100%**
PwC	n=10	**100%**

Exceeds expectations?

None

Would you buy again?

PwC	n=10	**100%**

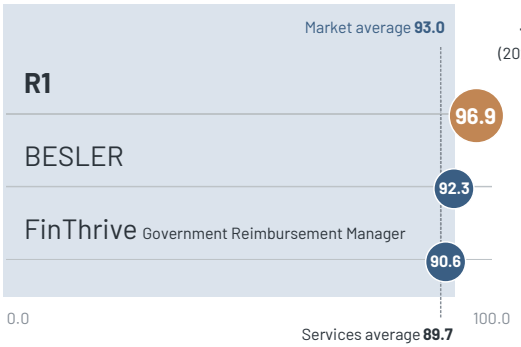
Government Reimbursement Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. R1	0%	10	A+	A	A	A	A+
2. BESLER	-1%	13	A	B+	A-	A-	A-
3. FinThrive Government Reimbursement Manager	N/A	11	A	A-	A-	A-	B

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

FinThrive Government Reimbursement Manager	n=10	**100%**
R1	n=9	**100%***

Exceeds expectations?

R1	n=9	**100%***

Would you buy again?

BESLER	n=13	**100%**
FinThrive Government Reimbursement Manager	n=11	**100%**
R1	n=10	**100%**

Physician Advisory Services

Segment definitions can be found on page 250.

Xsolis

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Xsolis	-4%	12	A	A	A-	A-	B
2. R1	+2%	17	A	A-	A-	A-	B+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Sound Physicians	75.7*	7	B-*	C+*	B-*	B-*	D*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

None

Exceeds expectations?

None

Would you buy again?

Xsolis n=12 **100%**

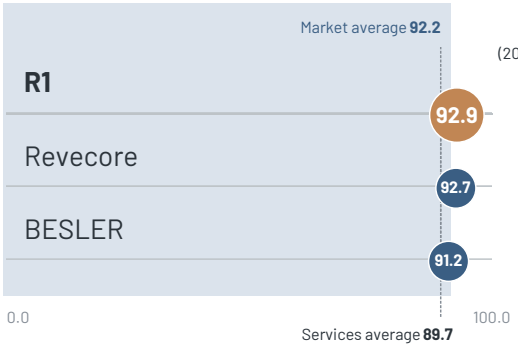
Underpayment Recovery Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. R1	+1%	36	A	A	A	A-	A-
2. Revecore	0%	32	A	A-	A	A-	A-
3. BESLER	0%	21	A	A-	A-	A-	A-

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
FinThrive AR Optimizer	89.0*	9	A-*	B*	B+*	B+*	B+*

*Limited data

Definitions can be found on page iii.

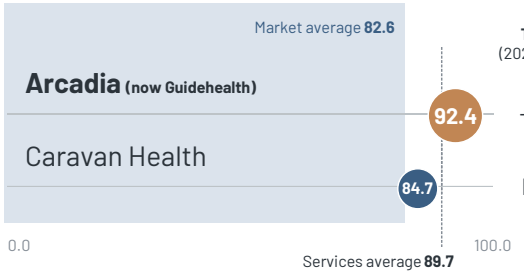
Value-Based Care Managed Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Arcadia (now Guidehealth)	+6%	6	**A**	B+	**A+**	B+	B+
2. Caravan Health	N/A	11	**A-**	B	B+	**A-**	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Health Catalyst	66.5*	3	D-*	F*	C*	C*	D*
Lumeris	48.8*	3	F*	F*	D-*	C+*	F*
Premier Inc [C]	74.9*	4	C*	C*	C+*	C*	C-*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Arcadia (now Guidehealth)	n=6	**100%**
Caravan Health	n=9	**100%**

Exceeds expectations?

None

Would you buy again?

Arcadia (now Guidehealth)	n=6	**100%**
Caravan Health	n=10	**100%**

Technical Services

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. Pivot Point Consulting, a Vaco Company	+1%	11	A+	A	A+	A	A
2. Prominence	+1%	11	A+	A	A	A	A
3. Keena Healthcare Technology	N/A	13	A+	A-	A+	A-	A-
4. Tegria	+4%	22	A	A-	A	A-	A-
5. CSI Healthcare IT	+1%	11	A	A-	A	B+	A-
6. Galen Healthcare	-3%	11	A	A-	A-	A-	B-
7. Nordic	0%	14	A-	A-	B+	A-	B+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
JTG Consulting Group	99.2*	5	A+*	A+*	A+*	A+*	A+*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Pivot Point Consulting, a Vaco Company	n=11	**100%**
Prominence	n=11	**100%**

Exceeds expectations?

Prominence	n=11	**100%**

Would you buy again?

Galen Healthcare	n=11	**100%**
Keena Healthcare Technology	n=13	**100%**
Pivot Point Consulting, a Vaco Company	n=11	**100%**
Prominence	n=11	**100%**
Tegria	n=22	**100%**

KLAS K2 COLLABORATIVE

It's Time to Bridge the Gap between Payers & Providers

Join the KLAS K2 Collaborative, a Payer/Provider Initiative

There's a nationwide struggle to align payers and providers. Everyone wants to see improvements, but many question whether change will happen. Fortunately, KLAS' K2 Collaborative can help. Join today to help change the market in your region.

Points of Light

The KLAS "Points of Light" report and awards highlight provider, payer, and vendor collaborations that have successfully reduced waste and improved the patient experience. These success stories, or "points of light," are shared with the market to illustrate what's possible when stakeholders work together toward a common goal.

Access the 2023 Points of Light report at **klasresearch.com/reports**

2024 K2 Collaborative Summit

The 2024 K2 Collaborative Summit invites passionate payers, providers, and HIT vendors to collaborate on solutions that eliminate unnecessary churn between payers and providers. At the heart of this summit is a desire for payer and provider success.

Learn more about the KLAS K2 Collaborative at **klasresearch.com/k2collaborative**

KLAS RESEARCH

Imaging Systems

208 Oncology

Oncology: Medical
Oncology: Radiation

211 Imaging Software

Cardiology
Cardiology Hemodynamics
Image Exchange
PACS: Large (>300K Studies)
PACS: Small (≤300K Studies)
Universal Viewer (Imaging)
Vendor Neutral Archive (VNA)

221 Speech Recognition

Speech Recognition: Front-End Imaging

Oncology: Medical

Segment definitions can be found on page 250.

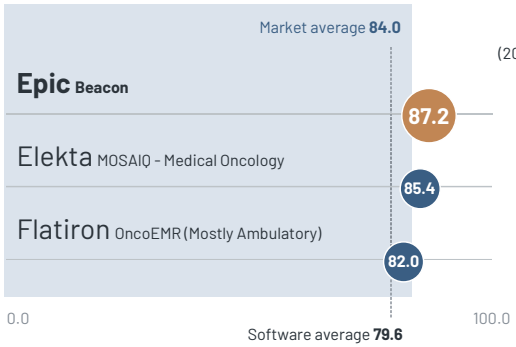
BEST IN KLAS® SOFTWARE & SERVICES 2024

Epic

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Epic Beacon	-2%	26	B+	**A**	B-	B+	B+	**A-**
2. Elekta MOSAIQ - Medical Oncology	+5%	15	B+	**A-**	B	B	B+	B
3. Flatiron OncoEMR (Mostly Ambulatory)	-5%	34	B-	B+	B-	B	B	B-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Ontada (McKesson) iKnowMed (Mostly Ambulatory)	92.3*	7	**A***	**A+***	**A***	**A-***	**A-***	**A***
Oracle Health Oncology	64.8*	7	F*	B-*	D-*	D+*	D+*	F*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic Beacon	n=26	**100%**

Would you buy again?

Elekta MOSAIQ - Medical Oncology	n=14	**100%***
Epic Beacon	n=25	**100%**

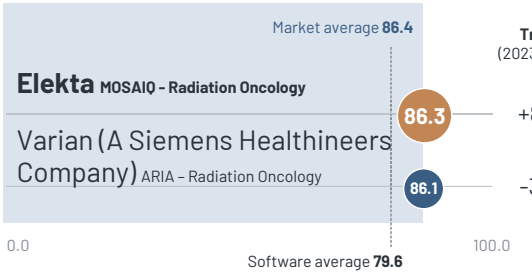
Oncology: Radiation

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Elekta MOSAIQ - Radiation Oncology	+8%	27	B+	**A-**	B	B	B+	B+
2. Varian (A Siemens Healthineers Company) ARIA - Radiation Oncology	-3%	20	B+	**A**	B+	B+	B	C

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

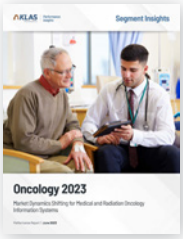
Part of long-term plans?

Varian (A Siemens Healthineers Company) ARIA – Radiation Oncology	n=20	**95%**

Would you buy again?

Elekta MOSAIQ - Radiation Oncology	n=23	**100%**
Varian (A Siemens Healthineers Company) ARIA – Radiation Oncology	n=20	**95%**

Recent Insights—Oncology



Oncology 2023

Market Dynamics Shifting for Medical and Radiation Oncology Information Systems

Key Findings:

1. Amid Market Consolidation, Epic Works to Build More Robust Oncology Functionality, Oracle Health (Cerner) Slow with Oncology Development
2. For Medical Oncology in Community Centers, Ontada (McKesson) and Flatiron Health Maintain Strong Performance with Intuitive Products and Responsive Support
3. For Medical Oncology, Elekta Customers See Strengthened Engagement; Varian (Limited Data) Customers Report Less Focus
4. For Radiation Oncology, Varian Customers See Overall Improvement; Elekta Customers Report Little Progress

Cardiology

Segment definitions can be found on page 250.

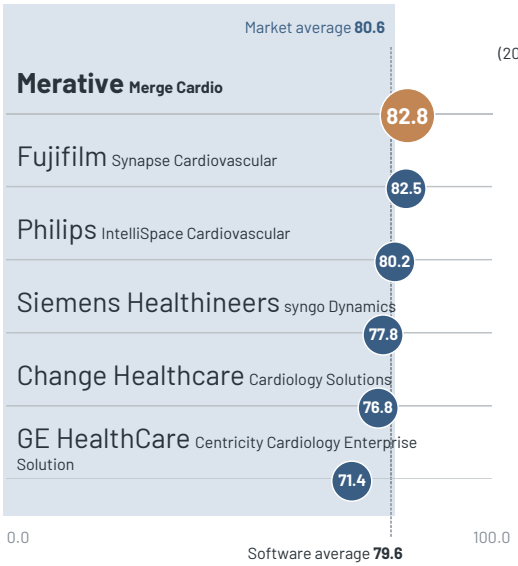
BEST IN KLAS® SOFTWARE & SERVICES 2024

merative

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Merative** Merge Cardio	0%	19	B	B+	B	B	**A-**	C
2. Fujifilm Synapse Cardiovascular	+5%	22	B-	B	B	B	B	B
3. Philips IntelliSpace Cardiovascular	+6%	20	C+	B	B-	B	B-	B-
4. Siemens Healthineers syngo Dynamics	-1%	18	C+	C+	B-	C+	C+	B
5. Change Healthcare Cardiology Solutions	-5%	19	C-	B+	C+	C+	C+	C
6. GE HealthCare Centricity Cardiology Enterprise Solution	+5%	15	C-	C	C	C	C	D+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Epic Cupid [C]	86.0	28	B	**A-**	B-	B+	B+	**A-**
INFINITT Cardiology Suite	88.1*	12	**A-***	B+*	**A-***	**A-***	**A-***	**A-***
Intelerad ApolloLX (Lumedx)	59.4*	6	D-*	F*	D+*	D*	F*	F*

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Fujifilm Synapse Cardiovascular	n=22	**96%**
Philips IntelliSpace Cardiovascular	n=19	**95%**

Would you buy again?

