Moving forward with fortitude.

High-impact areas during 2022:

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BEST IN KLAS®

SOFTWARE & SERVICES 2023

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

Finding Fortitude in the Face of Uncertainty

As we've come out of the pandemic's peak, the phrase "new normal" has been used a lot. Virtual options are the new normal. Wearing a mask when you're sick is the new normal. But what will the new normal look like for the healthcare industry?

During the height of the pandemic, everyone in healthcare was sprinting—they had to communicate and innovate in completely new ways to help deliver patient care. However, sprinting is not a sustainable pace. A CIO recently shared with me, "My team needs a breather." And who can blame them? Due to staffing shortages, many teams have fewer seasoned coworkers they can lean on, and the pandemic has tested healthcare workers in other unprecedented ways.

To sustainably maintain momentum, both healthcare organizations and vendors must fortify themselves and evaluate what is and what isn't helping. Healthcare organizations can't revert to old, pre-pandemic workflows. Vendors can't stretch themselves to meet customer needs only to let their performance slip shortly thereafter. As an industry, we have to keep improving patient care by utilizing new tools and partnering with patients.

It's hard to say what the new normal will look like for healthcare, but if we are to move forward with fortitude, we can't stick to the status quo. Determining your organization's next steps may not be as obvious, quick, or easy as it once was. There are lots of initiatives organizations can focus their finite resources on—like partnering with patients, addressing staffing shortages, and reducing revenue cycle friction. But realistically, organizations can tackle only a few at a time. Choose your initiatives with courage and then double-down on your efforts, refusing to be intimidated by what's to come.

My hope is that this Best in KLAS report can help you maintain momentum as you chart your course. We take great pride in ensuring our data collection and reporting are of the highest quality and integrity. Just recently, we faced an unprecedented situation when we discovered a miscategorized survey in our Best in KLAS data. We had already closed data collection and begun compiling the report, but after correctly categorizing the survey, we realized the great impact it had on vendor rankings. Because we seek to be an organization of integrity, we chose to do the hard thing—the right thing—and notify a vendor that they are not, in fact, a 2023 Best in KLAS winner. As difficult as this situation has been, it has underscored our need to have clear rules for addressing data issues, stay true to our core values, and realize our mission.

This report exists because many of you make time in your busy lives to speak with KLAS and share invaluable insights. I feel privileged that KLAS can share this data with the industry and hopefully aid you in defining your next steps forward.

Thank you for instilling hope and courage in us, even in the face of uncertainty.

Adam M. Gale
CEO
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.

Overall scores are calculated by averaging all evaluations collected for a given solution over the last 13 months (19 months for some select services). 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.

Trend: Where available, trend data is included to indicate the percentage 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 or was not a ranked solution in that 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).

Censinet assessment: A blue shield indicates that the vendor has completed a cybersecurity risk assessment administered by Censinet. Results of the assessments and more information about KLAS' partnership with Censinet can be found on the KLAS website.

Customer Experience Pillars

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

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

Grading Scales for Customer Experience Pillars

	Software, imaging system & medical equipment grading scale	Services grading 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 are newly rated. This status was achieved after the deadline for solutions to be included in 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.

Total evaluations vs. unique organizations: The sample sizes displayed throughout this report (e.g., n=16) represent the total number of *individual respondents* who submitted an evaluation ("total evaluations") for a given solution. It should be noted that a vendor's sample size may vary from question to question as some respondents choose not to answer particular questions. To allow for the representation of differing perspectives within any one customer organization, samples may include individuals from the same organization. However, in order for a solution to be eligible for Best in KLAS ranking, feedback must have been received from a certain number of *unique organizations* (see "Data thresholds" below). This is done to prevent any one organization's feedback from disproportionately impacting a solution's score.

Data thresholds: KLAS' data thresholds vary depending on the solution type.

- Software products: To be eligible for Best in KLAS ranking, software 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: To be eligible for Best in KLAS ranking, services 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.
- Payer products: To be eligible for Best in KLAS ranking, payer products must have a sample size of at least 10 *unique organizations*. Sample sizes of 5–9 unique organizations are designated as limited data. If the sample size is below 5, ratings are not shown.

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

What's New in Best in KLAS?

1. Updated Market Segment Breakouts

In an ongoing effort to measure vendor performance in the ways most relevant to provider and payer organizations, we have updated the sizing and/or client type breakouts for several market segments:

Market segment	Previous breakouts	New breakouts
340B Management Systems	• 3+ Covered Entities • <3 Covered Entities	All client sizes are now combined
Acute Care EMR	• Large Hospital/IDN (>200 Beds) • Community Hospital (≤200 Beds)	• Large (>400 Beds) • Midsize (151–400 Beds) • Small (1–150 Beds)
Ambulatory EMR	• >75 Physicians • 11–75 Physicians	• Health System Owned • Independent (>75 Physicians) • Independent (11–75 Physicians)
Clinical Communications	No previous breakouts	• Acute Care • Ambulatory/Post-Acute Care
HIT Core Clinical Implementation Leadership	• Large (8+ Resources) • Small (<8 Resources)	All engagement sizes now combined
Home Health	• Large (>200 ADC) • Small (≤200 ADC)	• Health System Owned • Independent (>200 ADC) • Independent (1–200 ADC)
Hospice	No previous breakouts	• Health System Owned • Independent
Patient Accounting & Patient Management	• Large Hospital/IDN (>200 Beds) • Community Hospital (≤200 Beds)	• Large (>400 Beds) • Midsize (151–400 Beds) • Small (1–150 Beds)
Practice Management	• >75 Physicians • 11–75 Physicians	• Health System Owned • Independent (>75 Physicians) • Independent (11–75 Physicians)
Small Practice Ambulatory EMR/PM (2–10 Physicians)	No previous breakouts	• Health System Owned (not eligible for Best in KLAS) • Independent

2. Other Market Segment Changes

In addition to the breakout adjustments noted above, the following changes have also been made.

Updated market segments:

- Claims Management & Clearinghouse was previously two separate segments, Claims & Clearinghouse and Claims Management
- Outpatient Therapy/Rehab was previously called Ambulatory Therapy/Rehab
- Partial IT Outsourcing has been broken into two separate segments, Managed Infrastructure Services and Managed IT Services
- Patient Outreach has been broken into two separate segments, Patient Communications and Patient-Driven Care Management
- Private Duty Nursing: Personal Care Services was previously called Private Duty
- Underpayment Recovery Services was previously called Revenue Integrity/Underpayment Services

New market segments:

- Ambulatory Ophthalmology EMR
- Ambulatory Pediatric EMR
- CMS Payer Interoperability
- Debt Collection Services
- Denials Management Services
- Financial Planning & Analysis
- Government Reimbursement Services
- Senior Living: Assisted Living & Memory Care
- Virtual Scribing Services

Retired market segments:

- Pharmacy Automation: IV Robots
- RPA Managed Services

3. 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:

- Allscripts' hospital and large practice business was acquired by Harris Healthcare and rebranded to Altera Digital Health
- Allscripts solutions not acquired by Harris Healthcare have been rebranded to Veradigm
- Cerner was acquired by Oracle and rebranded to Oracle Health
- Conduent's Midas health analytics solutions acquired by symplr
- eMDs was acquired by CompuGroup Medical US
- HRG merged with TruBridge, a subsidiary of CPSI
- Life Image was acquired by Intelerad
- Medigate was acquired by Claroty
- MedKeeper technology from Grifols was acquired by BD
- nThrive was rebranded to FinThrive
- PatientBond was acquired by Upfront
- Pelitas was acquired by nThrive, who then rebranded to FinThrive
- SecureLink was acquired by Imprivata
- Sensato Cybersecurity was acquired by CloudWave
- TransUnion Healthcare was acquired by nThrive, who then rebranded to FinThrive
- Verata Health acquired by Olive

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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 exemplifies the very best healthcare has to offer.

Hal Baker, MD, FACP

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Pennsylvania

Rob Bart, MD

CMIO
UPMC
Pennsylvania

Jill Buathier

Chief Revenue Cycle Officer
Stanford Health Care
California

Bobbie Byrne, MD, MBA, FAAP

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Advocate Health Care
Illinois/Wisconsin

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& Penn State College of Medicine
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Missouri

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Maryland

Nicole Kerkenbush

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

SVP & CIO
Cook Children's Health Care System
Texas

Albert Oriol

VP & CIO
Rady Children's Hospital San Diego
California

Mark Weisman, MD

VP—CIO & CMIO
TidalHealth
Maryland

Gregory Young, MD

CEO
Harvard Physicians Group
Massachusetts

> ***"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, KLAS Research

International Advisory Board

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King Faisal Specialist Hospital & Research Centre
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Saudi Arabia

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MD, MSc, FHIMSS

CMIO
Tire Devlet Hastanesi
Turkey

Emeritus Advisory Board

Thank you to our departing members:

Brian Churchill

CIO
Sturdy Memorial Hospital
Massachusetts

"KLAS recognizes that community hospitals and community health systems are the backbone of US healthcare. Brian Churchill has been instrumental on the KLAS Advisory Board in representing this critical group and steering KLAS toward research opportunities and approaches that would help this group. Professionally, Brian is an incredible mix of strategic thinking combined with the compassion that healthcare needs. Every interaction with Brian is a delight for the KLAS team, and we thank him for his time on our board!" —Taylor Davis, President, KLAS Research

Christopher A. Longhurst, MD, MS

CMO, Chief Digital Officer and Associate Dean
UC San Diego Health
California

"Chris Longhurst is one of the leaders that healthcare most desperately needs—someone who cares more about improving healthcare for all than about his personal position and status. Dr. Longhurst's training in pediatrics bleeds through into all of his decisions, setting a moral compass that is unyielding and passionate in making a difference. Anyone who works with Chris knows he has a refreshing view on life and cuts right to the center of every problem. Healthcare improvements that are and will happen in coming years will be because of Chris and people like Chris. Thank you Dr. Longhurst for helping KLAS be a company that strives to improve healthcare!" —Taylor Davis, President, KLAS Research

Milisa K. Rizer, MD, MPH, FAMIA, FAAFP, FHIMSS

Chief Clinical Information Officer
Ohio State University Health System
Ohio

"Anyone in the clinical informatics community knows that Milisa Rizer is a pioneer and leader. KLAS felt so lucky that Milisa would be willing to help guide KLAS and the Arch Collaborative over these past several years. Milisa has been one of the most insightful leaders KLAS has ever worked with. She intuitively knows what the industry needs and how to help us together reach for a better world of healthcare. We congratulate Milisa on her well-earned retirement. Healthcare is better because of your years of service and work. Thank you, Milisa!" —Taylor Davis, President, KLAS Research

Rob Schreiner, MD, FACP FCCP

Retired EVP
WellStar Health System
Georgia

"I will never forget the first time I talked with Dr. Schriener. We were discussing the Arch Collaborative results from their system and all the intricate pieces that tie together for clinicians to succeed. His thoughtful response tied to the simplicity of autonomy, mastery, and purpose. Not only did he talk the talk, but he walked the walk for clinicians who were much more successful than average. His true character continued to shine through when we talked mid-COVID. He simply said, 'My primary worry is my people.' I am grateful for the wisdom and guidance that Rob has shared with the KLAS team." —Adam Gale, CEO, KLAS Research

Susan Steagall

CIO
VCU Health
Virginia

"Susan is a consummate professional with tremendous experience and insights in healthcare IT. Her willingness to share her talents and experience with KLAS has been a real gift to our organization. Long before she joined our advisory board, she was sharing her insights with her peers through KLAS technology assessment interviews. Always objective and candid, no matter her role, Susan has made a real difference for and with us. Thank you, Susan. All the best as you continue to contribute to the industry!" —Bob Cash, Vice President of Provider Relations, KLAS Research

Insights beyond Vendor Ratings

Meeting the needs of our healthcare IT community

KLAS' mission is to improve the world's healthcare by providing insights, collaboration, and transparency to provider, vendor, payer, and investor organizations.

Beyond our widely recognized vendor performance scores, KLAS also offers the following:

- Empower Insights (see page 186 for more information)
- Arch Collaborative (see page 14 for more information)
- Decision Insights (see page 142 for more information)
- Emerging Solutions research (see page 214 for more information)
- Landmark Insights (see page 220 for more information)
- Events (see page 40 for more information)
- Innovation Center Alliance
- Investment Advisory Services (see page 110 for more information)
- K2 Collaborative, a Payer/Provider Initiative (see page 202 for more information)

Learn more at **klasresearch.com** or by clicking on the offerings above.

"The thing about KLAS that I love is I can ask people questions. When I go to the KLAS directory, if there is something that I want to ask someone, I have their contact information and involvement. KLAS makes it easy to collaborate with outside organizations." —Manager, large acute care facility

KLAS
RESEARCH

Introduction

Executive Insights

Notable Performances

For the thirteenth straight year, Epic is recognized as the top Overall Software Suite, finishing ahead of MEDITECH, CPSI, and Oracle Health (Cerner). Epic was also named the top Overall Physician Practice Vendor, coming in several points ahead of MEDITECH and athenahealth. Additionally, Epic won thirteen other Best in KLAS awards in various market segments.

Impact Advisors tied with Nordic to be a co-winner of the Overall IT Services category. Impact Advisors also excelled in several individual categories, winning Best in KLAS awards for ERP Implementation Leadership, Financial Improvement Consulting, and Security & Privacy Consulting Services.

Nordic tied with Impact Advisors to be a co-winner of the Overall IT Services category. Nordic is a repeat winner from last year, scoring above 90 in five separate services segments and winning a Best in KLAS award for HIT Core Clinical Implementation Leadership.

Medasource is recognized as the top Overall Implementation Services Firm, edging out CSI Healthcare IT for this honor. Medasource also won Best in KLAS in Go-Live Support and achieved a high customer satisfaction score for their HIT Staffing engagements.

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

Most Improved Software Product

Veradigm (formerly Allscripts) FollowMyHealth customer satisfaction has improved nearly 16% over the past year. Customers report technology improvements (though they admit these have taken longer than expected), with several stating that the addition of automated post-visit summaries has improved efficiency. An office manager shared, *"I don't really have any complaints about the portal; it is self-explanatory. Now that the clinical summaries are being sent at check-out, FollowMyHealth sends the clinical summaries to the patients' phones whether they have the portal or not so that we don't have to print them. If the patients don't have the portal, the message gives them the option to set it up. I really like that. The functionality takes a step out of the hands of somebody in the office and gives them more time to do other things."*

Most Improved Services Solution

Client satisfaction with KPMG's ERP Business Transformation & Implementation Leadership services has increased 25% since the 2022 Best in KLAS report. The firm is viewed as being able to handle large, complex ERP implementation projects. Across recent engagements, satisfaction with the firm has been more consistent than in the past, with fewer clients reporting misses from the firm. Additionally, consultant expertise is more highly rated. Current clients feel their project resources had deep experience and were able to provide strategic guidance to help clients overcome the challenges that inherently arise in these difficult implementations. One CIO shared, *"The thing that stood out the most about KPMG was their superior project management. Some of the things they did best were project and change management. They worked with our team to figure out the foundational data model for our business process. We implemented our product so quickly that we didn't have time to improve our processes. KPMG understood that, and they also came to really understand our business model and how we needed things to work. The firm did a really good job."*

2023 Overall Rankings

2023 Overall Software Suite Rankings

The Overall Software Suite ranking is reserved for those vendors that provide a suite of products clients purchase to address their core IT needs. Vendors must have both a fully rated clinical system and a fully rated financial system to 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.

1.	**Epic**	**86.9**
2.	MEDITECH Expanse	81.9
3.	CPSI Evident Thrive	67.3
4.	Oracle Health (Cerner)	66.8

🟤 Well above average
🟠 Above average
🟡 Average
⚪ Below average
⚫ Well below average
Hollow circle=limited data
[C] Component
[MS] Limited market share

Definitions can be found on page iii.

How the Suites' Components Perform in Their Respective Segments

	1	2	3	4
Acute Care EMR	🟤	🟤	⚫	⚫
Patient Accounting & Patient Management	🟤	🟤	⚫	⚫
Ambulatory EMR (>10 Physicians)	🟤	🟤		⚫
Practice Management (>10 Physicians)	🟤	🟤		⚫
Small Practice Ambulatory EMR/PM (≤10 Physicians)	🟠 [C]			
Cardiology	🟠 [C]			
Home Health	🟤	🟠		
Patient Portals	🟤	○		⚫
Population Health Management	🟡			⚫
EMR-Centric Virtual Care Platforms	🟠			🟡
Clinical Communications	🟤			⚫
Long-Term Care	🟤 [MS]		⚫	⚫
Behavioral Health				⚪
Oncology: Medical	🟠			⚪

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SOFTWARE & SERVICES
2023

2023 Overall Physician Practice Vendor Rankings

The Overall Physician Practice Vendor ranking is reserved for those vendors that have an ambulatory EMR and/or practice management system that is ranked in at least two of the size or organization type breakouts in the ambulatory EMR and/or practice management system segments. Provided below is detail around how each vendor performs against the others and against the market averages of the various breakouts in which a vendor has a product offering currently rated by KLAS.

1.	**Epic**	**89.3**
2.	MEDITECH Expanse	83.8
3.	athenahealth	82.8
4.	NextGen Healthcare	76.2
5.	Greenway Health Intergy	73.7
6.	Oracle Health (Cerner)	67.9
7.	eClinicalWorks	54.0

- 🟤 Well above average
- 🟠 Above average
- 🟡 Average
- ⚪ Below average
- ⚫ Well below average

Hollow circle=limited data

Definitions can be found on page iii.

How the Vendors Perform in the Various Practice Size Segments

	1	2	3	4	5	6	7
Ambulatory EMR: Health System Owned	🟤	🟠	🟡	○		⚫	○
Ambulatory EMR: Independent (>75 Physicians)	🟤		🟤	🟡			○
Ambulatory EMR: Independent (11–75 Physicians)			🟤	🟡	🟡		⚫
Practice Management: Health System Owned	🟤	🟡	🟠			⚫	
Practice Management: Independent (>75 Physicians)	○		🟡	🟡			○
Practice Management: Independent (11–75 Physicians)			🟠	🟠	🟡		○
Small Practice Ambulatory EMR/PM: Independent (2–10 Physicians)			🟤	🟠	🟡		⚫

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2023 Overall IT Services Firm Rankings

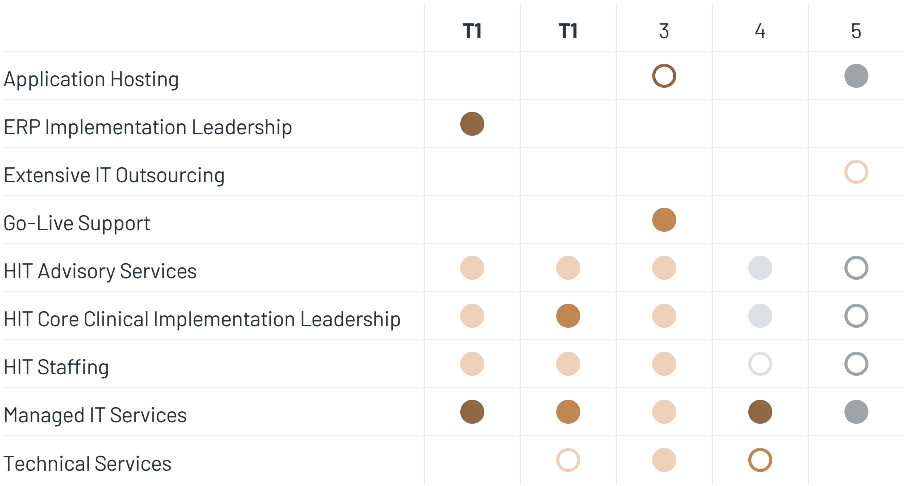
The Overall IT Services Firm ranking is reserved for those firms that have a minimum of three separate IT services that are ranked or newly rated in four separate market segments. Provided below is detail around how each firm performs against other IT services firms and against the market averages of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

T1.	**Impact Advisors**	**92.3**
T1.	**Nordic**	**92.3**
3.	Tegria	90.5
4.	Pivot Point Consulting, a Vaco Company	89.3
5.	Oracle Health (Cerner)	74.8

🟤 Well above average
🟠 Above average
🟡 Average
⚪ Below average
⚫ Well below average
Hollow circle=limited data

Definitions can be found on page iii.

How the Firms Perform in the Segments Listed Below



	T1	**T1**	3	4	5
Application Hosting			(🟤)		⚫
ERP Implementation Leadership	🟤				
Extensive IT Outsourcing					(🟡)
Go-Live Support			🟠		
HIT Advisory Services	🟡	🟡	🟡	⚪	(⚫)
HIT Core Clinical Implementation Leadership	🟡	🟠	🟡	⚪	(⚫)
HIT Staffing	🟡	🟡	🟡	(⚪)	(⚫)
Managed IT Services	🟤	🟠	🟡	🟤	⚫
Technical Services		(🟡)	🟡	(🟠)	

2023 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 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.

1.	**Medasource**	**94.5**
2.	CSI Healthcare IT	94.2
3.	Impact Advisors	93.1
4.	Tegria	92.4
5.	Nordic	92.3
6.	Divurgent	91.8
7.	Optimum Healthcare IT	91.2
8.	Experis Health (formerly ettain health)	91.0
9.	Apex Systems	90.7

How the Firms Perform in the Segments Listed Below

	1	2	3	4	5	6	7	8	9
ERP Implementation Leadership			🟤						⚪
Go-Live Support	🟠	🟡		🟠		🟡	⚪	🟡	
HIT Core Clinical Implementation Leadership			🟡	🟡	🟠		○		
HIT Staffing	🟡	🟡	🟡	🟡	🟡	⚪	🟡	🟡	🟠

🟤 Well above average
🟠 Above average
🟡 Average
⚪ Below average
⚫ Well below average
Hollow circle=limited data

Definitions can be found on page iii.

2023 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 Digital Transformation. For a firm to be in the running for the Overall Healthcare Management Consulting Firm award, KLAS must have collected an evaluation from at least six 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.

1.	**Chartis**	**94.9**
2.	Guidehouse	93.9
3.	ECG Management Consultants	92.5
4.	PwC	88.8
5.	Accenture	87.8

🟤 Well above average
🟠 Above average
🟡 Average
⚪ Below average
⚫ Well below average
Hollow circle=limited data

Definitions can be found on page iii.

How the Firms Perform in the Segments Listed Below

	1	2	3	4	5
Financial Improvement Consulting	🟡	🟠	🟡	⚫	○🟡
Human Capital Consulting			🟡		
Strategy, Growth, & Consolidation Consulting	🟡	🟡	🟡	○⚫	
Value-Based Care Consulting	○🟠	🟡	🟡	○🟤	
Digital Transformation Consulting	🟠	○⚪	🟠		⚪

BEST IN
KLAS®
SOFTWARE
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2023

The following vendors have earned the title of 2023 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.

BD
Epic
GALEN HEALTHCARE SOLUTIONS
icumedical human connections
LYNIATE
MEDITECH
merative
PharmaForce™
PROTENUS
VigiLanz
Wolters Kluwer
ZYNXHEALTH® PART OF THE HEARST HEALTH NETWORK

Inpatient Clinical Care

340B Management Systems
PharmaForce 340B **91.0**

Acute Care EMR: Large (>400 Beds)
Epic EpicCare Inpatient EMR **89.4**

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

Acute Care EMR: Small (1–150 Beds)
MEDITECH Expanse Acute Care EMR **84.8**

Automated Dispensing Cabinets
BD Pyxis MedStation ES **85.7**

Clinical Communications: Acute Care
Epic Secure Chat **91.0**

Clinical Decision Support: Care Plans & Order Sets
Zynx Health Zynx Order Sets and Care Plans **91.9**

Clinical Decision Support: Point-of-Care Clinical Reference
Merative (formerly IBM) Micromedex Solutions **89.3**

Inpatient Clinical Care, continued

Data Archiving
Galen Healthcare VitalCenter Online Archival **95.8**

Drug Diversion Monitoring
Protenus Diversion Analytics **87.7**

Infection Control & Monitoring
Wolters Kluwer Sentri7 Infection Prevention **93.2**

Integration Engines
Lyniate Corepoint **95.7**

IV Workflow Management
BD PharmacyKeeper Verification (Grifols) **87.1**

Medication Inventory Management
Epic Willow Inventory (Inpatient) **85.9**

Pharmacy Surveillance
VigiLanz Pharmacy Surveillance **91.1**

Smart Pumps: EMR-Integrated
ICU Medical Plum 360 (LVP) **88.5**

Smart Pumps:Traditional
ICU Medical Plum 360 (LVP) **84.6**

Ambulatory & Post-Acute Care

Ambulatory EMR: Health System Owned
Epic EpicCare Ambulatory EMR 88.6

Ambulatory EMR: Independent (>75 Physicians)
Epic EpicCare Ambulatory EMR 91.4

Ambulatory EMR: Independent (11–75 Physicians)
athenahealth athenaClinicals 85.3

Ambulatory Pediatric EMR
PCC EHR 93.0

Ambulatory RCM Services
R1 Physician RCM Services 81.8

Ambulatory Surgery Center Solutions
Surgical Information Systems (SIS) SIS Charts 90.8

Behavioral Health
Credible Behavioral Health Enterprise Software 76.4

Home Health: Health System Owned
Epic Dorothy 83.4

Home Health: Independent (>200 ADC)
MatrixCare Home Health (Brightree) 81.2

Home Health: Independent (1–200 ADC)
MatrixCare Home Health (Brightree) 83.0

Hospice: Independent
WellSky Hospice & Palliative 82.4

Ambulatory & Post-Acute Care, continued

Long-Term Care
PointClickCare 84.7

Outpatient Therapy/Rehab
Raintree Systems TherapyRehab Plus 83.7

Practice Management: Health System Owned
Epic Resolute/Prelude/Cadence Ambulatory 91.7

Practice Management: Independent (>75 Physicians)
athenahealth athenaCollector 76.6

Practice Management: Independent (11–75 Physicians)
athenahealth athenaCollector 78.9

Small Practice Ambulatory EMR/PM: Independent (2–10 Physicians)
athenahealth EHR/PM 83.0

Financial/Revenue Cycle/HIM

Business Decision Support
Strata Decision Technology StrataJazz Decision Support 92.3

Claims Management & Clearinghouse
Experian Health ClaimSource 90.9

Clinical Documentation Integrity
Iodine Software AwareCDI 90.0

Complex Claims Services
Revecore 95.7

Financial/Revenue Cycle/HIM, continued on next page

Financial/Revenue Cycle/HIM, continued

Computer-Assisted Coding (CAC)
Dolbey **Fusion CAC** **89.7**

Computer-Assisted Physician Documentation (CAPD)
Nuance **CAPD** **89.5**

Credentialing
ASM **MD-Staff** **90.7**

Data & Analytics Platforms
Innovaccer **Data Platform** **94.9**

Data Visualization & Reporting
Tableau **89.6**

Debt Collection Services
RSi **RCM** **92.1**

Enterprise Resource Planning (ERP)
Workday **HCM, Financial Management and Supply Chain (ERP)** **86.2**

Financial Planning & Analysis
Strata Decision Technology **StrataJazz Financial Planning** **87.6**

Healthcare Artificial Intelligence: Data Science Solutions
ClosedLoop **Healthcare's Data Science Platform** **95.2**

Healthcare Safety, Risk & Compliance Management
Performance Health Partners **Safety, Risk, and Compliance Solutions** **93.0**

Insurance Discovery
FinThrive **Insurance Discover** **93.5**

Financial/Revenue Cycle/HIM, continued

Patient Access
AccuReg **Patient Access** **89.3**

Patient Accounting & Patient Management: Large (>400 Beds)
Epic **Resolute Hospital Billing** **91.2**

Patient Financial Engagement
Waystar **Patient Financial Experience** **91.8**

Patient Financing Services
CarePayment **CarePayment Patient Financing** **93.8**

Patient Flow
Epic **Grand Central Patient Flow (full suite)** **90.5**

Real-Time Location Systems (RTLS)
Securitas Healthcare **(formerly STANLEY Healthcare) MobileView (Hardware & Software)** **84.0**

Revenue Cycle: Chargemaster Management
The Craneware Group **Chargemaster Toolkit** **91.3**

Revenue Cycle: Contract Management
Experian Health **Contract Management & Analysis** **90.7**

Robotic Process Automation
Cloudmed **(an R1 Company) Cloudmed Automation** **93.3**

Scheduling: Nurse & Staff
QGenda **Nurse & Staff Scheduling** **89.8**

Scheduling: Physician
QGenda **Shift Admin Scheduling** **93.1**

Financial/Revenue Cycle/HIM, continued on next page

Financial/Revenue Cycle/HIM, continued

Speech Recognition: Front-End EMR
Nuance **Dragon Medical One** **92.4**

Talent Management
Workday **Human Capital Management** **90.1**

Time & Attendance
symplr **Time and Attendance (formerly API Healthcare)** **86.0**

Value-Based Care

Digital Rounding
Huron **Rounding** **89.6**

EMR-Centric Virtual Care Platforms
Elation Health **Elation Telehealth** **91.8**

Interactive Patient Systems
pCare **93.9**

Patient Communications
CipherHealth **CipherOutreach** **89.8**

Patient-Driven Care Management
Wolters Kluwer **Emmi** **86.1**

Patient Experience Improvement
NRC Health **85.6**

Patient Portals
Epic **MyChart** **88.7**

Population Health Management
Azara Healthcare **DRVS** **90.1**

Value-Based Care, continued

Remote Patient Monitoring
Health Recovery Solutions **HRS Remote Patient Monitoring Platform** **87.4**

Social Determinants of Health Networks
findhelp **(Aunt Bertha)** **91.8**

Video Conferencing Platforms
Doximity **Dialer** **91.3**

Virtual Care Platforms (Non-EMR)
Caregility **Cloud** **82.5**

Security & Privacy

Access Management
Duo **Trusted Access (Mostly MFA and EPCS)** **87.4**

Healthcare IoT Security
Medigate by Claroty **Medigate IoMT Solutions** **95.6**

Identity Management
Imprivata **IAM Suite** **89.5**

Patient Privacy Monitoring
Protenus **Patient Privacy Monitoring** **92.1**

Security & Privacy Consulting Services
Impact Advisors **99.5**

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

Services & Consulting

Application Hosting
Epic 91.1

Clinical Optimization
Galen Healthcare 98.3

Denials Management Services
Cloudmed **(an R1 Company)** 95.7

Digital Transformation Consulting
Chartis 96.6

Eligibility Enrollment Services
Change Healthcare **Eligibility and Enrollment Advocate** 84.8

ERP Business Transformation & Implementation Leadership
Huron 94.7

ERP Implementation Leadership
Impact Advisors 96.6

Extended Business Office
Guidehouse 89.3

Financial Improvement Consulting
Impact Advisors 94.4

Go-Live Support
Medasource 96.5

HIT Advisory Services
Guidehouse 96.9

Services & Consulting, continued

HIT Core Clinical Implementation Leadership
Nordic 94.6

HIT Staffing
iMethods 98.0

Managed IT Services
Pivot Point Consulting, **a Vaco Company** 94.6

Outsourced Coding
Oxford Global Resources 94.1

Physician Advisory Services
XSOLIS 95.2

Release of Information
Sharecare 90.5

Revenue Cycle Optimization
Chi-Matic 97.0

Revenue Cycle Outsourcing
Guidehouse 91.1

Strategy, Growth & Consolidation Consulting
Guidehouse 95.9

Technical Services
Prominence 95.7

Transcription Services
AQuity Solutions 91.6

Services & Consulting, continued on next page

Services & Consulting, continued

Underpayment Recovery Services
Revecore 92.6

Value-Based Care Consulting
PINC AI **(formerly Premier)** 92.5

Value-Based Care Managed Services
Arcadia 87.0

Virtual Scribing Services
AQuity Solutions **Real-Time Virtual Scribes** 85.6

Imaging Systems

Cardiology
Merative **(formerly IBM) Merge Cardio** 82.7

Cardiology Hemodynamics
Merative **(formerly IBM) Merge Hemo** 85.7

Image Exchange
Nuance **PowerShare** 89.1

Oncology: Medical
Epic **Beacon** 88.6

Oncology: Radiation
Varian **(A Siemens Healthineers Company) ARIA** 88.7

PACS: Large (>300K Studies)
Sectra **PACS** 87.1

PACS: Small (≤300K Studies)
Sectra **PACS** 89.6

Imaging Systems, continued

Speech Recognition: Front-End Imaging
3M **MModal Fluency for Imaging** 93.4

Universal Viewer (Imaging)
Visage Imaging **Visage 7** 90.2

Vendor Neutral Archive (VNA)
Fujifilm **Synapse VNA (TeraMedica)** 88.3

Payer Solutions

Care Management Solutions (Payer)
ZeOmega **Jiva** 82.9

Claims & Administration Platforms (Payer)
HealthEdge **HealthRules Payer** 76.6

CMS Payer Interoperability
Edifecs **XEngine Server For FHIR** 87.9

Employer-Sponsored Healthcare Services
Marathon Health 91.2

IT Consulting Services (Payer)
EMIDS 86.1

Quality Analytics (Payer)
MedInsight **Quality Analytics** 84.7

Risk Adjustment
Vatica Health **Risk Adjustment and Quality of Care Solution** 92.5

Collaborate for Real Change

KLAS RESEARCH | Arch Collaborative

When it comes to solving healthcare's biggest challenges, don't go it alone.

Through the Arch Collaborative, you can collaborate with peers to improve clinician satisfaction with any EHR. Instead of ripping and replacing, use Arch Collaborative best practices to help you lift where you stand.

Backed by data from over **353,000 clinicians**, learn how to:

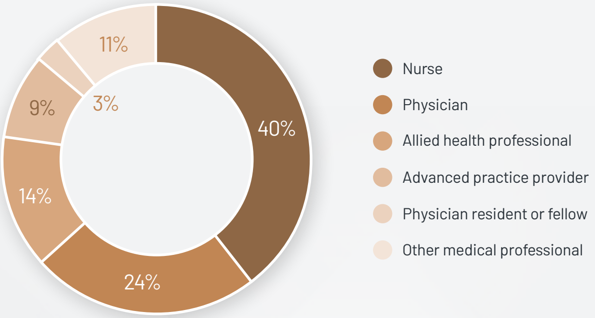
- Optimize your EHR
- Improve your clinicians' satisfaction
- Reduce EHR-related burnout

We can make healthcare better, together.

Learn more at
klasresearch.com/arch-collaborative

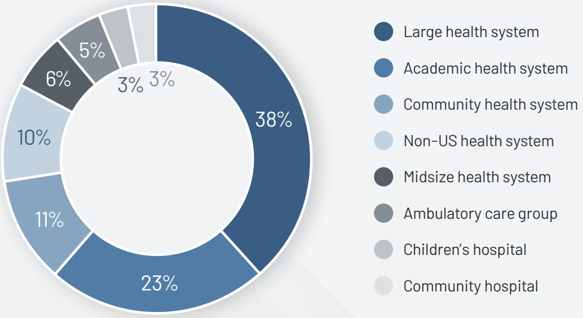
Arch Collaborative Respondents

By clinical background (n=353,052)



Arch Collaborative Participants

By organization type (n=290 organizations)



KLAS RESEARCH

Inpatient Clinical Care

Acute Care EMR: Large (>400 Beds)

Segment definitions can be found on page 222.