None

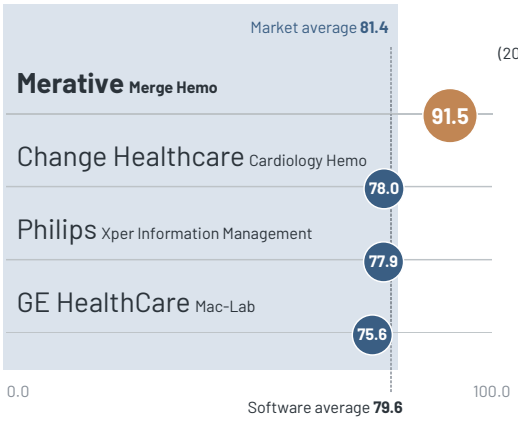
Cardiology Hemodynamics

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Merative** Merge Hemo	+7%	20	**A**	**A+**	B+	**A**	**A**	B
2. Change Healthcare Cardiology Hemo	-4%	16	C	B	B-	B-	B-	C
3. Philips Xper Information Management	-4%	15	C+	C+	B-	B-	B	B-
4. GE HealthCare Mac-Lab	-2%	24	C	B-	C+	B-	C-	C-

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Merative Merge Hemo n=19 **100%**

Part of long-term plans?

Merative Merge Hemo n=19 **100%**

Would you buy again?

Merative Merge Hemo n=19 **100%**

Image Exchange

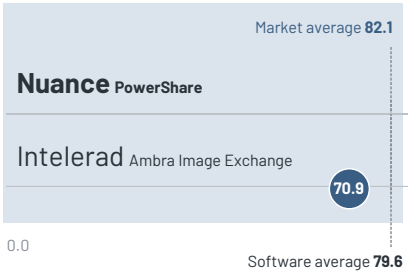
Segment definitions can be found on page 250.

NUANCE®

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Nuance PowerShare	+1%	65	A	A	A-	A-	B+	A
2. Intelerad Ambra Image Exchange	-13%	24	D-	C+	C	B-	D-	C-

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Intelerad IfeIMAGE	55.6*	13	F*	F*	D*	D-*	D-*	C*
Merative Merge Universal Viewer	86.3*	10	B+*	B+*	B+*	B+*	**A-***	B*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Nuance PowerShare	n=55	**95%**

Keeps all promises?

Nuance PowerShare	n=62	**97%**

Part of long-term plans?

Nuance PowerShare	n=65	**97%**
Intelerad Ambra Image Exchange	n=20	**96%**

Would you buy again?

None

PACS: Large (>300K Studies)

Segment definitions can be found on page 250.

BEST IN KLAS® SOFTWARE & SERVICES 2024

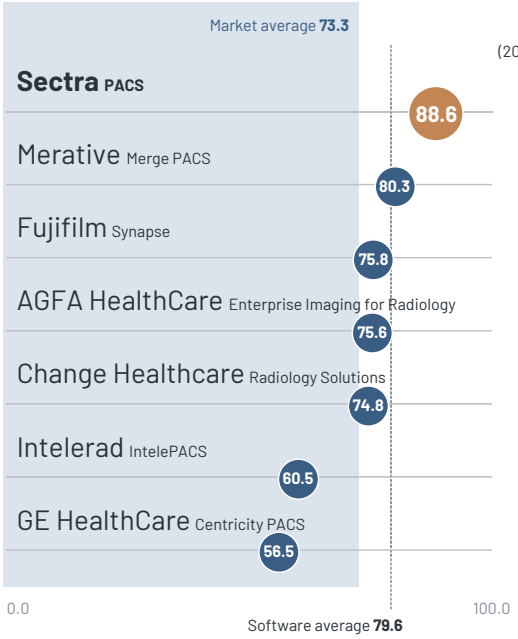
SECTRA

Knowledge and passion

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Sectra** PACS	+2%	31	B+	**A**	**A-**	**A-**	B+	B
2. Merative Merge PACS	-5%	15	B-	B-	B	B-	B	B-
3. Fujifilm Synapse	-4%	21	C-	C+	C+	C+	B-	C+
4. AGFA HealthCare Enterprise Imaging for Radiology	0%	17	C	C	C+	C+	B	C
5. Change Healthcare Radiology Solutions	-7%	20	C	C	B-	C+	C+	C-
6. Intelerad IntelePACS	-6%	17	F	D	C-	D+	F	F
7. GE HealthCare Centricity PACS	-7%	19	F	F	D+	D-	C	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
INFINITT PACS	91.0*	6	**A-***	**A***	B+*	**A***	B+*	**A***
Philips Image Management Vue PACS (Carestream)	65.3*	14	D-*	D*	D+*	D*	D+*	C*
Philips IntelliSpace PACS [NP]	63.7	23	F	F	C	D+	C	D+

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Sectra PACS n=30 **98%**

Would you buy again?

Sectra PACS n=29 **98%**

PACS: Small (≤300K Studies)

Segment definitions can be found on page 250.

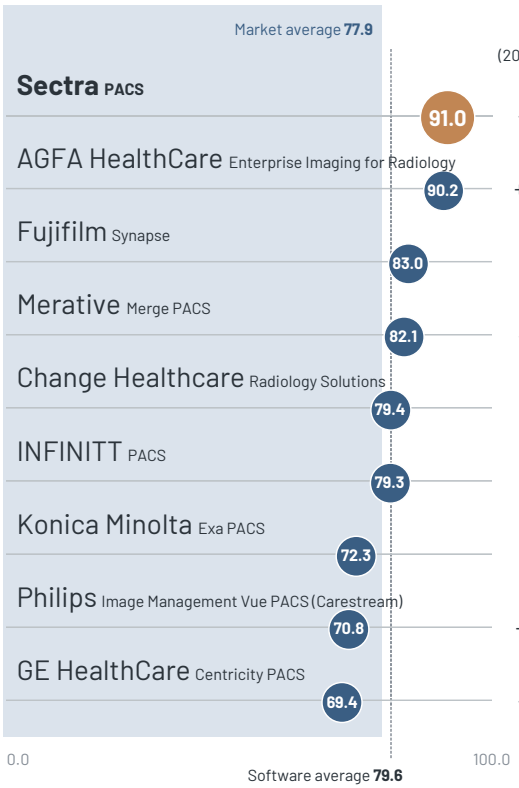
BEST IN KLAS® SOFTWARE & SERVICES 2024

SECTRA

Knowledge and passion

Ranked Solutions

Grading methodology can be found on page iii.



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Sectra** PACS	+2%	15	**A**	**A+**	**A**	**A**	**A-**	B
2. AGFA HealthCare Enterprise Imaging for Radiology	+13%	15	**A-**	**A**	B+	**A-**	**A**	**A-**
3. Fujifilm Synapse	-1%	22	B-	B+	B	B	B-	B
4. Merative Merge PACS	+5%	18	B	B	B	B	B	C
5. Change Healthcare Radiology Solutions	-3%	27	B-	B-	B	B	C	C
6. INFINITT PACS	0%	16	C	B	B-	B-	B-	B-
7. Konica Minolta Exa PACS	-7%	15	D+	C	C	C	C-	C+
8. Philips Image Management Vue PACS (Carestream)	-15%	20	D+	C-	C	C	C-	C
9. GE HealthCare Centricity PACS	+2%	22	C-	D+	C	C	C-	D+

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Intelerad IntelePACS	69.5*	10	D*	C*	C+*	C+*	C-*	F*
Philips IntelliSpace PACS [NP]	76.9*	13	C*	C-*	B+*	B-*	C+*	B*

*Limited data [NP] Not primary

Definitions can be found on page iii.

PACS: Small (≤300K Studies) Continued

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

None

Keeps all promises?

AGFA HealthCare Enterprise Imaging for Radiology	n=14	**95%***

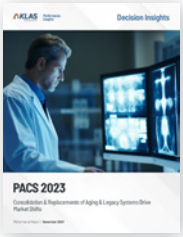
Part of long-term plans?

Sectra PACS	n=15	**100%**
AGFA HealthCare Enterprise Imaging for Radiology	n=15	**95%**
Merative Merge PACS	n=15	**95%**

Would you buy again?

Sectra PACS	n=14	**100%***

Recent Insights—PACS



PACS 2023

Consolidation & Replacements of Aging & Legacy Systems Drive Market Shifts

Key Findings:

1. Sectra Leads the Market in Considerations & Selections
2. One in Three Philips IntelliSpace PACS Customers Looking to Move to Vue PACS amid Migration Challenges; GE HealthCare Sees Many Replacements with Few Serious Considerations
3. Visage Imaging Gains Significant Momentum among Large Health Systems
4. Change Healthcare & Fujifilm Highly Considered by Both Large & Small Organizations but Selected Less Frequently
5. Intelerad & AGFA HealthCare See Moderate Purchase Energy & Replacements; Merative Has Less Energy as Market Waits to See Results of Acquisition
6. INFINITT Considered & Selected by Small Organizations More Often than Large

Universal Viewer (Imaging)

Segment definitions can be found on page 250.

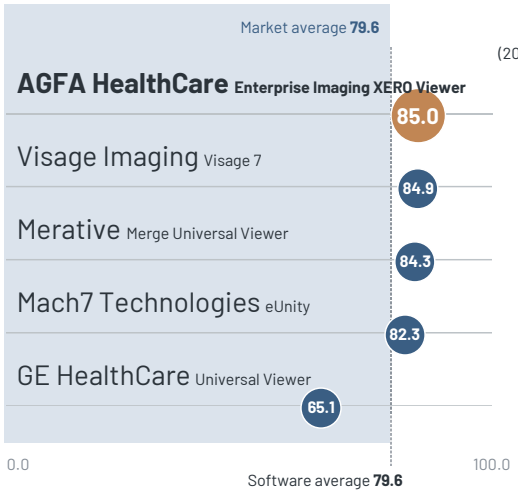
BEST IN KLAS® SOFTWARE & SERVICES 2024

AGFA HealthCare

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **AGFA HealthCare** Enterprise Imaging XERO Viewer	+7%	22	B+	B	B	B+	B+	B
2. Visage Imaging Visage 7	-6%	15	B+	B+	B+	B+	B-	B-
3. Merative Merge Universal Viewer	+5%	22	B	B+	B	B+	B	B-
4. Mach7 Technologies eUnity	-7%	19	B-	B	B+	B	B-	B
5. GE HealthCare Universal Viewer	-1%	25	D	D	C	C-	C+	F

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Fujifilm Synapse Mobility [C]	83.3	20	B+	B	B	B	B	B
Hyland NilRead	73.2*	8	D+*	C*	C+*	C+*	C+*	C*
Philips Enterprise Viewer Vue Motion (Carestream)	82.1*	7	B-*	B+*	B-*	B-*	C-*	**A***

*Limited data [C] Component

Definitions can be found on page iii.

Vendor Neutral Archive (VNA)

Segment definitions can be found on page 250.

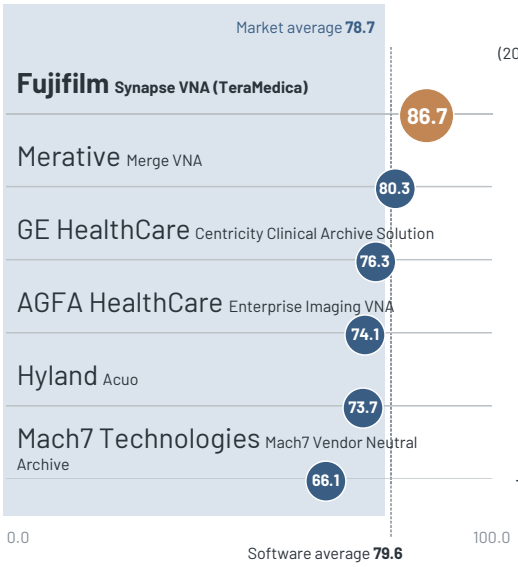
BEST IN KLAS® SOFTWARE & SERVICES 2024

FUJIFILM

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Fujifilm Synapse VNA (TeraMedica)	-2%	31	**A-**	B+	B	B+	B	**A-**
2. Merative Merge VNA	-2%	24	C+	B	B-	B	B	C+
3. GE HealthCare Centricity Clinical Archive Solution	+4%	17	C	B-	C	C+	B-	C-
4. AGFA HealthCare Enterprise Imaging VNA	-3%	15	C	C	C+	C+	B-	D+
5. Hyland Acuo	-1%	20	C-	C+	C	C+	C+	D+
6. Mach7 Technologies Mach7 Vendor Neutral Archive	-13%	15	F	D+	D+	D+	C-	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Philips Enterprise Repository Vue Archive (Carestream)	78.4*	9	B-*	B-*	C+*	C+*	C+*	B*
Sectra VNA	94.6*	9	**A+***	**A+***	**A***	**A***	**A***	**A***

*Limited data

Definitions can be found on page iii.

Recent Insights—Imaging Software

US Digital Pathology 2023

A Deep Dive into Early Clinical Adopters' Successes and Lessons Learned

Key Findings:

1. Building a Business Case for Digital Pathology
2. Have Early Adopters Seen Standout Success
3. Will Cost Savings Offset the Investment in Digital Pathology?
4. Selecting the Right IMS Vendor Partner
5. How Should FDA Clearance Factor into a Purchasing Decision?
6. Determining the Optimal Adoption Strategy for Your Organization

Speech Recognition: Front-End Imaging

Segment definitions can be found on page 250.

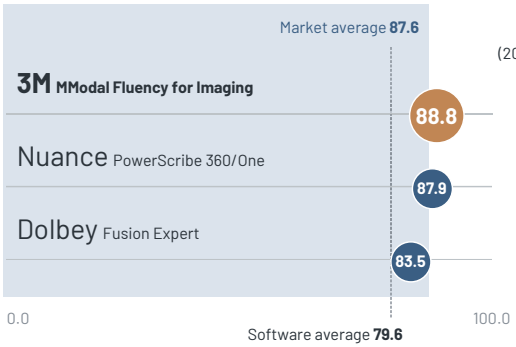
BEST IN KLAS® SOFTWARE & SERVICES 2024

3M

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. 3M MModal Fluency for Imaging	-5%	31	A-	A	A-	B+	A-	B
2. Nuance PowerScribe 360/One	+1%	51	B+	A	B+	A-	B	B
3. Dolbey Fusion Expert	-4%	15	A	C	B	B	A-	B+

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Dolbey Fusion Expert	n=15	**100%**

Part of long-term plans?

None

Would you buy again?

Nuance PowerScribe 360/One	n=48	**98%**
3M MModal Fluency for Imaging	n=31	**97%**

Payer Solutions

224 Payer Software

Care Management Solutions (Payer)
Claims & Administration Platforms (Payer)
CMS Payer Interoperability
Data Analytics Platforms (Payers)
Payment Accuracy & Integrity Solutions (Payer)
Quality Measurement & Reporting (Payer)
Risk Adjustment

236 Payer Services

IT Consulting Services (Payer)

238 Employer Services

Employer-Sponsored Healthcare Services

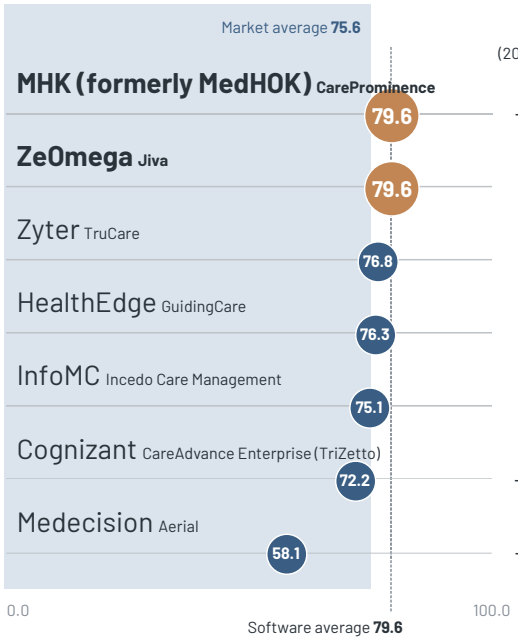
Care Management Solutions (Payer)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
T1. MHK (formerly MedHOK) CareProminence	-10%	6	C	B	C+	B-	B+	B-
T1. ZeOmega Jiva	-4%	15	C	B	B-	B-	B	C
3. Zyter TruCare	+7%	14	C	C+	B-	C	**A-**	C
4. HealthEdge GuidingCare	+1%	12	D+	B	C	C+	B-	C+
5. InfoMC Incedo Care Management	-5%	7	C+	C-	C	C	**A-**	B
6. Cognizant CareAdvance Enterprise (TriZetto)	+16%	6	C+	C-	C+	C-	B	D+
7. Medecision Aerial	+17%	7	F	F	D	D-	D	D+

Solutions Not Ranked

Ordered alphabetically

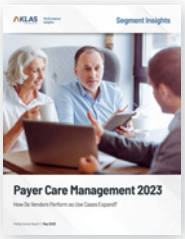
	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
EXL Healthcare Care Management Solutions	68.4*	5	C-*	D-*	C*	D+*	B-*	C*
Gainwell Technologies Gainwell Care Management	89.7*	4	**A***	B+*	**A***	B*	**A***	**A+***
Salesforce Member Care Management [NR]	87.4*	3	C+*	**A+***	B+*	**A-***	C+*	B*
UpHealth SyntraNet	52.5*	3	F*	F*	D-*	F*	D+*	F*
VirtualHealth HELIOS	75.7*	4	F*	B+*	C*	C*	C*	B*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Care Management Solutions (Payer) Continued

Recent Insights



Payer Care Management 2023

How Do Vendors Perform as Use Cases Expand?

Key Findings:

1. InfoMC, ZeOmega, and MHK (Limited Data) Drive Strong Customer Relationships
2. Medecision and UpHealth (Limited Data) Struggle to Meet Customers' Product & Relationship Needs
3. ZeOmega and HealthEdge Support Broad Emerging Use CasesStill, Some Functionality Challenges Persist
4. Even with Broad Use-Case Functionality, Cognizant Customers Have Mixed Success with Integration; Zyter (Casenet) Customers Want Less Buggy Upgrades
5. HealthEdge Leads in Considerations and Wins; EXL (Limited Data) and Gainwell Technologies Vulnerable to Replacement

Claims & Administration Platforms (Payer)

Segment definitions can be found on page 250.

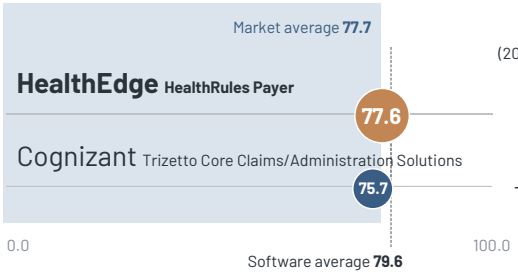
BEST IN KLAS® SOFTWARE & SERVICES 2024

HEALTHEDGE
BECOME A DIGITAL PAYER

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. HealthEdge HealthRules Payer	+1%	17	C-	B+	C+	C+	C	C
2. Cognizant Trizetto Core Claims/Administration Solutions	+15%	23	C+	B-	C+	C+	B-	D

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Advantasure Core Administration Solutions [C]	62.7*	3	F*	D+*	D+*	D+*	D*	F*
athenahealth athenaIDX Financial Risk Manager [C]	92.2*	4	**A-***	**A+***	**A-***	**A-***	**A***	**A***
Epic Tapestry [C]	78.2	23	C	B	C	C+	B	B-
Mphasis Eldorado Core Claims Solutions [R]	49.8*	4	F*	F*	F*	F*	D*	F*
SKYGEN USA Core Administration Solutions [C]	81.5	11	C	**A-**	B	B	B	B-
SS&C Health DST Health Solutions Core Claims/Administration Solutions	71.0*	3	D+*	C+*	C*	D+*	C+*	C-*
Viveka Health Benefits Administration Platform [C]	94.8	7	**A+**	**A+**	**A**	**A**	**A**	**A-**

*Limited data [C] Component [R] Regional

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

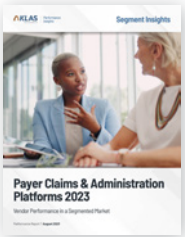
HealthEdge HealthRules Payer n=17 **100%**

Would you buy again?

None

Claims & Administration Platforms (Payer) Continued

Recent Insights



Payer Claims & Administration Platforms 2023

Vendor Performance in a Segmented Market

Key Findings:

*Limited data

1. Cognizant & HealthEdge Are Clear Mindshare Leaders; Support & Delivery Challenges Remain for Both
2. Provider-Sponsored Health Plans Frequently Consider Epic; SS&C Health* Continues to Lose Customers
3. SKYGEN USA & Viveka Health Seen As Solid for Specialty Plans & Small Plans (Respectively); Mphasis (Eldorado)* Still Falling Short of Customer Expectations

CMS Payer Interoperability

Segment definitions can be found on page 250.

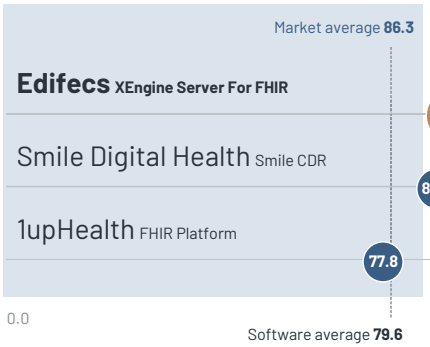
BEST IN KLAS® SOFTWARE & SERVICES 2024

edifecs

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Edifecs XEngine Server For FHIR	+5%	7	A	A+	B+	A	A-	A-
2. Smile Digital Health Smile CDR	+5%	14	A	A-	B	A-	A-	A-
3. 1upHealth FHIR Platform	-10%	7	B-	C	C+	B+	B	C

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
InterSystems HealthShare CMS Solution Pack	82.9*	4	B*	B*	C+*	B*	B+*	B+*
Onyx Technology SAFHIR	93.2*	5	A*	A+*	B+*	A-*	A+*	A*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Edifecs XEngine Server For FHIR	n=7	**100%**

Keeps all promises?

Edifecs XEngine Server For FHIR	n=7	**100%**
Smile Digital Health Smile CDR	n=11	**100%**

Part of long-term plans?

Edifecs XEngine Server For FHIR	n=7	**100%**

Would you buy again?

Edifecs XEngine Server For FHIR	n=7	**100%**

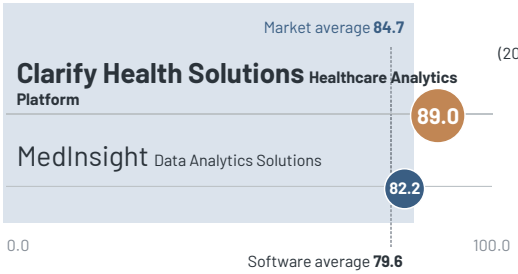
Data Analytics Platforms (Payers)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Clarify Health Solutions Healthcare Analytics Platform	N/A	7	**A-**	**A-**	B	B+	**A+**	**A-**
2. MedInsight Data Analytics Solutions	N/A	29	B	B	B	C+	B+	B

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
MedeAnalytics Payer Enterprise Suite	89.9*	3	B-*	**A+***	B+*	**A-***	**A***	**A-***

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Clarify Health Solutions Healthcare Analytics Platform n=7 **100%**

Keeps all promises?

None

Part of long-term plans?

None

Would you buy again?

Clarify Health Solutions Healthcare Analytics Platform n=7 **100%**

Payment Accuracy & Integrity Solutions (Payer)

Segment definitions can be found on page 250.