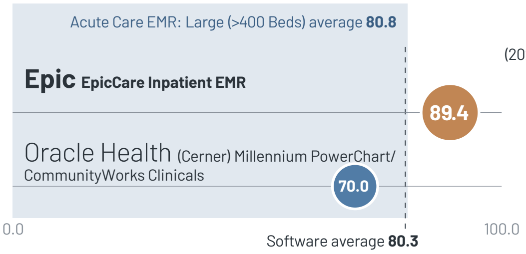
BEST IN KLAS®
SOFTWARE & SERVICES
2023

Epic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)†	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Epic** **EpicCare Inpatient EMR**	N/A	n=177	**A–**	**A**	B	**A–**	**A–**	B+	🛡
2. Oracle Health (Cerner) Millennium PowerChart/ CommunityWorks Clinicals	N/A	n=74	D+	C	C	C	C+	F	🛡

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Altera Digital Health Sunrise (Allscripts)	63.8*	n=18	F*	F*	C-*	D+*	C*	D+*	🛡
MEDHOST Enterprise Clinicals	74.6*	n=9	B-*	C-*	C+*	C+*	B*	C-*	🛡
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	70.2*	n=7	C+*	D+*	C-*	D+*	C-*	C+*	🛡
MEDITECH Expanse Acute Care EMR	80.2*	n=15	B-*	B-*	B-*	B-*	B+*	B*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional Definitions can be found on page iii.

Other notable performances in Acute Care EMR: Large (>400 Beds) 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	Epic EpicCare Inpatient EMR	n=156	**95%**	Epic EpicCare Inpatient EMR	n=177	**100%**	Epic EpicCare Inpatient EMR	n=172	**99%**

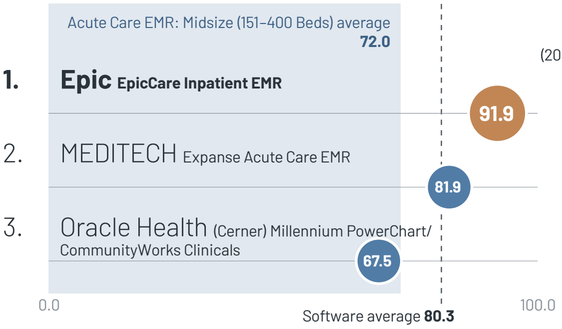
Acute Care EMR: Midsize (151–400 Beds)

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
				Customer experience pillars						
1. **Epic** EpicCare Inpatient EMR	91.9	N/A	n=16	A	A+	B+	A	A	B+	🛡
2. MEDITECH Expanse Acute Care EMR	81.9	N/A	n=19	B-	B+	C	B-	B-	B+	🛡
3. Oracle Health (Cerner) Millennium PowerChart/ CommunityWorks Clinicals	67.5	N/A	n=24	D-	C+	C	C	D+	F	🛡

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
Altera Digital Health Paragon Clinicals (Allscripts)	37.6*	n=9	F*	F*	F*	F*	F*	F*	🛡
Altera Digital Health Sunrise (Allscripts)	54.6*	n=11	F*	F*	F*	F*	D*	F*	🛡
Epic Community Connect EpicCare EMR [C]	85.8*	n=6	B*	A*	B*	A-*	B-*	C+*	🛡
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	78.7*	n=12	C*	B-*	C+*	C+*	B+*	B*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Acute Care EMR: Midsize (151–400 Beds)

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Solution	n	%
Epic EpicCare Inpatient EMR	n=16	100%

Part of long-term plans?

Solution	n	%
Epic EpicCare Inpatient EMR	n=16	100%
MEDITECH Expanse Acute Care EMR	n=19	100%

Would you buy again?

Solution	n	%
Epic EpicCare Inpatient EMR	n=16	100%

Acute Care EMR: Small (1–150 Beds)

Segment definitions can be found on page 222.

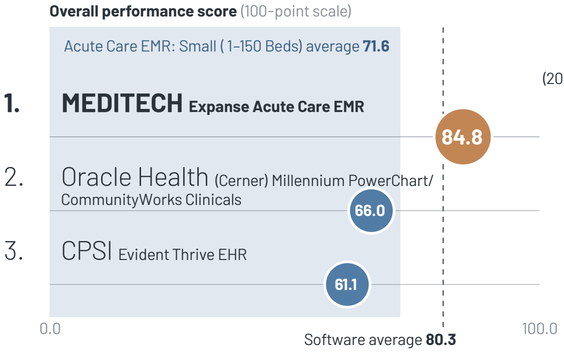
BEST IN KLAS® SOFTWARE & SERVICES 2023

MEDITECH

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)†	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**MEDITECH** Expanse Acute Care EMR	84.8	N/A	n=31	B	**A-**	B-	B+	B	B+	🛡
2.	Oracle Health (Cerner) Millennium PowerChart/ CommunityWorks Clinicals	66.0	N/A	n=31	F	C	C-	C	D	F	🛡
3.	CPSI Evident Thrive EHR	61.1	N/A	n=27	D-	F	D	D	D+	D-	🛡

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Altera Digital Health Paragon Clinicals (Allscripts) [NP]	49.0*	n=8	F*	F*	F*	F*	F*	F*	🛡
athenahealth athenaClinicals for Hospitals & Health Systems [NP]	58.1*	n=8	F*	F*	C-*	D-*	F*	B-*	🛡
CPSI Centriq Clinicals (Healthland) [NP]	64.9*	n=6	C+*	F*	C*	D+*	C*	F*	🛡
Epic Community Connect EpicCare EMR [C]	86.8*	n=14	A-*	A*	B*	B+*	B*	B*	🛡
MEDHOST Enterprise Clinicals	68.0*	n=8	C+*	D*	C+*	D*	C*	D*	🛡
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	77.4	n=18	C+	B	C+	C+	C	C	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Acute Care EMR: Small (1–150 Beds)

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	None	MEDITECH Expanse Acute Care EMR n=30 **97%**	None

Recent Insights—Acute Care EMR

US Hospital Market Share 2022

Strong Purchasing Energy across Large, Small, and Standalone Hospitals

Key Findings:

1. Epic Still Top Choice among Large Organizations; MEDITECH Increases Net New Wins and Legacy Retention
2. Market Share Continues to Decline for Allscripts & CPSI
3. Cerner Wins Significant Number of Small Customers while Losing Large Acute Care Hospitals

INPATIENT CLINICAL CARE | EMR SOLUTIONS

Data Archiving

Segment definitions can be found on page 222.

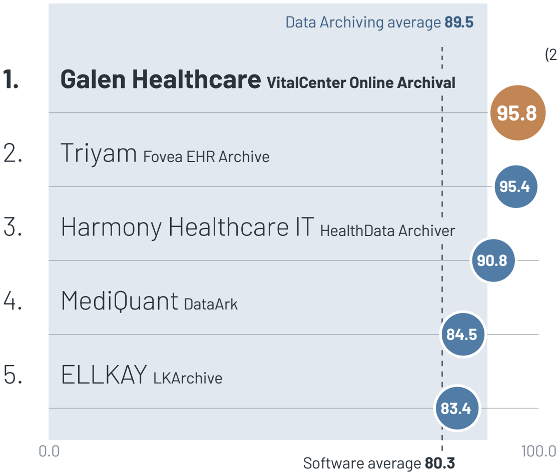
BEST IN KLAS® SOFTWARE & SERVICES 2023

GALEN HEALTHCARE SOLUTIONS

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Galen Healthcare** VitalCenter Online Archival	95.8	+6%	n=16	A+	A+	A	A	A+	A	●
2.	Triyam Fovea EHR Archive	95.4	+1%	n=16	A+	A+	A+	A	A	A+	●
3.	Harmony Healthcare IT HealthData Archiver	90.8	0%	n=18	A-	A+	A-	A-	A-	A-	○
4.	MediQuant DataArk	84.5	-8%	n=19	B-	B+	B	B+	B	B+	○
5.	ELLKAY LKArchive	83.4	-9%	n=24	B	B	B	B	B+	B	●

☆ Other notable performances in Data Archiving

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?
Triyam Fovea EHR Archive n=16 **100%**	Galen Healthcare VitalCenter Online Archival n=15 **100%**	Galen Healthcare VitalCenter Online Archival n=16 **100%**	Galen Healthcare VitalCenter Online Archival n=14 **100%**
	Triyam Fovea EHR Archive n=16 **100%**	Harmony Healthcare IT HealthData Archiver n=17 **100%**	Harmony Healthcare IT HealthData Archiver n=17 **100%**
		MediQuant DataArk n=18 **100%**	Triyam Fovea EHR Archive n=16 **100%**

Recent Insights

Data Archiving 2022

In a Competitive Market, Who Is Being Selected and Why? (A Decision Insights Report)

Key Findings:

1. Triyam Most Selected, Particularly by Smaller Organizations; Harmony Healthcare IT Most Considered
2. Large Vendors MediQuant and ELLKAY Often Up for Replacement
3. Price, Functionality & Sales Experience Often Drive Purchase Decisions

Looking for a different Acute Care EMR-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 170
Behavioral Health	Behavioral Health, Page 70
Go-Live Support	Implementation Services, Pages 163–164
HIT Core Clinical Implementation Leadership	Implementation Services, Pages 165–166
HIT Staffing	Implementation Services, Pages 167–169

340B Management Systems

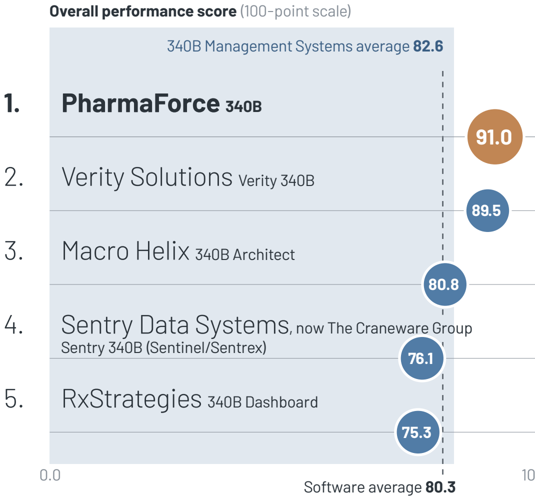
Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

PharmaForce™

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. PharmaForce 340B	91.0	N/A	n=39	A	A	A-	A-	A	A	○
2. Verity Solutions Verity 340B	89.5	N/A	n=54	A-	A	B+	B+	A-	A	●
3. Macro Helix 340B Architect	80.8	N/A	n=38	B-	B	C+	B	C+	B	○
4. Sentry Data Systems, now The Craneware Group Sentry 340B (Sentinel/Sentrex)	76.1	N/A	n=47	C	B-	C	C+	C+	B-	○
5. RxStrategies 340B Dashboard	75.3	N/A	n=20	D+	C+	C	C	B-	B-	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

† Score trends not available. This market was previously broken out into multiple segments based on customer sizing. Those breakouts have now been retired, precluding a direct comparison with last year's scores. See page iv.

Other notable performances in 340B Management Systems

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?**
Verity Solutions Verity 340B n=50 **100%**	PharmaForce 340B n=37 **97%**	Verity Solutions Verity 340B n=51 **98%**	Verity Solutions Verity 340B n=51 **96%**
PharmaForce 340B n=36 **97%**		PharmaForce 340B n=36 **97%**	PharmaForce 340B n=36 **95%**

INPATIENT CLINICAL CARE | PHARMACY SOLUTIONS

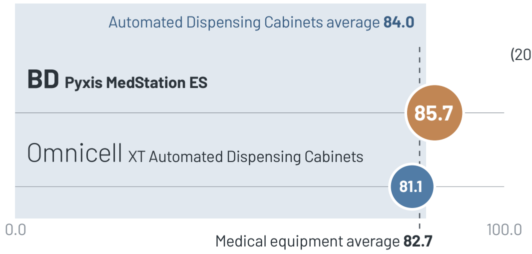
Automated Dispensing Cabinets

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
					Customer experience pillars						
1.	**BD** **Pyxis MedStation ES**	85.7	0%	n=97	B	**A-**	B	B+	B	B	●
2.	Omnicell XT Automated Dispensing Cabinets	81.1	-3%	n=52	B-	B+	B-	B	C+	C+	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
Omnicell OmniRx [NP]	87.4*	n=6	A-*	A+*	B+*	B*	B+*	C*	○
Oracle Health (Cerner) RxStation	77.7*	n=6	C*	B*	C+*	B-*	D*	B*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Automated Dispensing Cabinets

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=49	**98%**
BD Pyxis MedStation ES	n=91	**97%**

Would you buy again?

BD Pyxis MedStation ES	n=88	**95%**

Drug Diversion Monitoring

Segment definitions can be found on page 222.

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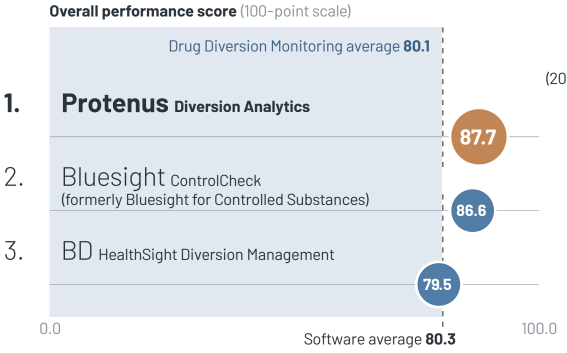
PROTENUS

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Protenus** **Diversion Analytics**	87.7	N/A	n=18	**A-**	**A-**	B	B+	**A**	**A-**	🛡
2.	Bluesight ControlCheck (formerly Bluesight for Controlled Substances)	86.6	-5%	n=33	B	**A-**	B	B	**A-**	B+	🛡
3.	BD HealthSight Diversion Management	79.5	N/A	n=24	C+	B	C+	C+	B	B-	🛡

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Imprivata FairWarning Drug Diversion Intelligence	64.6*	n=15	F*	D*	C-*	D*	C*	C-*	🛡
Invistics Flowlytics	80.2*	n=10	C*	B*	C+*	B-*	B*	B*	🛡
Medacist RxAuditor Investigate/RxAuditor	63.2*	n=11	D-*	F*	C-*	D*	B*	C+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

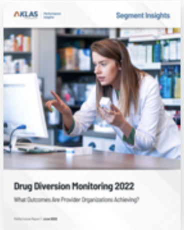
Other notable performances in Drug Diversion Monitoring

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?**
Protenus Diversion Analytics n=15 **100%**	None	BD HealthSight Diversion Management n=21 **96%**	None

Drug Diversion Monitoring Continued

Recent Insights



Drug Diversion Monitoring 2022

What Outcomes Are Provider Organizations Achieving?

Key Findings:

1. Kit Check Customers Say High Ease of Use Facilitates Outcomes
2. Protenus' Proactive Diversion Insights Guide Customer Investigations
3. Despite Mixed Experience with BD's Guidance & Support, Customers Feel Optimistic about the Future
4. Customer Satisfaction with Imprivata (Limited Data) Has Significantly Declined

IV Workflow Management

Segment definitions can be found on page 222.

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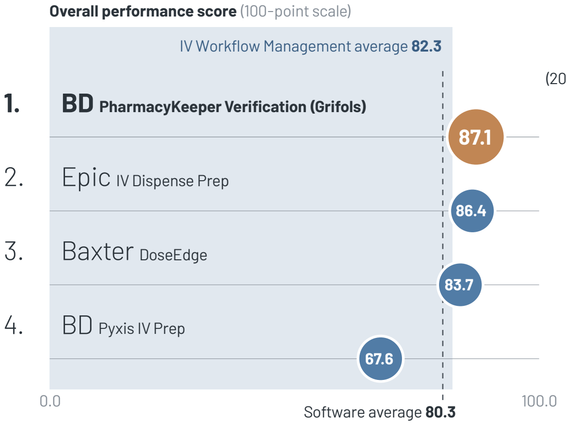
BD

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**BD PharmacyKeeper Verification (Grifols)**	87.1	0%	n=38	A-	B+	B	B+	A-	A-	
2.	Epic IV Dispense Prep	86.4	+2%	n=32	B+	A-	B	B	B	B+	
3.	Baxter DoseEdge	83.7	-1%	n=31	B	A-	B-	B-	B-	B+	
4.	BD Pyxis IV Prep	67.6	-8%	n=25	D-	D+	C-	C-	C	C	

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Other notable performances in IV Workflow Management

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			Baxter DoseEdge	n=27	96%	None			Baxter DoseEdge	n=28	100%
									Epic IV Dispense Prep	n=31	100%

Recent Insights

IV Workflow Management 2022

Functionality Drives Recent Purchases (A Decision Insights Report)

Key Findings:

1. BD Pyxis IV Prep Leads in Considerations & Selections for Enterprise Pharmacy Portfolio, but Go-Lives Remain Challenging
2. Epic Meeting Expectations; Some Customers Leaving or Supplementing Solution Due to BYOD Model for Hardware
3. BD PharmacyKeeper Verification (Grifols) Gains Traction Due to Flexibility and Leads in Client Satisfaction
4. Baxter Customers Highlight Safety Features; Lacking Innovation Causes Replacements
5. Functionality Is the Key Driver in IV Workflow Management Purchase Decisions

Medication Inventory Management

Segment definitions can be found on page 222.

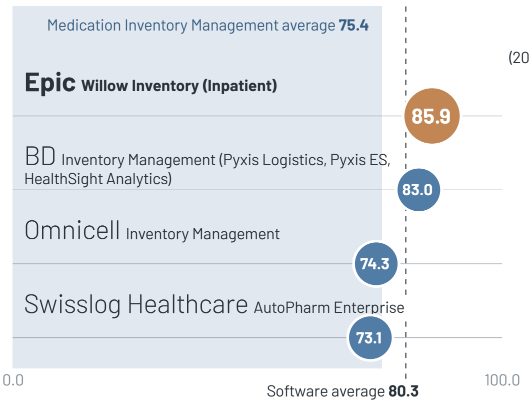
BEST IN KLAS® SOFTWARE & SERVICES 2023

Epic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Epic** Willow Inventory (Inpatient)	85.9	0%	n=27	B+	A-	B-	B+	B+	B+	○
2.	BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)	83.0	+5%	n=24	B-	B+	B-	B	B	B	●
3.	Omnicell Inventory Management	74.3	-8%	n=23	C-	B-	C-	C+	C-	C	○
4.	Swisslog Healthcare AutoPharm Enterprise	73.1	+8%	n=19	B-	D+	C+	C	C-	C+	○

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Swisslog Healthcare Pharmacy Manager	46.8*	n=12	F*	F*	F*	F*	F*	D*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional Definitions can be found on page iii.

Other notable performances in Medication Inventory Management

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?

Solution	n	%
BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)	n=25	100%
Epic Willow Inventory (Inpatient)	n=27	100%
Omnicell Inventory Management	n=27	100%

Would you buy again?

Solution	n	%
Epic Willow Inventory (Inpatient)	n=26	96%

Medication Inventory Management Continued

Recent Insights

Medication Inventory Management 2022

Insights from Advanced Users Reveal What Is Possible Today

Key Findings:

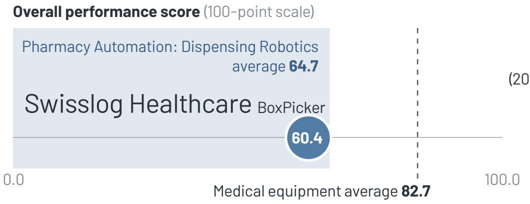
1. Epic Advanced Users Validate More Out-of-the-Box Functionality Than Customers of Pharmacy-Focused Vendors
2. Integration Progress Has Been Made; No One Is Yet at Ideal End State
3. Swisslog Customers Struggle to Achieve Desired Outcomes
4. Epic Provides Upfront Partnering as Well as Ongoing Alignment

Pharmacy Automation: Dispensing Robotics

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.


Overall performance score (100-point scale)

Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
		Culture	Loyalty	Operations	Product	Relationship	Value	
-13%	n=33	F	D	D	D	F	D+	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Swisslog Healthcare PillPick	63.9*	n=14	D-*	F*	D*	D*	D+*	B-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Smart Pumps: EMR-Integrated

Segment definitions can be found on page 222.

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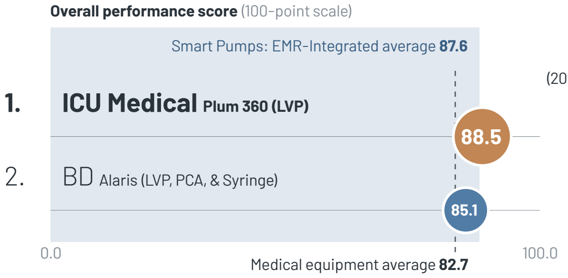
human connections

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
				Culture	Loyalty	Operations	Product	Relationship	Value	
1. **ICU Medical** Plum 360 (LVP)	88.5	-4%	n=27	B+	A-	B	A-	A	B+	🛡
2. BD Alaris (LVP, PCA, & Syringe)	85.1	+3%	n=33	B-	A-	B+	B	A-	B+	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Baxter Spectrum IQ (LVP)	91.7*	n=7	A*	A+*	A-*	A-*	B+*	A*	🛡
B. Braun Infusomat Space (LVP)	91.5*	n=10	A-*	A+*	A-*	A-*	A*	A*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Smart Pumps: EMR-Integrated

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	ICU Medical Plum 360 (LVP)	n=25	96%	BD Alaris (LVP, PCA, & Syringe)	n=32	100%	None
				ICU Medical Plum 360 (LVP)	n=27	100%	

Smart Pumps: Traditional

Segment definitions can be found on page 222.

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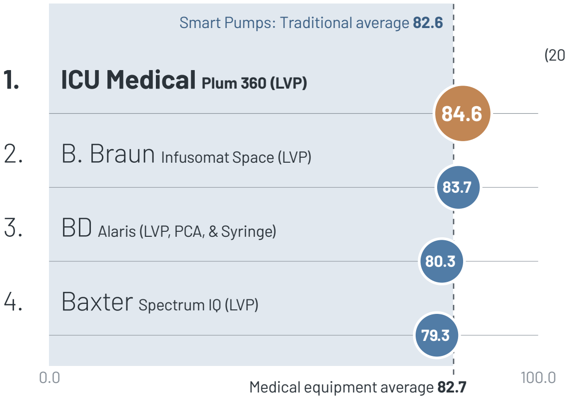
Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
					Customer experience pillars						
1.	**ICU Medical** Plum 360 (LVP)	84.6	-1%	n=44	B	B+	B	B	B	B+	○
2.	B. Braun Infusomat Space (LVP)	83.7	-1%	n=36	B+	B	B	B	B	B	○
3.	BD Alaris (LVP, PCA, & Syringe)	80.3	-6%	n=49	C+	B	B	C+	B-	B-	○
4.	Baxter Spectrum IQ (LVP)	79.3	-11%	n=23	B-	B-	B	C+	B	B-	○

Solutions not ranked Ordered alphabetically

Solution	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
B. Braun Perfusor Space (PCA, Syringe) [C]	88.6	n=26	A-	A-	B+	B+	A-	B+	○
ICU Medical CADD-Solis (PCA) (Smiths Medical) [C]	77.2	n=29	C	B-	B-	C+	C+	C+	●
ICU Medical LifeCare PCA (PCA) [C]	85.6*	n=14	A*	B*	B*	B+*	B+*	A-*	○
ICU Medical Medfusion 4000 (Syringe) (Smiths Medical) [C]	80.3	n=31	B-	B	B	C	B-	B-	●

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

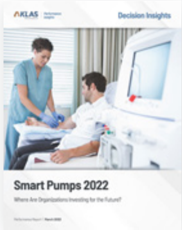
Definitions can be found on page iii.

Other notable performances in Smart Pumps: Traditional 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	None	ICU Medical Plum 360 (LVP) n=41 **95%**	None

Note: The Best in KLAS rankings in this market segment focus on LVPs since they handle the majority of hospital infusions. Solutions that offer only a PCA or syringe pump are marked as component solutions.

Recent Insights—Smart Pumps



Smart Pumps 2022

Where Are Organizations Investing for the Future? (A Decision Insights Report)

Key Findings:

1. ICU Medical and Baxter Often Chosen Due to Strong Technology and Positive Relationships
2. Large Organizations Often Turn to ICU Medical and BD for Interoperability and a Broad Solution; Uncertainty about BD Lingers Due to Recalls
3. Smiths Medical Least Likely to Be Considered by Current Customers
4. Functionality a Main Driver in Selections/Replacements

Clinical Communications: Acute Care

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Clinical Communications: Acute Care average **84.3**

Software average **80.3**

		Overall performance score	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Epic** Secure Chat	91.0	N/A	n=54	A	A	A-	B+	A	A	○
2.	PerfectServe Telmediq	89.1	N/A	n=24	B+	A	A-	B	A	A	●
3.	TigerConnect Clinical Collaboration Platform	88.1	N/A	n=40	A-	A-	A-	B+	B+	B	○
4.	Vocera The Platform	85.9	N/A	n=50	B+	B+	B	B	B+	B	●
5.	Hillrom Voalte Platform	81.9	N/A	n=31	C+	B	B	B	B-	B	○
6.	Vocera Edge	81.6	N/A	n=24	B-	B	B-	B	B	B+	○
7.	PerfectServe	79.4	N/A	n=35	B-	B	C+	C+	B	B-	●
8.	Spok Mobile	76.4	N/A	n=15	C	B-	B	C	B	C	○
9.	Oracle Health (Cerner) CareAware Connect	66.1	N/A	n=37	D-	C-	C-	D+	C-	D-	○

0.0 100.0

† Score trends not available; this market segment is newly broken out between acute care and ambulatory care, precluding a direct comparison to last year's scores. See page iv.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Imprivata Cortext [C]	87.5*	n=7	A*	A-*	B*	B+*	B*	B+*	○
Mobile Heartbeat MH-CURE	87.3*	n=8	A*	B+*	A-*	B*	A-*	B+*	○
symplr Clinical Communications (formerly Halo Health)	90.3*	n=19	A*	A-*	A-*	A-*	A*	A*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Clinical Communications: Acute Care Continued

Other notable performances in Clinical Communications: Acute Care

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

PerfectServe Telmediq	n=21	**100%**
Epic Secure Chat	n=43	**96%**
Vocera Edge	n=19	**95%**

Keeps all promises?

Epic Secure Chat	n=49	**98%**

Part of long-term plans?

Epic Secure Chat	n=52	**100%**
PerfectServe Telmediq	n=21	**100%**

Would you buy again?

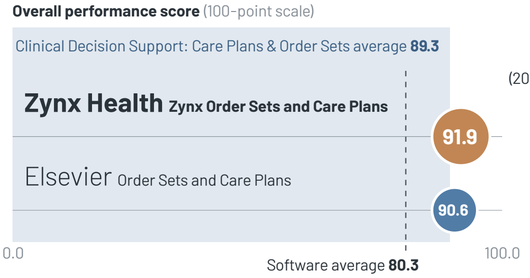
Epic Secure Chat	n=52	**100%**
PerfectServe Telmediq	n=20	**95%**

Clinical Decision Support: Care Plans & Order Sets

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
				Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Zynx Health** Zynx Order Sets and Care Plans	+2%	n=27	A	A	A-	B+	A	A	🛡
2.	Elsevier Order Sets and Care Plans	+5%	n=21	A	A	B+	A-	A	A-	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Provation Order Sets and Care Plans	81.1*	n=10	B*	B+*	C*	B-*	C+*	B*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Clinical Decision Support: Care Plans & Order Sets

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Elsevier Order Sets and Care Plans	n=14	100%
Zynx Health Zynx Order Sets and Care Plans	n=25	100%

Keeps all promises?

Zynx Health Zynx Order Sets and Care Plans	n=32	100%
Elsevier Order Sets and Care Plans	n=20	95%

Part of long-term plans?

Elsevier Order Sets and Care Plans	n=19	95%

Would you buy again?

Zynx Health Zynx Order Sets and Care Plans	n=32	97%
Elsevier Order Sets and Care Plans	n=20	95%

Clinical Decision Support: Point-of-Care Clinical Reference

Segment definitions can be found on page 222.

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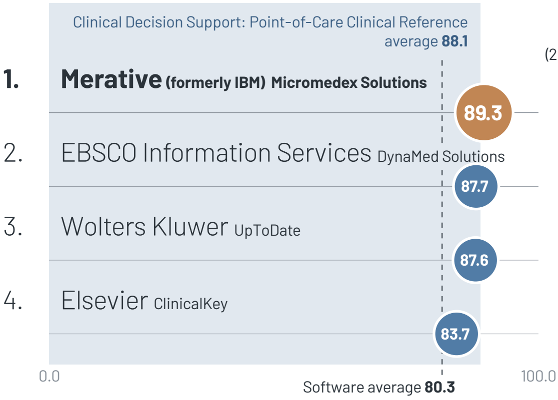
merative

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
				Culture	Loyalty	Operations	Product	Relationship	Value	
1. Merative (formerly IBM) **Micromedex Solutions**	89.3	+2%	n=36	A	A	B+	B+	B+	B+	🛡
2. EBSCO Information Services DynaMed Solutions	87.7	-2%	n=36	A-	A-	B+	B+	A-	B+	🛡
3. Wolters Kluwer UpToDate	87.6	0%	n=78	A-	A-	A-	B+	B	B-	🛡
4. Elsevier ClinicalKey	83.7	-3%	n=51	B	A-	B	B	B-	B-	🛡

☆ Other notable performances in Clinical Decision Support: Point-of-Care Clinical Reference

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Merative (formerly IBM) Micromedex Solutions	n=32	**97%**
Wolters Kluwer UpToDate	n=64	**96%**

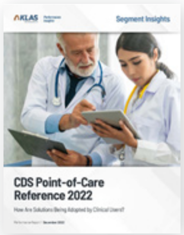
Part of long-term plans?

Merative (formerly IBM) Micromedex Solutions	n=32	**100%**
Wolters Kluwer UpToDate	n=73	**99%**
Elsevier ClinicalKey	n=43	**96%**

Would you buy again?

Merative (formerly IBM) Micromedex Solutions	n=34	**97%**
Elsevier ClinicalKey	n=46	**96%**

Recent Insights



CDS Point-of-Care Reference 2022

How Are Solutions Being Adopted by Clinical Users?

Key Findings:

1. Wolters Kluwer: UpToDate Improves Patient Care & Workflow Efficiencies for Clinical Users at Point of Care
2. EBSCO Information Services: Physician Buy-In Slow; Adopters Report Positive Point-of-Care Experiences
3. Merative (IBM): Pharmacists Value Drug Content; User Interface Seen as Outdated
4. Elsevier: Users Appreciate Deep Content for Complex Conditions; Point-of-Care Use Not Yet Validated

Infection Control & Monitoring

Segment definitions can be found on page 222.

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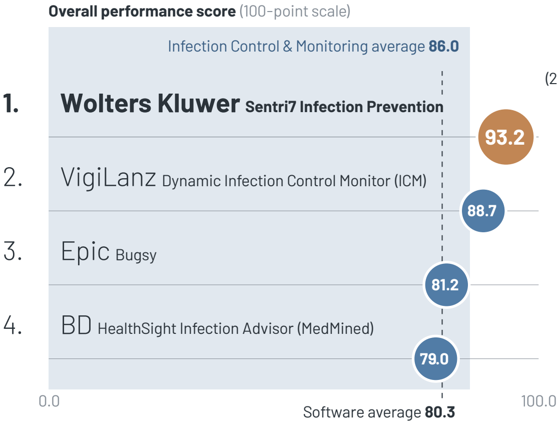
Wolters Kluwer®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Wolters Kluwer** Sentri7 Infection Prevention	93.2	+2%	n=47	**A**	**A**	**A**	**A–**	**A**	**A**	○
2.	VigiLanz Dynamic Infection Control Monitor (ICM)	88.7	-1%	n=47	**A–**	**A–**	B+	B+	**A**	**A**	○
3.	Epic Bugsy	81.2	-3%	n=56	B–	B+	C	B	B–	B	○
4.	BD HealthSight Infection Advisor (MedMined)	79.0	-8%	n=30	B–	B–	B–	B–	C+	B	●

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
TheraDoc Infection Control Assistant, powered by PINC AI	89.8*	n=15	A*	A*	A-*	A-*	A*	B*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Infection Control & Monitoring

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	VigiLanz Dynamic Infection Control Monitor (ICM)	n=35	**97%**
Keeps all promises?	Wolters Kluwer Sentri7 Infection Prevention	n=46	**98%**
Part of long-term plans?	Epic Bugsy	n=54	**98%**
Would you buy again?	Wolters Kluwer Sentri7 Infection Prevention	n=44	**96%**

Pharmacy Surveillance

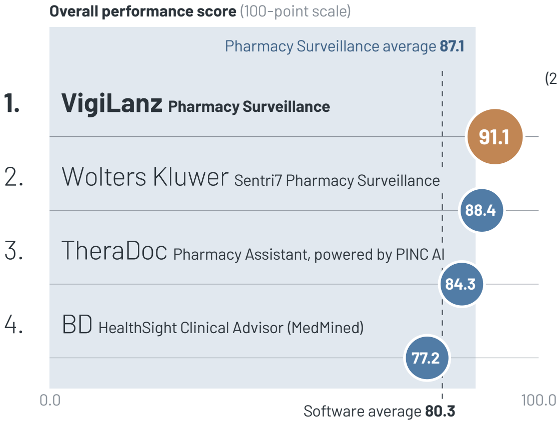
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

VigiLanz®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**VigiLanz Pharmacy Surveillance**	-2%	n=48	A-	A	B+	B+	A	A+	🛡
2.	Wolters Kluwer Sentri7 Pharmacy Surveillance	+3%	n=49	A-	A	B+	B+	A-	B+	🛡
3.	TheraDoc Pharmacy Assistant, powered by PINC AI	+2%	n=17	A-	B	B-	B-	B+	B+	🛡
4.	BD HealthSight Clinical Advisor (MedMined)	-9%	n=22	C	C+	C+	C	B	B	🛡

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Other notable performances in Pharmacy Surveillance

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?
VigiLanz Pharmacy Surveillance n=33 **100%**	None	VigiLanz Pharmacy Surveillance n=45 **96%**	VigiLanz Pharmacy Surveillance n=46 **98%**
			Wolters Kluwer Sentri7 Pharmacy Surveillance n=48 **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, Page 117
Patient Flow	Locating & Tracking, Page 106

Integration Engines

Segment definitions can be found on page 222.

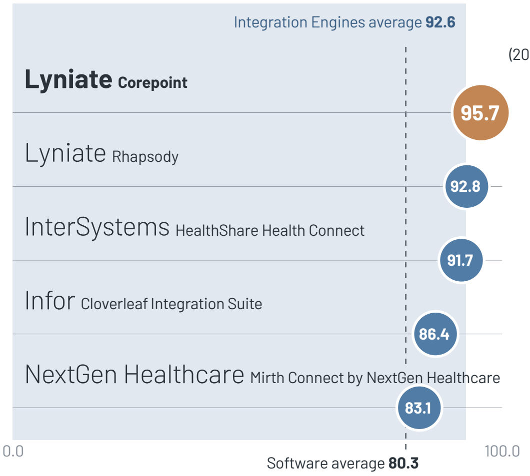
BEST IN KLAS®
SOFTWARE & SERVICES
2023

LYNIATE

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Lyniate** **Corepoint**	95.7	0%	n=105	A+	A+	A	A+	A	A	🛡
2.	Lyniate Rhapsody	92.8	+2%	n=51	A	A	A-	A	A-	A	🛡
3.	InterSystems HealthShare Health Connect	91.7	-2%	n=23	A-	A+	B+	A	A-	A	🛡
4.	Infor Cloverleaf Integration Suite	86.4	+9%	n=16	B+	A	B	B+	B+	B-	🛡
5.	NextGen Healthcare Mirth Connect by NextGen Healthcare	83.1	-6%	n=25	B	B+	B	B	C	B	🛡

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
iNTERFACEWARE Iguana [C]	89.4*	n=7	A*	A-*	A-*	A-*	B+*	B*	🛡
Summit Healthcare Summit Exchange [C]	94.7*	n=13	A+*	A+*	A-*	A*	A*	A+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

☆ Other notable performances in Integration Engines Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

InterSystems HealthShare Health Connect	n=22	**96%**

Keeps all promises?

Lyniate Corepoint	n=99	**98%**
Lyniate Rhapsody	n=47	**98%**
InterSystems HealthShare Health Connect	n=22	**96%**

Part of long-term plans?

Infor Cloverleaf Integration Suite	n=14	**100%**
Lyniate Corepoint	n=102	**99%**
InterSystems HealthShare Health Connect	n=22	**96%**
Lyniate Rhapsody	n=47	**96%**
NextGen Healthcare Mirth Connect by NextGen Healthcare	n=24	**96%**

Would you buy again?

InterSystems HealthShare Health Connect	n=22	**100%**
Lyniate Corepoint	n=104	**100%**

Make a Connection—Make Healthcare Better

Join us in moving the industry forward

KLAS consistently works to bring together leaders from across healthcare, and we are excited to gather in 2023. Real change can't happen without collaboration. That means getting the right people in the room together.

Upcoming 2023 KLAS Events

Social Determinants of Health Summit
March 20–21, *Snowbird, UT*

Best in KLAS 2023 Awards Show
April 17, *Chicago, IL*

K2 Collaborative Summit
May 9–10, *Salt Lake City, UT*

Global Summit
June 6–7, *Algarve, Portugal*

Arch Collaborative Learning Summit
July 19–21, *Salt Lake City, UT*

Revenue Cycle Management Summit
August 15–16, *Park City, UT*

Digital Health Investment Symposium (DHIS)
September 12–13, *Park City, UT*

Interoperability Summit
October 3–4, *Snowbird, UT*

Patient & Consumer Innovation Summit
November 13–15, *Salt Lake City, UT*

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

KLAS RESEARCH

Ambulatory & Post-Acute Care

Ambulatory EMR: Health System Owned

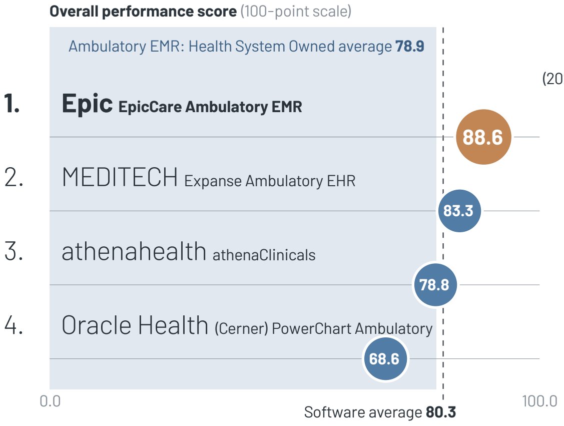
Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

Epic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Solution	Overall performance score	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Epic** **EpicCare Ambulatory EMR**	88.6	N/A	n=111	A-	A	B	B+	A-	B	🛡
2.	MEDITECH Expanse Ambulatory EHR	83.3	N/A	n=38	B-	A-	C+	B	B	B	🛡
3.	athenahealth athenaClinicals	78.8	N/A	n=33	B-	C+	B	B-	C+	B-	🛡
4.	Oracle Health (Cerner) PowerChart Ambulatory	68.6	N/A	n=58	D	C	C-	C-	C	D-	🛡

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Altera Digital Health Sunrise Ambulatory Care (Allscripts)	65.6*	n=8	D*	D-*	C-*	C-*	B-*	D-*	🛡
eClinicalWorks EHR	50.7*	n=13	F*	F*	F*	F*	F*	F*	🛡
Epic Community Connect EpicCare Ambulatory EMR [C]	81.4	n=20	B-	B+	C+	B	B-	C+	🛡
NextGen Healthcare NextGen Enterprise EHR	78.9*	n=7	C*	B-*	C*	B*	B-*	B*	🛡

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Ambulatory EMR: Health System Owned 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	None	Epic EpicCare Ambulatory EMR	n=110 **100%**	Epic EpicCare Ambulatory EMR	n=108 **99%**
		MEDITECH Expanse Ambulatory EHR	n=37 **97%**	MEDITECH Expanse Ambulatory EHR	n=35 **95%**

Ambulatory EMR: Independent (>75 Physicians)

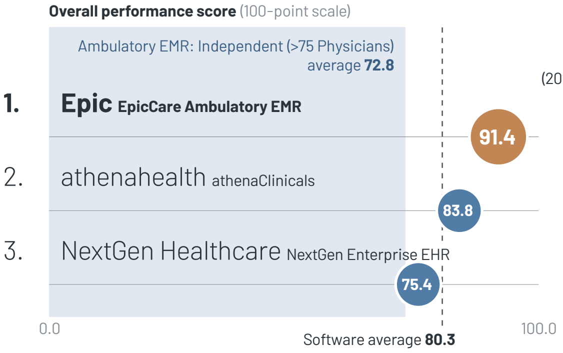
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

Epic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Solution	Overall performance score	Trend (2022–2023)†	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Epic** **EpicCare Ambulatory EMR**	91.4	N/A	n=16	A	A+	B+	A	A−	A−	
2.	athenahealth athenaClinicals	83.8	N/A	n=18	B−	A−	B	B	B−	B	
3.	NextGen Healthcare NextGen Enterprise EHR	75.4	N/A	n=20	D+	B	C	B−	C+	D+	

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Altera Digital Health Touchworks EHR (Allscripts)	61.2*	n=8	D+*	F*	D+*	D+*	D+*	F*	
athenahealth athenaPractice EMR	56.7*	n=9	F*	F*	D*	D-*	C+*	D-*	
eClinicalWorks EHR	48.6*	n=12	F*	F*	F*	F*	F*	F*	
Epic Community Connect EpicCare Ambulatory EMR [C]	81.8*	n=12	B-*	B+*	C*	B-*	B*	B*	
Veradigm (formerly Allscripts) EHR	58.5*	n=6	F*	F*	C-*	C-*	D*	F*	

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Ambulatory EMR: Independent (>75 Physicians)

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=18	**100%**
Epic EpicCare Ambulatory EMR	n=16	**100%**
NextGen Healthcare NextGen Enterprise EHR	n=19	**95%**

Would you buy again?

Epic EpicCare Ambulatory EMR	n=16	**100%**

Ambulatory EMR: Independent (11–75 Physicians)

Segment definitions can be found on page 222.

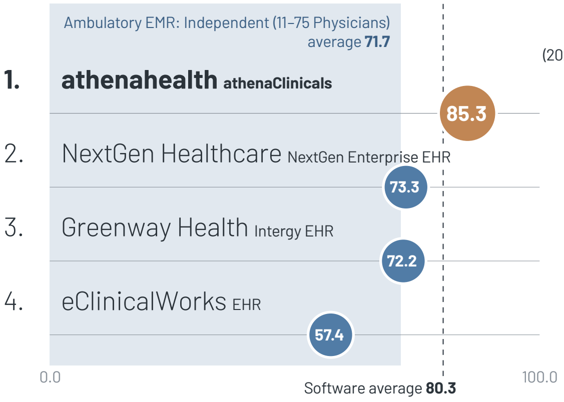
BEST IN KLAS® SOFTWARE & SERVICES 2023

athenahealth

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)†	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**athenahealth** **athenaClinicals**	85.3	N/A	n=26	B	**A-**	B	B+	C+	B+	🛡
2.	NextGen Healthcare NextGen Enterprise EHR	73.3	N/A	n=62	C-	B-	C	C+	C	D+	🛡
3.	Greenway Health Intergy EHR	72.2	N/A	n=26	C	C	C+	C	D+	D+	🛡
4.	eClinicalWorks EHR	57.4	N/A	n=24	F	D	D-	D	F	D-	🛡

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
AdvancedMD EHR	69.2*	n=7	C-*	D*	D+*	C+*	C+*	C-*	🛡
Altera Digital Health Touchworks EHR (Allscripts)	60.9*	n=12	D-*	D*	D*	D+*	D*	F*	🛡
athenahealth athenaPractice EMR	66.8*	n=8	D*	D+*	C*	C-*	C-*	D*	🛡
CompuGroup Medical US CGM APRIMA EHR	87.2*	n=8	A-*	A*	B*	B+*	B*	B*	🛡
Epic Community Connect EpicCare Ambulatory EMR [C]	76.2	n=32	C-	B	C	C	C	B	🛡
Veradigm (formerly Allscripts) EHR	65.1*	n=11	D-*	D+*	C*	C-*	D+*	F*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

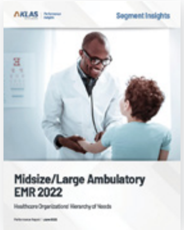
Definitions can be found on page iii.

Other notable performances in Ambulatory EMR: Independent (11–75 Physicians)

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	None	None	athenahealth athenaClinicals n=25 **96%**

Recent Insights—Ambulatory EMR



Midsize/Large Ambulatory EMR 2022

Healthcare Organizations' Hierarchy of Needs

Key Findings:

1. Ease of Use/Workflow Is Decidedly Clinics' Most Pressing Concern
2. Top-Tier Solutions: Epic, MEDITECH, and athenahealth Offer Leading EMR Experience for Customers
3. Middle-Tier Solutions: Product Difficulties Affect Overall Satisfaction with Cerner & Greenway Health; Operations Concerns Diminish Value for NextGen Customers
4. Bottom-Tier Solutions: Support & Relationship Are Top Concerns for eClinicalWorks & Allscripts Customers
5. Epic & MEDITECH Best at Enabling Patient-Centered Care; eClinicalWorks & Allscripts TouchWorks Customers Feel Solutions Were Oversold

Ambulatory RCM Services

Segment definitions can be found on page 222.

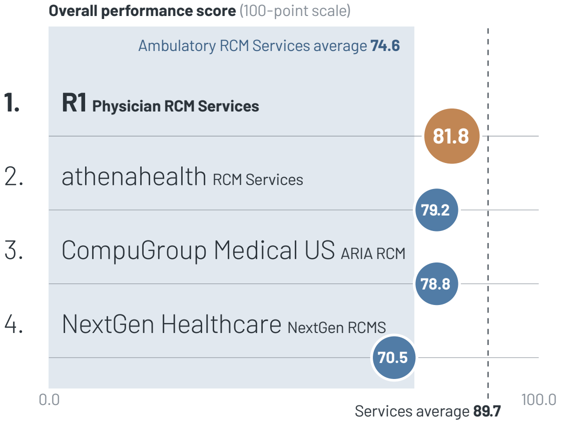
BEST IN KLAS® SOFTWARE & SERVICES 2023

R1℠

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



				Customer experience pillars					
	Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1. R1 Physician RCM Services	81.8	+2%	n=16	C+	C	B+	B	B-	○
2. athenahealth RCM Services	79.2	+9%	n=26	B	C+	C+	C+	C	○
3. CompuGroup Medical US ARIA RCM	78.8	+20%	n=21	C	C+	B	B	C	○
4. NextGen Healthcare NextGen RCMS	70.5	-10%	n=20	C-	C-	B-	B-	F	○

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Access Healthcare Ambulatory RCM Services	97.9*	n=6	A+*	A*	A+*	A*	A+*	○
Azalea Health Azalea RCM	76.2*	n=14	C+*	C*	B-*	C*	C*	○
Greenway Health Greenway Revenue Services	42.1*	n=8	F*	F*	F*	F*	F*	●
MSM, a Tegria Company MSM Outsourced Billing	74.0*	n=12	C*	C-*	C+*	C*	C-*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Ambulatory RCM Services Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
R1 Physician RCM Services n=16 **100%**	None	None

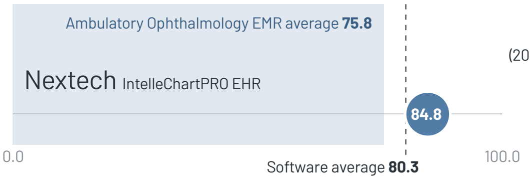
Ambulatory Ophthalmology EMR

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Nextech IntelleChartPRO EHR	N/A	n=27	B+	A-	B-	B	B	B-	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Compulink Advantage EMR	71.0*	n=8	D-*	D+*	C*	C*	B+*	C+*	○
Eye Care Leaders myCare Integrity EMR	46.0*	n=8	F*	F*	D-*	F*	F*	F*	○
ModMed EMA	86.7*	n=7	B*	A*	B*	A-*	C*	B+*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Ambulatory Ophthalmology EMR

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	None	Nextech IntelleChartPRO EHR n=27 **100%**	None

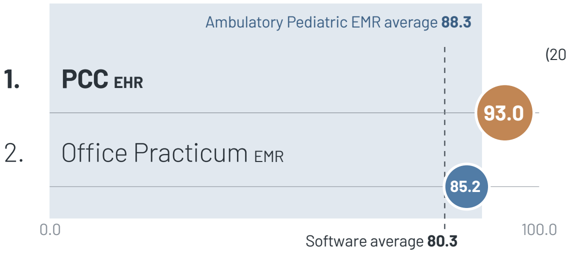
Ambulatory Pediatric EMR

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**PCC** EHR	93.0	+1%	n=41	**A-**	**A+**	**A**	**A-**	**A**	**A**	
2.	Office Practicum EMR	85.2	+5%	n=36	B	**A-**	B+	B+	B	C+	

(Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value)

Other notable performances in Ambulatory Pediatric EMR

Solutions for which at least 95% of respondents answered yes.

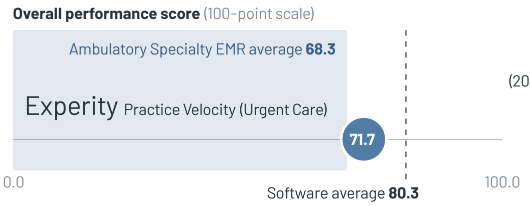
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
PCC EHR n=39 **98%**	None	Office Practicum EMR n=36 **100%**	PCC EHR n=40 **98%**
		PCC EHR n=41 **100%**	

Ambulatory Specialty EMR

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
		Culture	Loyalty	Operations	Product	Relationship	Value	
N/A	n=17	D+	C	C+	C	C+	D-	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Experity DocuTAP (Urgent Care)	64.4*	n=13	D*	C-*	D+*	D*	D*	D-*	🛡
ModMed EMA (Dermatology)	67.4*	n=12	D-*	C+*	C-*	D+*	D*	F*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Ambulatory Surgery Center Solutions

Segment definitions can be found on page 222.

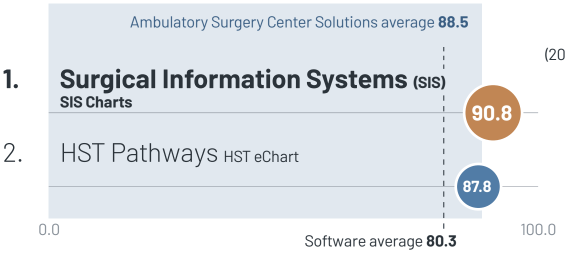
BEST IN KLAS®
SOFTWARE & SERVICES
2023

SURGICAL INFORMATION SYSTEMS™

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
1. **Surgical Information Systems (SIS)** SIS Charts	0%	n=33	A-	A+	A-	B+	A	B+	🛡
2. HST Pathways HST eChart	-2%	n=38	B+	A	B+	B+	A-	B-	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
ModMed Modernizing Medicine ASC [C] (Not standalone)	80.7*	n=11	C*	A-*	B-*	B-*	B-*	B-*	🛡
Provation Apex [C] (Mostly GI)	91.1*	n=12	A*	A+*	B+*	A-*	B+*	A-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Ambulatory Surgery Center Solutions

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?

Surgical Information Systems (SIS) SIS Charts	n=33	**100%**
HST Pathways HST eChart	n=36	**95%**

Would you buy again?

Surgical Information Systems (SIS) SIS Charts	n=33	**100%**
HST Pathways HST eChart	n=33	**97%**

Clinical Communications: Ambulatory/Post-Acute Care

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
PerfectServe	75.9*	n=9	C+*	C+*	B-*	D+*	B-*	B-*	●
PerfectServe Telmediq	82.3*	n=9	A-*	B*	B*	C+*	C+*	A-*	●
QliqSOFT qliqCONNECT	82.3*	n=13	B+*	B*	B*	C*	B*	A-*	○
symplr Clinical Communications (formerly Halo Health)	83.5*	n=11	B+*	B-*	A*	B*	C+*	B*	○
TigerConnect Clinical Collaboration Platform	87.0*	n=15	B*	A*	B+*	B*	B-*	B+*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Outpatient Therapy/Rehab

Segment definitions can be found on page 222.

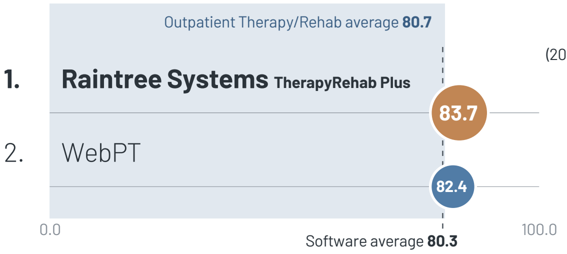
BEST IN KLAS® SOFTWARE & SERVICES 2023

raintree

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Raintree Systems** **TherapyRehab Plus**	83.7	+1%	n=21	B	B	B-	B	B+	B	
2. WebPT	82.4	N/A	n=29	B	**A-**	B	B-	B-	C+	

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Clinicient INSIGHT	67.9*	n=7	D+*	D*	C*	D*	D+*	B-*	
WellSky Rehabilitation	77.6*	n=7	B-*	C*	B*	C+*	B*	B*	

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Outpatient Therapy/Rehab

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	None	WebPT n=27 **96%**	None

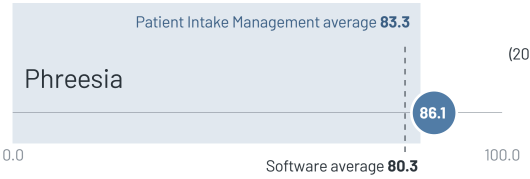
Patient Intake Management

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Phreesia	-4%	n=78	**A-**	B+	B+	B+	**A-**	B-	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Epic Welcome [C]	89.8	n=15	B+	A	B+	A-	A-	A-	🛡
Epion Health Epion Check-In [C]	79.9*	n=7	B*	C+*	B-*	B-*	C*	B+*	🛡
R1 Tonic (an R1 Company)	86.6*	n=11	A-*	A-*	B+*	B*	B*	A-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Practice Management: Health System Owned

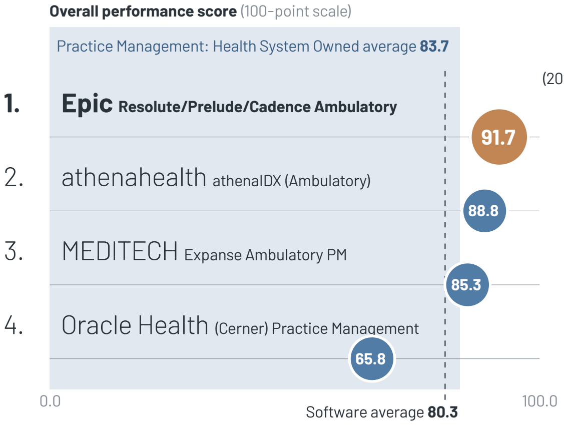
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

Epic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Solution	Overall performance score	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Epic Resolute/Prelude/Cadence Ambulatory**	91.7	N/A	n=48	A	A+	A-	A-	A-	A	○
2.	athenahealth athenaIDX (Ambulatory)	88.8	N/A	n=24	A	A-	B+	B+	A	A-	○
3.	MEDITECH Expanse Ambulatory PM	85.3	N/A	n=15	B+	A-	B	B	B+	B	○
4.	Oracle Health (Cerner) Practice Management	65.8	N/A	n=24	D-	C	D	C-	C-	F	●

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
athenahealth athenaCollector	79.0*	n=17	C*	C+*	B+*	B*	C*	C+*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Practice Management: Health System Owned

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

athenahealth athenaIDX (Ambulatory)	n=22	**96%**
Epic Resolute/Prelude/Cadence Ambulatory	n=48	**96%**

Part of long-term plans?

Epic Resolute/Prelude/Cadence Ambulatory	n=50	**100%**
MEDITECH Expanse Ambulatory PM	n=15	**100%**

Would you buy again?

Epic Resolute/Prelude/Cadence Ambulatory	n=50	**100%**

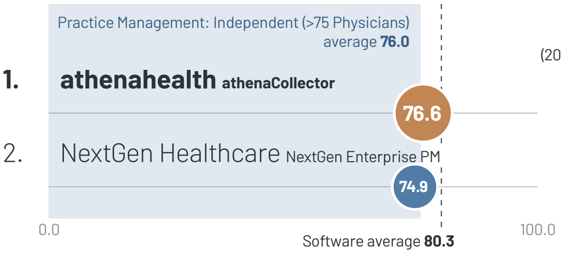
Practice Management: Independent (>75 Physicians)

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



			Trend (2022–2023)†	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**athenahealth** athenaCollector	76.6	N/A	n=17	D+	B	B−	C+	C	C	🛡
2.	NextGen Healthcare NextGen Enterprise PM	74.9	N/A	n=18	C−	B−	B−	C+	C	D+	🛡

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
athenahealth athenaIDX (Ambulatory)	86.8*	n=14	A−*	B+*	B*	B+*	A*	B*	🛡
eClinicalWorks PM	47.3*	n=7	F*	F*	F*	F*	F*	F*	🛡
Epic Resolute/Prelude/Cadence Ambulatory	93.8*	n=7	A*	A+*	A−*	A*	A+*	A−*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Practice Management: Independent (11–75 Physicians)

Segment definitions can be found on page 222.

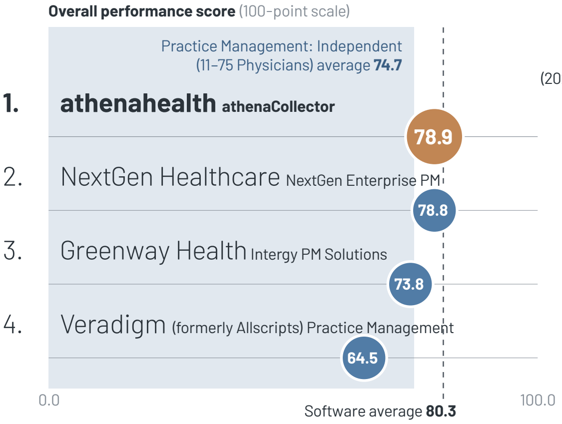
BEST IN KLAS® SOFTWARE & SERVICES 2023

athenahealth

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**athenahealth** athenaCollector	78.9	N/A	n=24	C−	B	B	B	C	C+	○
2.	NextGen Healthcare NextGen Enterprise PM	78.8	N/A	n=61	C+	B	C+	B	C+	C	○
3.	Greenway Health Intergy PM Solutions	73.8	N/A	n=18	C	C	C+	C+	C	C−	●
4.	Veradigm (formerly Allscripts) Practice Management	64.5	N/A	n=18	F	D	C−	D+	C−	D	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked Ordered alphabetically

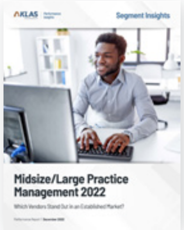
	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
athenahealth athenaPractice PM [NP]	75.7*	n=13	C-*	B-*	B-*	B-*	C+*	C-*	○
CompuGroup Medical US CGM APRIMA PM	87.5*	n=9	A-*	A*	B*	A-*	B*	B-*	○
eClinicalWorks PM	65.8*	n=12	F*	C-*	C*	D+*	D*	C-*	○
PracticeSuite PM [NR]	77.4*	n=8	C*	B-*	B-*	C+*	D+*	B*	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Recent Insights—Practice Management



Midsize/Large Practice Management 2022

Which Vendors Stand Out in an Established Market?

Key Findings:

1. athenahealth athenaIDX (Ambulatory), Epic, NextGen Healthcare Perform Well for Large Practices; Cerner & eClinicalWorks (Limited Data) Need Improvement
2. Midsize Practices Most Satisfied with athenahealth athenaCollector & NextGen Healthcare
3. NextGen Healthcare Offers Consistent Product Experience; athenahealth athenaCollector Has Most of Needed Functionality
4. NextGen Healthcare & athenahealth athenaCollector Drive Value through Outcomes; eClinicalWorks Misses the Mark for Large Independent Practices
5. athenahealth athenaIDX (Ambulatory) and Epic Drive Consistent Customer Satisfaction; Cerner Customers Wait for Vendor to Deliver

Small Practice Ambulatory EMR/PM: Independent

(2-10 Physicians)

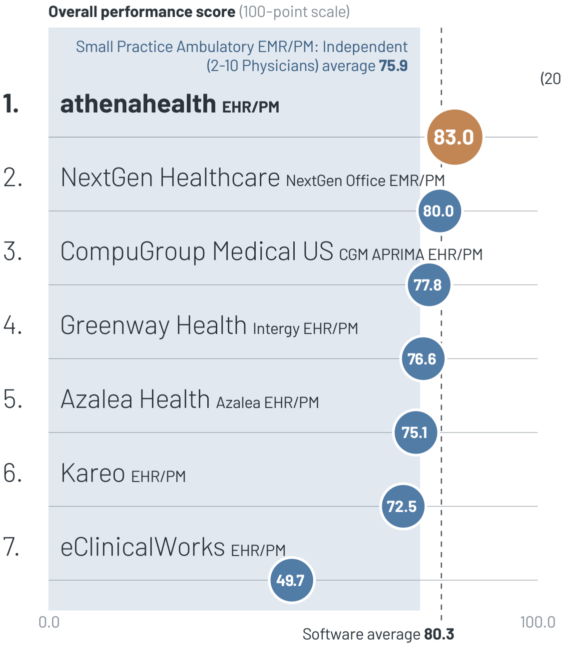
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

athenahealth

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score (100-point scale)	Trend (2022-2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. athenahealth EHR/PM	83.0	N/A	n=44	B	B+	B	B	C+	B	⛉
2. NextGen Healthcare NextGen Office EMR/PM	80.0	N/A	n=31	B-	B	B-	B-	B	C+	⛉
3. CompuGroup Medical US CGM APRIMA EHR/PM	77.8	N/A	n=29	C+	B	C+	B-	C+	C-	⛉
4. Greenway Health Intergy EHR/PM	76.6	N/A	n=27	C+	C+	B-	B	C+	D	⛉
5. Azalea Health Azalea EHR/PM	75.1	N/A	n=22	C-	C+	C+	B-	C+	C	⛉
6. Kareo EHR/PM	72.5	N/A	n=42	D+	C+	C+	C	D	C+	⛉
7. eClinicalWorks EHR/PM	49.7	N/A	n=23	F	F	F	F	F	F	⛉

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

† Score trends are not available as this market segment now includes ratings only from independent practices. This change precludes a direct comparison with last year's scores. See page iv.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
AdvancedMD EHR/PM	77.6*	n=11	C-*	C*	B*	B+*	C+*	C+*	⛉
CareCloud EHR/PM	59.5*	n=8	F*	F*	D+*	D*	F*	D*	⛉
DrChrono EMR/PM	71.1*	n=8	D+*	B-*	C*	D+*	F*	C+*	⛉
Elation Health ElationEMR [C]	86.9	n=22	B	A	B+	B+	C+	B+	⛉
Epic Community Connect EpicCare Ambulatory EMR [C]	79.1	n=93	C+	B	C	B-	C+	B-	⛉
Practice Fusion EHR [C]	81.1*	n=8	C+*	B*	B-*	B*	C*	A-*	⛉
Veradigm (formerly Allscripts) Ambulatory Suite	73.2*	n=13	C+*	C*	C*	C+*	C+*	D*	⛉

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Small Practice Ambulatory EMR/PM: Independent

(2-10 Physicians) Continued

Other notable performances in Small Practice Ambulatory EMR/PM: Independent (2-10 Physicians)

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	None	CompuGroup Medical US CGM APRIMA EHR/PM n=25 **96%**	None
		athenahealth EHR/PM n=41 **95%**	

Recent Insights

Small Practice Ambulatory EMR/PM (2-10 Physicians) 2022

Functionality & Value Top of Mind for Small Practices

Key Findings:

1. Elation Health, NextGen Healthcare, athenahealth, CompuGroup Medical US, and Azalea Health the Top Overall Performers for Small Practices
2. AdvancedMD Customers (Limited Data) Have Seen Most Improvement in Vendor's Delivery of New Technology; Development Declining for Allscripts, DrChrono, CareCloud (All Limited Data) & eClinicalWorks
3. Value Strongest with Elation Health, Kareo, athenahealth & NextGen Healthcare
4. Elation Health, NextGen Healthcare Lead in Key Areas of Training & Relationships; Support a Significant Frustration with eClinicalWorks and CareCloud (Limited Data)

Looking for a different Physician Practice-related segment?

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

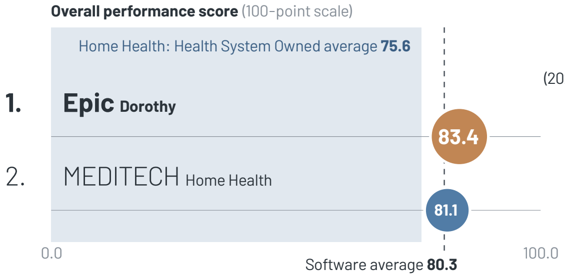
Related segment	Section
Patient Portals	Patient Engagement, Page 123

Home Health: Health System Owned

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. Epic Dorothy	N/A	n=28	B	**A-**	C+	B-	B+	B	
2. MEDITECH Home Health	N/A	n=21	B	B-	C+	C+	**A-**	B	

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Homecare Homebase	69.0*	n=13	D-*	C*	C+*	C*	D+*	D*	
MatrixCare Home Health (Brightree)	77.4*	n=8	C+*	B-*	B-*	B-*	B*	D*	
Netsmart Homecare Advisor [NP]	67.9*	n=9	B-*	F*	C*	D*	B*	C*	
Netsmart Homecare [NP]	59.3*	n=7	C+*	F*	C-*	D*	C-*	F*	
WellSky Home Health	75.4*	n=9	D+*	B-*	B*	C+*	C-*	C-*	

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional Definitions can be found on page iii.

Other notable performances in Home Health: Health System Owned 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	None	Epic Dorothy n=34 **100%**	None

Home Health: Independent (>200 ADC)

Segment definitions can be found on page 222.

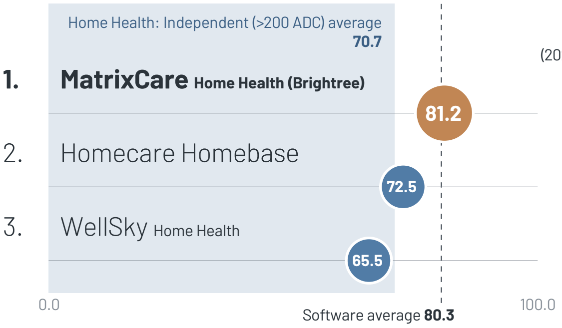
BEST IN KLAS® SOFTWARE & SERVICES 2023

MatrixCare® by ResMed

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**MatrixCare** **Home Health (Brightree)**	81.2	N/A	n=18	C+	B	B	B-	B	B-	
2.	Homecare Homebase	72.5	N/A	n=37	C-	B-	C	C	C-	C-	
3.	WellSky Home Health	65.5	N/A	n=20	D-	C	C	D+	D-	F	

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Netsmart Homecare Advisor [NP]	49.2*	n=9	F*	F*	D-*	F*	D*	F*	

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

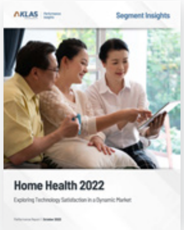
Definitions can be found on page iii.

Other notable performances in Home Health: Independent (>200 ADC)

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	None	MatrixCare Home Health (Brightree) n=20 **100%**	None

Recent Insights



Home Health 2022

Exploring Technology Satisfaction in a Dynamic Market

Key Findings:

1. Homecare Homebase Is the Vendor of Choice for Large Independent Organizations, Despite Lagging Development
2. Independent Agencies Most Satisfied with MatrixCare, Citing Strong Clinician Workflows
3. Epic, MEDITECH Deliver Needed Integration for Health System–Owned Agencies
4. Customers of Go-Forward Netsmart Solution Suffer from Similar Support & Functionality Challenges as Predecessors

Home Health: Independent (1–200 ADC)

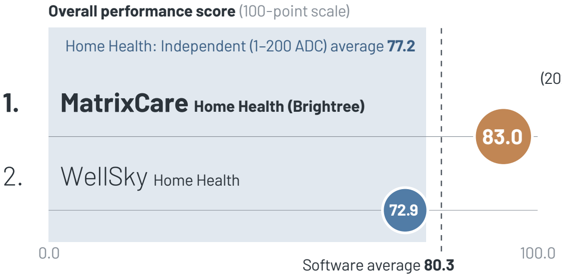
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

MatrixCare® by ResMed

Solution Comparison

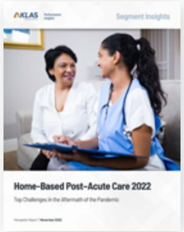
Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Trend (2022–2023)†	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
1. MatrixCare Home Health (Brightree)	N/A	n=15	B	B+	B	B	B	B-	🛡
2. WellSky Home Health	N/A	n=22	C-	C+	C+	C+	D+	C-	🛡

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Recent Insights



Home-Based Post-Acute Care 2022

Top Challenges in the Aftermath of the Pandemic

Key Findings:

1. Respondents Look to EMRs & Regulatory-Compliance Technology to Address Top Challenges
2. MatrixCare, SHP, Netsmart, and WellSky Most Commonly Deployed to Address Top Challenges
3. Respondents Often Consider Investing in New EMR to Improve Documentation Workflows
4. Other Mentioned Vendors: TigerConnect, VoiceFriend & WorldView Seen as Offering Innovative Solutions to Key Challenges

Hospice: Health System Owned

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Epic Comfort [MS]	83.7*	n=16	B*	A-*	C+*	B*	A-*	B-*	🛡
Homecare Homebase	70.5*	n=6	F*	B-*	C+*	C+*	C-*	D-*	🛡
MatrixCare Hospice	73.1*	n=7	C*	C-*	C-*	B-*	B-*	D+*	🛡
Netsmart Homecare Advisor [NP]	75.4*	n=6	B+*	D*	C+*	C*	B*	B+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

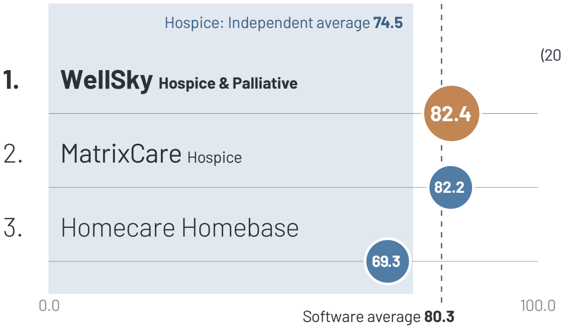
Hospice: Independent

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



			Customer experience pillars						
	Trend (2022–2023)†	**Total evaluations**	Culture	Loyalty	Operations	Product	Relationship	Value	**Censinet assessment**
1. **WellSky** Hospice & Palliative	N/A	n=22	B	**A-**	B-	B-	B	B-	🛡
2. MatrixCare Hospice	N/A	n=29	B-	**A-**	B	B	B	C	🛡
3. Homecare Homebase	N/A	n=28	D+	C+	C-	C-	D+	D-	🛡

† Score trends are not available as ratings for hospice solutions are now broken out by customer type (independent vs. health system owned). This change precludes a direct comparison with last year's scores. See page iv.