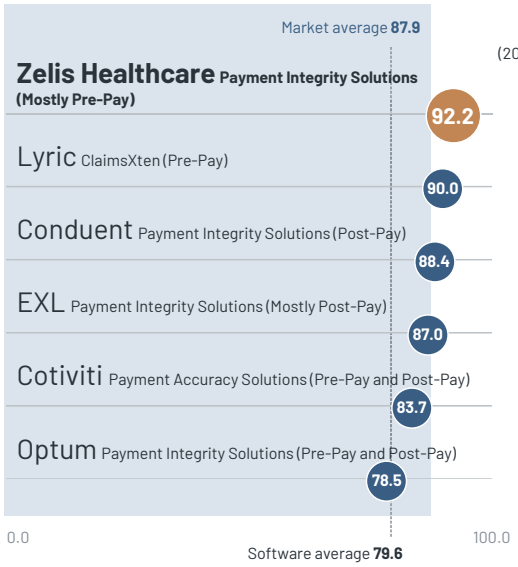
BEST IN KLAS SOFTWARE & SERVICES 2024

zelis

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. **Zelis Healthcare Payment Integrity Solutions (Mostly Pre-Pay)**	N/A	17	**A-**	**A+**	**A-**	**A**	**A**	**A**
2. Lyric ClaimsXten (Pre-Pay)	N/A	17	**A-**	**A+**	B	B+	**A-**	**A-**
3. Conduent Payment Integrity Solutions (Post-Pay)	N/A	10	B	B+	B+	B+	**A**	**A**
4. EXL Payment Integrity Solutions (Mostly Post-Pay)	N/A	7	**A**	B	B+	B	**A-**	**A**
5. Cotiviti Payment Accuracy Solutions (Pre-Pay and Post-Pay)	N/A	17	B-	**A-**	B	B-	B	B+
6. Optum Payment Integrity Solutions (Pre-Pay and Post-Pay)	N/A	13	C-	B	B-	C+	C+	B-

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
HealthEdge Source (Pre-Pay) [NR]	86.3	9	B-	**A**	B	B+	**A-**	B+
MultiPlan Payment Integrity Solutions (Pre-Pay and Post-Pay)	91.4*	4	**A***	**A***	**A***	**A-***	**A***	**A-***

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Payment Accuracy & Integrity Solutions (Payer) Continued

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Conduent Payment Integrity Solutions (Post-Pay)	n=10	**100%**
EXL Payment Integrity Solutions (Mostly Post-Pay)	n=6	**100%**

Keeps all promises?

EXL Payment Integrity Solutions (Mostly Post-Pay)	n=5	**100%***

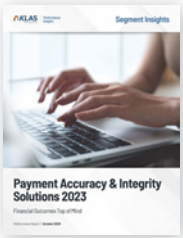
Part of long-term plans?

Cotiviti Payment Accuracy Solutions (Pre-Pay and Post-Pay)	n=17	**100%**
Lyric ClaimsXten (Pre-Pay)	n=16	**100%**
Zelis Healthcare Payment Integrity Solutions (Mostly Pre-Pay)	n=16	**100%**

Would you buy again?

Cotiviti Payment Accuracy Solutions (Pre-Pay and Post-Pay)	n=16	**100%**
Lyric ClaimsXten (Pre-Pay)	n=17	**100%**

Recent Insights



Payment Accuracy & Integrity Solutions 2023

Financial Outcomes Top of Mind

Key Findings:

1. Vendors That Provide Pre-Payment & Post-Payment Solutions: Cotiviti and Optum Provide Broadest Solutions; Outcomes and Value for Customers Vary, Particularly with Optum
2. Vendors That Provide Pre-Payment Solutions: Zelis Healthcare Customers Are Most Satisfied; Lyric & HealthEdge Customers See Outcomes but Want More Proactive Engagement & Functionality
3. Vendors That Provide Post-Payment Solutions: Conduent & EXL Used for Payment Recovery & Analytics Respectively; Customers of Both Report Receiving Value

Quality Measurement & Reporting (Payer)

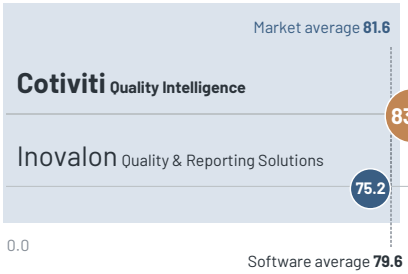
Segment definitions can be found on page 250.

COTIVITI

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Cotiviti Quality Intelligence	+3%	33	B	B+	B	B-	B+	B
2. Inovalon Quality & Reporting Solutions	+12%	7	C+	C+	B+	C+	C-	D+

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Change Healthcare Quality Performance Advisor	73.5*	4	B-*	C*	C*	C-*	C-*	C*

*Limited data

Definitions can be found on page iii.

Risk Adjustment

Segment definitions can be found on page 250.

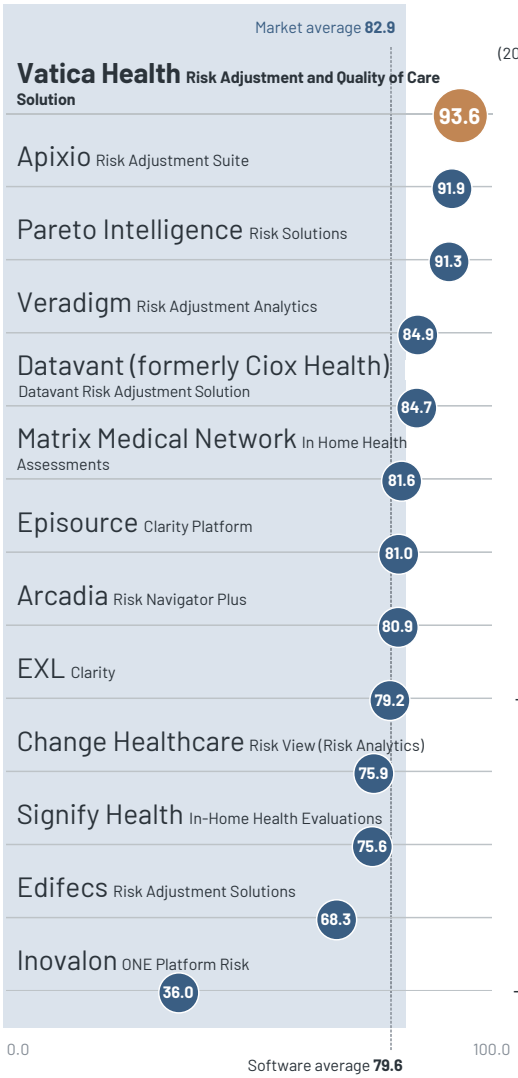
BEST IN KLAS® SOFTWARE & SERVICES 2024

Vatica Health™

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023-2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
1. Vatica Health Risk Adjustment and Quality of Care Solution	+1%	14	**A**	**A+**	**A**	**A-**	**A+**	**A**
2. Apixio Risk Adjustment Suite	+6%	19	**A**	**A**	**A**	**A-**	**A+**	**A**
3. Pareto Intelligence Risk Solutions	+5%	8	**A**	**A**	B+	**A-**	**A**	**A**
4. Veradigm Risk Adjustment Analytics	0%	8	B+	B	B+	B	**A**	B+
5. Datavant (formerly Ciox Health) Datavant Risk Adjustment Solution	+9%	17	B	**A-**	B	B	B+	B
6. Matrix Medical Network In Home Health Assessments	N/A	6	B+	B-	B-	B-	C+	B+
7. Episource Clarity Platform	-5%	16	C+	B	B	C+	B	B
8. Arcadia Risk Navigator Plus	+2%	9	B-	B+	C+	B-	B	B-
9. EXL Clarity	-10%	11	B	C	B	C+	B	B
10. Change Healthcare Risk View (Risk Analytics)	-3%	10	B-	C+	C+	C-	B-	B-
11. Signify Health In-Home Health Evaluations	N/A	6	C	C+	C	C-	C+	B-
12. Edifecs Risk Adjustment Solutions	N/A	13	F	C-	D+	C-	C	C+
13. Inovalon ONE Platform Risk	-28%	6	F	F	F	F	F	F

Risk Adjustment Continued

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Advantmed ELEVATE Risk Adjustment Insights	90.0*	4	**A***	**A***	B*	B+*	**A-***	**A***
Cotiviti Risk Adjustment Solutions	66.8*	5	D+*	D*	C-*	F*	C+*	C+*
Optum Risk Adjustment Solutions	70.6*	4	C-*	D*	C*	C*	C+*	C*

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Pareto Intelligence Risk Solutions	n=8	**100%**
Vatica Health Risk Adjustment and Quality of Care Solution	n=12	**100%**
Apixio Risk Adjustment Suite	n=19	**96%**

Keeps all promises?

Matrix Medical Network In Home Health Assessments	n=5	**100%***
Vatica Health Risk Adjustment and Quality of Care Solution	n=14	**100%**

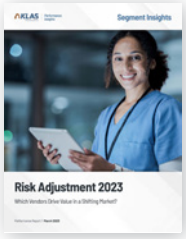
Part of long-term plans?

Arcadia Risk Navigator Plus	n=8	**100%**
Vatica Health Risk Adjustment and Quality of Care Solution	n=14	**100%**

Would you buy again?

Matrix Medical Network In Home Health Assessments	n=6	**100%**
Vatica Health Risk Adjustment and Quality of Care Solution	n=11	**100%**

Recent Insights



Risk Adjustment 2023

Which Vendors Drive Value in a Shifting Market?

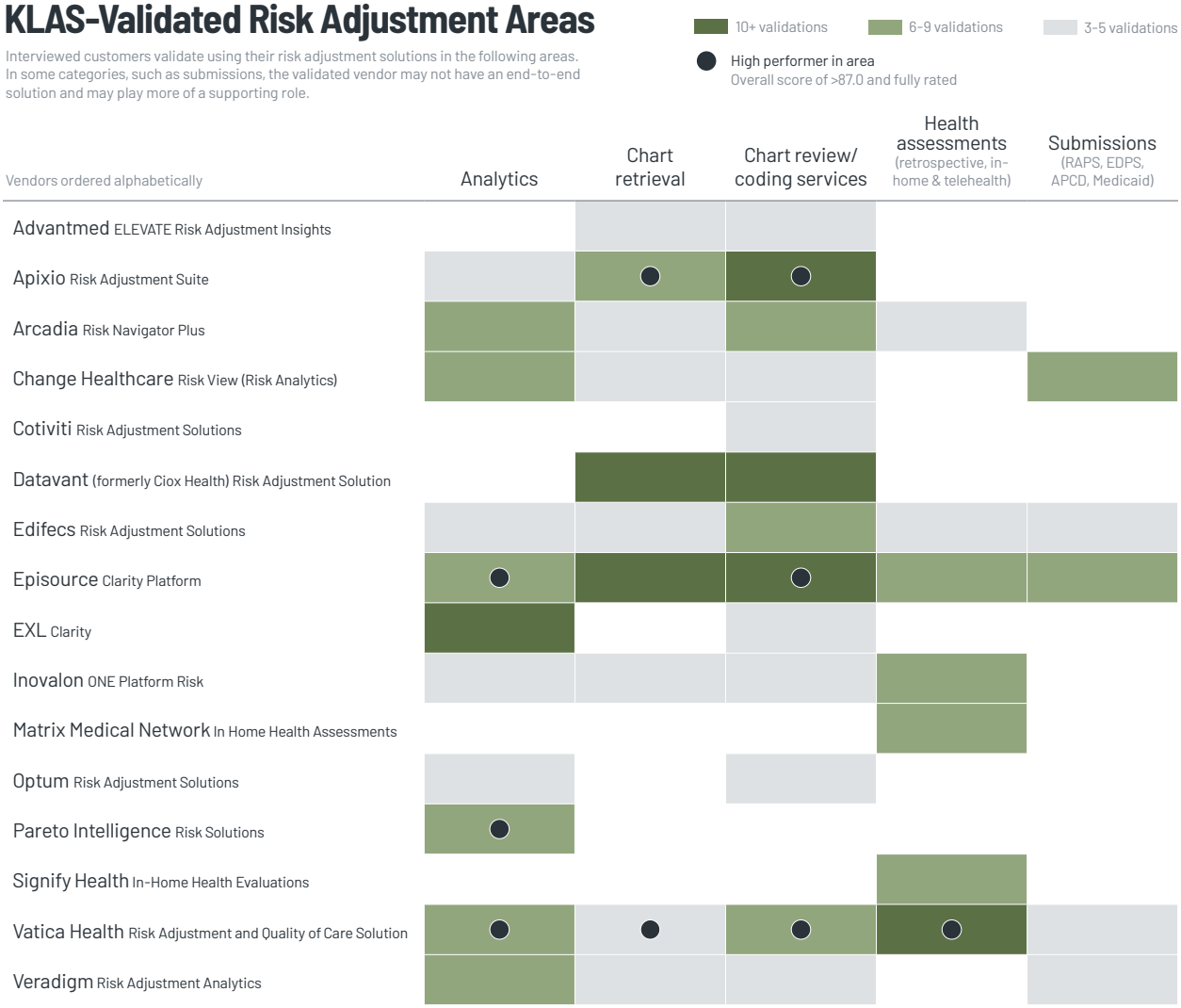
Key Findings:

1. Episource & Veradigm Offer Broad Capabilities & Positive Customer Experience
2. Well-Known Vendors Inovalon, Cotiviti & Optum (Limited Data) Falling Behind
3. Health Assessments from Vatica Health Offer Unique Approach that Drives Value for Customers
4. NLP from Apixio Leads to High Accuracy, Narrow Focus Has Some Customers Looking Elsewhere; Health Fidelity & Talix Customers Experiencing Bumps Post-Acquisition
5. Advantmed Sees Increased Customer Satisfaction after Leadership Changes; Ciox Health Often Used for Chart Retrieval but with Some Missed Expectations
6. For Analytics, EXL's Easy-to-Use Offering Aids Customer Utilization; MedInsight & Pareto Intelligence Offer Prospective Capabilities, though Broad Offering Can Add to Complexity

Risk Adjustment Continued

KLAS-Validated Risk Adjustment Areas

Interviewed customers validate using their risk adjustment solutions in the following areas. In some categories, such as submissions, the validated vendor may not have an end-to-end solution and may play more of a supporting role.

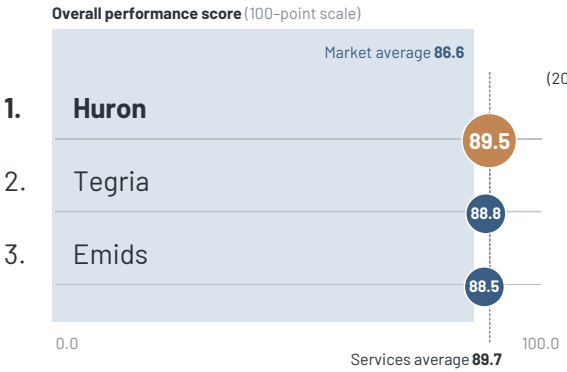


IT Consulting Services (Payer)

Segment definitions can be found on page 250.

Ranked Solutions

Grading methodology can be found on page iii.



	Trend (2023-2024)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
1. **Huron**	N/A	8	**A-**	B+	**A-**	B+	B+
2. Tegria	+4%	11	**A-**	B	B+	B+	B
3. Emids	+3%	10	**A-**	B	**A-**	B+	B

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars				
			Loyalty	Operations	Relationship	Services	Value
Accenture	97.2*	3	A+*	A-*	A+*	A+*	A*
Change Healthcare	96.9*	3	A+*	A*	A*	A*	A+*
CitiusTech [NR]	86.7*	5	A-*	B-*	B+*	B-*	B*
Cognizant	83.1*	4	A-*	B*	B+*	B+*	D+*
HTC Global Services [NR]	74.0	6	C	C	B	D	C-
IQVIA	82.5*	5	B*	B-*	B+*	B-*	B-*
UST [NR]	93.1*	3	A*	A-*	A*	B+*	A*

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

Huron	n=8	**100%**
Tegria	n=10	**100%**

Exceeds expectations?

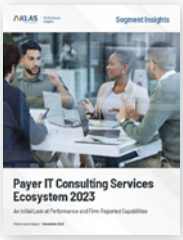
None

Would you buy again?

Tegria	n=11	**100%**

IT Consulting Services (Payer) Continued

Recent Insights



Payer IT Consulting Services Ecosystem 2023

An Initial Look at Performance and Firm-Reported Capabilities

Key Findings:

1. Among Fully Rated Firms, Huron, Tegria & Emids Clients Most Consistently Satisfied
2. Clients Want HTC Global Services & IQVIA to Improve Bench Depth and Resource Expertise

Employer-Sponsored Healthcare Services

Segment definitions can be found on page 250.

Marathon Health™

Ranked Solutions

Grading methodology can be found on page iii.

Overall performance score (100-point scale)

Market average **88.2**

		Trend (2023-2024)	# of unique orgs	Customer experience pillars				
				Loyalty	Operations	Relationship	Services	Value
1.	**Marathon Health** 90.4	-1%	56	**A**	B	**A-**	B+	B+
2.	Proactive MD 89.4	N/A	14	**A-**	B	**A**	**A-**	B+
3.	QuadMed 89.3	+4%	11	**A**	B	**A-**	B+	B
4.	Premise Health 87.1	+7%	18	**A-**	B	B+	B+	B-
5.	Everside Health 83.2	+3%	9	B+	B-	B	B	B-
6.	Oracle Health (now Marathon Health) 64.7	-16%	6	D+	C-	D+	C	F

0.0 — 100.0

Services average **89.7**

Other Notable Performances

Ranked solutions for which at least 100% of respondents answered yes.

Avoids charging for every little thing?

None

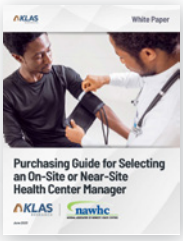
Exceeds expectations?

QuadMed	n=10	**100%**

Would you buy again?

Marathon Health	n=55	**100%**
QuadMed	n=11	**100%**

Recent Insights



Purchasing Guide for Selecting an On-Site or Near-Site Health Center Manager

Key Findings:

1. Primary Drivers for Employers to Offer On-Site or Near-Site Health Centers
2. Overview of the Market: Approaches and Current Market Landscape
3. Guidance and Best Practices
4. Common Challenges
5. Peer Recommendations

KLAS EMERGING INSIGHTS

Emerging Insights

It seems there's a new healthcare tech or services startup trying to catch your attention every week.

Which are worth the time and investment?

Don't jump into new tech without hearing from the early adopters.

KLAS' Emerging Solutions reports offer first looks at new and newly energized markets, including:

- Revenue cycle management
- Operational optimization
- Automation and AI
- Virtual care and remote patient monitoring

See the latest at **klasresearch.com/emerging-solutions**

2023 Emerging Solutions TOP 20 KLAS RESEARCH

KLAS Emerging Solutions Top 20 Report

In the last three years, KLAS has published over 130 Emerging Solutions reports, and we continue to expand this research in order to help provider organizations separate fact from fiction when it comes to vendor claims.

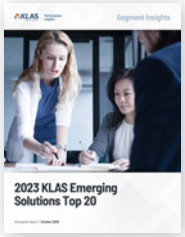
As part of that effort, KLAS' recent Emerging Solutions Top 20 report moves beyond individual vendor reports to give readers an easy way to identify which KLAS-validated solutions have the most potential to help them achieve the goals of the Quadruple Aim: improve outcomes, reduce costs, improve patient experiences, and improve clinician experiences.

Access the **full report here**

"We're thrilled to be recognized by KLAS in the 2022 Emerging Solutions Top 20 Report. KLAS continues to provide an objective and buyer-centric view of the healthcare IT market."
—Vendor CEO and cofounder

KLAS RESEARCH

Recent Insights



2023 KLAS Emerging Solutions Top 20

Emerging Company Spotlights 2023

Alpha Nodus Gravity AI
Reducing Authorization Workload through AI-Assisted Tools and Integrated Outreach Features

Brightwork Health IT
Helping Healthcare Organizations Solve Business and IT Challenges

BUDDI AI's Coding.AI
Enhancing Revenue Cycle Performance through AI-Driven, Autonomous Coding

care.ai Smart Patient Rooms
Providing an AI-Powered Smart Care Facility Platform

CareSignal by Lightbeam
Pursuing Better Healthcare Outcomes with Accessible Remote Patient Monitoring

Clearstep
Driving Outcomes through AI Chat-Based Solutions for Triage and Patient Engagement

CodaMetrix Autonomous Coding
Reducing Manual Coding Volumes through Automation and Machine Learning

Current Health
Enterprise Care at Home—Moving the Healthcare Market Forward

HealthEdge Source
Enhancing Payment Integrity

Emerging Company Spotlights, continued

Healthwise Patient Education
Providing Health Education to Improve Health Decisions

Janus Revenue Cycle Platform
Optimizing RCM Processes through Operational Intelligence and Automation

Lean Business Services Raqeem
Providing Medical Record Automation & Workflow Efficiencies

MedSitter
Virtual Patient Observation to Drive Outcomes and Improve Patient Safety

Navina
Driving Outcomes through an AI-Powered Workflow Solution

Nym Medical Coding Engine
Automating the Medical Coding Process Through Clinical Language Understanding Technology

Orbita
Improving Patient Engagement through Conversational AI

PayZen
Using Data and AI to Improve Healthcare Affordability

QuicksortRx
A Real-Time Pharmacy Decision Support Platform to Decrease Medication Costs

Qventus Solutions
Achieving Operational Improvements through AI, Machine Learning, and Behavioral Science

Continued on next page

Recent Insights Continued

Emerging Company Spotlights, continued

Redivus Health Code Blue
Providing Clinical GPS during Lifesaving Cardiac Arrest Resuscitation Procedures

Regard
Supporting Clinicians with an EHR-Embedded AI Co-Pilot

Rhino Health
Facilitating the Creation of Healthcare AI Models via Edge Computing & Federated Learning

SmarterDx
Driving Revenue Cycle Outcomes through Proprietary Clinical AI

SparkChange SparkActions
Optimizing Revenue Cycle Operations through Automation

Steer Health
Engaging Patients across Multiple Stages of Care

Viveka Health Benefits Administration Platform
Improving Benefits Management with a Modern, Multifunctional Solution

Emerging Insights Case Studies 2023

athenahealth Gamify
RCM Optimization through Gamification

Casechek
Automating Workflows for Vendor Supported Procedures

Sparkle
A Tool Set for Patient Acquisition and Journey Optimization

First Looks 2023

The Appian Platform for Process Automation
Utilizing Low-Code Technology to Design, Automate, and Optimize Processes

CareAllies Value-Based Care Managed Services
Guiding Providers through Strong Partnerships

Clearwater IRM|Analysis
Approaching Risk Assessment Holistically

Clearway Health Pharmacy Consulting Services
Enabling Specialty Pharmacy Programs through Comprehensive Service Partnerships

Cordea Consulting
Optimizing HIS Solutions through Operational & EHR Expertise

Cotiviti Payment Accuracy Solutions
Using Prospective & Retrospective Payment Integrity Solutions to Save Costs

Divurgent M&A HIT Services
Specialized Resources for M&A Drive Financial Outcomes

ECLAT Health Solutions
Flexible, Wide-Ranging Revenue Cycle Services to Accommodate Various Outsourcing Needs

Epic Payer Platform
Connecting Payers & Providers to Remove Barriers in Patient Care

EXL Payment Integrity Solutions
Ensuring Accuracy with Transparent Insights along the Payment Continuum