Solutions not ranked

	Overall performance score (100-point scale)	**Total evaluations**	Culture	Loyalty	Operations	Product	Relationship	Value	**Censinet assessment**
WellSky Hospice	73.1*	n=15	C*	C+*	B-*	C*	D+*	D*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Hospice: Independent

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	None	WellSky Hospice & Palliative n=19 **100%** MatrixCare Hospice n=26 **96%**	None

Long-Term Care

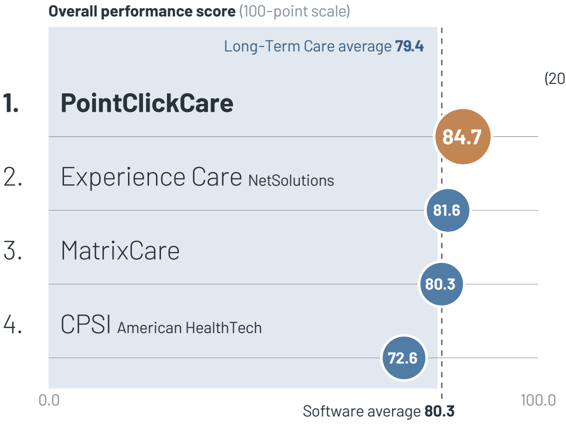
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

PointClickCare®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
					Customer experience pillars						
1.	**PointClickCare**	84.7	N/A	n=62	B	**A-**	B	B+	B	C+	🛡
2.	Experience Care NetSolutions	81.6	N/A	n=24	B+	B-	B-	B-	B+	B	🛡
3.	MatrixCare	80.3	N/A	n=46	B-	B	B	B-	B	C	🛡
4.	CPSI American HealthTech	72.6	N/A	n=16	C-	C	C	C	B-	D+	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
Epic LTC (SNF EHR) [MS]	88.3*	n=15	A-*	A*	B*	B*	A-*	B+*	🛡
Netsmart myUnity Enterprise	54.7*	n=12	D-*	F*	D-*	D-*	F*	F*	🛡
Oracle Health (Cerner) PowerChart	67.0*	n=12	D*	D*	D*	C-*	C*	C*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Long-Term Care

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	Experience Care NetSolutions n=24 **96%**	PointClickCare n=70 **97%**	None

Long-Term Care Continued

Recent Insights

Facility-Based Post-Acute Care 2022

Top Challenges in the Aftermath of the Pandemic

Key Findings:

1. Respondents Look to EMRs & Online Recruiting Technology to Address Top Challenges
2. MatrixCare, PointClickCare, and Indeed Most Commonly Deployed to Address Top Challenges
3. Respondents Often Consider Investing in New EMR to Improve Documentation Workflows
4. Other Mentioned Vendors: Relias, Rosie, SHP & SimpleLTC Seen as Offering Innovative Solutions to Key Challenges

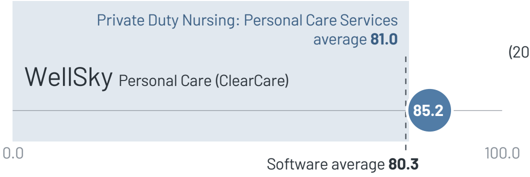
Private Duty Nursing: Personal Care Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
WellSky Personal Care (ClearCare)	+1%	n=34	B	A-	B	B	B	B+	🛡

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
MatrixCare Home Care (Soneto)	82.0*	n=7	B*	B+*	B*	B-*	C+*	B-*	🛡

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

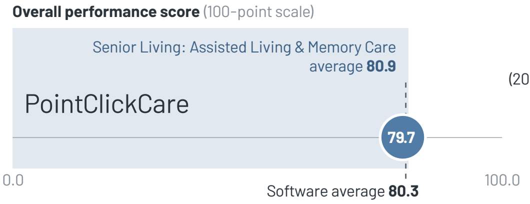
Definitions can be found on page iii.

Senior Living: Assisted Living & Memory Care

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
PointClickCare (79.7)	N/A	n=35	C+	B+	B-	B-	C+	C-	

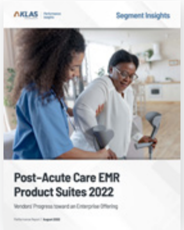
Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
ECP	93.0*	n=7	A*	A+*	A*	A-*	A*	A*	

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Recent Insights—Post-Acute Care Solutions



Segment Insights

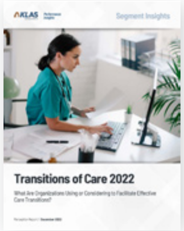
Post-Acute Care EMR Product Suites 2022

Post-Acute Care EMR Product Suites 2022

Vendors' Progress toward an Enterprise Offering

Key Findings:

1. MatrixCare Broadly Adopted, Delivers Consistent Satisfaction in Key Areas
2. Epic's Steady Development Has Enterprise-Focused Customers Optimistic
3. MatrixCare Leads in Home Health with Strong Mobile Workflows
4. PointClickCare Delivers Innovation in LTC/SNF; Netsmart's Partnership Flounders
5. Across Vendors, Customers Want More Financial and Drill-Down Reporting



Segment Insights

Transitions of Care 2022

Transitions of Care 2022

What Are Organizations Using or Considering to Facilitate Effective Care Transitions?

Key Findings:

1. About Half of Respondents Use Only Their EMR Vendor's Technology to Support Care Transitions
2. Epic, Cerner, and PointClickCare Are Most Deployed EMR Vendors to Address Transitions of Care
3. Multiple Respondents Use Standalone Technology to Supplement Their EMR Vendor's TOC Offering
4. Standalone Vendors Bamboo Health, CarePort, and Forcura Often Used to Increase Data Transparency between Care Settings
5. Almost 25% of Respondents Are Considering Investments in Care Transition Technology
6. PointClickCare Most Considered for Refining Transitions-of-Care Processes

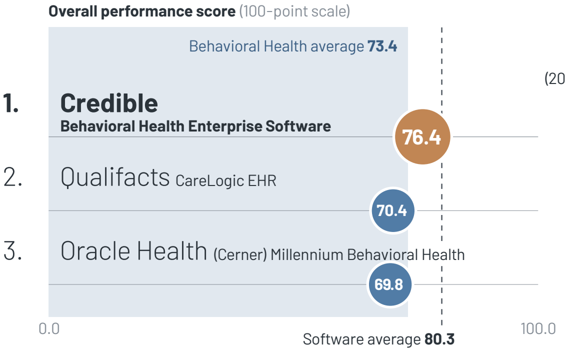
Behavioral Health

Segment definitions can be found on page 222.

CREDIBLE

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Credible** **Behavioral Health Enterprise Software**	76.4	-1%	n=34	D+	B+	C+	C	C	C	
2. Qualifacts CareLogic EHR	70.4	-6%	n=42	F	B-	C+	C-	C	D+	
3. Oracle Health (Cerner) Millennium Behavioral Health	69.8	-6%	n=19	D	C+	D+	C	C	D	

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Core Solutions Cx360	82.0*	n=9	B*	B*	C*	B-*	A-*	B+*	
Netsmart Behavioral Health	56.5*	n=12	F*	F*	D*	D-*	D*	F*	
NextGen Healthcare Behavioral Health Suite [NR]	78.8	n=16	C	A-	C+	B	B	D	

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Behavioral Health 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	None	Credible Behavioral Health Enterprise Software n=32 **97%**	None

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Give a little feedback on the tools you're using and get a lot of insights in return via free access to KLAS ratings, commentary, and market trends.

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- Find ratings on vendor performance
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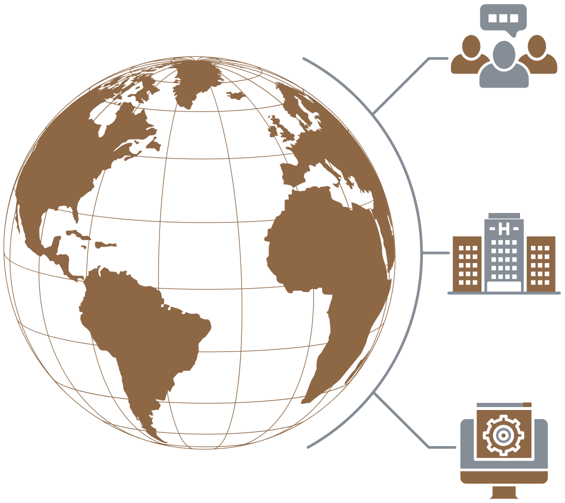
Speak up and share your experiences! We can't change healthcare without you.



24,000+ evaluations from healthcare professionals across the globe who shared feedback regarding the software and services they use. The vast majority of these evaluations came from on-the-phone discussions, resulting in deep, insightful feedback.

4,500+ healthcare organizations across the world whose feedback is represented in KLAS research. The voices of these professionals give us not only the scores you see in this Best in KLAS report, but all the scores and commentary we publish online and in other reports throughout the year.

1,000+ healthcare technology products and services measured in KLAS' scores, commentary, and reports. If you're making a software or services purchase decision in healthcare, take advantage of the hindsight of those who have walked a similar path.

> ***"We use KLAS quite a bit whenever we are trying to make market decisions or just get the pulse of what other folks are dealing with. Oftentimes, we look up the comments and think that we could have written them. So KLAS is very helpful for sure."*** —Director, small acute care facility

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KLAS RESEARCH

Financial/Revenue Cycle/HIM

Complex Claims Services

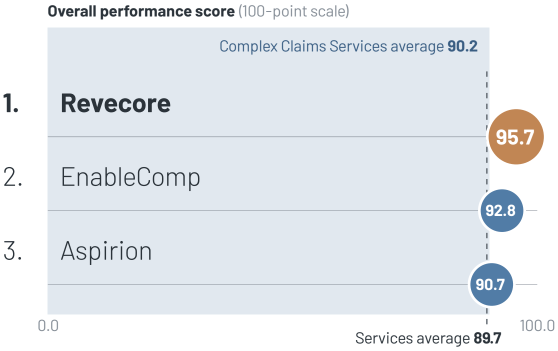
Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

REVECORE

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
					Loyalty	Operations	Relationship	Services	Value	
1.	**Revecore**	95.7	-1%	n=22	A+	A	A	A	A	🛡
2.	EnableComp	92.8	+7%	n=30	A	A-	A	B+	A-	🛡
3.	Aspirion	90.7	-4%	n=35	A-	B+	B+	B+	A-	🛡

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Cloudmed (an R1 Company) [NR]	97.5*	n=6	A+*	A*	A+*	A-*	A+*	🛡
Kemberton (a Revecore Company)	77.4*	n=11	C+*	C+*	C+*	C+*	C*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Complex Claims Services Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Revecore	n=20	100%

Exceeds expectations?

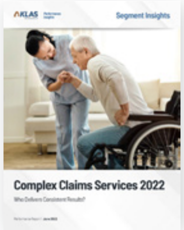
None

Would you buy again?

EnableComp	n=30	100%
Revecore	n=21	100%

Complex Claims Services Continued

Recent Insights



Segment Insights

Complex Claims Services 2022

Who Delivers Consistent Results?

Complex Claims Services 2022

Who Delivers Consistent Results?

Key Findings:

1. Argos Health, an EnableComp Company, Engaged across Claim Types
2. Revecore Exceeds Expectations with Creative Approaches to Strategic Success
3. Inconsistency from Kemberton Affects Overall Client Satisfaction; Revecore & Aspirion Execute Most Consistently
4. High-Touch Relationships from Aspirion & Revecore; EnableComp & Kemberton Less Consistent, with Kemberton Making Improvements
5. EnableComp & Aspirion Most Often Increase Revenue; Argos Most Often Decreases A/R Days

Claims Management & Clearinghouse

Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

experian™

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Claims Management & Clearinghouse average **85.9**

		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Experian Health** **ClaimSource**	90.9	+2%	n=28	B+	A	A-	A-	A-	A-	●
2.	The SSI Group SSI Claims Management	88.4	+2%	n=22	A-	A-	B+	A-	A-	B+	○
3.	Quadax Xpeditor	88.3	-3%	n=58	A	A-	A-	B+	A-	B+	●
4.	Availity Revenue Cycle Management	86.6	-2%	n=18	B	A-	B+	B	B	A-	○
5.	Waystar Claims Management	85.6	-5%	n=49	B	A-	B+	B+	B	B	○
6.	FinThrive Claims Manager	82.7	-3%	n=34	B	B	B+	B+	B-	C+	○
7.	Change Healthcare Assurance Reimbursement Management	76.0	-3%	n=37	C-	B-	C+	C+	C+	C	○

0.0 Software average **80.3** 100.0

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
athenahealth athenaEDI [C]	89.2	n=19	A-	A	A-	B+	A-	B+	○
Olive Claims Management [NR]	89.5	n=20	A-	A	A-	A-	B+	A-	○
Optum Claims Manager	94.1*	n=7	A+*	A+*	A*	A*	A+*	A-*	○
TruBridge Claims Management [NR]	87.7*	n=12	B*	A-*	B+*	A-*	A-*	B+*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Claims Management & Clearinghouse 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	Quadax Xpeditor n=53 **96%**	Experian Health ClaimSource n=27 **100%**	Experian Health ClaimSource n=27 **96%**

Insurance Discovery

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

				Customer experience pillars						
Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **FinThrive** Insurance Discover	93.5	+3%	n=19	A	A+	A–	A	A–	A+	🛡
2. Experian Health Coverage Discovery	88.3	N/A	n=27	A–	A	B+	B+	A–	B	🛡

Solutions not ranked

			Customer experience pillars						
	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
maxRTE [C]	92.0*	n=14	A*	A*	A–*	B+*	A+*	A*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Insurance Discovery

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

FinThrive Insurance Discover	n=12	100%

Keeps all promises?

FinThrive Insurance Discover	n=16	100%

Part of long-term plans?

FinThrive Insurance Discover	n=14	100%
Experian Health Coverage Discovery	n=25	96%

Would you buy again?

FinThrive Insurance Discover	n=18	100%

Patient Access

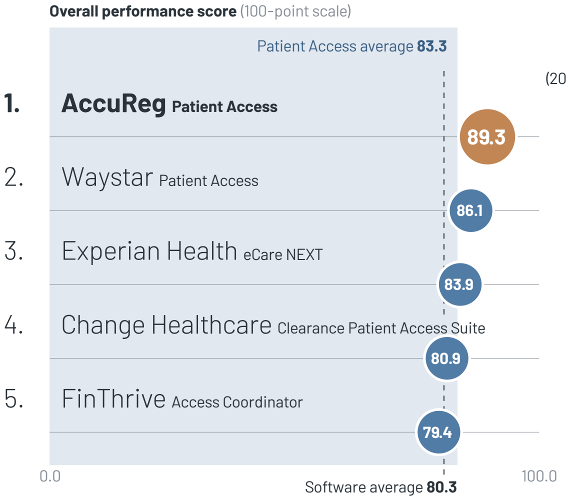
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

AccuReg®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**AccuReg** Patient Access	89.3	+1%	n=22	B	**A-**	**A-**	**A-**	**A**	**A**	○
2.	Waystar Patient Access	86.1	-4%	n=19	B	B+	B+	B+	B+	B+	○
3.	Experian Health eCare NEXT	83.9	+4%	n=39	B-	B+	B	B	B	B	●
4.	Change Healthcare Clearance Patient Access Suite	80.9	+8%	n=26	C	B+	B-	B	B-	B-	○
5.	FinThrive Access Coordinator	79.4	-14%	n=27	B-	B	C+	B-	B-	C	●

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
FinThrive CarePricer [C]	74.5*	n=7	C-*	B+*	C+*	D+*	D+*	C*	○
FinThrive Payment Estimator [C]	93.2*	n=6	A*	A+*	A*	A*	A-*	A+*	○
Imprivata PatientSecure [C]	87.9*	n=6	A-*	B*	B+*	B+*	A*	A*	○
TruBridge Patient Access [NR]	74.2*	n=10	C*	C*	C+*	C*	C+*	C*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Patient Access 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?
AccuReg Patient Access n=18 **100%**	None	Experian Health eCare NEXT n=36 **97%** Change Healthcare Clearance Patient Access Suite n=22 **96%**	None

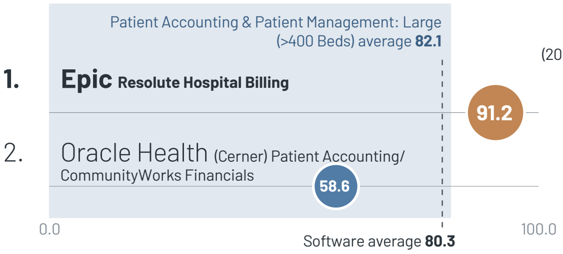
Patient Accounting & Patient Management: Large (>400 Beds)

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)†	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
1. Epic Resolute Hospital Billing	N/A	n=71	**A**	**A+**	B+	**A-**	**A-**	**A-**	○
2. Oracle Health (Cerner) Patient Accounting/ CommunityWorks Financials	N/A	n=25	F	F	D-	D+	D	F	○

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv.

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
MEDITECH Expanse Patient Accounting	85.6*	n=9	B*	A*	B*	B*	A-*	B*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Patient Accounting & Patient Management: Large (>400 Beds)

Solutions for which at least 95% of respondents answered yes.

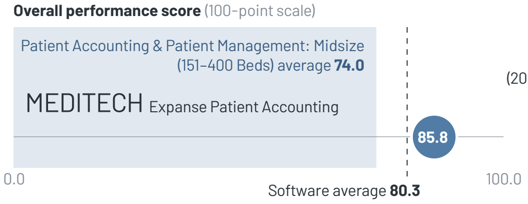
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Epic Resolute Hospital Billing n=66 **96%**	Epic Resolute Hospital Billing n=71 **100%**	Epic Resolute Hospital Billing n=69 **100%**

Patient Accounting & Patient Management: Midsize (151–400 Beds)

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



Trend (2022–2023)†	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
N/A	n=18	B+	**A**	B-	B-	B+	**A-**	○

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Oracle Health (Cerner) Patient Accounting/ CommunityWorks Financials	45.9*	n=15	F*	F*	F*	F*	F*	F*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Patient Accounting & Patient Management: Midsize (151–400 Beds)

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?
MEDITECH Expanse Patient Accounting n=17 **100%**	None	MEDITECH Expanse Patient Accounting n=18 **100%**	MEDITECH Expanse Patient Accounting n=18 **100%**

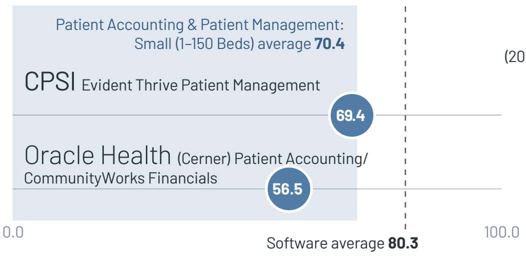
Patient Accounting & Patient Management: Small (1–150 Beds)

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)†	**Total evaluations**	**Customer experience pillars**						**Censinet assessment**
			Culture	Loyalty	Operations	Product	Relationship	Value	
CPSI Evident Thrive Patient Management	N/A	n=18	C+	D	C	C-	C	D	🛡
Oracle Health (Cerner) Patient Accounting/ CommunityWorks Financials	N/A	n=31	F	D	F	D-	D	F	🛡

† Score trends are not available as the sizing breakouts for this market segment have been newly adjusted, precluding a direct comparison with last year's scores. See page iv. Additionally, there is no 2023 Best in KLAS winner in this segment as some prominent players had lower sample sizes caused by the change in breakouts.

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	**Total evaluations**	**Customer experience pillars**						**Censinet assessment**
			Culture	Loyalty	Operations	Product	Relationship	Value	
athenahealth athenaCollector for Hospitals & Health Systems [NP]	58.0*	n=6	F*	F*	D-*	D*	D*	C-*	🛡
Epic Community Connect Resolute [C]	84.2*	n=13	B+*	B+*	B-*	B+*	B*	C*	🛡
MEDITECH Expanse Patient Accounting	85.7*	n=14	B*	A-*	B*	B+*	A-*	B*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Patient Accounting & Patient Management: Small (1–150 Beds)

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	None	Oracle Health (Cerner) Patient Accounting/ CommunityWorks Financials n=32 **97%**	None

Patient Financial Engagement

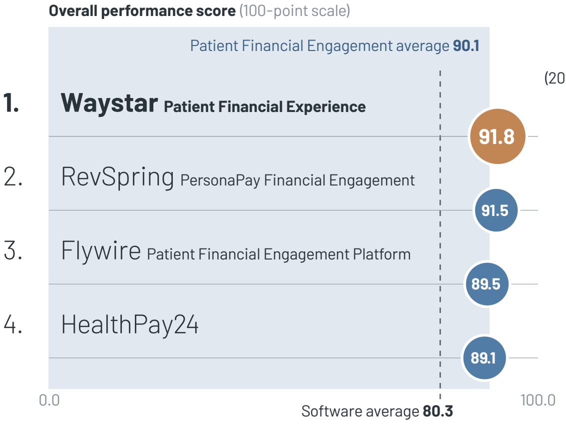
Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

WAYSTAR

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Solution	Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Waystar** **Patient Financial Experience**	91.8	-3%	n=22	A	A-	A	A	A	A	🛡
2.	RevSpring PersonaPay Financial Engagement	91.5	N/A	n=31	A-	A	A-	A-	A	A	🛡
3.	Flywire Patient Financial Engagement Platform	89.5	N/A	n=17	B	A	A-	B+	A	A-	🛡
4.	HealthPay24	89.1	N/A	n=18	A-	A	B+	B	A-	A-	🛡

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Solutions not ranked

Solution	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Cedar Patient Financial Engagement Platform	88.5*	n=12	B*	A*	A*	B*	A*	A-*	🛡
Epic Patient Financial Experience [NR]	88.6*	n=9	A-*	A+*	B*	B+*	B+*	B*	🛡

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Patient Financial Engagement

Solutions for which at least 95% of respondents answered yes.

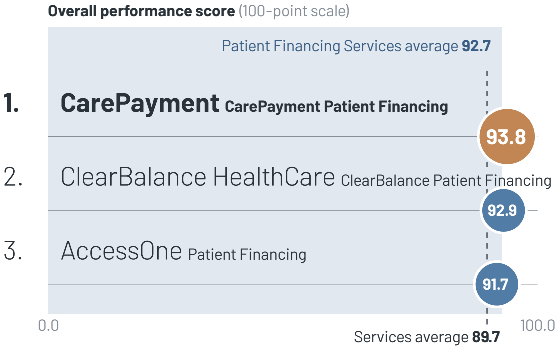
Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
None	Waystar Patient Financial Experience n=21 **96%**	Flywire Patient Financial Engagement Platform n=16 **100%**	HealthPay24 n=18 **100%**
		RevSpring PersonaPay Financial Engagement n=32 **97%**	RevSpring PersonaPay Financial Engagement n=32 **97%**

Patient Financing Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score (100-point scale)		Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
					Loyalty	Operations	Relationship	Services	Value	
1.	**CarePayment** **CarePayment Patient Financing**	93.8	+4%	n=29	A	A-	A	A-	A-	🛡
2.	ClearBalance HealthCare ClearBalance Patient Financing	92.9	0%	n=40	A	A	A	A-	A-	🛡
3.	AccessOne Patient Financing	91.7	+1%	n=37	A	B+	A	B+	A-	🛡

☆ Other notable performances in Patient Financing Services

Solutions for which 100% of respondents answered yes.

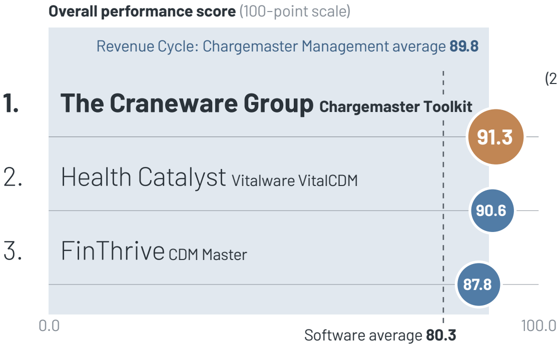
Avoids charging for every little thing?			**Exceeds expectations?**	**Would you buy again?**
AccessOne Patient Financing	n=35	**100%**	None	None
CarePayment CarePayment Patient Financing	n=28	**100%**		

Revenue Cycle: Chargemaster Management

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
				Culture	Loyalty	Operations	Product	Relationship	Value	
1. The Craneware Group Chargemaster Toolkit	91.3	0%	n=43	A	A	A-	A-	A	A	⛉
2. Health Catalyst Vitalware VitalCDM	90.6	-4%	n=48	A	A	A-	A-	A	A	⛉
3. FinThrive CDM Master	87.8	+2%	n=15	A-	A	B+	B+	B	B+	⛉

Other notable performances in Revenue Cycle: Chargemaster Management

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

The Craneware Group Chargemaster Toolkit	n=33	97%
Health Catalyst Vitalware VitalCDM	n=42	96%

Keeps all promises?

Health Catalyst Vitalware VitalCDM	n=46	98%
The Craneware Group Chargemaster Toolkit	n=38	95%

Part of long-term plans?

FinThrive CDM Master	n=15	100%
The Craneware Group Chargemaster Toolkit	n=40	95%

Would you buy again?

FinThrive CDM Master	n=15	100%
Health Catalyst Vitalware VitalCDM	n=44	96%
The Craneware Group Chargemaster Toolkit	n=40	95%

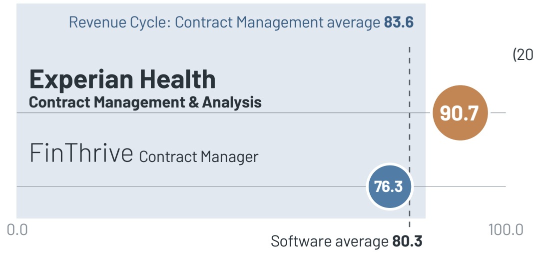
Revenue Cycle: Contract Management

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Customer experience pillars						
Trend (2022–2023)	**Total evaluations**	Culture	Loyalty	Operations	Product	Relationship	Value	**Censinet assessment**
-3%	n=22	**A**	**A**	**A-**	B+	**A-**	**A**	●
N/A	n=24	C+	C+	B-	C+	C	C	○

Other notable performances in Revenue Cycle: Contract Management

Solutions for which at least 95% of respondents answered **yes**.

Question	Solution	n	%
Avoids charging for every little thing?	Experian Health Contract Management & Analysis	n=18	**100%**
Keeps all promises?	Experian Health Contract Management & Analysis	n=20	**95%**
Part of long-term plans?	Experian Health Contract Management & Analysis	n=20	**95%**
Would you buy again?	Experian Health Contract Management & Analysis	n=22	**100%**

Robotic Process Automation

Segment definitions can be found on page 222.

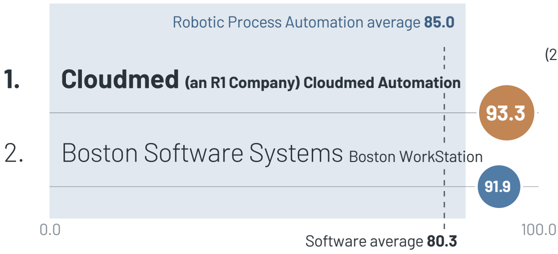
BEST IN KLAS® SOFTWARE & SERVICES 2023

cloudmed™ an R1 company

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Cloudmed** (an R1 Company) Cloudmed Automation	93.3	-3%	n=18	A+	A	A	A	A	A+	🛡
2.	Boston Software Systems Boston WorkStation	91.9	-2%	n=19	A-	A	B+	A	A	A+	🛡

(Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value)

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
CenterX Electronic Prior Authorization [C]	91.6*	n=9	A*	A*	B+*	B+*	A*	A*	🛡
Infinx Prior Authorization [C]	93.5*	n=15	A*	A+*	A*	A*	A*	A*	🛡
Olive Prior Authorization [NR]	67.8	n=16	D	D+	C	D	B-	D+	🛡
UiPath Robotic Process Automation	80.4*	n=13	B-*	B+*	C*	B*	C-*	B*	🛡

(Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value)

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Robotic Process Automation

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Boston Software Systems Boston WorkStation	n=16	**100%**
Cloudmed (an R1 Company) Cloudmed Automation	n=15	**100%**

Keeps all promises?

Cloudmed (an R1 Company) Cloudmed Automation	n=18	**100%**

Part of long-term plans?

None

Would you buy again?

Cloudmed (an R1 Company) Cloudmed Automation	n=18	**100%**
Boston Software Systems Boston WorkStation	n=18	**95%**

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 176
Extended Business Office	Revenue Cycle Services, Pages 177–178
Revenue Cycle Outsourcing	Revenue Cycle Services, Page 181

FINANCIAL/REVENUE CYCLE/HIM | BUSINESS ANALYTICS

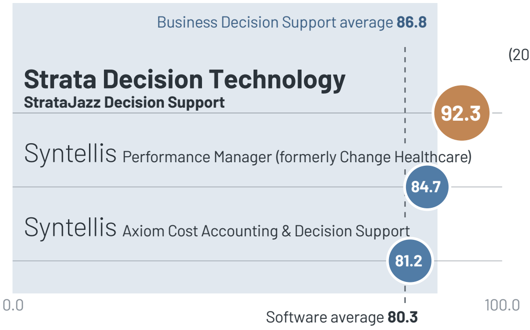
Business Decision Support

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
				Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Strata Decision Technology** **StrataJazz Decision Support**	0%	n=26	A-	A+	A	A	A-	A	●
2.	Syntellis Performance Manager (formerly Change Healthcare)	-2%	n=19	A-	B-	B	B	A-	A-	○
3.	Syntellis Axiom Cost Accounting & Decision Support	N/A	n=21	C+	B	C+	B-	C+	A-	○

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
EPSi, now part of Strata EPSi Decision Support	83.1*	n=16	B*	B*	B*	C+*	A-*	A*	○
Harris Affinity ADS Costing [NR]	88.6	n=21	A-	B+	B	A-	A	A	○
Health Catalyst PowerCosting	86.8*	n=16	A-*	A-*	B-*	B*	A-*	A-*	●

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Business Decision Support 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?		
Syntellis Axiom Cost Accounting & Decision Support	n=20	**100%**	None	Strata Decision Technology StrataJazz Decision Support	n=24	**100%**	Strata Decision Technology StrataJazz Decision Support	n=25	**96%**
				Syntellis Axiom Cost Accounting & Decision Support	n=20	**95%**			

Data & Analytics Platforms

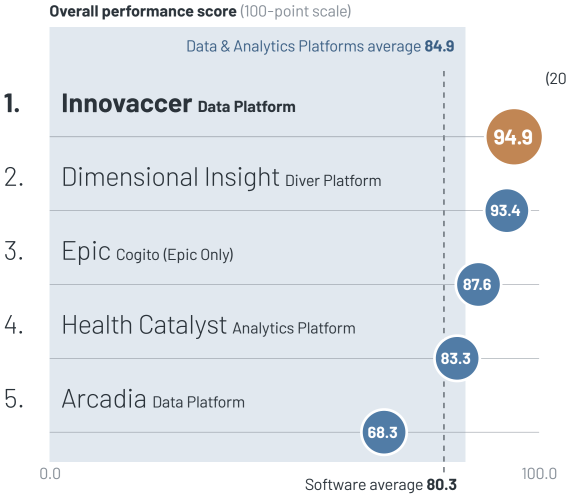
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

innovaccer

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Innovaccer Data Platform**	94.9	+3%	n=22	A	A+	A	A	A+	A+	●
2.	Dimensional Insight Diver Platform	93.4	+1%	n=20	A	A+	A-	A-	A	A+	○
3.	Epic Cogito (Epic Only)	87.6	-1%	n=37	A-	A-	B+	B	A	B	○
4.	Health Catalyst Analytics Platform	83.3	N/A	n=39	B	B	B-	B-	A	B	●
5.	Arcadia Data Platform	68.3	-16%	n=22	F	C-	D+	C-	C	B-	●

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Oracle Health (Cerner) HealtheIntent Analytics	74.3*	n=16	C*	B*	D+*	C+*	C*	C-*	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Data & Analytics Platforms

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Dimensional Insight Diver Platform	n=19	**100%**
Arcadia Data Platform	n=21	**96%**
Innovaccer Data Platform	n=21	**96%**

Keeps all promises?

Dimensional Insight Diver Platform	n=20	**100%**

Part of long-term plans?

Dimensional Insight Diver Platform	n=18	**100%**
Epic Cogito (Epic Only)	n=77	**100%**
Innovaccer Data Platform	n=21	**100%**

Would you buy again?

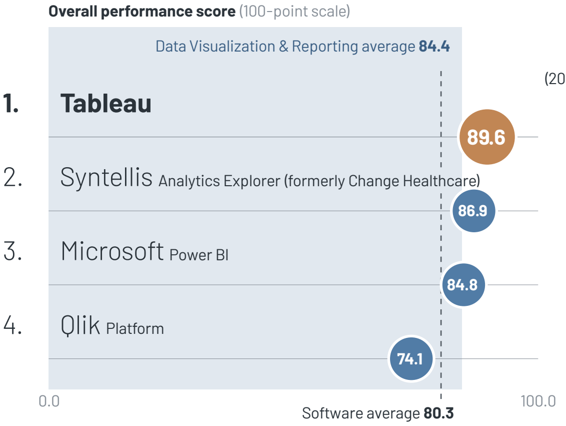
Dimensional Insight Diver Platform	n=19	**100%**
Innovaccer Data Platform	n=21	**100%**
Epic Cogito (Epic Only)	n=73	**96%**

Data Visualization & Reporting

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



				Customer experience pillars						
	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. Tableau	89.6	+1%	n=30	**A**	**A**	B+	**A-**	B+	**A**	🛡
2. Syntellis Analytics Explorer (formerly Change Healthcare)	86.9	+1%	n=19	B+	B	B+	B+	B	**A**	🛡
3. Microsoft Power BI	84.8	-4%	n=24	B+	**A**	B-	B	D+	B	🛡
4. Qlik Platform	74.1	-10%	n=16	C+	C	C+	C+	F	C	🛡

Solutions not ranked

			Customer experience pillars						
	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
SAP BusinessObjects Business Intelligence Platform	67.4*	n=6	C*	D*	C-*	C-*	D*	C*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Data Visualization & Reporting

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Syntellis Analytics Explorer (formerly Change Healthcare)	n=16	**100%**

Keeps all promises?

Microsoft Power BI	n=21	**100%**
Tableau	n=32	**97%**

Part of long-term plans?

Tableau	n=37	**97%**
Microsoft Power BI	n=23	**96%**

Would you buy again?

Microsoft Power BI	n=24	**100%**

Financial Planning & Analysis

Segment definitions can be found on page 222.

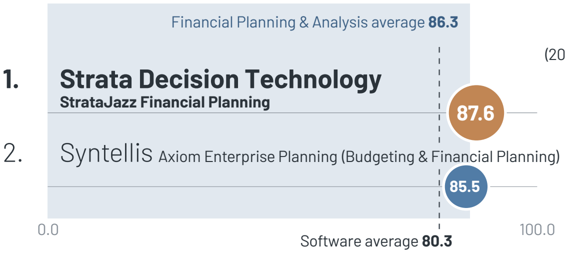
BEST IN KLAS®
SOFTWARE & SERVICES
2023

strata

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Strata Decision Technology** **StrataJazz Financial Planning**	87.6	N/A	n=20	B	**A**	B	B+	B+	**A-**	●
2.	Syntellis Axiom Enterprise Planning (Budgeting & Financial Planning)	85.5	N/A	n=45	B+	B+	B	B+	B	**A-**	○

Other notable performances in Financial Planning & Analysis

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?
Syntellis Axiom Enterprise Planning (Budgeting & Financial Planning) n=39 **98%**	None	Strata Decision Technology StrataJazz Financial Planning n=17 **100%**	Strata Decision Technology StrataJazz Financial Planning n=18 **95%**

Healthcare Artificial Intelligence: Data Science Solutions

Segment definitions can be found on page 222.

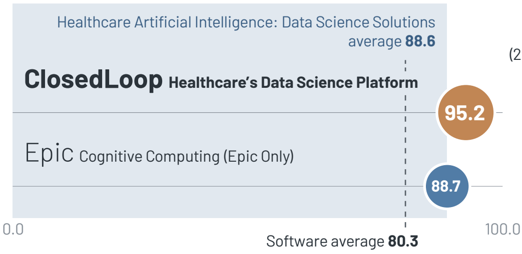
BEST IN KLAS®
SOFTWARE & SERVICES
2023

ClosedLoop.ai

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**ClosedLoop** Healthcare's Data Science Platform	95.2	-1%	n=24	A+	A+	A	A	A+	A+	●
2.	Epic Cognitive Computing (Epic Only)	88.7	+9%	n=28	A-	A	B	B+	A	B+	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Health Catalyst Healthcare.AI	85.1*	n=10	B+*	A-*	B-*	B-*	A-*	B+*	●
N1 Health AI Platform	93.1*	n=6	A*	A*	A-*	A*	A+*	A*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

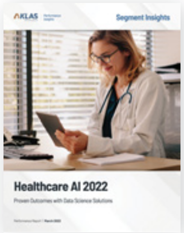
Definitions can be found on page iii.

Other notable performances in Healthcare Artificial Intelligence: Data Science Solutions

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?**
ClosedLoop Healthcare's Data Science Platform n=24 **100%**	ClosedLoop Healthcare's Data Science Platform n=24 **100%**	Epic Cognitive Computing (Epic Only) n=28 **100%**	Epic Cognitive Computing (Epic Only) n=26 **100%**
			ClosedLoop Healthcare's Data Science Platform n=23 **96%**

Recent Insights



Healthcare AI 2022

Proven Outcomes with Data Science Solutions

Key Findings:

1. Struggling Jvion Customers Leaving Due to Unmet Outcomes and Financial Constraints
2. ClosedLoop.ai Provides Top-Shelf Experience; Satisfaction with Health Catalyst Surges Following Increase in Prescriptive Guidance
3. Ease-of-Use Challenges Can Hinder Outcomes for Cerner and Epic Customers
4. Recommendations from Successful Organizations

Healthcare Safety, Risk & Compliance Management

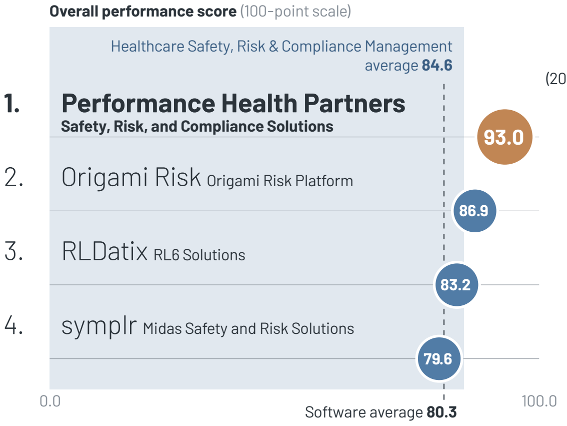
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

Performance Health PARTNERS™

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Performance Health Partners** **Safety, Risk, and Compliance Solutions**	93.0	N/A	n=27	**A**	**A+**	**A-**	**A-**	**A+**	**A**	🛡
2.	Origami Risk Origami Risk Platform	86.9	-6%	n=23	B	**A-**	B+	**A-**	B+	B	🛡
3.	RLDatix RL6 Solutions	83.2	N/A	n=64	B	B+	B-	B	C+	B	🛡
4.	symplr Midas Safety and Risk Solutions	79.6	+2%	n=37	B	B	B	C+	C+	C+	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Riskonnect Healthcare	84.5*	n=11	B-*	A-*	C+*	B+*	A-*	B+*	🛡
RLDatix SRM Solutions (formerly Quantros Risk) [NP]	82.4	n=23	B+	B	C+	B-	B-	B	🛡
symplr Compliance	82.2*	n=7	B*	A-*	B+*	C*	B-*	B-*	🛡
Verge Health Safety, Risk and Compliance Solutions [NP]	83.3	n=19	B	A-	B	B	B	B-	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Healthcare Safety, Risk & Compliance Management

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	Performance Health Partners Safety, Risk, and Compliance Solutions n=27 **100%**	Performance Health Partners Safety, Risk, and Compliance Solutions n=27 **100%**	Performance Health Partners Safety, Risk, and Compliance Solutions n=25 **100%**
		RLDatix RL6 Solutions n=58 **95%**	

Healthcare Safety, Risk & Compliance Management Continued

Recent Insights

KLAS Segment Insights

Healthcare Safety, Risk & Compliance Management 2022

Adoption, Capabilities & Performance

Healthcare Safety, Risk & Compliance Management 2022

Adoption, Capabilities & Performance

Key Findings:

1. Movement toward Enterprise Approach; Breadth Still Limited
2. RLDatix and Midas Used Most Broadly; RLDatix Clients Unclear on Vendor's Road Map, Midas Clients Frustrated by Dated Software
3. Origami Risk, Performance Health Partners (Mostly Ambulatory) Provide Strong Partnership; Customers Highly Likely to Recommend
4. Riskonnect Offers Robust Product; Implementations & Training Are Weak Spots

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, Page 151

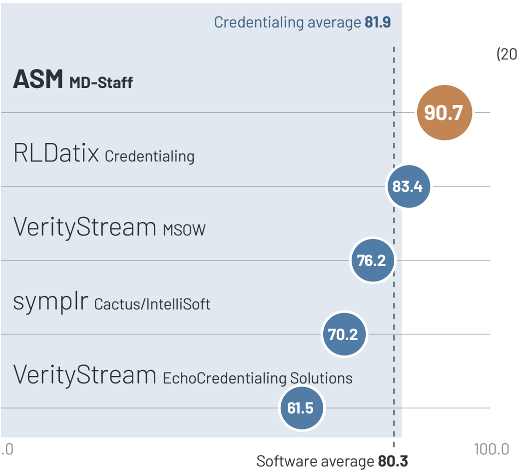
Credentialing

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score (100-point scale)		Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**ASM** **MD-Staff**	90.7	+4%	n=53	B+	**A**	**A-**	**A-**	**A-**	**A-**	🛡
2.	RLDatix Credentialing	83.4	-4%	n=32	B	B+	B	B	B+	C+	🛡
3.	VerityStream MSOW	76.2	+13%	n=16	B-	C+	C	C+	B	C-	🛡
4.	symplr Cactus/IntelliSoft	70.2	-8%	n=45	D+	C-	C	C	C	D	🛡
5.	VerityStream EchoCredentialing Solutions	61.5	-21%	n=15	F	D-	C-	D	D	D	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Modio Health OneView (Mostly Ambulatory) [C]	92.7	n=25	A	A	A	A-	A	A	🛡
Silversheet (Mostly Ambulatory) [C]	86.7*	n=10	B-*	A-*	A-*	B+*	B+*	B+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

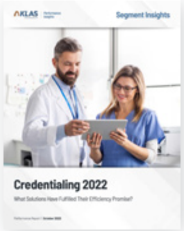
Other notable performances in Credentialing

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	None	None	ASM MD-Staff	n=50	**96%**

Credentialing Continued

Recent Insights



Credentialing 2022

What Solutions Have Fulfilled Their Efficiency Promise?

Key Findings:

1. How Vendors Deliver Credentialing Offerings
2. ASM & Modio Health Reduce Turnaround Times, Consolidate Tracking; RLDatix's Strong Automation & Services Drive Satisfaction
3. Industry-Wide, Workflows Need Improvement; Customers of symplr & VerityStream (Limited Data) Struggle Most Due to Poor Training
4. Silversheet (Limited Data) Struggles to Eliminate Manual Work for Customers; New VerityStream (Limited Data) Platform Requires Significant Work to Build Useful Automations
5. Document Autofill, Virtual Committee & License Verification Automations Drive Most Satisfaction
6. Modio Health & RLDatix (Limited Data) Stand Out with Strong Guidance; QGenda (Limited Data) Also Shows Promise

Enterprise Resource Planning (ERP)

Segment definitions can be found on page 222.

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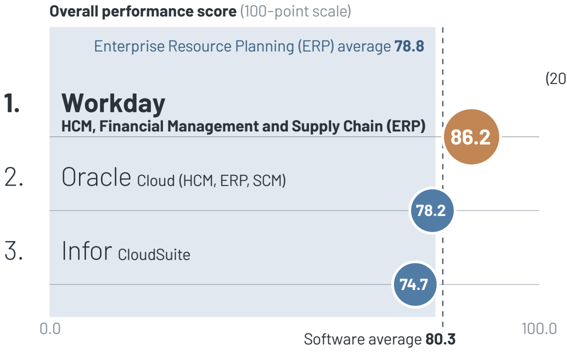
Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Workday** HCM, Financial Management and Supply Chain (ERP)	86.2	-2%	n=40	B+	**A**	B	B+	B+	B-	🛡
2. Oracle Cloud (HCM, ERP, SCM)	78.2	-1%	n=30	C	B+	C-	B-	B-	C+	🛡
3. Infor CloudSuite	74.7	-9%	n=36	C-	B-	D+	C+	B-	C	🛡

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Infor (formerly Lawson ERP) [NP]	51.9*	n=16	F*	F*	F*	F*	F*	F*	🛡
PINC AI (formerly Premier) ERP [C]	85.5*	n=9	B+*	B*	B+*	B*	A*	B+*	🛡
SAP ERP	74.4*	n=8	C+*	C*	D-*	B-*	B-*	C+*	🛡
symplr Human Resources and Payroll (formerly API Healthcare) [C]	82.1*	n=12	B+*	B-*	B-*	B-*	B+*	B*	🛡
UKG (Ultimate Kronos Group) Workforce HR/Payroll (formerly Kronos) [C]	81.6*	n=12	B-*	B+*	B-*	B*	B-*	B-*	🛡
Veradigm (formerly Allscripts) Enterprise Resource Planning	67.2*	n=6	C*	F*	C+*	D+*	B-*	C-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Enterprise Resource Planning (ERP) 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	None	Oracle Cloud (HCM, ERP, SCM) n=28 **100%** Workday HCM, Financial Management and Supply Chain (ERP) n=39 **98%**	None

Enterprise Resource Planning (ERP) Continued

Recent Insights

Segment Insights

Financial Planning & Analysis 2022

Financial Planning & Analysis 2022

Which Vendor Is Helping Organizations Make the Most of Their Technology?

Key Findings:

1. Strata's Strong Relationship Managers Foster Deep Solution Adoption
2. Syntellis Customers' Deep Adoption of Operational/Short-Term Budgeting Improves Efficiency and Insights; More Support Needed for Broader Adoption
3. Strata Customers Achieving Broader Integration with Key Systems; Syntellis Lags Behind, Limiting Impact on Effective Planning
4. Syntellis Performs Best for Larger Organizations; Smaller Strata Customers Are the Most Satisfied Overall

Scheduling: Nurse & Staff

Segment definitions can be found on page 222.

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QGenda

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Scheduling: Nurse & Staff average **81.1**

		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**QGenda Nurse & Staff Scheduling**	89.8	-1%	n=23	**A-**	**A**	B+	B+	**A-**	**A**	🛡
2.	Avantas Smart Square	82.8	-5%	n=35	B	B	B	B-	**A-**	B	🛡
3.	HealthStream ANSOS Staff Scheduling	81.9	-3%	n=23	B+	C+	B	B-	**A-**	**A-**	🛡
4.	symplr Staffing and Scheduling (formerly API Healthcare)	81.0	-1%	n=27	B	B	B-	B	B	B-	🛡
5.	UKG (Ultimate Kronos Group) Workforce Scheduler (formerly Kronos)	79.4	+2%	n=22	B-	B	C	B-	B	C+	🛡
6.	ShiftWizard, a HealthStream company ShiftWizard Scheduling	78.5	-2%	n=24	C	B-	B	C+	B-	B+	🛡
7.	symplr ShiftSelect (formerly API Healthcare)	78.1	-2%	n=17	C+	C+	B-	C+	C	B	🛡

0.0 100.0

Software average **80.3**

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
OnShift (Long-Term Care Only) [C]	83.0	n=21	B	B+	B-	B	B-	B	🛡
Oracle Health (Cerner) Clairvia	76.8*	n=13	C+*	C+*	B-*	C*	B*	C*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Scheduling: Nurse & Staff

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

QGenda Nurse & Staff Scheduling	n=20	**100%**
ShiftWizard, a HealthStream company ShiftWizard Scheduling	n=16	**100%**
HealthStream ANSOS Staff Scheduling	n=18	**95%**

Keeps all promises?

QGenda Nurse & Staff Scheduling	n=23	**100%**

Part of long-term plans?

QGenda Nurse & Staff Scheduling	n=21	**96%**

Would you buy again?

QGenda Nurse & Staff Scheduling	n=20	**95%**

Scheduling: Physician

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Scheduling: Physician average **88.5**

Software average **80.3**

		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**QGenda Shift Admin Scheduling**	93.1	+1%	n=38	**A**	**A+**	**A**	**A-**	**A**	**A**	○
2.	PerfectServe Lightning Bolt Scheduling	89.8	-2%	n=52	**A-**	**A-**	**A-**	B+	**A**	**A-**	●
3.	QGenda Advanced Scheduling	88.6	-3%	n=31	B+	**A**	B+	B+	B+	B+	●
4.	UKG (Ultimate Kronos Group) EZCall (formerly Kronos)	80.9	-2%	n=17	B-	B	C+	B-	C+	B	○

Scale: 0.0 – 100.0

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Amion Physician Scheduling [C]	83.1	n=17	B	B+	B-	C+	B	A	○
TigerConnect Physician Scheduling	88.6*	n=13	B+*	A*	B+*	B+*	B+*	B+*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Scheduling: Physician

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	PerfectServe Lightning Bolt Scheduling	n=37	**95%**
Keeps all promises?	QGenda Shift Admin Scheduling	n=35	**97%**
Part of long-term plans?	QGenda Advanced Scheduling	n=30	**100%**
	QGenda Shift Admin Scheduling	n=34	**97%**
Would you buy again?	QGenda Advanced Scheduling	n=30	**97%**
	QGenda Shift Admin Scheduling	n=36	**97%**

Talent Management

Segment definitions can be found on page 222.

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2023

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Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Talent Management average **78.7**

Software average **80.3**

		Overall performance score (0.0–100.0)	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
					Customer experience pillars						
1.	**Workday** **Human Capital Management**	90.1	0%	n=25	**A**	**A**	B+	**A-**	**A**	B+	🛡
2.	symplr Talent Management (formerly HealthcareSource)	74.4	N/A	n=23	C	C	C+	C+	D	B-	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
HealthStream Learning Center [C]	80.9*	n=15	B-*	B*	C+*	B-*	C*	B*	🛡
SAP SuccessFactors	73.8*	n=12	C*	C*	C*	C*	B-*	C+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Talent Management

Solutions for which at least 95% of respondents answered yes.

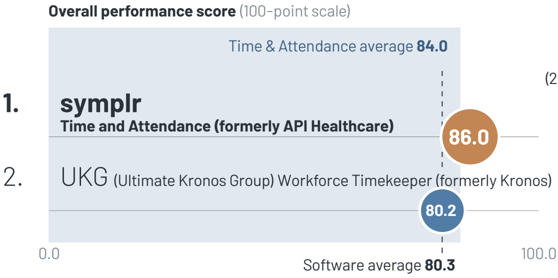
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Workday Human Capital Management n=25 **100%**	Workday Human Capital Management n=25 **96%**	Workday Human Capital Management n=25 **96%**

Time & Attendance

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



			Customer experience pillars						
Solution	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **symplr** Time and Attendance (formerly API Healthcare)	+3%	n=32	B+	B+	B	B	B+	B+	🛡
2. UKG (Ultimate Kronos Group) Workforce Timekeeper (formerly Kronos)	-1%	n=28	B	B-	B	B-	B-	C+	🛡

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 160
ERP Implementation Leadership	Implementation Services, Pages 161–162

Clinical Documentation Integrity

Segment definitions can be found on page 222.

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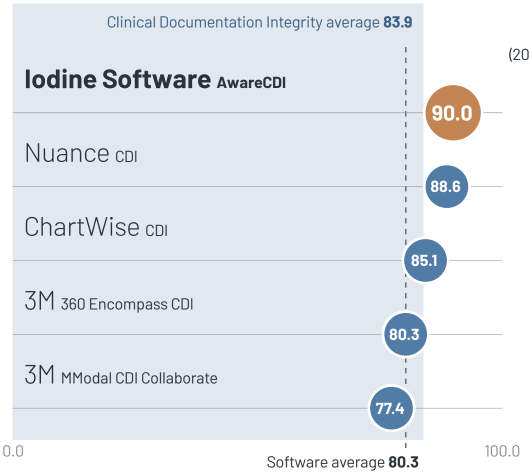
Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Iodine Software** AwareCDI	90.0	-1%	n=25	B	**A**	**A-**	B+	**A**	**A**	●
2.	Nuance CDI	88.6	-2%	n=23	**A-**	B+	**A-**	**A-**	**A**	B+	○
3.	ChartWise CDI	85.1	-5%	n=17	B	B	B+	B	**A**	**A-**	○
4.	3M 360 Encompass CDI	80.3	-3%	n=71	C+	B+	B-	B	B-	C	○
5.	3M MModal CDI Collaborate	77.4	-5%	n=15	C+	C	B	C	B+	B-	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Dolbey Fusion CDI	88.5*	n=14	B+*	A-*	A-*	B+*	A-*	A-*	○
Optum 360 CDI 3D	74.5*	n=12	C-*	C*	B-*	C+*	B*	C*	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Clinical Documentation Integrity

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

ChartWise CDI	n=13	100%
Iodine Software AwareCDI	n=23	96%

Keeps all promises?

None

Part of long-term plans?

Iodine Software AwareCDI	n=22	96%
Nuance CDI	n=22	96%

Would you buy again?

Iodine Software AwareCDI	n=24	100%

Computer-Assisted Coding (CAC)

Segment definitions can be found on page 222.

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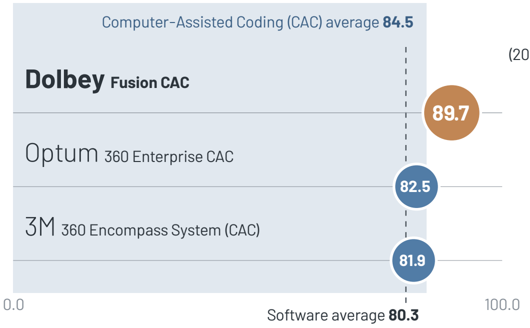
Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Dolbey** **Fusion CAC**	89.7	-2%	n=24	**A-**	**A-**	**A**	B+	**A-**	**A**	🛡
2.	Optum 360 Enterprise CAC	82.5	-2%	n=22	B-	B	B	B	B	B	🛡
3.	3M 360 Encompass System (CAC)	81.9	-2%	n=77	C+	**A-**	B	B	B	C	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
AGS Health Computer Assisted Coding (CAC)	96.0*	n=8	A+*	A+*	A+*	A+*	A+*	A*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Computer-Assisted Coding (CAC) 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?
Dolbey Fusion CAC	n=21	**96%**	Dolbey Fusion CAC	n=22	**96%**	3M 360 Encompass System (CAC)	n=71	**97%**	None

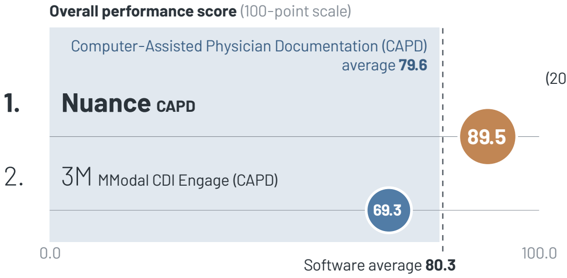
Computer-Assisted Physician Documentation (CAPD)

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Nuance** CAPD	89.5	N/A	n=18	**A**	**A-**	**A-**	B+	**A**	**A-**	🛡
2.	3M MModal CDI Engage (CAPD)	69.3	-11%	n=19	D+	C-	C	C-	C+	D	🛡

(Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value)

Other notable performances in Computer-Assisted Physician Documentation (CAPD)

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	Nuance CAPD n=18 **100%**	None	None

Speech Recognition: Front-End EMR

Segment definitions can be found on page 222.

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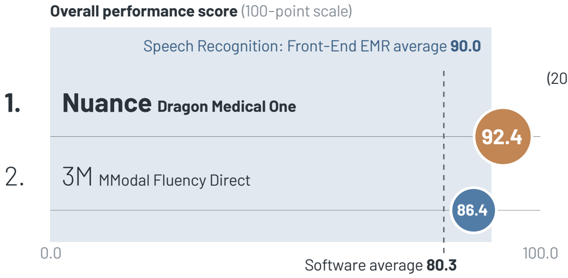
Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
1. Nuance Dragon Medical One	+2%	n=128	A	A+	A-	A	A-	A-	🛡
2. 3M MModal Fluency Direct	-1%	n=82	B+	A-	B+	B+	B+	B	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Dolbey Fusion Narrate [C]	88.4	n=20	A-	A-	A-	B+	A-	B+	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Speech Recognition: Front-End EMR

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	Nuance Dragon Medical One n=120 **98%**	Nuance Dragon Medical One n=122 **99%**	Nuance Dragon Medical One n=122 **98%**
			3M MModal Fluency Direct n=70 **95%**

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 155–156
Release of Information	HIM Services, Page 157
Transcription Services	HIM Services, Page 158

Patient Flow

Segment definitions can be found on page 222.

BEST IN KLAS®
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Epic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Patient Flow average **89.4**

					Customer experience pillars						
		Overall performance score (100-point scale)	**Trend** (2022–2023)	**Total evaluations**	Culture	Loyalty	Operations	Product	Relationship	Value	**Censinet assessment**
1.	**Epic** **Grand Central Patient Flow (full suite)**	90.5	+1%	n=32	**A-**	**A+**	B+	**A-**	**A**	B+	🛡
2.	TeleTracking Capacity Management Suite	87.4	+5%	n=29	B	**A**	B+	B	B+	**A-**	🛡

0.0 — 100.0

Software average **80.3**

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	**Total evaluations**	Culture	Loyalty	Operations	Product	Relationship	Value	**Censinet assessment**
Care Logistics Hospital Operating System	92.8*	n=9	A+*	A-*	A-*	A*	A+*	A*	🛡
ABOUT Healthcare Transfer Center (Central Logic) [C]	84.1*	n=9	B+*	B*	B*	B-*	A-*	B*	🛡
HealthStream Enterprise Visibility (formerly Change Healthcare)	80.4*	n=10	C+*	B*	B-*	B*	B*	B-*	🛡
LeanTaaS iQueue for Infusion Centers [C]	92.9*	n=15	A+*	A+*	A-*	B+*	A+*	A*	🛡
LeanTaaS iQueue for Operating Rooms [C]	96.4	n=21	A+	A+	A+	A	A+	A+	🛡
Oracle Health (Cerner) CareAware Patient Flow	70.4*	n=6	D+*	C*	B-*	C*	D*	D-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Patient Flow

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	None	Epic Grand Central Patient Flow (full suite) n=39 **100%**	Epic Grand Central Patient Flow (full suite) n=38 **100%** TeleTracking Capacity Management Suite n=32 **97%**

Real-Time Location Systems (RTLS)

Segment definitions can be found on page 222.

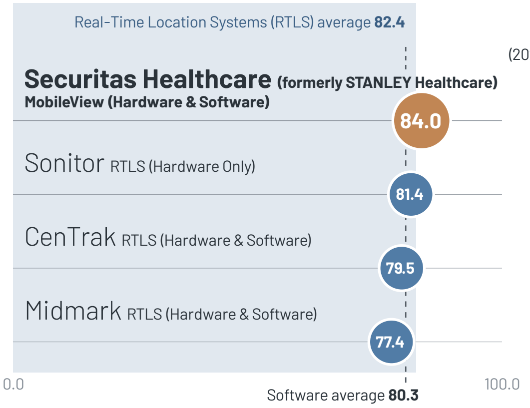
BEST IN KLAS SOFTWARE & SERVICES 2023

Securitas Healthcare

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Securitas Healthcare** (formerly STANLEY Healthcare) MobileView (Hardware & Software)	84.0	+1%	n=22	B	B+	C+	B	A-	B	●
2.	Sonitor RTLS (Hardware Only)	81.4	N/A	n=22	B-	B	B	B	B	C	○
3.	CenTrak RTLS (Hardware & Software)	79.5	+1%	n=25	C	B	B	B-	C-	B	○
4.	Midmark RTLS (Hardware & Software)	77.4	-7%	n=18	B-	B	B-	C	C+	C	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
TeleTracking RTLS (Software Only)	81.0*	n=8	B*	B-*	B*	C+*	B*	B*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Real-Time Location Systems (RTLS)

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

Solution	n	%
Securitas Healthcare (formerly STANLEY Healthcare) MobileView (Hardware & Software)	n=20	**95%**

Part of long-term plans?

Solution	n	%
Midmark RTLS (Hardware & Software)	n=16	**100%**
CenTrak RTLS (Hardware & Software)	n=23	**96%**
Securitas Healthcare (formerly STANLEY Healthcare) MobileView (Hardware & Software)	n=21	**96%**

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, Page 138

Debt Collection Services

Segment definitions can be found on page 222.

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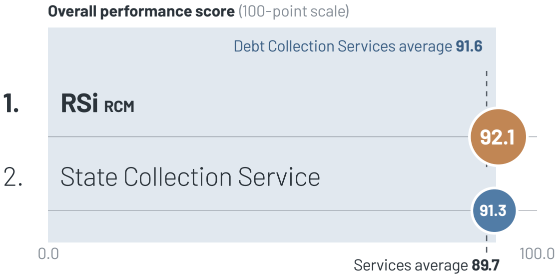
Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



				Customer experience pillars					
	Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1. **RSi** RCM	92.1	N/A	n=10	A	B+	A	B+	A-	🛡
2. State Collection Service	91.3	N/A	n=18	A	A-	A	B+	B	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Firstsource	90.6*	n=8	A*	A*	A*	B+*	B+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Debt Collection Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

RSi RCM	n=10	100%
State Collection Service	n=16	100%

Exceeds expectations?

None

Would you buy again?

RSi RCM	n=10	100%
State Collection Service	n=17	100%

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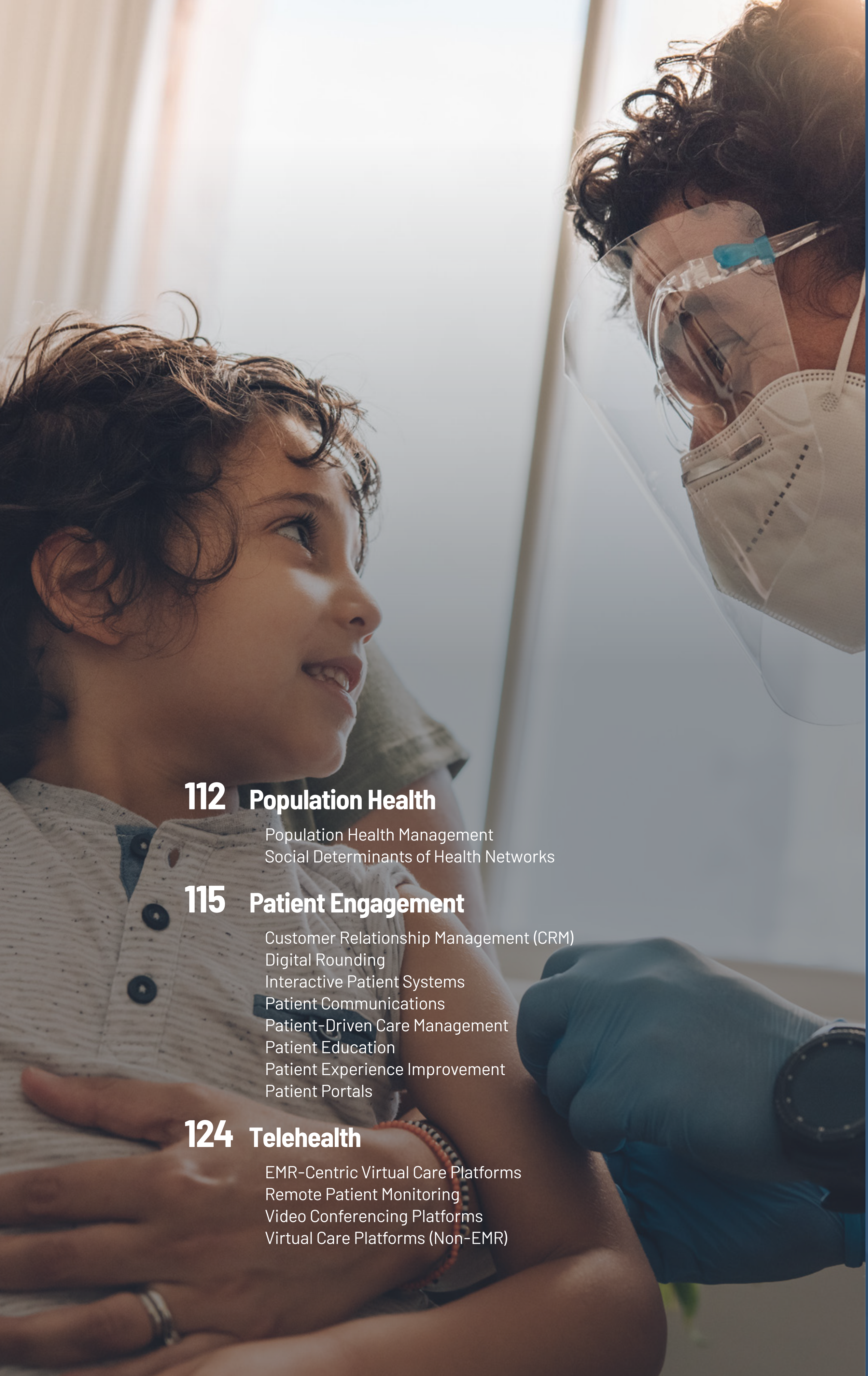
Value-Based Care



Population Health Management

Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

azara healthcare

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Population Health Management average **82.7**

	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. Azara Healthcare DRVS	90.1	-3%	n=20	A-	A	A	A-	A	B	●
2. HealthEC Population Health Management Suite	89.5	-4%	n=17	A-	A	B+	B+	A	A-	○
3. Innovaccer Population Health	87.1	-3%	n=28	B	A-	B	B+	A-	A-	●
4. Epic Healthy Planet	85.6	+2%	n=52	B	A-	B	B	A-	B	○
5. NextGen Healthcare Population Health Analytics	84.3	-7%	n=18	B	A-	B	B	B+	B	○
6. Health Catalyst Population Health Applications	83.6	-4%	n=27	B	B+	B-	B-	A-	B+	●
7. Lightbeam Population Health Management	75.6	-12%	n=21	D+	C+	C+	B-	B-	C	○
8. Arcadia Analytics	75.0	-9%	n=46	D	B-	C	C	B-	B	●
9. Oracle Health (Cerner) HealtheIntent Suite	74.5	-4%	n=41	C-	B	C	C	C+	C	○

0.0 Software average **80.3** 100.0

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Altera Digital Health CareInMotion (Allscripts)	80.5*	n=14	C+*	B*	B*	C+*	B-*	B-*	○
Cedar Gate Technologies (Enli) Population Health	85.8*	n=8	B*	B*	A-*	B*	A*	B+*	●
Optum Population Health Solutions	82.9*	n=6	A-*	B*	A-*	B*	B+*	D*	○
Relevant Healthcare Analytics [C] [R]	91.2*	n=13	A+*	A*	B+*	B+*	A*	A-*	○
Salient Healthcare	89.8*	n=15	A*	A+*	B*	B*	A*	B+*	●

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Population Health Management Continued

☆ Other notable performances in Population Health Management

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Health Catalyst Population Health Applications	n=23	**96%**

Keeps all promises?

None

Part of long-term plans?

Epic Healthy Planet	n=52	**100%**
HealthEC Population Health Management Suite	n=17	**100%**
Innovaccer Population Health	n=33	**97%**

Would you buy again?

NextGen Healthcare Population Health Analytics	n=17	**100%**
Epic Healthy Planet	n=48	**96%**
Azara Healthcare DRVS	n=19	**95%**

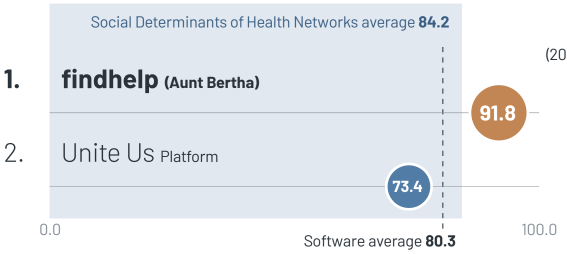
Social Determinants of Health Networks

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
1. **findhelp** (Aunt Bertha)	+3%	n=25	**A−**	**A+**	**A−**	B+	**A**	**A+**	🛡
2. Unite Us Platform	-13%	n=20	D+	B−	C	C−	B−	C−	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Healthify Platform	92.0*	n=7	A*	A+*	A*	B+*	A*	A*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Social Determinants of Health Networks

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?
findhelp (Aunt Bertha) n=23 **100%**	None	findhelp (Aunt Bertha) n=25 **100%**	findhelp (Aunt Bertha) n=25 **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 154
Value-Based Care Managed Services	Revenue Cycle Services, Page 183

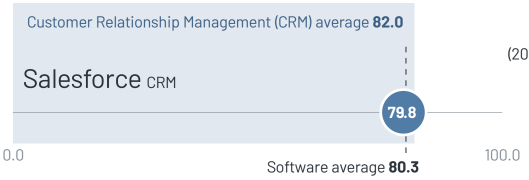
Customer Relationship Management (CRM)

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Salesforce CRM	-4%	n=27	B	B+	B	B	C+	D	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Epic Cheers/CRM [C]	85.2	n=17	B	A	B-	B-	A-	B+	🛡
Innovaccer Customer Relationship Management	96.1*	n=9	A+*	A+*	A*	A*	A+*	A+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Digital Rounding

Segment definitions can be found on page 222.

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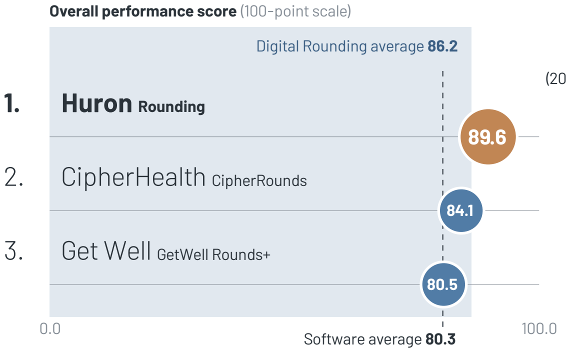
HURON

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
				Culture	Loyalty	Operations	Product	Relationship	Value	
1. **Huron** Rounding	89.6	N/A	n=19	**A**	**A**	**A-**	B+	**A-**	**A-**	○
2. CipherHealth CipherRounds	84.1	-6%	n=23	B	B	**A-**	B+	B	B+	○
3. Get Well GetWell Rounds+	80.5	-6%	n=21	B+	C+	B-	B-	B	B	●

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
pCare TruthPoint Rounds	93.2*	n=13	A+*	A*	A*	A-*	A+*	A*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional Definitions can be found on page iii.