Continued on next page

Recent Insights Continued

First Looks, continued

EY Digital Transformation Consulting
Providing Clarity and Modern Results via Digital Initiatives

First Health Advisory
Reducing Risk through Cloud-Enabled Managed Security and Technology Solutions

Fresenius Kabi Ivenix Infusion System LVP
A New LVP Aimed at Bringing Infusion Delivery into the Modern Age

GAVS Technologies Digital Services
Handling IT Security, IT Advisory, Technical & Partial IT Outsourcing Services with High-Value Partnerships

Goliath Technologies End-User-Experience Monitoring and Troubleshooting
Seeking to Optimize Healthcare IT Systems

GuardRFID TotGuard Infant Security System (Software & Hardware)
Using RTLS to Mitigate Risk and Improve Infant Safety

Healthfuse Revenue Cycle Vendor Management
Effectively Managing Vendor Partnerships to Improve Collections Performance and Reduce Cost

Healthjump Interoperability Platform
Solving the Interoperability Problem for Healthcare Organizations

Healthrise
Dynamic Improvement of Revenue Cycle Performance

Ibex Medical Analytics
Providing Increased Accuracy and Efficiency in Digital Pathology for Primary Diagnosis

First Looks, continued

Iris Telehealth Telepsychiatry Services
Helping Healthcare Organizations Expand and Optimize Behavioral Health Care Delivery across the Continuum

McKesson Utilization Analytics
Lowering Drug Expenditure & Improving Financial Efficiency

National Medical Billing Services Surgical RCM Services
Delivering RCM Services to a Growing Market

NextGen Behavioral Health Suite
Providing Behavioral Health Providers with a Comprehensive Solution

Nuance Patient Engagement Solutions
Improving Patient Engagement through Omnichannel Engagement Technology

Olah Enterprise Archiving Solution
Building Strong Partnerships for Flexible Archiving and Meaningful Data

Onyx SAFHIR
Delivering a FHIR-Based, Payer-Specific Data Connection Platform

Optum Payment Integrity Solutions
A Comprehensive Toolset for the Entire Payment Integrity Process

PracticeSuite Practice Management
Delivering High Value to Ambulatory Practices

Proactive MD
Partnering with Employers to Provide Primary Care Services

Continued on next page

Recent Insights Continued

First Looks, continued

QGenda Time Tracking and Compensation
Helping Mitigate the Complexities of Time and Attendance in Healthcare

Qualifacts InSync Behavioral Health EHR
Providing Options in a Fraught Market

Relatient Dash Schedule
Streamlining Patient Bookings

Roche navify Lab Operations
Consolidating and Automating Lab Processes

Roche navify POC Operations
Enhancing Point-of-Care (POC) Device Management to Improve Patient Care

Roche navify Tumor Board
Improving Tumor Board Meetings with a Holistic View of Data That Facilitates Multidisciplinary Team Collaboration and Optimizes Care Decisions

SKYGEN Core Administration Solutions
Transforming Payers' Core Administrative Functions with Diverse, Modern Solutions

Solarity
Optimizing Clinical Data Processing and Indexing through Advanced Automation

Solv. Health
Improving the On-Demand Care Experience with a Diverse, Consumer-Grade Platform

TigerConnect Physician Scheduling
Streamlined Cloud-Based Organizational Scheduling

TruBridge Extended Business Office
Driving Revenue Outcomes through Accommodating Partnerships

First Looks, continued

UST Cloud Services
Modernizing Healthcare Technologies

Verity Solutions Verisave
Automated, Real-Time Drug Purchasing Optimization

Zelis Healthcare Payment Integrity Solutions
Ensuring Accurate Payments and Capturing Savings

Zocdoc
Helping Providers Acquire New Patients and Helping Patients Self-Schedule through a Cloud-Based Platform

Second Looks 2023

AvaSure
A Complete Virtual Care Platform That Improves Patient Safety while Reducing Costs & Staff Workloads

Bluesight CostCheck (formerly Kit Check Bluesight Insights)
Actionable Insights to Reduce Medication Spend

Additional KLAS-Validated Solutions

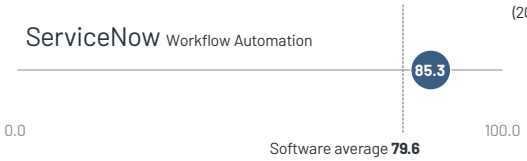
Additional KLAS-Validated Solutions

Segment Definitions can be found on page iii.

Software Performance

Grading methodology can be found on page iii.

Overall performance score (100-point scale)



	Trend (2023–2024)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
ServiceNow Workflow Automation	N/A	18	B+	**A-**	B	**A-**	B-	C+

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					
			Culture	Loyalty	Operations	Product	Relationship	Value
Goliath Technologies System Performance Monitoring Software [NR]	92.2*	7	**A***	**A-***	**A***	**A-***	**A+***	**A+***
Snowflake Data Cloud [NR]	92.2*	10	**A***	**A+***	B+*	**A***	B+*	**A***
Updox Electronic Fax	89.0*	14	**A***	**A***	B+*	B+*	B*	**A-***
uPerform	93.6*	11	**A-***	**A+***	**A-***	**A-***	**A+***	**A***

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Solutions for which at least 95% of respondents answered yes; excludes solutions with limited data or other designations.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

ServiceNow Workflow Automation	n=17	**100%**

Would you buy again?

ServiceNow Workflow Automation	n=18	**95%**

Additional KLAS-Validated Solutions Continued

Recent Insights

Approaches to Moving Epic in the Cloud 2023

Which Public Cloud Providers Are Early Movers Considering?

Key Findings:

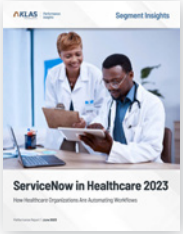
1. Microsoft Azure Often a Front-Runner Due to Respondents Already Leveraging Azure or Microsoft Tools in Other Areas
2. AWS' Epic Expertise and Strong Bench of Technical Resources Drive Considerations
3. Most Respondents Want to Quickly Leverage Disaster Recovery Capabilities while Moving Their Production Environment to the Cloud over Next Year or Two
4. For Most Respondents, Capital Cost Reduction Is the Primary Goal of Moving to the Cloud; However, Uncertainty around Costs Are the Primary Concern
5. Most Respondents Anticipate Using Third-Party Firms to Support Their Cloud Migration; Management Consulting Firms Are Top of Mind

Digital Fax 2023

How Are Advanced Users Moving toward Next-Generation Discrete Data Extraction?

Key Findings:

1. Concord, etherFAX Surpass Others in Digital Fax Maturity; Retarus, Vyne Medical Close Behind
2. Most Respondents Want Vendors to Make Technology Easier to Roll Out
3. Most Advanced Users See Digital Fax as Integral Part of Their Interoperability Strategy

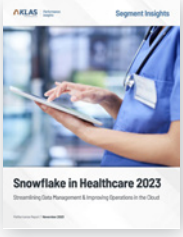


ServiceNow in Healthcare 2023

How Healthcare Organizations Are Automating Workflows

Key Findings:

1. IT Service Management Is Primary Use Case, Followed by HR & IT Operations Management
2. Improved Efficiency Is Far and Away the Top Outcome; Organizations Also Commonly Report Better Visibility/Reporting
3. Most Respondents Say ServiceNow Provides Strong Customer Experience
4. Main Highlights of Customer Experience Are Reporting, Workflow Automation, and Flexibility; Reporting Provides Visibility into Key Data Points, Enabling Better Decision-Making
5. Biggest Obstacle for Organizations Is Finding Developers/Staff to Support ServiceNow Platform
6. In the Future, Organizations Intend to Focus on Expansion, Adoption, and Optimization



Snowflake in Healthcare 2023

Streamlining Data Management & Improving Operations in the Cloud

Key Findings:

1. Improved Operational Efficiency Is Top Outcome; Customers Also Commonly Report Improved Data Integration, Decision-Making & Cost-Effectiveness
2. Main Highlights of Customer Experience Are Quick Adoption & Easy Setup
3. Data Migration Is the Biggest Obstacle for Healthcare Customers
4. Most Respondents Are Highly Satisfied; All Would Buy Snowflake Again
5. Customers' Future Plans Center on Applications, Data Engineering & Data Science

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250 Segments & Definitions

258 Solutions

Index

Segments & Definitions

Click on any **number** to go directly to that page.

340B Management Systems 24

Software and associated services that help provider organizations identify eligible 340B claims, submit them for reimbursement, and manage overall compliance with the 340B program.

Access Management 152

Technology solutions that ensure the right individuals have access to the right resources at the right times and for the right reasons.

Acute Care EHR: Large (>400 Beds) 18

Acute Care EHR: Midsize (151–400 Beds) 19

Acute Care EHR: Small (1–150 Beds) 20

Software products that provide core inpatient functionality, including a clinical data repository, order entry, results reporting, and/or clinician charting and documentation.

Additional KLAS-Validated Solutions 246

KLAS uses this general category to display performance data on any healthcare IT software solutions that belong to market segments where KLAS isn't actively measuring more than one vendor.

Ambulatory EHR: Health System Owned 46

Ambulatory EHR: Independent (>75 Physicians) 47

Ambulatory EHR: Independent (11–75 Physicians) 48

Clinical software that provides functionality for charting, order entry, prescription orders/refills, and more.

Ambulatory Ophthalmology EHR 49

EHR solutions used solely by independent ophthalmology clinics. Measured vendors in this segment are either completely focused on ophthalmology or have a significant ophthalmology customer base. Optometry software and ASC services may also be included.

Ambulatory Pediatric Solutions 50

EHR solutions used solely by independent pediatric clinics. Measured vendors in this segment are either completely focused on pediatrics or have a significant pediatrics customer base. Feedback is from only full pediatric clinics (feedback from multispecialty groups is not included).

Ambulatory RCM Services (EHR-Agnostic) 51

Firms that provide RCM services to ambulatory organizations and integrate with multiple EHRs; excludes EHR vendors that provide such services to their own software customers.

Ambulatory RCM Services (EHR-Associated) 52

Services provided to a physician practice or group so they can outsource some or all billing responsibilities to a third-party billing company.

Ambulatory Specialty EHR 53

Products that provide clinical solutions for medical specialties and do not offer family practice, general practice, or internal medicine functionality.

Ambulatory Surgery Center Solutions 54

Solutions designed for the outpatient workflow to allow physicians and administrators to document clinical data, optimize revenue, increase operational efficiency, and maintain compliance standards.

Application Hosting 192

Hosting of applications by a third-party firm. In order for firms to be rated in this segment without a component [C] designation, KLAS must have collected surveys from at least 10 unique client organizations that use the firm to host major applications (i.e., EHR, ERP, patient accounting).

Automated Dispensing Cabinets 25

Products providing both software and hardware (e.g., cabinets) to organize, control, and monitor the dispensing of medications in nursing units.

Behavioral Health 75

Software products offering clinical and/or financial management functionality for behavioral health facilities.

Business Decision Support 96

Products that provide financial decision support and budgeting tools. This category does not include products that focus on clinical decision support.

Capacity Optimization Management 97

Solutions that use AI and machine learning to help optimize facility scheduling, specifically for operating rooms, infusion centers, and inpatient beds.

Cardiology 211

Products that provide digital image management for cardiovascular modalities.

Cardiology Hemodynamics 212

Systems that measure and monitor blood flow, pressure, and circulation during heart catheterizations and other cardiovascular procedures.

Care Management Solutions (Payer) 224

Standalone vendor solutions that provide analytics and workflow capabilities to help healthcare payers manage and improve member/patient health conditions.

Claims & Administration Platforms (Payer) 226

Core claims/administration systems used by health plans to process and pay (adjudicate) claims, enroll health plan members, and manage payer product lines (i.e., benefit/plan offerings).

Claims Management & Clearinghouse 78

Software tools that help provider organizations manage claims and submit them to payers.