Other notable performances in Digital Rounding

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?
CipherHealth CipherRounds n=18 **95%**	Get Well GetWell Rounds+ n=18 **95%**	None	None

Interactive Patient Systems

Segment definitions can be found on page 222.

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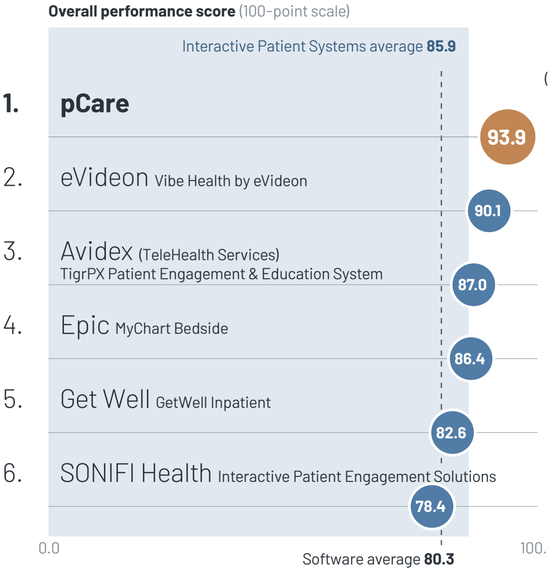
pCare®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**pCare**	93.9	+4%	n=29	A+	A+	A	A	A+	A	○
2.	eVideon Vibe Health by eVideon	90.1	N/A	n=24	A	A	B+	B+	A+	A-	○
3.	Avidex (TeleHealth Services) TigrPX Patient Engagement & Education System	87.0	-1%	n=19	A	B+	B	B	A-	A-	○
4.	Epic MyChart Bedside	86.4	-3%	n=23	A-	A	B-	B	A	C+	○
5.	Get Well GetWell Inpatient	82.6	-2%	n=44	B	B	B-	B	A-	B-	●
6.	SONIFI Health Interactive Patient Engagement Solutions	78.4	-9%	n=20	C+	B-	C+	C+	C+	B	○

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Oneview Healthcare Oneview Core Platform	80.1*	n=14	B-*	B-*	B*	B-*	B+*	B-*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Interactive Patient Systems

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Avidex (TeleHealth Services) TigrPX Patient Engagement & Education System	n=17	100%
pCare	n=26	96%
eVideon Vibe Health by eVideon	n=18	95%

Keeps all promises?

eVideon Vibe Health by eVideon	n=22	100%
pCare	n=28	97%
Avidex (TeleHealth Services) TigrPX Patient Engagement & Education System	n=18	95%
Epic MyChart Bedside	n=20	95%

Part of long-term plans?

Epic MyChart Bedside	n=23	100%
eVideon Vibe Health by eVideon	n=20	100%
pCare	n=25	100%

Would you buy again?

Epic MyChart Bedside	n=21	96%
pCare	n=26	96%

Patient Communications

Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

CipherHealth

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Patient Communications average **86.2**

		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**CipherHealth** **CipherOutreach**	89.8	0%	n=24	**A-**	**A**	B+	B+	**A-**	**A**	○
T2.	RevSpring Talksoft Patient Engagement	88.5	+3%	n=20	**A-**	**A-**	B+	**A-**	**A-**	B+	●
T2.	Upfront PatientBond	88.5	-3%	n=26	**A-**	**A-**	B+	B+	**A-**	**A-**	●
4.	Artera (Well Health) Artera	87.3	-5%	n=24	B+	B+	B+	B	**A-**	**A-**	●
5.	Luma Health	85.7	-1%	n=42	B	**A-**	B	B+	B+	B+	●
6.	TeleVox (Intrado) HouseCalls Pro	79.7	N/A	n=23	C+	C+	B-	B	B-	B+	○
7.	Relatient Patient Engagement Platform	79.1	-7%	n=31	C	B-	B	B-	C+	B	○

0.0 Software average **80.3** 100.0

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
HealthTalk A.I.	97.1*	n=7	A+*	–	A*	A*	A+*	A+*	○
Klara	92.5*	n=10	A*	A+*	B+*	A-*	A*	A*	○
PerfectServe Patient & Family Communication (CareWire)	91.4*	n=8	A*	A+*	B+*	A-*	A-*	A*	○
SR Health by Solutionreach SR Health Platform	77.9*	n=9	B*	C+*	C+*	C+*	C+*	B*	○
Upfront	92.6*	n=8	A+*	A+*	A-*	B*	A+*	A*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

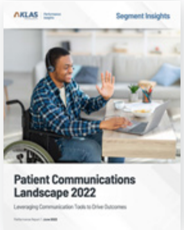
Patient Communications Continued

Other notable performances in Patient Communications

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?
Upfront PatientBond n=21 **96%**	Upfront PatientBond n=23 **96%**	CipherHealth CipherOutreach n=22 **100%**	CipherHealth CipherOutreach n=23 **96%**
	RevSpring Talksoft Patient Engagement n=19 **95%**		RevSpring Talksoft Patient Engagement n=18 **95%**

Recent Insights



Patient Communications Landscape 2022

Leveraging Communication Tools to Drive Outcomes

Key Findings:

1. Narrower Patient Communications Solutions from RevSpring (Limited Data), CipherHealth, Relatient at Increased Risk of Replacement
2. WELL Health, Luma Health, CipherHealth Deliver Easy-to-Use Solutions for Patients and Office Staff
3. Clinical Outcomes Make Klara (Limited Data) Unique among Patient Communications Vendors; Among Both Vendor Types, Financial Outcomes Often a Byproduct of Clinical & Administrative Focus
4. Wolters Kluwer Excels at Prebuilt Content, while Twistle (Limited Data) Creates Easy-to-Customize Content; Get Well Meets Both Needs

Patient-Driven Care Management

Segment definitions can be found on page 222.

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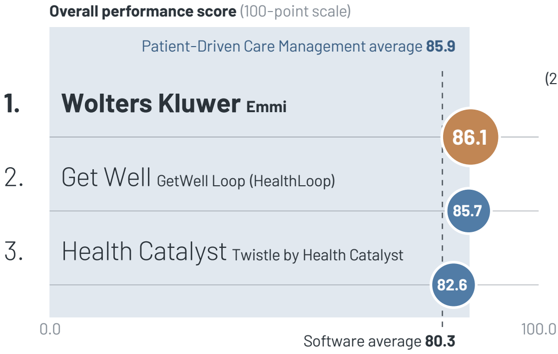
2023

Wolters Kluwer®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Wolters Kluwer** **Emmi**	86.1	-2%	n=28	**A-**	B+	B+	B	**A-**	B	○
2.	Get Well GetWell Loop (HealthLoop)	85.7	-3%	n=20	B	**A-**	B+	B	B	B+	●
3.	Health Catalyst Twistle by Health Catalyst	82.6	-9%	n=25	B	B-	B	B-	**A-**	B+	●

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Carium [NR]	89.9*	n=14	A-*	A*	A-*	B*	A*	A-*	●

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional Definitions can be found on page iii.

Patient Education

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Elsevier Interactive Patient Education	85.1*	n=13	B+*	A-*	B*	B*	B*	B-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

VALUE-BASED CARE | PATIENT ENGAGEMENT

Patient Experience Improvement

Segment definitions can be found on page 222.

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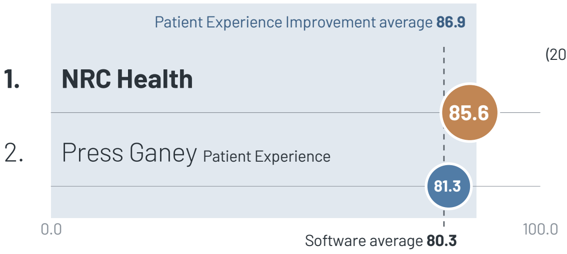
nrc
HEALTH

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**NRC Health**	85.6	-1%	n=51	B+	B+	B	B	B+	B+	🛡
2.	Press Ganey Patient Experience	81.3	-10%	n=34	B-	B-	B-	B	B+	B-	🛡

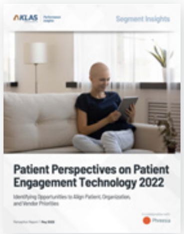
Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Feedtrail Healthcare XM	94.6*	n=13	A+*	A+*	A*	A*	A+*	A+*	🛡
Quality Reviews Q-Reviews	91.7*	n=10	A*	A+*	A-*	B+*	A-*	A*	🛡
Qualtrics Experience Management (XM) Platform	88.7*	n=13	B+*	A*	B+*	A-*	A*	B*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Recent Insights



Patient Perspectives on Patient Engagement Technology 2022

Identifying Opportunities to Align Patient, Organization, and Vendor Priorities

Key Findings:

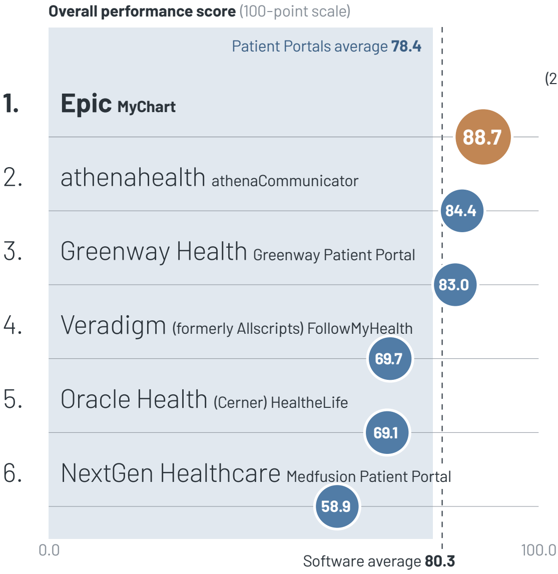
1. Organizations & Vendors Not Aligned with Patient Focus on Self-Scheduling, Prescription Refill Requests
2. Patients Value Convenience Most When Seeking Care; Digital Access Tools Are Significant Opportunity for Organizations
3. Virtual Visit Adoption Expected to Continue or Increase for Certain Patients
4. Within Portals, Patients Place Most Value on Capabilities That Directly Impact Ability to Receive Care

Patient Portals

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Epic** **MyChart**	88.7	-1%	n=69	A-	A	B	B+	A-	B+	○
2.	athenahealth athenaCommunicator	84.4	+6%	n=37	B	A-	B	B	B	B	○
3.	Greenway Health Greenway Patient Portal	83.0	+7%	n=18	B	A-	B-	B+	C	B-	●
4.	Veradigm (formerly Allscripts) FollowMyHealth	69.7	+16%	n=20	C	C-	C-	C-	C	D+	○
5.	Oracle Health (Cerner) HealtheLife	69.1	-11%	n=19	D-	C+	C	C-	C	D+	●
6.	NextGen Healthcare Medfusion Patient Portal	58.9	-12%	n=19	F	F	D+	D-	D	F	○

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
eClinicalWorks Patient Portal	59.0*	n=15	F*	D*	D*	D-*	F*	D-*	○
MEDITECH Patient and Consumer Health Portal	82.9*	n=8	B+*	B+*	B-*	C+*	B*	B-*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Patient Portals 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=68	100%
Greenway Health Greenway Patient Portal	n=17	100%
Oracle Health (Cerner) HealtheLife	n=18	100%

Would you buy again?

Epic MyChart	n=67	97%

EMR-Centric Virtual Care Platforms

Segment definitions can be found on page 222.

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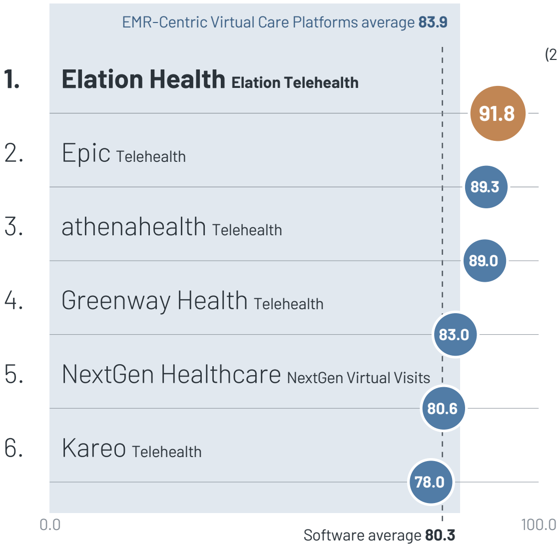
ElationHealth

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Elation Health** **Elation Telehealth**	91.8	N/A	n=15	A+	A	A-	A	B	A	🛡
2.	Epic Telehealth	89.3	0%	n=46	A-	A	B	B+	A-	A-	🛡
3.	athenahealth Telehealth	89.0	N/A	n=22	A-	A	B+	A-	B	B+	🛡
4.	Greenway Health Telehealth	83.0	N/A	n=19	B	B+	B	B	B	C	🛡
5.	NextGen Healthcare NextGen Virtual Visits	80.6	-5%	n=30	B	B	B-	B	B-	C+	🛡
6.	Kareo Telehealth	78.0	N/A	n=30	C	B-	B-	B-	C	B	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Oracle Health (Cerner) Video Visits	85.6*	n=6	B+*	A*	B+*	B-*	C*	A-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

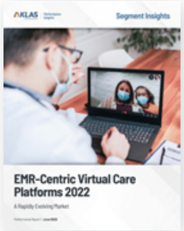
Other notable performances in EMR-Centric Virtual Care Platforms

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?**
Elation Health Elation Telehealth n=15 **100%**	Elation Health Elation Telehealth n=15 **100%**	athenahealth Telehealth n=22 **100%**	Epic Telehealth n=44 **98%**
		Epic Telehealth n=45 **100%**	athenahealth Telehealth n=21 **96%**

EMR-Centric Virtual Care Platforms Continued

Recent Insights



EMR-Centric Virtual Care Platforms 2022

Provider Insights on a Rapidly Evolving Market (Report 2 of 2)

Key Findings:

1. Epic and NextGen See Broadest Adoption across Specialties; Post-Pandemic, Virtual Behavioral Health Will Continue Strong
2. Epic, Elation Health & Kareo Deliver Strong Experience for Patients, Leading to Improved Outcomes
3. Functionality Problems Driving Organizations to Third-Party Solutions
4. With Improvement, EMR Vendors Could Make a Comeback

Remote Patient Monitoring

Segment definitions can be found on page 222.

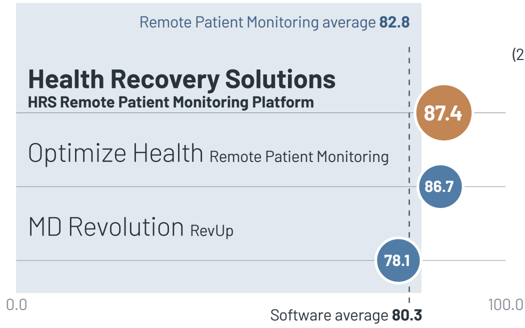
BEST IN KLAS®
SOFTWARE & SERVICES
2023

HRS Health Recovery Solutions

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Health Recovery Solutions** **HRS Remote Patient Monitoring Platform**	87.4	-5%	n=33	B+	**A-**	B+	B+	**A-**	B	○
2.	Optimize Health Remote Patient Monitoring	86.7	N/A	n=25	B+	B+	**A**	B	B+	B+	○
3.	MD Revolution RevUp	78.1	N/A	n=28	C+	C+	B-	C+	B	B-	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Biofourmis Care	87.8*	n=7	A-*	A*	B+*	B*	A*	B*	○
CareSimple [NR]	87.3*	n=7	A-*	A*	A-*	B-*	B+*	A-*	●
Livongo Health Livongo (Chronic Care Management, Mostly Employer) [C]	89.1*	n=9	B+*	A-*	B+*	A-*	A*	A-*	○
TimeDoc Health Virtual Care Management [NR]	81.1*	n=8	B+*	B-*	B+*	C+*	B+*	C+*	○
VitalTech VitalCare [NR]	66.5*	n=9	D*	D-*	D+*	C*	C-*	C*	○
Vivify Health Pathways	69.4*	n=15	D*	D+*	C+*	D+*	D+*	B-*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

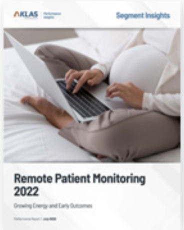
Other notable performances in Remote Patient Monitoring

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?
Optimize Health Remote Patient Monitoring n=19 **95%**	None	None	None

Remote Patient Monitoring Continued

Recent Insights



KLAS

Segment Insights

Remote Patient Monitoring 2022

Growing Energy and Early Outcomes

Remote Patient Monitoring 2022

Growing Energy and Early Outcomes

Key Findings:

1. Market Energy Spread across Many Vendors; HRS & Vivify Health Stand Out with High Use/Consideration
2. Financial Support Often Comes from Multiple Sources—Mainly Insurance/CPT Codes & Improved Outcomes
3. RPM Proven to Reduce Readmissions & Improve Clinical Outcomes
4. Improved EMR Integration and Patient Ease of Use Needed to Increase Clinical Impact
5. Large Organizations Approaching Plans for AHCaH Carefully

Video Conferencing Platforms

Segment definitions can be found on page 222.

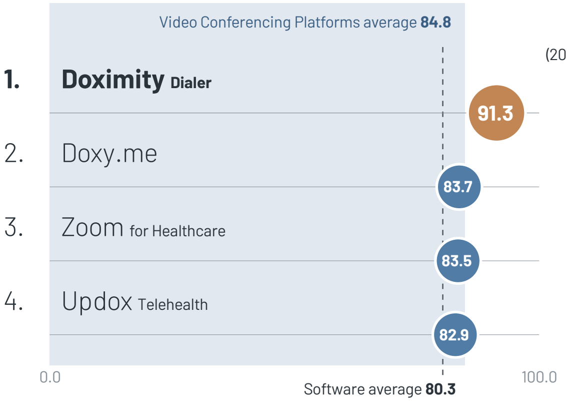
BEST IN KLAS®
SOFTWARE & SERVICES
2023

doximity

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Doximity** Dialer	91.3	-1%	n=45	**A**	**A**	**A**	B+	**A**	**A**	🛡
2.	Doxy.me	83.7	-2%	n=20	B	B	B+	C+	C	**A**	🛡
3.	Zoom for Healthcare	83.5	0%	n=30	B	B+	B-	B	C+	**A-**	🛡
4.	Updox Telehealth	82.9	0%	n=23	B	B	B	B-	B-	B+	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Microsoft Teams	86.4*	n=13	B+*	A*	B*	B*	B-*	B+*	🛡
Vidyo Cloud	66.2*	n=11	D*	D*	D+*	C*	D*	C+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Video Conferencing Platforms

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Doximity Dialer	n=43	**100%**
Doxy.me	n=18	**100%**

Keeps all promises?

Doximity Dialer	n=45	**100%**

Part of long-term plans?

None

Would you buy again?

Doximity Dialer	n=42	**96%**

Virtual Care Platforms (Non-EMR)

Segment definitions can be found on page 222.

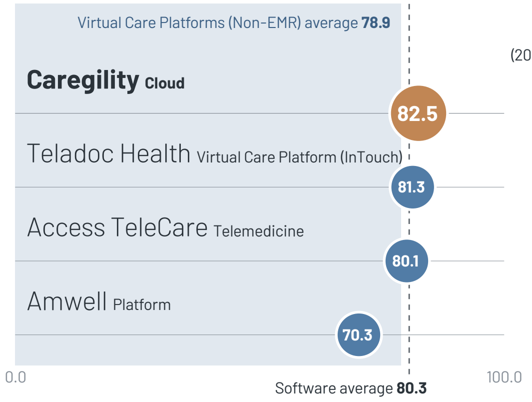
BEST IN KLAS® SOFTWARE & SERVICES 2023

caregility
Connecting Care Everywhere

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Caregility** Cloud	82.5	-9%	n=28	C+	B+	B	B-	B+	B	🛡
2.	Teladoc Health Virtual Care Platform (InTouch)	81.3	-2%	n=31	B-	B	B	B	B-	C+	🛡
3.	Access TeleCare Telemedicine	80.1	-7%	n=15	B	B-	B	B	B-	C+	🛡
4.	Amwell Platform	70.3	-8%	n=54	D+	C-	C	C-	C	C	🛡

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Andor Health ThinkAndor	80.7*	n=9	C*	B-*	B*	B*	B*	B+*	🛡
Bright.md [C]	81.6*	n=7	A-*	B-*	B*	B-*	B+*	C*	🛡
MDLIVE Virtual Visits	71.0*	n=9	D+*	C*	B-*	D+*	D*	C+*	🛡
Mend	76.5*	n=10	B*	D+*	C+*	C-*	B+*	B+*	🛡
swyMed Telemedicine	90.6*	n=6	A-*	A*	B*	A-*	A-*	A*	🛡
Teladoc Health Licensed Platform	83.9*	n=14	B-*	B+*	A-*	B*	B+*	B-*	🛡
VSee Simple Health	81.7*	n=7	B+*	B-*	C+*	B+*	C+*	A*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional Definitions can be found on page iii.

Other notable performances in Virtual Care Platforms (Non-EMR) 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	None	None	Caregility Cloud n=26 **96%**

Recent Insights—Telehealth

Telehealth Performance 2022

What Is the State of Telehealth Post-Pandemic?

Key Findings:

1. Caregility & Doximity Facilitate Quality User Experience in Inpatient & Outpatient Settings,Respectively; Satisfaction Varies among Amwell Customers
2. Caregility, Teladoc Health & SOC Telemed Customers See Clinical Results; Video Conferencing Users Often Report Increased Patient Access & Fewer Missed Appointments
3. Despite High Satisfaction, Some Doximity Customers Looking to Other Solutions Long Term
4. Customers of Microsoft Teams (Limited Data) & Zoom Satisfied with Ability to Support Multiparty Calls

Are Your Vendor Partners Ready for . . .

Malware?

Phishing?

Data breach attempts?

Ransomware?

Denial of service attacks?

You should know whether your next HIT purchase is ready to keep patient data safe. KLAS has partnered with Censinet—a risk management platform—to provide an industry-wide look at cybersecurity readiness.

How the Censinet assessment works

Vendors measured by KLAS can complete a no-cost cybersecurity preparedness assessment. The questionnaire—based on the NIST Cybersecurity Framework—also allows vendors to upload current certifications.

In this report, vendors that are currently participating in the assessment are marked with a blue shield.

Summary results of the assessments are now being published online at klasresearch.com/censinet. These ratings measure:

- Network security
- Data protection
- Identity and access management
- Threat and incident response
- Legal and regulatory preparation
- Resiliency

For more information about participating:
bit.ly/30L4yE5

Are your vendors ready for a cybersecurity breach?

Share the list of vendors you're currently contracted with to receive a personalized, no-cost cybersecurity readiness report from KLAS.

Share your list here:
klasresearch.com/buyingtrends

CENSINET®

About Censinet: Censinet provides the first and only third-party risk management platform built by and for healthcare providers to manage the threats to patient care that exist within an expanding ecosystem of vendors. With its unique Censinet One-Click Assessment™ capabilities and Digital Vendor Catalog™, the Censinet Platform reduces the time to assess vendor risk from weeks to seconds, while automating inefficient workflows and providing continuous real-time insights into the changing risk profile of each vendor. Censinet is based in Boston, MA, and can be found at censinet.com

KLAS RESEARCH

Security & Privacy

Access Management

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Access Management average **84.1**

Software average **80.3**

	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Duo Trusted Access (Mostly MFA and EPCS)**	87.4	N/A	n=16	**A-**	**A-**	B+	B+	B	B	🛡
2.	Imprivata IAM Suite	86.7	-1%	n=53	B+	**A**	B+	B+	B	B-	🛡
3.	Identity Automation IAM Suite (Mostly Single Sign-On)	79.8	-4%	n=24	B	B-	B-	C+	B-	B	🛡

Scale: 0.0 – 100.0. Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value.

Solutions not ranked

Solution	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Microsoft Identity and Access Solutions	80.6*	n=7	B*	A-*	B-*	B*	C-*	F*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Access Management

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	None	Imprivata IAM Suite n=52 **98%**	Imprivata IAM Suite n=49 **96%**

Identity Management

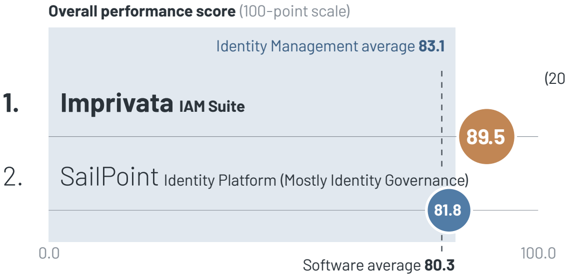
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

imprivata®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Imprivata** IAM Suite	89.5	N/A	n=21	B+	**A**	**A−**	**A−**	**A**	B	
2.	SailPoint Identity Platform (Mostly Identity Governance)	81.8	N/A	n=18	B	**A−**	C+	B	C+	C+	

(Culture through Value: Customer experience pillars)

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Microsoft Identity and Access Solutions	83.1*	n=7	B*	A*	B-*	A-*	C-*	D*	

(Culture through Value: Customer experience pillars)

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Identity Management

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	None	Imprivata IAM Suite n=21 **100%**	Imprivata IAM Suite n=19 **95%**
		SailPoint Identity Platform (Mostly Identity Governance) n=17 **100%**	

Healthcare IoT Security

Segment definitions can be found on page 222.

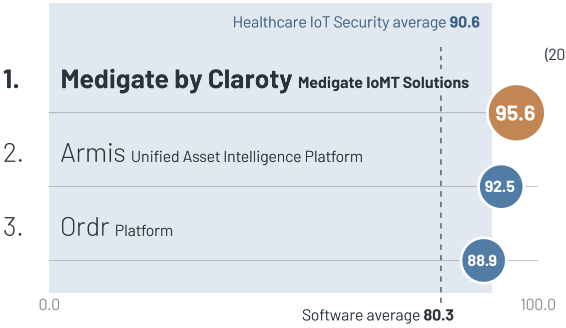
BEST IN KLAS® SOFTWARE & SERVICES 2023

MEDIGATE by Claroty

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Medigate by Claroty** Medigate IoMT Solutions	0%	n=22	A+	A+	A	A	A	A+	○
2.	Armis Unified Asset Intelligence Platform	N/A	n=20	A	A	A-	A-	A	A	○
3.	Ordr Platform	-2%	n=16	A	A-	B	B+	A-	A-	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Asimily IoMT Solutions	91.4*	n=15	A*	A*	B+*	A-*	A*	A*	●
Cloudwave Sensato Cybersecurity Solutions (Mostly Small Hospitals)	90.0*	n=6	B*	A*	B+*	A-*	A-*	A+*	○
Cynerio IoMT Solutions	92.5*	n=9	A*	A+*	A-*	A-*	A+*	A*	○
Palo Alto Networks IoT Security	76.4*	n=11	C+*	C*	B-*	C+*	C*	B*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Healthcare IoT Security

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Medigate by Claroty Medigate IoMT Solutions	n=22	100%
Ordr Platform	n=16	100%
Armis Unified Asset Intelligence Platform	n=18	95%

Keeps all promises?

Medigate by Claroty Medigate IoMT Solutions	n=21	96%
Armis Unified Asset Intelligence Platform	n=19	95%

Part of long-term plans?

Medigate by Claroty Medigate IoMT Solutions	n=22	100%

Would you buy again?

Medigate by Claroty Medigate IoMT Solutions	n=22	100%
Armis Unified Asset Intelligence Platform	n=18	95%

Healthcare IoT Security Continued

Recent Insights

Healthcare IoT Security 2022

Moving beyond Device Visibility

Key Findings:

1. High-Scoring Medigate & Ordr Continue to See High Market Energy; Armis' Traction Increasing
2. Palo Alto Networks Highly Considered but Trails the Market in Overall Customer Satisfaction
3. Asimily Rated High Value for Clinical/Biomedical Engineering; Cynerio Is Strong for IT/Networking Value
4. Services Firms: First Health Advisory Provides Expertise & Effective Risk Management

Patient Privacy Monitoring

Segment definitions can be found on page 222.

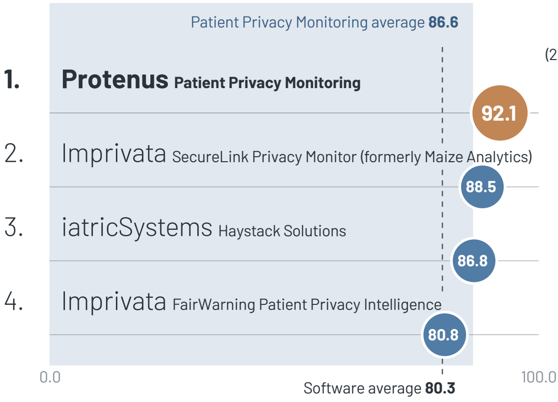
BEST IN KLAS® SOFTWARE & SERVICES 2023

PROTENUS

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Protenus** **Patient Privacy Monitoring**	92.1	0%	n=41	**A**	**A**	**A-**	**A-**	**A**	**A**	○
2.	Imprivata SecureLink Privacy Monitor (formerly Maize Analytics)	88.5	-7%	n=21	**A-**	**A-**	**A-**	B+	B+	**A**	○
3.	iatricSystems Haystack Solutions	86.8	+4%	n=34	B+	B+	B+	B+	B+	**A-**	●
4.	Imprivata FairWarning Patient Privacy Intelligence	80.8	-7%	n=41	B	B	B-	B	C	C+	○

☆ Other notable performances in Patient Privacy Monitoring

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Imprivata SecureLink Privacy Monitor (formerly Maize Analytics)	n=19	**100%**
Protenus Patient Privacy Monitoring	n=35	**97%**

Keeps all promises?

Protenus Patient Privacy Monitoring	n=39	**98%**
Imprivata SecureLink Privacy Monitor (formerly Maize Analytics)	n=19	**95%**

Part of long-term plans?

None

Would you buy again?

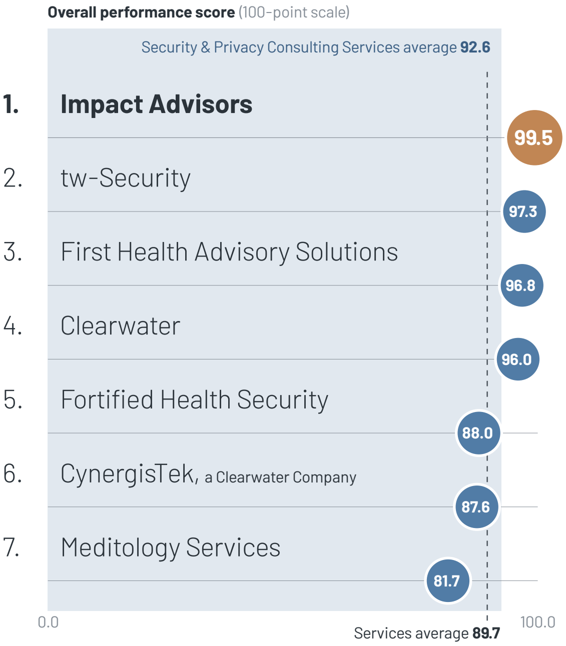
Protenus Patient Privacy Monitoring	n=39	**95%**

Security & Privacy Consulting Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Overall performance score (100-point scale)	Score	Trend (2022–2023)	Total evaluations	Customer experience pillars Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1.	**Impact Advisors**	99.5	+1%	n=7	A+	A+	A+	A+	A+	○
2.	tw-Security	97.3	+8%	n=24	A+	A	A+	A	A+	○
3.	First Health Advisory Solutions	96.8	0%	n=6	A+	A+	A+	A	A	○
4.	Clearwater	96.0	+2%	n=18	A+	A	A+	A	A	●
5.	Fortified Health Security	88.0	-2%	n=34	A-	B	B+	B	B	○
6.	CynergisTek, a Clearwater Company	87.6	+4%	n=19	B+	B	A-	B+	B+	●
7.	Meditology Services	81.7	+1%	n=7	B	B+	B+	B+	C-	○

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars Loyalty	Operations	Relationship	Services	Value	Censinet assessment
EY	96.5*	n=4	A+*	A*	A+*	A-*	A+*	○
Guidehouse	96.5*	n=4	A+*	A+*	–	A*	A-*	○
Intraprise Health	95.9*	n=4	A+*	A*	A*	A+*	A-*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

Security & Privacy Consulting Services Continued

Other notable performances in Security & Privacy Consulting Services

Solutions for which 100% of respondents answered **yes**.

Avoids charging for every little thing?		
Clearwater	n=18	**100%**
CynergisTek, a Clearwater Company	n=19	**100%**
First Health Advisory Solutions	n=6	**100%**
Impact Advisors	n=7	**100%**
tw-Security	n=24	**100%**

Exceeds expectations?		
Impact Advisors	n=7	**100%**

Would you buy again?		
Clearwater	n=18	**100%**
First Health Advisory Solutions	n=6	**100%**
Impact Advisors	n=7	**100%**
tw-Security	n=24	**100%**

Recent Insights

Segment Insights

Security and Privacy Consulting Services 2022

Security & Privacy Consulting Services 2022

Who Exceeds Expectations in This High-Performing Market?

Key Findings:

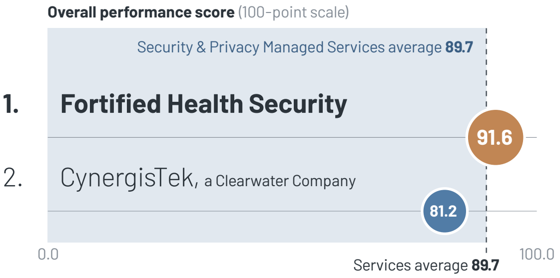
1. Clients of First Health Advisory & Impact Advisors Report Positive Experience Driven by Partnership, Expertise & Risk Reduction
2. Clearwater & CynergisTek Improve Executive Involvement; tw-Security Clients Highlight Consistent Executive Involvement
3. Intraprise Health & Meditology Don’t Consistently Surpass Client Expectations; Fortified Health Security Improves in Exceeding Expectations
4. A Look at Managed Services: Clients of Fortified Health Security Report Positive Experience; CynergisTek Client Experience Varies

Security & Privacy Managed Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



				Customer experience pillars					
	Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1. **Fortified Health Security**	91.6	-1%	n=28	**A**	**A-**	**A-**	B+	B+	○
2. CynergisTek, a Clearwater Company	81.2	-3%	n=11	C+	B-	B-	B	C+	●

☆ Other notable performances in Security & Privacy Managed Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?
Fortified Health Security	n=28	**100%**	None	None

Discover Which Technologies & Services Your Peers Are Purchasing

Decision Insights data answers the questions:

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

Decision insights data is available to all healthcare professionals who participate in KLAS' ongoing research efforts.