Clinical Communications: Acute Care 35

Clinical Communications: Ambulatory/Post-Acute Care 55

HIPAA-compliant, asynchronous communication platforms used on smartphones, laptops, or computer stations via a web browser or downloaded application. Functionality is used to support the workflows of physicians, nurses, and others (administration, IT, transport teams, housekeeping, environmental services, etc.). System interfaces enable push notifications for patient care teams.

Clinical Decision Support: Care Plans & Order Sets 37

Solutions that help create treatment plans primarily for nursing. Solutions also create physician order sets to guide care delivery. Content is maintained and updated based on current medical evidence.

Clinical Decision Support: Point-of-Care Clinical Reference 38

Solutions that provide clinicians with insights on drugs or disease conditions at the point of care; insights are from evidence-based research and/or clinical collaboration.

Clinical Documentation Integrity 114

Services that implement or optimize clinical documentation integrity (CDI) processes by training physicians/clinical documentation specialists and/or providing tools and workflows.

Clinical Optimization 164

Projects focused on improving the way in which clinical systems operate and are used by clinicians. Projects often result in higher physician adoption, improved patient care, and an improved ROI.

CMS Payer Interoperability 228

Software designed to meet requirements for CMS-regulated payers and state agencies by providing a patient access API, provider directory API, and payer-to-payer data exchange.

Complex Claims Services 80

Services focused on assisting provider organizations with complex claims—specifically, claims for workers' compensation, VA, motor vehicle accidents, and out-of-state Medicaid.

Computer-Assisted Coding (CAC) 116

Software that uses natural language processing (NLP) to analyze clinical documentation and produce appropriate medical codes.

Computer-Assisted Physician Documentation (CAPD) 117

Software that uses natural language processing (NLP) to make documentation suggestions to clinicians.

Credentialing 106

Software designed to help healthcare organizations streamline, automate, and track the credentialing and re-credentialing process. The software helps manage primary source verification, manage the application process, maintain and track organizational records (e.g., compliance training, immunizations), and monitor peer reviews and ongoing performance (OPPE/FPPE).

Customer Relationship Management (CRM) 129

Systems that manage patients' contact data by organizing and managing current patients and potential/acquired patients, much like sales organizations do. These tools are also used for improving care collaboration.

Data & Analytics Platforms 98

Software that provides enterprise analytics and reporting on clinical, operational, and financial data. Products ingest, analyze, and display results using formats like dashboards or scorecards to help non-IT users reasonably understand the data.

Data Analytics Platforms (Payers) 229

Payer software solutions that provide enterprise analytics and reporting on clinical, member, operational, and financial data. Products ingest, analyze, and display results using formats like dashboards or scorecards to help non-IT users reasonably understand the data.

Data Archiving 22

Allows healthcare organizations to access old data from legacy systems and be compliant with regulations around preserving healthcare data. Data can then be used for business use cases, legal needs, analytics, or predictive modeling.

Data Visualization & Reporting 100

Analytics solutions that provide front-end graphical, visual, and tabular displays of different kinds of data (e.g., clinical, operational, financial) to inform end users' and analysts' decisions.

Debt Collection Services 122

Services provided to healthcare organizations to collect the final balance on unpaid patient accounts.

Denials Management Services 196

Services that help healthcare organizations ensure they get reimbursed correctly for services provided, specifically in reacting to denied claims.

Digital Rounding 130

Tools that help measure, track, and improve the patient experience and that are typically used as clinicians make their rounds in inpatient settings. Tools may also help with service recovery needs and can provide reports on rounding frequency and effectiveness.

Digital Transformation Consulting 171

Consulting engagements intended to help healthcare organizations better understand, interact with, and effectively engage consumers by integrating digital technology into all

areas of business. The results can fundamentally change how a health system or payer operates, engages customers, and delivers value to patients.

Drug Diversion Monitoring 26

Solutions that monitor data sources to detect and identify people who should be investigated for potentially diverting drugs.

EHR-Centric Virtual Care Platforms 143

EHR-centric telehealth tools that may be driven through a patient portal. These solutions typically allow for scheduling, documentation, and billing, either natively or through integration with an EHR. Video capabilities may be facilitated via third-party technology.

Eligibility Enrollment Services 197

Healthcare organizations' cash flow is supported via patient advocacy services that obtain eligibility and enrollment (Medicaid or other benefits) for uninsured patients.

Employer-Sponsored Healthcare Services 238

Healthcare services provided directly to employer organizations by a dedicated third-party vendor; these vendor-staffed services are offered on-site at the employer offices or at a nearby (i.e., near-site) location and typically include primary and/or urgent care, pharmacy, imaging, laboratory, occupational health, wellness coaching, behavioral health, and telehealth services.

End-to-End Revenue Cycle Outsourcing 198

End-to-end engagements in which a provider organization outsources all or key components of their patient access, HIM, and business office departments to a third-party firm on an ongoing basis. KLAS must validate that three or more unique outsourced clients have net patient revenue of >$1 billion in order for a firm to be rated in this segment without a component [C] designation.

Enterprise Resource Planning (ERP) 107

Products that provide at least two of the following functionalities: financials (GL and A/P), HR/payroll, and supply chain management.

ERP Business Transformation & Implementation Leadership 183

Firms acting as the overall implementation leader for highly complex ERP projects. These engagements require three core competencies to qualify for this segment: business transformation, overall ERP implementation management (i.e., they are the general contractor, not a subcontractor), and the ability to provide consultants with technical expertise. Services span the implementation life cycle and must include organization-level business transformation in the scope of the engagement (i.e., pre-implementation planning, business transformation, departmental or small-scale change management, project management, system build/integration, end-user training). These projects always have project managers and are usually staffed with >10 consultants. Clients are often larger health systems, and the engagement time frame is longer than a project that just includes implementation of the software.

ERP Implementation Leadership 184

Firms that are engaged as overall implementation leaders and that provide project managers and/or technical staff for ERP projects. Validated engagements typically include >10 consultants, and the firm demonstrates at least two of the three following key competencies: business transformation, application implementation management, and technical expertise. Services usually span the implementation life cycle, including implementation planning, change management, project management, system build/integration, and end-user training. Firms are expected to have consultants with both depth and breadth of experience.

Extended Business Office 199

Ongoing collection services performed by a third-party firm for the business office of a hospital. Includes collection work in the following areas: self-pay, third-party insurance, and/or CMS.

Financial Improvement Consulting 173

Consulting engagements focused on improving the financial performance of a healthcare organization, which could include reducing cost, increasing net revenue, and/or improving efficiency. Engagements often assist with redesigning the revenue cycle of the organization, are very large in scope and investment (i.e., exceed minimum of $500K), and are over six months in duration.

Financial Planning & Analysis 101

Software solutions that provide financial planning and budgeting functionalities for healthcare organizations.

Go-Live Support 185

Includes projects where consultants are brought in to assist during the go-live phase of an HIT product implementation and includes elbow-to-elbow support, lasts at least one week in duration, and has a minimum of 10 go-live resources on the project. Most engagements have over 50 go-live resources.

Government Reimbursement Services 201

Services that help healthcare organizations complete Medicare/Medicaid cost reports. Includes adjustments like DSH, IME, wage index, bad debt, uncompensated care, and S-10.

Healthcare Artificial Intelligence: Data Science Solutions 102

Software that provides machine learning (ML) or natural language processing (NLP) capabilities in clinical, operational, and financial focus areas. ML products learn algorithms and statistical models to effectively perform tasks without explicit instructions while relying on patterns and inference to determine outcomes. NLP is a form of AI that processes large amounts of natural language data.

Healthcare IoT Security 154

Software that helps detect, identify, classify, segment, secure, and visualize the activity of medical devices, internet of things (IoT) devices, and sometimes operational technology (OT) connected to a health system's network. Products also help stratify risk and enforce policies.

Healthcare Safety, Risk & Compliance Management 104

Healthcare solutions that provide capabilities around risk management, patient safety solutions, and compliance management to help healthcare organizations better understand their risk initiatives while improving their quality of care.

HIT Advisory Services 166

Includes projects in the following areas: IT assessments, IT strategic plans, system selections, pre-implementation planning, interim IT management, and healthcare analytics advisory services.

HIT Core Clinical Implementation Leadership 186

Engagements involving the implementation of core clinical solutions (EMRs, patient accounting solutions, or lab solutions) in which the firm was contracted to lead the overall implementation. Tools and methodology are likely provided, and projects typically last six months or longer. KLAS must validate two different core clinical implementations in order for a firm to be rated in this segment without a component [C] designation.

HIT Staffing 188

Projects in which firms provide staff augmentation related to any HIT engagement. Roles may include application experts, analysts, builders, and trainers. Also includes engagements in which project leadership is provided but not at the overall level.

Homecare: Home Health: Health System Owned 63

Homecare: Home Health: Independent (>200 ADC) 64

Homecare: Home Health: Independent (1–200 ADC) 65

Vendor solutions providing core clinical and back office support for agencies providing home health services.

Homecare: Personal Care Services & Private Duty Nursing 66

Vendor solutions that offer scheduling, billing, and documentation support for agencies that provide private duty services.

Hospice: Health System Owned 67

Hospice: Independent 68

Vendor solutions providing clinical and/or financial support for agencies providing hospice services.

Human Capital Consulting 175

Consulting engagements that help healthcare organizations better manage their people and culture; human capital consulting work is often focused on to help organizations achieve their goals around attracting great talent, improving retention, and improving employee performance.

Identity Management 153

Technology solutions that enable and secure digital identities through administrative control across multiple systems for multiple user types.

Image Exchange 213

A hosted or cloud-based platform that enables images to be exchanged between provider organizations.

Infection Control & Monitoring 39

Software used for the monitoring and prevention of infectious disease.

Insurance Discovery 81

Products that help provider organizations search for and identify patient insurance coverage through Medicare, Medicaid, or other insurance providers. These tools help reroute many accounts that might otherwise have been diverted into charity pathways or designated as write-offs.

Integration Engines 42

Products used to interface systems from one or more vendors.

Interactive Patient Systems 131

Solutions that provide functionality for education and entertainment on a patient's in-room monitor.

Interoperability: Other Validated Software 43

Software that belongs under the umbrella of interoperability but doesn't currently fit in any of KLAS' more defined segments.

IT Consulting Services (Payer) 236

Consulting services that help payers with various technology-focused needs. Includes services such as IT assessment/advisory, IT implementation, IT managed services, IT optimization, IT staff augmentation, IT strategy, IT vendor selections, interoperability, technical services, and other IT-related projects.

IV Workflow Management 28

Products that control, standardize, and document the process of manually compounding IVs.

Long-Term Care 70

Products that provide some or all of the core management software (clinical and financial) needed by long-term care facilities.

Managed Infrastructure Services 193

Ongoing infrastructure services, including data center management, network management, desktop management, colocation services, and infrastructure monitoring services.

Managed IT Services 194

Outsourcing engagements in which less than 50% of the IT department is outsourced and that include one or more of the following areas: application management services, data center management, help desk support services, desktop management services, network management, disaster recovery, upgrade management, and managed cloud services.

Medication Inventory Management 29

Software solutions that provide healthcare organizations with end-to-end medication inventory counts from the drug

wholesaler to the patient across multiple hospitals, hospital departments, clinics, or pharmacies.

Member Engagement Tools 133

Software tools focused primarily on helping health plans engage members; tools offer telehealth services to enrolled members.

Oncology: Medical 208

Systems used to manage patient data and orders in regard to medical oncology care. Sometimes referred to as oncology information systems (OIS).

Oncology: Radiation 209

Systems used to manage patient data and orders in regard to radiation oncology care. Sometimes referred to as oncology information systems (OIS).

Outpatient Therapy/Rehab 56

Best-of-breed vendors that provide comprehensive clinical and billing solutions to organizations ranging from small therapy/rehab clinics to large hospital-affiliated therapy centers.

Outsourced Coding 178

Engagements where a third-party firm is used to help with provider organizations' inpatient coding, generally on an ongoing basis.

PACS: Large (>300K Studies) 214

PACS: Small (≤300K Studies) 215

Picture archiving and communication system (PACS) software that archives digital images and provides a platform for displaying and transmitting images for physician review.

Patient Access 82

Solutions designed to help with the tasks associated with patient registration, including determination of insurance eligibility, determination of propensity to pay or charity care needs, preauthorization, estimation of patient responsibility costs, and point-of-service collections.

Patient Accounting & Patient Management: Large (>400 Beds) 83

Patient Accounting & Patient Management: Midsize (151–400 Beds) 84

Patient Accounting & Patient Management: Small (1–150 Beds) 85

Software products that provide core inpatient functionality, including patient management (ADT), patient accounting (billing and A/R), basic scheduling, and general financials.

Patient Communications 134

Solutions primarily used to communicate with patients, support their interactions with care providers, and encourage their adherence to care plans, appointments, and treatments. To be considered a complete solution, vendors must have KLAS-validated clients in 6 or more unique large ambulatory or acute organizations.

Patient-Driven Care Management 136

Tools that extend beyond patient communications to provide guidance that helps patients manage their own care. Unlike population health tools (driven by the provider), these tools are provided to patients to self-manage their care journeys.

Patient Education 137

Systems that provide healthcare organizations with an array of patient educational materials.

Patient Experience Improvement 138

Solutions that help provider organizations monitor a patient's overall healthcare experience or their experience with specific clinicians and healthcare facilities.

Patient Financial Engagement 88

Technology that supports the financial aspects of patient engagement by facilitating patient payments via a patient portal. Tools may also provide predictive modeling, segmentation, business rules, inbound/outbound IVR, and appointment reminders. Primarily patient-facing tools that benefit provider organizations by accelerating cash collections and reducing resource burden for business offices.

Patient Financing Services 90

Vendor services offered by provider organizations (through vendor/provider agreement) that give patients additional healthcare financing options. Services are typically offered by provider organizations that do not want to carry large patient account balances or finance patient debt for extensive periods of time.

Patient Flow 120

Systems employed to monitor bed/room status and facilitate patient throughput.

Patient Intake Management 57

Software solutions specifically designed to digitize the patient intake process with electronic and online forms. Solutions also focus on facilitating the collection of insurance information, patient payments, and other information. To be considered a complete solution, vendors must provide integration across multiple PM/EHR vendors.

Patient Portals 139

Systems that allow patients to view personal health and billing information and/or schedule appointments.

Patient Privacy Monitoring 156

Technology deployed to monitor and detect privacy breach events that occur as a result of hospital employees or others inappropriately accessing patient records.

Patient Referral Management & Analytics 72

Software technology that helps provider organizations with care handoffs and the transfer of patient information between care settings.

Patient Self-Scheduling 141

Standalone software tools that assist and guide patients in scheduling their own appointments. May include both autonomous and staff-assisted tools.

Payment Accuracy & Integrity Solutions (Payer) 230

Vendor software solutions used by payers to help ensure accurate payment/reimbursement. Common capabilities in payment integrity include both pre-pay functions (i.e. processes to ensure accuracy before payment is made) and post-pay functions (i.e. processes to ensure accuracy before payment is made) and post-pay functions (i.e. processes that identify or recover losses after payment is made.).

Pharmacy Automation: Dispensing Robotics 30

Technology that automates and controls medication processing, storage, and inventory in the pharmacy.

Pharmacy Surveillance 41

Third-party (i.e., best-of-breed) solutions that assist pharmacists and other clinicians by monitoring the conditions of patients and providing important information on drug utilization and resistance. Products are typically used by inpatient pharmacies and often include analytics and reporting capabilities.

Physician Advisory Services 202

Services that help organizations with their physician and utilization review.

Population Health Management 126

Pre-packaged IT solutions that provide analytics and care management functions for analyzing, understanding, and proactively managing patient populations.

Post–Acute Patient Analytics: Point of Care 73

Software technology, analytics, and dashboards that help with patient care, rounding, assessments, reassessments, and patient risk scores.

Practice Management: Health System Owned 58

Practice Management: Independent (>75 Physicians) 59

Practice Management: Independent (11–75 Physicians) 60

Solutions that focus on practice billing and scheduling and that accommodate the needs of broad-market primary care practices as well as multispecialty groups.

Quality Measurement & Reporting (Payer) 232

Vendor solutions used by health plans to measure and report performance on quality of care. Common solution capabilities include regulatory reporting and HEDIS submission, identifying and analyzing gaps in care, and medical record retrieval/review. Advanced capabilities include advanced analytics (predictive analytics, ML, AI), year-round measurement analysis and insights, and member-outreach functions.

Real-Time Location Systems (RTLS) 121

Systems that use a variety of technologies to locate and track assets and people in real time.

Release of Information 180

Service involving release or disclosure of patient record information and all associated tasks such as obtaining patient consent, tracking, and fulfilling requests, collecting fees, etc. Release of information is governed both by individual organizational requirements and by HIPAA standards.

Remote Patient Monitoring 144

Solutions that acquire, store, transmit, and display electronic health information from patients outside of conventional clinical settings—most often their homes. Data may include biometric device readings (such as vital signs, weight, blood sugar, and oxygen levels) as well as patient-reported data (such as mood, comfort level, and medication adherence).

Revenue Cycle Analytics 91

Analytics tools specifically designed for revenue cycle management insights.

Revenue Cycle Optimization 168

Engagements focused on improving the way revenue cycle systems operate and are used by health system professionals, with the goal of improving practices, coordination, tracking, and financial performance.

Revenue Cycle: Charge Capture 92

Tools that automate the billing audit process to aid in billing compliance and to improve reimbursement via identification of missing charges. These tools help identify systemic problems related to the charging process and typically eliminate the need for manual charge reviews.

Revenue Cycle: Chargemaster Management 93

Tools that manage the chargemaster file in order to ensure regulatory compliance and maximize revenue.

Revenue Cycle: Contract Management 94

Tools that assist in managing contract provisions and calculating expected reimbursement.

Risk Adjustment 233

Products that provide methods and techniques for identifying high-risk members/patients along with improving gaps in HCC coding and CMS reimbursement.

Scheduling: Nurse & Staff 109

Products that provide comprehensive employee and nurse scheduling and reporting tools.

Scheduling: Physician 110

Software that uses rules and algorithms to help schedule physicians and providers.

Security & Privacy Consulting Services 158

Consulting engagements that help organizations assess, enhance, and develop security and privacy programs through

technical or advisory work, which should result in a more secure and private environment. Services include security risk assessments, HIPAA privacy assessments, provision of a virtual/interim CISO, penetration testing, vulnerability testing, network web application testing, and security testing.

Security & Privacy Managed Services 159

Engagements where all or part of an organization's security or privacy program is outsourced and managed by a third-party firm. May include managed detection and response (MDR), SOC monitoring, software managed services, third-party risk management, medical device security management, incident response services, managed privacy services, and other managed work.

Senior Living: Assisted Living & Memory Care 74

Products providing core clinical and financial management software for senior living facilities (i.e., assisted living and memory care facilities).

Small Practice Ambulatory EHR/PM: Independent (2-10 Physicians) 61

Vendor solutions providing both an EHR and practice management solution used by practices with 10 physicians or less. EHR solutions provide charting, orders, prescriptions, and/or other EHR functionality; practice management solutions focus on patient registration, scheduling, and billing.

Smart Pumps: EHR-Integrated 31

Smart Pumps: Traditional 33

Equipment used for large volume infusions (LVPs), infusion of patient-controlled analgesia (PCA) medications and epidurals, and infusion of small-volume medications dispensed via a syringe; includes a drug library and dose-error reduction system to establish drug limits and prevent IV medication errors. User feedback is separated into two subgroups: EHR-integrated, which means the organization has at least one hospital live with bidirectional pump-EHR interoperability (auto-programming and auto-documentation), and traditional, which means the organization has all elements of smart pump technology in place but has not bidirectionally integrated the pumps with the EHR. KLAS' Best in KLAS rankings focus on LVPs since they handle the majority of hospital infusions. Solutions that offer only a PCA or syringe pump are given a component [C] designation.

Social Determinants of Health Networks 128

Software that supports the development of social determinant referral networks and ongoing SDOH collaboration between patients, providers, and community resources.

Speech Recognition: Front-End EHR 118

Systems clinicians use for real-time voice-to-text conversion, enabling them to start, edit, complete, and sign off on notes or reports without using transcription services.

Speech Recognition: Front-End Imaging 221

Systems clinicians use for real-time voice-to-text conversion, enabling them to start, edit, complete, and sign off on notes or reports without using transcription services.

Strategy, Growth & Consolidation Consulting 176

Consulting engagements focused on helping healthcare organizations with growth, innovation, and consolidation; engagements can include developing organic or acquisition-based growth strategies, enhancing integration between providers/payers, improving leveraged growth, and other projects.

Talent Management 112

Software used to automate processes and help with business objectives related to workers and their skills, such as hiring, learning/training, goal management, compensation, and career planning.

Technical Services 205

Includes projects in the following areas: data migration/conversion, interfacing/integration, report writing, system design/build, and system testing. System design/build includes programming, database development, web portal design and implementation, hardware and network installations, interim database/network administrators, healthcare analytics technical work (such as installing a data warehouse/data mart), implementing an HIE, and setting up a security and privacy infrastructure.

Time & Attendance 113

Products that provide comprehensive tools for tracking and reporting on employee time and attendance.

Transcription Services 181

Services where a provider organization outsources a portion or all of its medical transcription and/or editing to a medical transcription services organization (MTSO).

Underpayment Recovery Services 203

Contingency services firms that perform audits and reviews to proactively discover missed revenue opportunity. This includes DRG validation, transfer DRG, coding compliance, and charge capture audit.

Universal Viewer (Imaging) 218

Solutions that can be used for referential and/or diagnostic viewing; that support multiple media types (e.g., DICOM, JPEG, MPEG, Cine clip); and that do so across multiple service lines (e.g., radiology, cardiology, pathology, wound care).

Value-Based Care Consulting 177

Consulting engagements focused on helping organizations plan for and transition from fee-for-service operations to fee-for-value delivery (i.e., value-based care models). Includes value-based care (VBC) clinical and operational readiness assessments, strategy development, implementations of VBC initiatives/programs, VBC optimization engagements, and any other advisory services directly related to VBC.

Value-Based Care Managed Services 204

Ongoing managed services that help hospitals, health systems, payers, and physicians more effectively manage patient populations and transition to value-based care and alternative payment models. Vendors in this segment offer a broad and often complete suite of solutions, including software and ongoing services, and typically do so on a long-term

contract basis. Examples of VBC managed services include administrative services (network management, analytics as a service, risk adjustment services, etc.), clinical services (care management, care coordination, disease management, patient education), and financial services (health plan administration, member services, claims processing, PBM, benefits management, etc.).

Vendor Neutral Archive (VNA) 219

Solutions that offer an enterprise clinical imaging repository.

Video Conferencing Platforms 146

Video platforms—often cross-industry—that offer basic healthcare workflows; typically used to enable video conferencing. Sometimes used for general business functions, though customer satisfaction data is for clinical use cases only.

Virtual Care Platforms (Non-EHR) 147

Typically healthcare-focused solutions that enable multiple visit types and offer multiple healthcare workflows, such as virtual waiting rooms, patient check-in, and scheduling. May include physician network services and proprietary equipment. KLAS ratings come from provider, payer, and employer organizations.

Virtual Scribing Services 182

Services that provide remote/virtual scribes who take critical notes during patient visits and document each encounter.

Virtual Sitting & Nursing 148

Virtual solutions used in inpatient settings. Virtual sitting solutions allow one person to observe several patients at a time to avoid falls, self-harm, or elopement. Virtual nursing solutions allow organizations to offer knowledge-based nursing as a remote function separate from bedside nursing.

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