See more at
klasresearch.com/decision-insights

Decision Insights data is currently available online for 30+ software and services market segments, including the following:

- Acute care EMR
- Ambulatory EMR
- Drug diversion monitoring
- Enterprise resource planning (ERP)
- Financial improvement consulting
- Go-live support
- HIT staffing
- Home health
- IT planning & assessment
- PACS
- Patient communications
- Population health management
- Practice management
- Remote patient monitoring
- Revenue cycle outsourcing
- Risk adjustment
- Security & privacy consulting services
- Virtual care platforms (non-EMR)

KLAS
RESEARCH

Services & Consulting

Clinical Optimization

Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

GALEN
HEALTHCARE SOLUTIONS

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Clinical Optimization average **93.3**

Services average **89.7**

0.0 – 100.0

		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
					Loyalty	Operations	Relationship	Services	Value	
1.	**Galen Healthcare**	98.3	0%	n=8	—	A+	A	A	A+	●
2.	Tegria	97.7	N/A	n=15	A+	A	A+	A	A+	○
3.	Impact Advisors	96.5	N/A	n=6	A+	A-	A	A	A	○
4.	Medix	90.3	N/A	n=8	A	B+	A	B	B+	○
5.	Nordic	89.0	-7%	n=8	A	B	B+	B+	B	●

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Atos	92.6*	n=8	A*	A*	A*	B+*	A-*	○
Chartis	94.8*	n=4	A+*	A-*	A-*	A*	A*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional — Insufficient data Definitions can be found on page iii.

Other notable performances in Clinical Optimization

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Galen Healthcare	n=6	100%
Impact Advisors	n=6	100%
Tegria	n=15	100%

Exceeds expectations?

Galen Healthcare	n=8	100%
Impact Advisors	n=6	100%
Tegria	n=15	100%

Would you buy again?

Galen Healthcare	n=7	100%
Impact Advisors	n=6	100%
Medix	n=8	100%
Nordic	n=8	100%
Tegria	n=15	100%

HIT Advisory Services

Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

Guidehouse
Outwit *Complexity*

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

HIT Advisory Services average **92.1**

					Customer experience pillars					
		Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1.	**Guidehouse**	96.9	N/A	n=10	A+	A	A+	A	A+	○
2.	Chartis	95.1	-1%	n=32	A	A	A	A	A	○
3.	Huntzinger Management Group	94.5	-1%	n=11	A	A	A	A-	A	○
4.	ECG Management Consultants	94.1	+9%	n=12	A+	A	A	A	A-	○
T5.	Impact Advisors	92.8	0%	n=58	A	A-	A	A-	A-	○
T5.	Nordic	92.8	-2%	n=30	A+	A-	A	A-	B+	●
7.	Tegria	92.7	N/A	n=51	A	A	A	A-	A-	○
8.	Healthlink Advisors	92.4	N/A	n=17	A	B+	A	A-	B+	○
9.	Prominence	91.3	+4%	n=21	A-	B+	A	A-	B+	○
10.	Pivot Point Consulting, a Vaco Company	87.9	-4%	n=19	A-	B+	B+	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)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Atos	89.4*	n=9	A*	A-*	B+*	B+*	B*	🛡
Deloitte	67.3*	n=5	D+*	C+*	B*	C-*	F*	🛡
Huron	94.6*	n=7	A*	A-*	A*	A*	A-*	🛡
Oracle Health (Cerner)	69.4*	n=6	C*	C*	B-*	C-*	F*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in HIT Advisory Services Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Chartis	n=32	**100%**
Guidehouse	n=10	**100%**
Healthlink Advisors	n=16	**100%**
Huntzinger Management Group	n=11	**100%**
Pivot Point Consulting, a Vaco Company	n=20	**100%**
Prominence	n=22	**100%**
Tegria	n=54	**100%**

Exceeds expectations?

Guidehouse	n=10	**100%**

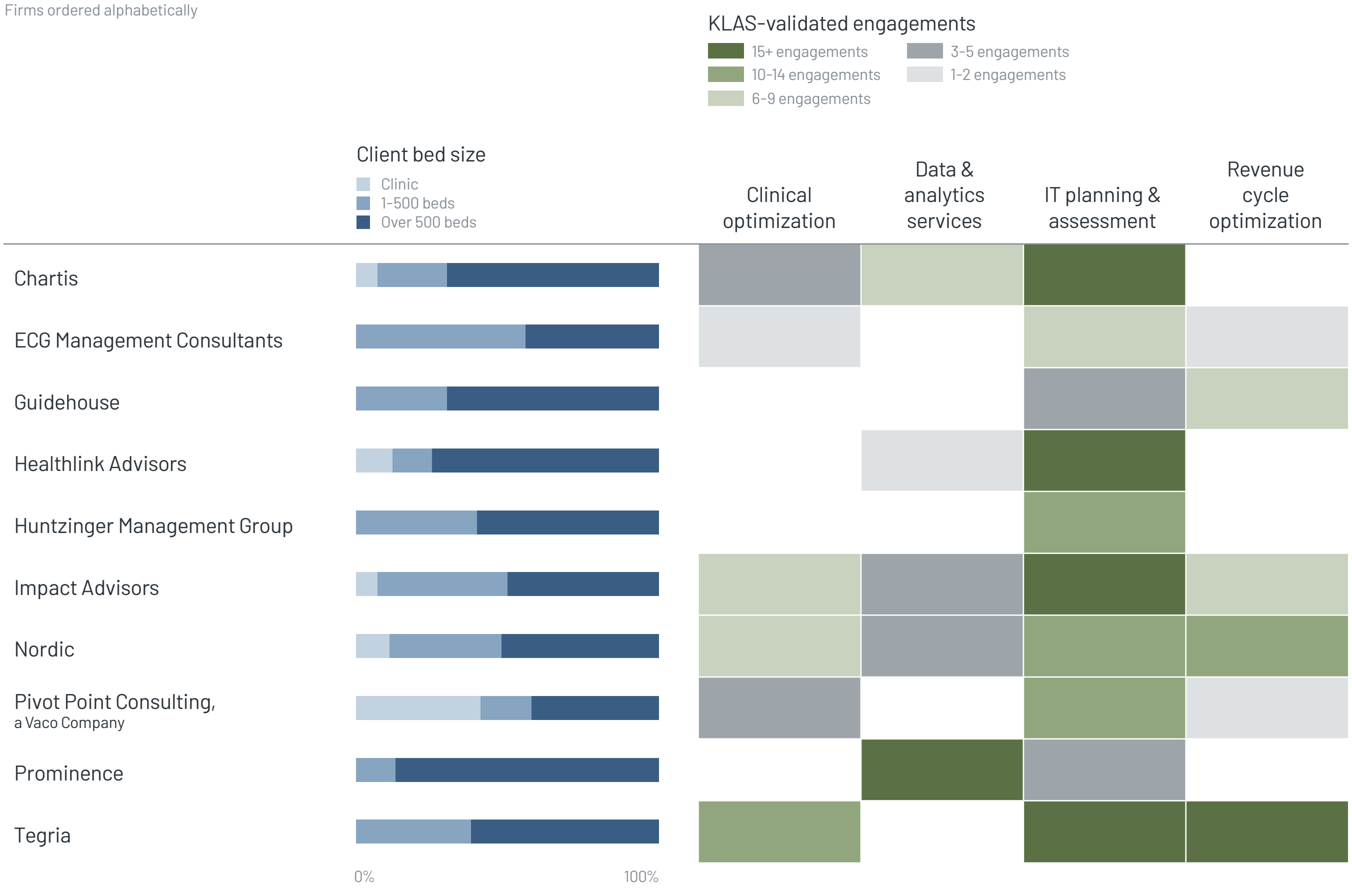
Would you buy again?

ECG Management Consultants	n=12	**100%**
Guidehouse	n=10	**100%**
Healthlink Advisors	n=17	**100%**
Huntzinger Management Group	n=11	**100%**
Nordic	n=39	**100%**
Pivot Point Consulting, a Vaco Company	n=20	**100%**

HIT Advisory Services Continued

HIT Advisory Reference Guide

Firms ordered alphabetically



	Clinical optimization	Data & analytics services	IT planning & assessment	Revenue cycle optimization
Chartis	3–5 engagements	6–9 engagements	15+ engagements	
ECG Management Consultants	1–2 engagements		6–9 engagements	1–2 engagements
Guidehouse			3–5 engagements	6–9 engagements
Healthlink Advisors		1–2 engagements	15+ engagements	
Huntzinger Management Group			10–14 engagements	
Impact Advisors	6–9 engagements	3–5 engagements	15+ engagements	6–9 engagements
Nordic	6–9 engagements	3–5 engagements	10–14 engagements	10–14 engagements
Pivot Point Consulting, a Vaco Company	3–5 engagements		10–14 engagements	1–2 engagements
Prominence		15+ engagements	3–5 engagements	
Tegria	10–14 engagements		15+ engagements	15+ engagements

Revenue Cycle Optimization

Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

Chi-Matic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Revenue Cycle Optimization average **92.4**

	Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1. Chi-Matic	97.0	N/A	n=15	A+	A+	A+	A	A	○
2. Guidehouse	96.5	N/A	n=6	A+	A	A	A	A+	○
3. Softek	93.7	-2%	n=8	A+	A-	A	A-	A	○
4. Nordic	93.2	-4%	n=12	A	A-	A	A-	A-	●
5. Impact Advisors	92.0	-5%	n=10	A	B+	A	B+	A-	○
6. Tegria	90.7	N/A	n=19	A-	A-	A	B+	B+	○

Customer experience pillars: Loyalty, Operations, Relationship, Services, Value

0.0 Services average **89.7** 100.0

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
athenahealth	97.5*	n=3	A+*	A*	–	A*	A+*	○

Customer experience pillars: Loyalty, Operations, Relationship, Services, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

Revenue Cycle Optimization Continued

Other notable performances in Revenue Cycle Optimization

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Chi-Matic	n=15	100%
Guidehouse	n=6	100%
Impact Advisors	n=9	100%
Nordic	n=12	100%
Softek	n=7	100%
Tegria	n=18	100%

Exceeds expectations?

Guidehouse	n=6	100%

Would you buy again?

Chi-Matic	n=15	100%
Guidehouse	n=6	100%
Impact Advisors	n=9	100%
Nordic	n=13	100%
Softek	n=8	100%

Digital Transformation Consulting

Segment definitions can be found on page 222.

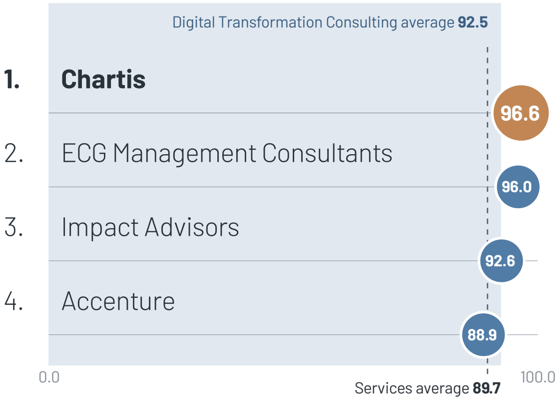
BEST IN KLAS®
SOFTWARE & SERVICES
2023

CHARTIS

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
				Loyalty	Operations	Relationship	Services	Value	
1.	**Chartis**	-2%	n=11	A+	A	A	A	A	○
2.	ECG Management Consultants	+3%	n=6	A+	A+	A+	A	A	○
3.	Impact Advisors	N/A	n=8	A	B	A	A-	A-	○
4.	Accenture	-9%	n=8	B+	B	A	B+	B+	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Damo Consulting	84.5*	n=5	B+*	A-*	A-*	B+*	C*	○
Guidehouse [NR]	89.4*	n=5	A*	B*	B*	B+*	B+*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Digital Transformation Consulting

Solutions for which 100% of respondents answered **yes**.

Avoids charging for every little thing?

Accenture	n=7	100%
Chartis	n=11	100%
ECG Management Consultants	n=6	100%
Impact Advisors	n=8	100%

Exceeds expectations?

None

Would you buy again?

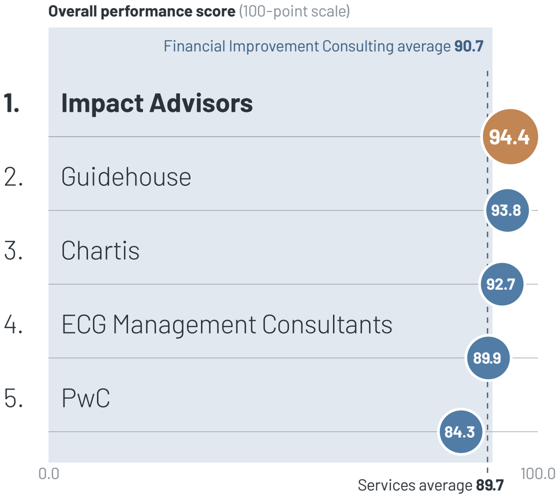
Chartis	n=11	100%
ECG Management Consultants	n=6	100%
Impact Advisors	n=7	100%

Financial Improvement Consulting

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
1. Impact Advisors	N/A	n=8	**A+**	**A**	**A+**	**A**	**A-**	🛡
2. Guidehouse	+1%	n=6	**A+**	**A-**	**A**	**A-**	**A-**	🛡
3. Chartis	-5%	n=13	**A**	**A-**	**A**	**A-**	B+	🛡
4. ECG Management Consultants	-1%	n=6	**A**	**A**	**A**	B+	B-	🛡
5. PwC	-2%	n=6	B	B-	B	C+	B+	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Accenture	91.0*	n=4	A*	B*	A-*	A-*	B+*	🛡
Optum	91.2*	n=4	A-*	A-*	A*	A*	B+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Financial Improvement Consulting

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Guidehouse	n=6	**100%**
PWC	n=6	**100%**

Exceeds expectations?

None

Would you buy again?

Chartis	n=13	**100%**
ECG Management Consultants	n=5	**100%**
Guidehouse	n=6	**100%**
Impact Advisors	n=8	**100%**

Human Capital Consulting

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
		Loyalty	Operations	Relationship	Services	Value	
+14%	n=6	A+	A-	A+	A	A	🛡

Other notable performances in Human Capital Consulting

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

ECG Management Consultants n=6 **100%**

Exceeds expectations?

ECG Management Consultants n=6 **100%**

Would you buy again?

ECG Management Consultants n=6 **100%**

Strategy, Growth & Consolidation Consulting

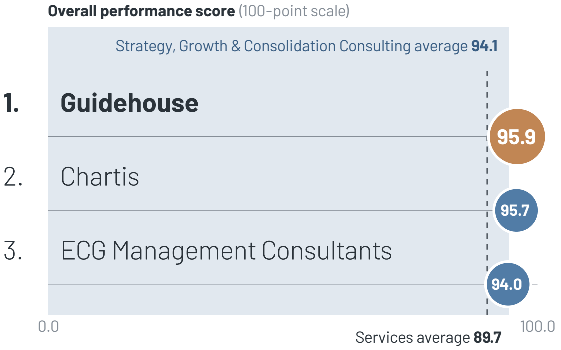
Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

Guidehouse
Outwit *Complexity*

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
				Loyalty	Operations	Relationship	Services	Value	
1.	**Guidehouse**	-1%	n=12	A+	A-	A+	A	A	⛉
2.	Chartis	+9%	n=19	A+	A-	A	A	A	⛉
3.	ECG Management Consultants	+1%	n=13	A	A	A	A	A-	⛉

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
EY [NR]	96.9	n=6	A+	A-	–	A	A	⛉
PwC	85.4*	n=3	A-*	B*	A-*	B+*	C*	⛉

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

Other notable performances in Strategy, Growth & Consolidation Consulting

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?			Would you buy again?		
Chartis	n=19	100%	Chartis	n=17	100%	Chartis	n=19	100%
			Guidehouse	n=11	100%	Guidehouse	n=12	100%

Value-Based Care Consulting

Segment definitions can be found on page 222.

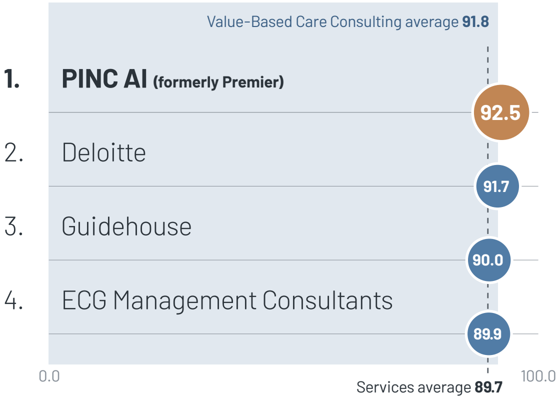
BEST IN KLAS®
SOFTWARE & SERVICES
2023

PREMIER

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1.	**PINC AI (formerly Premier)**	92.5	-3%	n=11	**A**	B+	**A**	**A**	B+	🛡
2.	Deloitte	91.7	-2%	n=10	**A**	B	**A-**	**A-**	**A-**	🛡
3.	Guidehouse	90.0	0%	n=6	**A**	B+	**A**	B+	B	🛡
4.	ECG Management Consultants	89.9	-1%	n=12	**A-**	B+	B+	B+	**A-**	🛡

Loyalty, Operations, Relationship, Services and Value are Customer experience pillars.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
Chartis	95.2*	n=4	A+*	B*	A+*	A*	A*	🛡
PwC	98.2*	n=3	–	A*	–	A*	A+*	🛡

Loyalty, Operations, Relationship, Services and Value are Customer experience pillars.

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

Other notable performances in Value-Based Care Consulting

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Deloitte	n=9	100%
ECG Management Consultants	n=12	100%
PINC AI (formerly Premier)	n=10	100%

Exceeds expectations?

None

Would you buy again?

Deloitte	n=10	100%
Guidehouse	n=5	100%
PINC AI (formerly Premier)	n=11	100%

Outsourced Coding

Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

OXFORD

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Outsourced Coding average **87.7**

Services average **89.7**

0.0 – 100.0

		Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1.	**Oxford Global Resources**	94.1	+3%	n=15	**A+**	**A**	**A**	**A**	**A-**	○
2.	UASI	91.2	-2%	n=17	**A**	B+	**A-**	**A-**	B+	○
T3.	AQuity Solutions	88.5	-2%	n=28	B+	B+	**A-**	**A-**	B	●
T3.	Ciox Health	88.5	+1%	n=20	**A-**	**A-**	**A**	B+	B	●
5.	CorroHealth	87.4	-2%	n=20	**A-**	**A-**	**A-**	B+	B-	○
6.	Guidehouse	85.4	-8%	n=20	B+	B	**A-**	B	C+	○
7.	AGS Health	83.8	-4%	n=13	B	B+	B+	B-	B-	●
8.	LexiCode	76.4	N/A	n=16	C+	B-	B-	B-	D+	○

Customer experience pillars: Loyalty, Operations, Relationship, Services, Value

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
Atos	92.1*	n=6	A+*	A*	B+*	A+*	B*	○
GeBBS Healthcare Solutions	87.9*	n=9	A-*	B*	B+*	B*	B*	●
himagine	90.8*	n=7	A*	A*	A-*	B*	B+*	○
Savista RCM	91.9*	n=6	A+*	A-*	B+*	A*	B+*	○

Customer experience pillars: Loyalty, Operations, Relationship, Services, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Outsourced Coding Continued

☆ Other notable performances in Outsourced Coding

Solutions for which 100% of respondents answered **yes**.

Avoids charging for every little thing?

None

Exceeds expectations?

None

Would you buy again?

Oxford Global Resources	n=14	**100%**
UASI	n=16	**100%**

SERVICES & CONSULTING | HIM SERVICES

Release of Information

Segment definitions can be found on page 222.

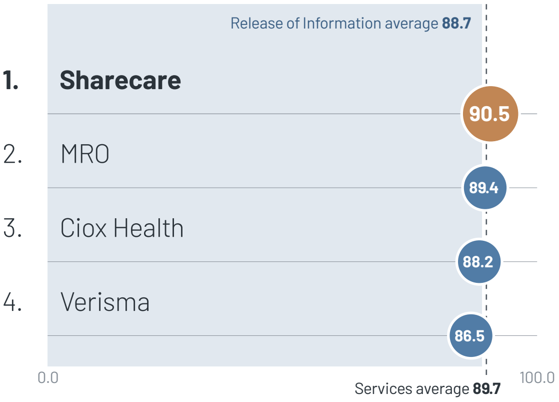
BEST IN KLAS®
SOFTWARE & SERVICES
2023

sharecare

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
1. Sharecare	+1%	n=22	A	A-	A	A-	B	●
2. MRO	-2%	n=38	A-	A-	A-	A-	B	○
3. Ciox Health	+3%	n=37	A-	A-	A-	B+	B-	●
4. Verisma	N/A	n=22	A-	B	A-	B+	C+	○

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
HealthMark Group HealthMark [C]	89.6	n=25	B+	B+	A-	B+	B+	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

SERVICES & CONSULTING | HIM SERVICES

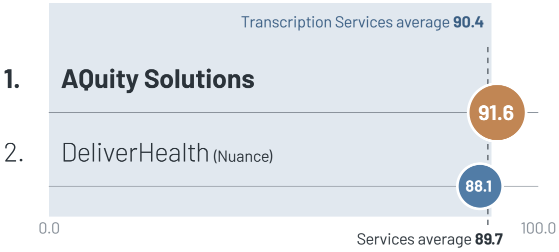
Transcription Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



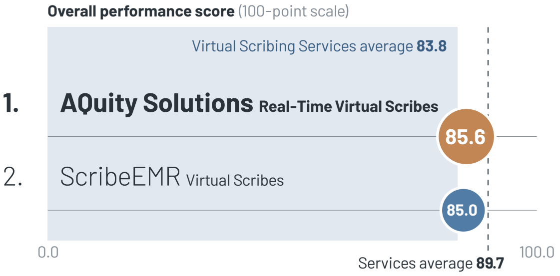
Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
		Loyalty	Operations	Relationship	Services	Value	
+1%	n=78	A	A	A	A-	B+	●
+3%	n=28	A-	A-	B	B+	B	○

Virtual Scribing Services

Segment definitions can be found on page 222.

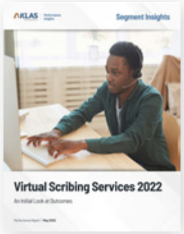
Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
1. AQuity Solutions Real-Time Virtual Scribes	N/A	n=29	A-	B	B	B+	B-	●
2. ScribeEMR Virtual Scribes	N/A	n=24	B+	B	A-	B+	C+	○

Recent Insights



Virtual Scribing Services 2022

An Initial Look at Outcomes Driven by Remote Scribes

Key Findings:

1. AQuity Solutions and ScribeEMR Perform Similarly Overall; Client Bases Differ in Composition
2. AQuity Clients More Likely to Report Tangible Outcomes; Challenges with ScribeEMR Limit Benefits for Some Clients
3. ScribeEMR Stands Out in Relationships; AQuity Clients Report Inconsistent Partnership & Communication

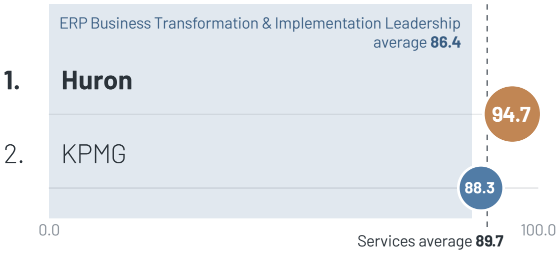
ERP Business Transformation & Implementation Leadership

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
					Loyalty	Operations	Relationship	Services	Value	
1.	**Huron**	94.7	+7%	n=8	**A+**	**A+**	**A+**	**A−**	**A−**	🛡
2.	KPMG	88.3	+25%	n=16	**A−**	B+	**A−**	B+	B	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Avaap	83.0*	n=3	A-*	B*	A*	B*	D+*	🛡
Deloitte	83.1*	n=5	A-*	B-*	A-*	C*	C*	🛡
PwC	89.4*	n=6	A*	B*	A+*	B+*	B-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in ERP Business Transformation & Implementation Leadership

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?		
Huron	n=6	100%	None	Huron	n=8	100%

ERP Implementation Leadership

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

		Overall performance score (100-point scale)	Trend (2022–2023)	Total evaluations	Customer experience pillars: Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1.	**Impact Advisors**	96.6	N/A	n=10	A+	A	A+	A+	A	🛡
2.	ROI Healthcare Solutions	93.5	0%	n=8	A	B+	A	B+	A	🛡
3.	Bails, a Nordic Global Company	89.5	-4%	n=11	A	B+	A	B	B	🛡
4.	Workday	87.1	+1%	n=6	B+	B+	A-	B+	B	🛡
5.	Collaborative Solutions	86.9	N/A	n=7	A	A-	A	B	C+	🛡
6.	CrossVue	85.3	N/A	n=7	A	B	B+	B-	C+	🛡
7.	Apex Systems	84.0	-6%	n=8	A-	B	B	B+	C	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Loyalty	Operations	Relationship	Services	Value	Censinet assessment
Chartis	96.2*	n=3	A+*	A*	A*	A*	A*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

ERP Implementation Leadership Continued

Other notable performances in ERP Implementation Leadership

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Apex Systems	n=6	100%
Collaborative Solutions	n=7	100%
Impact Advisors	n=10	100%
ROI Healthcare Solutions	n=8	100%

Exceeds expectations?

ROI Healthcare Solutions	n=8	100%

Would you buy again?

Apex Systems	n=8	100%
Bails, a Nordic Global Company	n=11	100%
Collaborative Solutions	n=7	100%
CrossVue	n=7	100%
Impact Advisors	n=10	100%
ROI Healthcare Solutions	n=8	100%

Go-Live Support

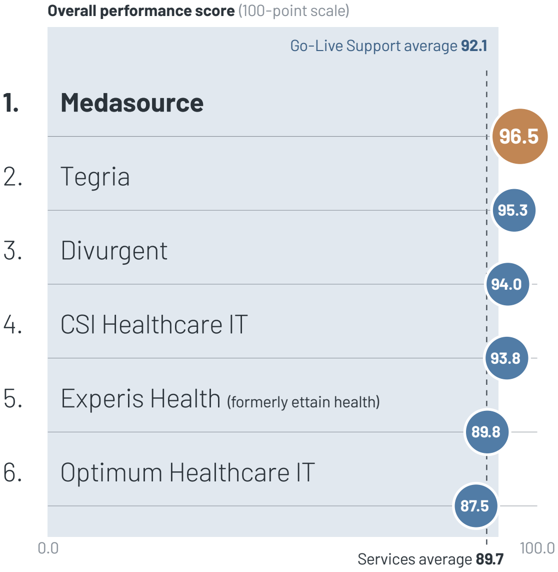
Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

MEDASOURCE™

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
					Loyalty	Operations	Relationship	Services	Value	
1.	**Medasource**	96.5	+3%	n=15	A+	A	A	A-	A	○
2.	Tegria	95.3	N/A	n=8	A+	A-	A+	A-	A	○
3.	Divergent	94.0	+3%	n=10	A	A-	A+	B+	A	●
4.	CSI Healthcare IT	93.8	-3%	n=31	A	A-	A	A-	A-	●
5.	Experis Health (formerly attain health)	89.8	-4%	n=24	A-	A-	A	B+	B+	○
6.	Optimum Healthcare IT	87.5	-6%	n=12	A-	B	A-	B+	B	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
DeliverHealth (Nuance)	86.9*	n=8	B*	A-*	A*	B-*	B*	○
The HCI Group	71.8*	n=4	D*	D+*	B*	C-*	C-*	○
HCTec	95.5*	n=3	A+*	A*	A+*	A+*	A-*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Go-Live Support Continued

Other notable performances in Go-Live Support

Solutions for which 100% of respondents answered yes.

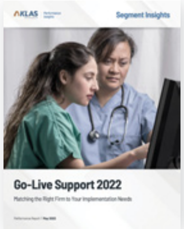
Avoids charging for every little thing?		
CSI Healthcare IT	n=30	100%
Divurgent	n=10	100%
Experis Health (formerly ettain health)	n=24	100%
Medasource	n=15	100%
Optimum Healthcare IT	n=11	100%
Tegria	n=8	100%

Exceeds expectations?

None

Would you buy again?		
CSI Healthcare IT	n=31	100%
Divurgent	n=10	100%
Medasource	n=15	100%
Tegria	n=8	100%

Recent Insights



Go-Live Support 2022

Matching the Right Firm to Your Implementation Needs

Key Findings:

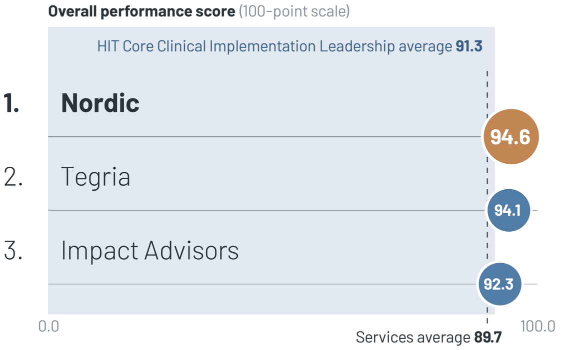
1. Market Context
2. CSI Healthcare IT & Experis Health Consistently Excel at Vetting Resources
3. Issues with Resource Quality Dampen Outcomes for Clients of Divurgent & The HCI Group
4. Choosing a Go-Live Partner: Relationship/Prior Experience the Top Considerations

HIT Core Clinical Implementation Leadership

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Trend (2022–2023)†	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
1. Nordic	N/A	n=8	A+	A-	A	A-	A	●
2. Tegria	N/A	n=15	A	A-	A	A-	A-	○
3. Impact Advisors	N/A	n=24	A	A-	A	A-	A-	○

† Score trends not available. This market was previously broken out into multiple segments based on project size. Those breakouts have now been retired, precluding a direct comparison with last year's scores.

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Huron	94.5*	n=5	A*	A-*	A*	A*	A*	○
Medix	97.0*	n=4	A+*	–	A+*	A-*	A+*	○
medSR (MedMatica and Santa Rosa Staffing)	84.9*	n=4	A*	B*	A*	B*	C-*	○
Optimum Healthcare IT	92.3*	n=3	A*	B+*	A-*	B*	A*	○
Oracle Health (Cerner)	68.9*	n=4	C*	C+*	A*	B-*	F*	○
Pivot Point Consulting, a Vaco Company	85.4*	n=4	A-*	C+*	B+*	B-*	B*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

Other notable performances in HIT Core Clinical Implementation Leadership Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?			Would you buy again?		
Impact Advisors	n=23	100%	Nordic	n=8	100%	Nordic	n=8	100%
Nordic	n=8	100%				Tegria	n=15	100%

HIT Core Clinical Implementation Leadership Continued

Which Vendors Did Firms Implement?

Firms ordered alphabetically

HIT Staffing

Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE & SERVICES
2023

imethods

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

HIT Staffing average **93.1**

Services average **89.7**

		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
					Loyalty	Operations	Relationship	Services	Value	
1.	**iMethods**	98.0	+3%	n=14	A+	A+	A	A	A+	○
2.	TEKsystems	97.0	+5%	n=8	A+	A+	A	A-	A+	○
T3.	Health Data Movers	96.9	+2%	n=13	A+	A+	A	A	A+	○
T3.	medSR (MedMatica and Santa Rosa Staffing)	96.9	+2%	n=7	A+	A	A	A	A+	○
5.	Huron	96.5	N/A	n=9	A+	A+	A-	A	A	○
6.	Apex Systems	96.3	+2%	n=9	A+	A	A	A-	A	○
7.	JTG Consulting Group	96.1	N/A	n=10	A+	A	A+	A	A-	●
8.	Continuum Health IT	95.4	N/A	n=10	A+	A	A+	A	A	○
9.	CSI Healthcare IT	95.2	+1%	n=45	A+	A	A	A-	A	●
10.	Queen Consulting Group	95.1	N/A	n=18	A+	A	A	A-	A	○
11.	314e	94.9	+4%	n=7	A+	A	A	A-	A	○
T12.	Medasource	93.7	+3%	n=21	A	B+	A	B+	A	○
T12.	Prominence	93.7	-2%	n=13	A	A	A	A	A	○
14.	Epic	93.4	-2%	n=9	A	A-	A-	B+	A	○

0.0 100.0

Continued on next page

HIT Staffing Continued

Solution Comparison Continued

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

HIT Staffing average **93.1**

Rank	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
15.	Optimum Healthcare IT	93.0	0%	n=25	A+	A	A-	B+	A	○
16.	Galen Healthcare	92.8	-4%	n=9	A-	A-	A-	A-	A	●
T17.	Medix	92.7	-2%	n=20	A	A	A	A-	B+	○
T17.	Oxford Global Resources	92.7	+2%	n=32	A	A-	A	B+	A-	○
T19.	HCTec	92.5	+3%	n=12	A	A	A	A-	A-	○
T19.	Impact Advisors	92.5	0%	n=23	A+	A-	A-	A-	B+	○
21.	Experis Health (formerly ettain health)	92.2	+2%	n=28	A	A-	A-	A-	A-	○
22.	Nordic	91.7	0%	n=40	A	B+	A	B+	A-	●
23.	Tegria	91.6	-3%	n=50	A	A-	A-	B+	A-	○
24.	Pivot Point Consulting, a Vaco Company	87.7	-3%	n=26	B+	B+	A-	B	B	○
25.	Divergent	87.1	-3%	n=14	A-	B+	B+	B-	B	●

0.0 — 100.0

Services average **89.7**

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
Atos	89.9*	n=3	A*	A-*	B+*	B+*	B*	○
Futura Healthcare	92.7*	n=5	A*	A*	A*	A-*	B+*	○
The HCI Group	87.2*	n=4	B*	A*	D*	A*	A*	○
Healthcare IT Leaders	98.5*	n=5	–	–	A+*	A+*	A+*	○
Health Systems Informatics HSi [NR]	95.4*	n=4	A+*	A-*	A+*	B+*	A*	○
Oracle Health (Cerner)	72.7*	n=3	B*	–	C*	D+*	D*	○
ROI Healthcare Solutions [NR]	96.2	n=10	A+	A-	A+	A-	A	○
S&P Consultants, a Nordic Global Company	90.1*	n=4	A+*	A*	A*	A*	C+*	○
UST [NR]	98.9	n=9	A+	–	A+	A+	A+	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

HIT Staffing Continued

Other notable performances in HIT Staffing

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

314e	n=7	100%
Apex Systems	n=9	100%
Continuum Health IT	n=10	100%
CSI Healthcare IT	n=43	100%
Epic	n=8	100%
Experis Health (formerly ettain health)	n=27	100%
Galen Healthcare	n=8	100%
HCTec	n=12	100%
Health Data Movers	n=13	100%
Huron	n=9	100%
iMethods	n=13	100%
Impact Advisors	n=22	100%
JTG Consulting Group	n=8	100%
Medasource	n=21	100%
Medix	n=19	100%
medSR (MedMatica and Santa Rosa Staffing)	n=7	100%
Nordic	n=36	100%
Optimum Healthcare IT	n=24	100%
Prominence	n=12	100%
Queen Consulting Group	n=18	100%
TEKsystems	n=8	100%

Exceeds expectations?

Apex Systems	n=8	100%
Epic	n=9	100%
Health Data Movers	n=13	100%
Huron	n=8	100%
iMethods	n=12	100%
medSR (MedMatica and Santa Rosa Staffing)	n=7	100%
TEKsystems	n=7	100%

Would you buy again?

314e	n=7	100%
Apex Systems	n=9	100%
Continuum Health IT	n=10	100%
CSI Healthcare IT	n=44	100%
Epic	n=9	100%
HCTec	n=12	100%
Health Data Movers	n=14	100%
Huron	n=9	100%
iMethods	n=14	100%
Impact Advisors	n=22	100%
JTG Consulting Group	n=10	100%
Medasource	n=21	100%
Medix	n=20	100%
medSR (MedMatica and Santa Rosa Staffing)	n=8	100%
Optimum Healthcare IT	n=25	100%
Oxford Global Resources	n=32	100%
Queen Consulting Group	n=18	100%
TEKsystems	n=8	100%

Application Hosting

Segment definitions can be found on page 222.

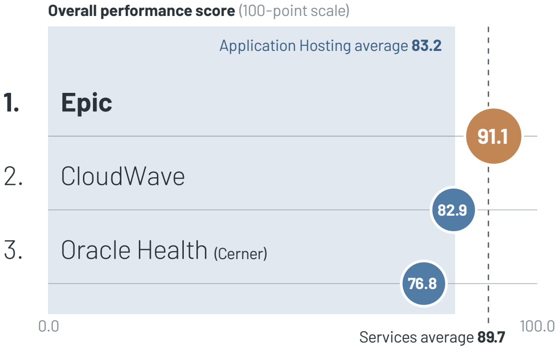
BEST IN KLAS®
SOFTWARE & SERVICES
2023

Epic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
1. **Epic**	-2%	n=22	**A**	**A-**	**A-**	B+	**A-**	○
2. CloudWave	N/A	n=17	B+	B-	B	B	C	○
3. Oracle Health (Cerner)	-8%	n=20	B-	B-	B-	C+	C-	●

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Altera Digital Health (Allscripts)	61.1*	n=6	F*	C-*	D*	D*	F*	○
Dell Technologies (formerly Virtustream) [NR]	84.8*	n=6	B*	B*	A*	C+*	B-*	○
Tegria (formerly Engage)	90.1*	n=14	A*	A-*	B+*	A-*	B+*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Extensive IT Outsourcing

Segment definitions can be found on page 222.

Solution Comparison

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Oracle Health (Cerner)	75.5*	n=7	B-*	C+*	B*	B+*	F*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

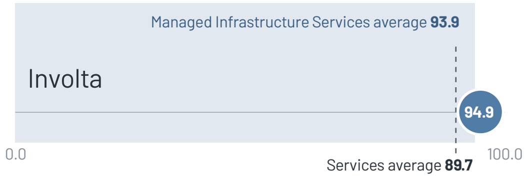
Managed Infrastructure Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
		Loyalty	Operations	Relationship	Services	Value	
+2%	n=6	A+	A	A	A	A-	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Futura Healthcare	89.9*	n=3	A*	A*	A*	B-*	B*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Managed Infrastructure Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Involta	n=6	100%

Exceeds expectations?

None

Would you buy again?

Involta	n=6	100%

SERVICES & CONSULTING | IT OUTSOURCING

Managed IT Services

Segment definitions can be found on page 222.

BEST IN KLAS SOFTWARE & SERVICES 2023

PIVOT POINT CONSULTING
A Vaco Company

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Managed IT Services average **86.5**

		Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
					Customer experience pillars					
1.	**Pivot Point Consulting, a Vaco Company**	94.6	-2%	n=10	A+	A-	A+	A-	A	○
2.	Impact Advisors	92.9	N/A	n=6	A	A-	A	A-	A-	○
3.	ROI Healthcare Solutions	92.3	-3%	n=6	A	A-	A	A-	B+	○
4.	Experis Health (formerly ettain health)	91.4	-2%	n=10	A	A	A	B	B+	○
5.	Nordic	90.6	-5%	n=19	A	A-	A-	B+	B+	●
6.	Tegria	87.2	N/A	n=17	A-	B	B+	B-	B	○
7.	Talon Healthy IT Services, part of HCTec	84.2	-14%	n=6	B	B	A-	B-	C+	○
8.	HTC Global Services	81.6	+12%	n=11	B+	B	B	B-	C	○
9.	Oracle Health (Cerner)	78.2	-11%	n=7	B	C	B	C	C-	○
10.	HCTec	74.5	-9%	n=13	C	C-	B	D+	C-	○

0.0 100.0

Services average **89.7**

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
			Customer experience pillars					
CereCore [NR]	84.0	n=6	A-	B-	B	C+	B-	○
GuideIT	85.0*	n=3	B+*	B-*	B*	B-*	B*	○
PDS	88.3*	n=5	A*	A-*	B+*	B+*	B-*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Managed IT Services Continued

Other notable performances in Managed IT Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Experis Health (formerly ettain health)	n=9	100%
Impact Advisors	n=6	100%
Pivot Point Consulting, a Vaco Company	n=10	100%
ROI Healthcare Solutions	n=5	100%
Talon Healthy IT Services, part of HCTec	n=6	100%

Exceeds expectations?

None

Would you buy again?

Experis Health (formerly ettain health)	n=10	100%
HTC Global Services	n=10	100%
Impact Advisors	n=6	100%
Nordic	n=18	100%
Oracle Health (Cerner)	n=7	100%
Pivot Point Consulting, a Vaco Company	n=10	100%
ROI Healthcare Solutions	n=6	100%

Denials Management Services

Segment definitions can be found on page 222.

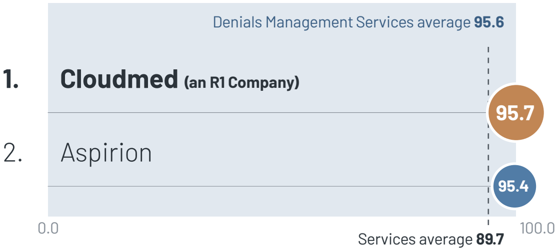
BEST IN KLAS®
SOFTWARE & SERVICES
2023

cloudmed™
an R1 company

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1.	**Cloudmed (an R1 Company)**	95.7	N/A	n=15	A+	A-	A+	A	A	○
2.	Aspirion	95.4	-1%	n=17	A+	A	A	A	A	○

Other notable performances in Denials Management Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Aspirion	n=17	100%

Exceeds expectations?

Cloudmed (an R1 Company)	n=14	100%

Would you buy again?

Aspirion	n=17	100%
Cloudmed (an R1 Company)	n=15	100%

Eligibility Enrollment Services

Segment definitions can be found on page 222.

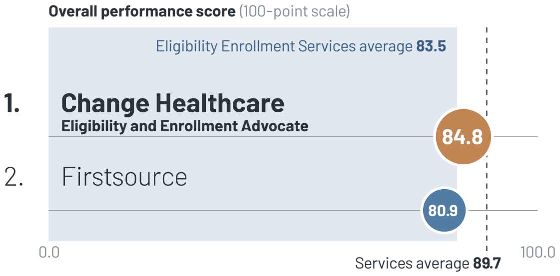
BEST IN KLAS® SOFTWARE & SERVICES 2023

CHANGE HEALTHCARE

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
1. Change Healthcare Eligibility and Enrollment Advocate	-5%	n=12	B	B-	B+	B	B-	🛡
2. Firstsource	-9%	n=21	B-	B-	B	B-	C+	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Elevate Patient Financial Solutions [NR]	85.8*	n=15	B*	B*	A-*	B*	B-*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Extended Business Office

Segment definitions can be found on page 222.

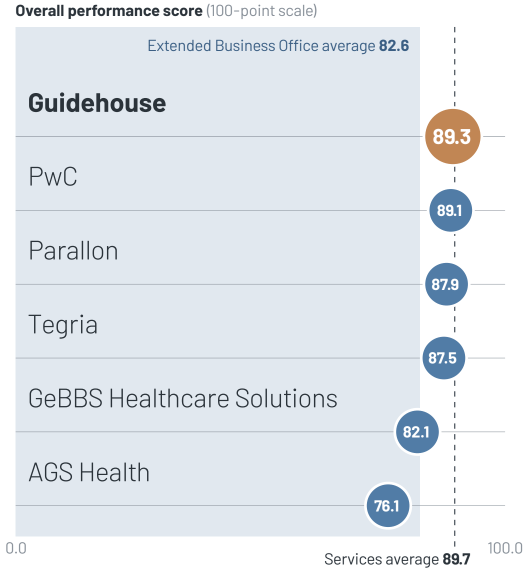
BEST IN KLAS® SOFTWARE & SERVICES 2023

Guidehouse Outwit *Complexity*

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



Rank	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
1.	**Guidehouse**	89.3	+1%	n=12	A-	A-	A-	A-	B	○
2.	PwC	89.1	-4%	n=9	A	B+	A	B	B	○
3.	Parallon	87.9	+2%	n=10	A	B	A-	B	B	○
4.	Tegria	87.5	0%	n=14	B+	B	A	B	B	○
5.	GeBBS Healthcare Solutions	82.1	-6%	n=8	B+	C	B	C	C+	●
6.	AGS Health	76.1	-5%	n=18	C	C-	C+	C	C+	●

Customer experience pillars: Loyalty, Operations, Relationship, Services, Value.

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
Cognizant	82.0*	n=4	B+*	B-*	B+*	B-*	C+*	○
Firstsource	80.8*	n=5	C+*	B*	B+*	C*	B-*	○
Savista RCM	40.1*	n=3	F*	F*	D-*	F*	F*	○
State Collection Service [C]	89.3	n=13	A-	B+	A	B	B+	○
TruBridge [NR]	89.8*	n=5	A*	B*	A+*	B*	B*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Extended Business Office Continued

Other notable performances in Extended Business Office

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
AGS Health	n=18	100%
GeBBS Healthcare Solutions	n=8	100%
PwC	n=9	100%
Tegria	n=14	100%

Exceeds expectations?

None

Would you buy again?		
GeBBS Healthcare Solutions	n=6	100%
Parallon	n=10	100%
PwC	n=9	100%

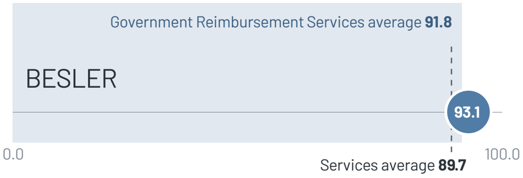
Government Reimbursement Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
		Loyalty	Operations	Relationship	Services	Value	
N/A	n=12	A	B+	A-	A-	A	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Cloudmed (an R1 Company)	96.8*	n=6	A+*	A*	A*	A*	A+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Government Reimbursement Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
BESLER n=12 **100%**	None	BESLER n=12 **100%**

Physician Advisory Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

	Overall performance score	Trend (2022–2023)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
				Customer experience pillars					
1. XSOLIS	95.2	N/A	n=14	A+	A+	A	A-	A	🛡
2. Sound Physicians	89.9	-5%	n=11	A	B+	B+	A-	B	🛡
3. R1 RCM	89.5	-5%	n=12	A	B+	A-	A-	B	🛡

☆ Other notable performances in Physician Advisory Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

R1 RCM	n=12	100%
Sound Physicians	n=11	100%

Exceeds expectations?

None

Would you buy again?

R1 RCM	n=12	100%
Sound Physicians	n=11	100%
XSOLIS	n=13	100%

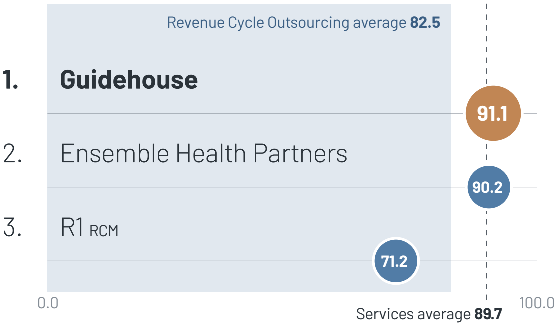
Revenue Cycle Outsourcing

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Trend (2022–2023)	**Total evaluations**	**Customer experience pillars**					**Censinet assessment**
			Loyalty	Operations	Relationship	Services	Value	
1. Guidehouse	+8%	n=8	**A**	**A-**	**A**	B	B+	🛡
2. Ensemble Health Partners	-3%	n=21	**A**	B	**A-**	B+	B+	🛡
3. R1 RCM	+4%	n=25	C-	C-	B	C	D	🛡

☆ Other notable performances in Revenue Cycle Outsourcing

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			**Exceeds expectations?**	**Would you buy again?**		
Guidehouse	n=8	**100%**	None	Guidehouse	n=8	**100%**

Underpayment Recovery Services

Segment definitions can be found on page 222.

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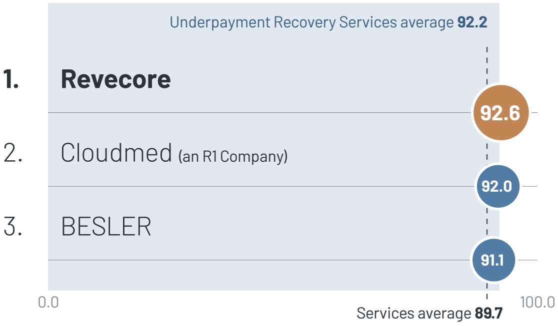
SOFTWARE & SERVICES
2023

REVECORE

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
				Loyalty	Operations	Relationship	Services	Value	
1. Revecore	92.6	-1%	n=27	A	A-	A	A-	A-	○
2. Cloudmed (an R1 Company)	92.0	0%	n=45	A	A-	A-	A-	A-	○
3. BESLER	91.1	-3%	n=23	A-	B+	B+	A-	A-	●

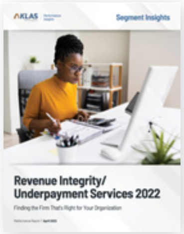
Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
FinThrive TransUnion Healthcare	90.3*	n=10	A*	B+*	B+*	B*	A-*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Recent Insights



Revenue Integrity/Underpayment Services 2022

Finding the Firm That's Right for Your Organization

Key Findings:

1. Revecore and Cloudmed Offer Outstanding Proactive Education; TransUnion Healthcare Falls Short
2. Which Firms Have Core Expertise in the Areas You Need?
3. Aspirion: Nearly All Respondents Report Exceeded Expectations
4. BESLER: Staff Expert at Helping Clients Prevent Missed Revenue
5. Cloudmed: Most Clients Highly Satisfied; Former Triage Clients Report Post-Merger Dip
6. Revecore: Collaborative Partnership a Strong Satisfier
7. TransUnion Healthcare: Delivery across Clients Not Consistent; Some Left Wanting More

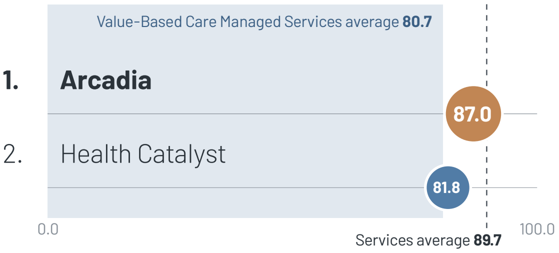
Value-Based Care Managed Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
				Loyalty	Operations	Relationship	Services	Value	
1.	**Arcadia**	-1%	n=9	**A**	B+	**A**	B	C+	⛊
2.	Health Catalyst	N/A	n=6	B-	C+	B	C+	B-	⛉

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Conifer Health Solutions	72.2*	n=4	C*	C*	C*	D*	C-*	⛉
Evolent Health	86.4*	n=5	B+*	B*	B*	B*	B*	⛉
Lumeris	73.4*	n=5	C*	C+*	B-*	B*	D-*	⛉

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional Definitions can be found on page iii.

Other notable performances in Value-Based Care Managed Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			**Exceeds expectations?**	**Would you buy again?**		
Health Catalyst	n=5	100%	None	Arcadia	n=9	100%

Recent Insights

Value-Based Care Reimbursement 2022

Organizations Anticipate Increased Revenue from VBC

Key Findings:

1. Provider Organizations Are Consolidating Their VBC Vendors
2. Epic, Arcadia, and Innovaccer Seen as Most Able to Assist Organizations with Future VBC Needs

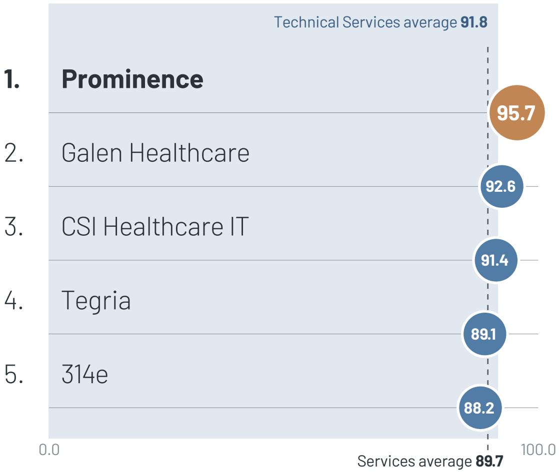
Technical Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
					Loyalty	Operations	Relationship	Services	Value	
1.	**Prominence**	95.7	-1%	n=16	A+	A	A+	A	A	○
2.	Galen Healthcare	92.6	-4%	n=17	A	A	A-	A	B+	●
3.	CSI Healthcare IT	91.4	N/A	n=12	A-	A	A-	B	A-	●
4.	Tegria	89.1	+1%	n=32	A-	B+	A-	B+	B+	○
5.	314e	88.2	-8%	n=10	B+	B	B+	B+	B+	○

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Apex Systems	91.7*	n=11	A-*	A*	A-*	B+*	A-*	○
IQVIA	92.9*	n=7	A*	B+*	A-*	B+*	A*	○
Nordic	89.6*	n=7	A*	B+*	A*	B+*	B*	●
Pivot Point Consulting, a Vaco Company	95.3*	n=9	A+*	A-*	A*	A*	A*	○
S&P Consultants, a Nordic Global Company	96.8*	n=7	A+*	–	A*	A*	A*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

Other notable performances in Technical Services Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

314e	n=9	100%
Prominence	n=14	100%

Exceeds expectations?

None

Would you buy again?

Galen Healthcare	n=17	100%
Prominence	n=16	100%

Empower Insights

Inspiring excellence through data-driven insights

Empower Insights

Have complex questions not answered by KLAS' traditional data? Through Empower Insights, KLAS aims to empower every vendor, services firm, and investor with the insights and support they need to execute their strategy with excellence. Together, we can revolutionize healthcare delivery for both customers and patients.

Empower Insights offerings

All Empower Insights engagements are tailored to your unique needs.

Executive strategy workshop
These sessions leverage a combination of tried-and-true frameworks along with KLAS data to enable providers and vendors to identify and focus on the most important issues, gain clarity on direction, develop action plans, and allocate resources to achieve results.

Focus group
Discussion with healthcare organization participants to assess market needs, road map alignment, etc.

Due diligence & market sizing
Exploration of target's strengths, weaknesses, market energy, loyalty, NPS, etc. Insights into market share, market penetration, and total addressable market.

Tailored research
Custom surveys built to answer your specific questions.

Specialty analysis
Answers to your organization's specific questions from KLAS' existing data.

Market landscape
Examination of competitors, market dynamics, buying trends, and growth.

Customer summit
Sponsored conference to help clients overcome key challenges and align strategy.

Are you ready to revolutionize your strategy and delivery?

Contact us at:
empowerinsights@klasresearch.com

Imaging Systems

Oncology: Medical

Segment definitions can be found on page 222.

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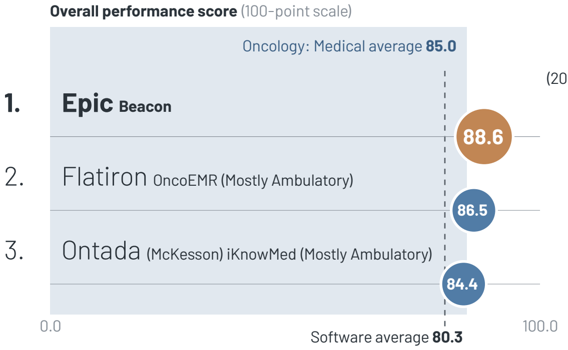
SOFTWARE & SERVICES
2023

Epic

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
1. **Epic** Beacon	-1%	n=37	**A-**	**A**	B	B+	B+	B+	🛡
2. Flatiron OncoEMR (Mostly Ambulatory)	+8%	n=24	B	**A-**	B+	B	B	B+	🛡
3. Ontada (McKesson) iKnowMed (Mostly Ambulatory)	+1%	n=15	B-	B+	B	B	B+	**A-**	🛡

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
Elekta MOSAIQ	81.1*	n=11	B*	B*	B*	B-*	B*	B-*	🛡
Oracle Health (Cerner) PowerChart Oncology	79.8*	n=13	C+*	B+*	C+*	B-*	B-*	C*	🛡
Varian (A Siemens Healthineers Company) ARIA	77.6*	n=9	B*	C*	C+*	C+*	B*	C+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional Definitions can be found on page iii.

Other notable performances in Oncology: Medical Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Ontada (McKesson) iKnowMed (Mostly Ambulatory)	n=12	**100%**

Keeps all promises?

None

Part of long-term plans?

Epic Beacon	n=37	**100%**
Flatiron OncoEMR (Mostly Ambulatory)	n=21	**96%**

Would you buy again?

Epic Beacon	n=37	**100%**

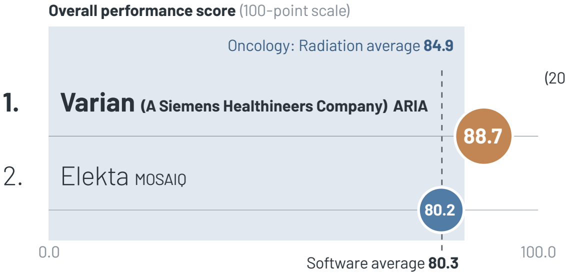
Oncology: Radiation

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Customer experience pillars						
Trend (2022–2023)	**Total evaluations**	Culture	Loyalty	Operations	Product	Relationship	Value	**Censinet assessment**
+4%	n=27	**A-**	**A**	**A-**	B+	**A-**	B-	🛡
0%	n=21	B	B	B-	C+	B	C+	🛡

Other notable performances in Oncology: Radiation

Solutions for which at least 95% of respondents answered yes.

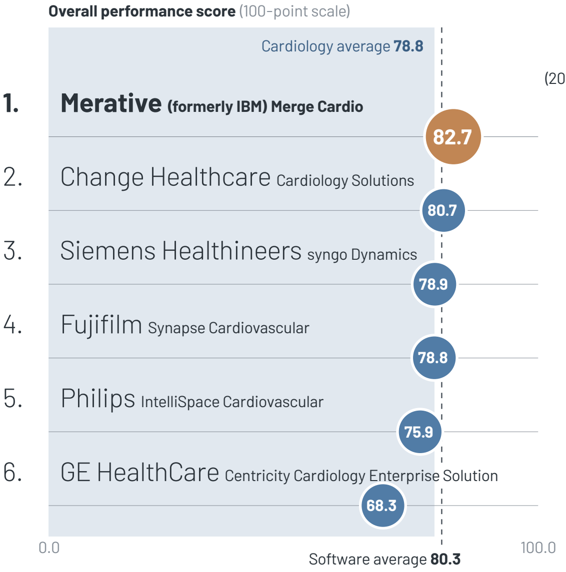
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Varian (A Siemens Healthineers Company) ARIA n=26 **96%**	Varian (A Siemens Healthineers Company) ARIA n=27 **100%**

Cardiology

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Merative (formerly IBM) Merge Cardio**	82.7	+5%	n=29	B	B	B+	B	**A-**	C+	●
2.	Change Healthcare Cardiology Solutions	80.7	+4%	n=35	B	B+	B-	B	B	C-	●
3.	Siemens Healthineers syngo Dynamics	78.9	-1%	n=20	C+	B	B-	B-	C+	B-	○
4.	Fujifilm Synapse Cardiovascular	78.8	-6%	n=23	C+	B-	B-	B-	C+	B	○
5.	Philips IntelliSpace Cardiovascular	75.9	+3%	n=29	C	B-	C+	C+	C+	C	○
6.	GE HealthCare Centricity Cardiology Enterprise Solution	68.3	+4%	n=17	F	C-	C	C	C	D	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic Cupid [C]	83.0	n=27	B-	A-	B-	B	B	C+	○
INFINITT Cardiology Suite	86.7*	n=16	B+*	A-*	B-*	B+*	A-*	A-*	○
Intelerad Apollo Advance (Lumedx)	57.8*	n=10	F*	F*	D*	D*	F*	F*	○
Intelerad DigiView (Digisonics)	71.1*	n=7	C+*	D*	C+*	C-*	B-*	C*	○
Philips Xcelera [NP]	82.3*	n=7	A-*	B*	C+*	B*	B-*	C+*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

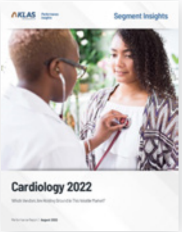
Other notable performances in Cardiology

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	None	None	Change Healthcare Cardiology Solutions n=29 **97%**

Cardiology Continued

Recent Insights



Cardiology 2022

Which Vendors Are Holding Ground in This Volatile Market?

Key Findings:

1. INFINITT Satisfies Smaller Organizations with Strong Implementations and Support; Fujifilm Improves Significantly through Innovation and Relationships
2. Change Healthcare and Merative (Formerly IBM) Remain Market Leaders in Structured Reporting Adoption
3. Satisfaction with GE HealthCare Continues to Drop Due to Diminishing Relationships and Development; Philips Customers in Limbo amid Web Transition
4. Epic Rolls Out New Echo Reports as Cupid Customers Continue to Report Unexpectedly High Costs and Build Times
5. Lack of Cardiology Knowledge from Intelerad (Limited Data) Creates Post-Acquisition Support Difficulties; Siemens Healthineers Performs Consistently with Little Forward Momentum
6. Hemodynamics Market: Merative (Formerly IBM) Continues to Lead; Change Healthcare, Philips Improve

IMAGING SYSTEMS | IMAGING SOFTWARE

Cardiology Hemodynamics

Segment definitions can be found on page 222.

BEST IN KLAS®
SOFTWARE
& SERVICES
2023

merative

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Cardiology Hemodynamics average **81.5**

		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Merative (formerly IBM) Merge Hemo**	**85.7**	+3%	n=30	B	**A-**	B	B+	**A-**	C+	●
2.	Change Healthcare Cardiology Hemo	81.2	+11%	n=32	B-	B+	B-	B	B	C	●
3.	Philips Xper Information Management	80.8	+5%	n=22	B	B	B-	B-	B-	B-	○
4.	GE HealthCare Mac-Lab	77.3	-8%	n=26	C+	B-	B-	B-	C	C	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

0.0 — 100.0

Software average **80.3**

Other notable performances in Cardiology Hemodynamics

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	None	Change Healthcare Cardiology Hemo n=28 **97%** Merative (formerly IBM) Merge Hemo n=28 **97%**	None

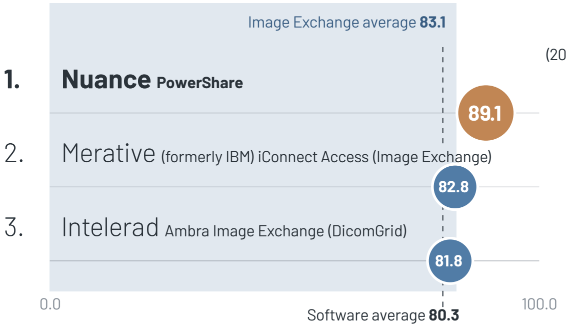
Image Exchange

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Nuance** **PowerShare**	89.1	-1%	n=68	**A-**	**A**	B+	**A-**	B	**A-**	🛡
2.	Merative (formerly IBM) iConnect Access (Image Exchange)	82.8	+9%	n=17	B	B	B	B	B	B	🛡
3.	Intelerad Ambra Image Exchange (DicomGrid)	81.8	-11%	n=26	C	B+	B	B	C-	B+	🛡

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Intelerad lifeIMAGE [NP]	63.5	n=21	D-	F	C-	D+	F	C	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Image Exchange

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	None	Intelerad Ambra Image Exchange (DicomGrid) n=25 **100%** Nuance PowerShare n=64 **97%**	None

PACS: Large (>300K Studies)

Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

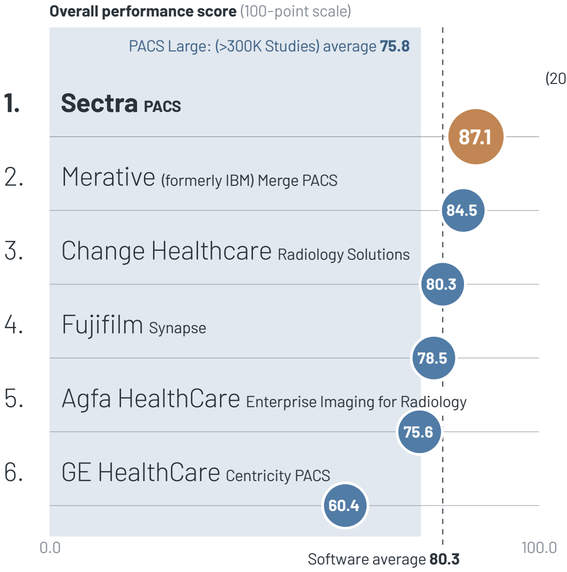
SECTRA

Knowledge and passion

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
					Customer experience pillars						
1.	**Sectra** PACS	87.1	-2%	n=34	B+	A	B+	B+	B	B	●
2.	Merative (formerly IBM) Merge PACS	84.5	+3%	n=25	B	A-	B+	B	B+	B-	●
3.	Change Healthcare Radiology Solutions	80.3	0%	n=21	B+	B-	B	B	B-	C-	●
4.	Fujifilm Synapse	78.5	-7%	n=28	C-	B-	B-	B-	B	B	○
5.	Agfa HealthCare Enterprise Imaging for Radiology	75.6	N/A	n=20	C+	C	C+	C+	B	C	●
6.	GE HealthCare Centricity PACS	60.4	+3%	n=25	D-	F	D	D	C	D-	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
Agfa HealthCare IMPAX [NP]	65.8*	n=7	C+*	F*	C-*	C*	C-*	D+*	○
INFINITT PACS	87.9*	n=8	B*	A*	B-*	A*	B*	A+*	○
Intelerad IntelePACS	64.0*	n=16	D+*	D*	C*	D*	D*	F*	○
Philips Image Management Vue PACS (Carestream)	78.8*	n=18	C+*	C+*	B-*	B-*	B-*	B-*	○
Philips IntelliSpace PACS [NP]	60.5	n=24	F	F	C-	D	D+	D+	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in PACS Large: (>300K Studies)

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	Change Healthcare Radiology Solutions n=20 **95%**	Sectra PACS n=33 **100%**	Merative (formerly IBM) Merge PACS n=23 **96%**

PACS: Small (≤300K Studies)

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

PACS: Small (≤300K Studies) average **79.3**

		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Sectra** PACS	89.6	-4%	n=27	B+	**A**	**A**	**A**	B	B-	●
2.	Fujifilm Synapse	83.8	+2%	n=28	B-	B+	B	B	B	B	○
3.	Philips Image Management Vue PACS (Carestream)	83.0	-5%	n=26	B	B	B	B	B	B	○
4.	Change Healthcare Radiology Solutions	81.7	0%	n=35	B	B	B	B	C+	B-	●
5.	INFINITT PACS	79.4	-7%	n=18	C+	B	C+	B	C	B-	○
6.	Merative (formerly IBM) Merge PACS	78.5	0%	n=28	C+	B-	B-	B	C+	C+	●
7.	Konica Minolta Exa PACS	77.5	N/A	n=15	D+	B	B-	B-	C-	B	○
8.	Intelerad IntelePACS	73.7	-1%	n=21	C	C+	C+	C+	C-	D+	○
9.	GE HealthCare Centricity PACS	67.9	-4%	n=27	C-	D	C	C	C-	D	○

0.0 Software average **80.3** 100.0

PACS: Small (≤300K Studies) Continued

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Agfa HealthCare Enterprise Imaging for Radiology	80.1*	n=14	B-*	B+*	B-*	B-*	B*	C*	●
Novarad NovaPACS	73.6*	n=9	C+*	C-*	C*	C+*	C*	C+*	○
PaxeraHealth PaxeraUltima [NE]	90.5*	n=6	B+*	A-*	A*	A*	B+*	A+*	○
Philips IntelliSpace PACS [NP]	75.0	n=17	C-	C	B	C	C	B-	○

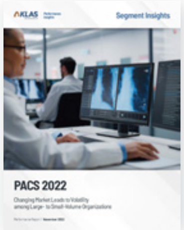
*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional [NE] Not eligible Definitions can be found on page iii.

Other notable performances in PACS: Small (≤300K Studies)

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	None	None	Sectra PACS n=25 **96%**

Recent Insights—PACS



PACS 2022

Changing Market Leads to Volatility among Large- to Small-Volume Organizations

Key Findings:

1. Sectra Maintains Leading Customer Satisfaction across Small & Large Volumes; Early Indicators of Culture Shift
2. Signs of Improvement from Fujifilm & Merative (Formerly IBM) Due to Increased Engagement
3. For Philips Vue PACS & INFINITT, Satisfaction Gap Widens between Small and Large Customers
4. Support Dips for Intelerad Customers amid Acquisitions; Change Healthcare Customers Unsure of Vendor's Future
5. GE HealthCare Being Replaced Due to Disengaged Relationships; Philips' IntelliSpace PACS Customers on the Fence about Vue PACS
6. Agfa HealthCare Rectifying Bumpy Rollout of Enterprise Imaging for Radiology; Many Large IMPAX Customers Still Hesitant to Move

Universal Viewer (Imaging)

Segment definitions can be found on page 222.

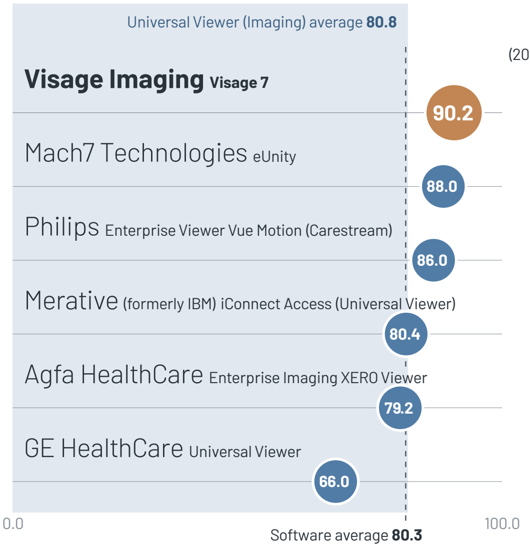
BEST IN KLAS® SOFTWARE & SERVICES 2023

VISAGE IMAGING®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
					Customer experience pillars						
1.	**Visage Imaging** **Visage 7**	90.2	N/A	n=22	B	**A**	**A**	**A-**	B+	**A-**	○
2.	Mach7 Technologies eUnity	88.0	+3%	n=24	B	**A**	B+	**A-**	B	**A-**	○
3.	Philips Enterprise Viewer Vue Motion (Carestream)	86.0	0%	n=21	B+	B+	B+	B+	B	B	○
4.	Merative (formerly IBM) iConnect Access (Universal Viewer)	80.4	-6%	n=29	C+	B-	B	B	B	B-	●
5.	Agfa HealthCare Enterprise Imaging XERO Viewer	79.2	-5%	n=22	C+	B	B-	B	B-	C	●
6.	GE HealthCare Universal Viewer	66.0	-9%	n=33	D	D-	C-	C	C	D	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
			Customer experience pillars						
Fujifilm Synapse Mobility [NR]	88.6*	n=13	B+*	A-*	B+*	A-*	A*	B+*	○
Hyland NilRead	79.7*	n=15	B-*	B*	B-*	B*	C+*	C*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Universal Viewer (Imaging)

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	None	Visage Imaging Visage 7 n=21 **96%**	Visage Imaging Visage 7 n=20 **100%**
		Philips Enterprise Viewer Vue Motion (Carestream) n=20 **95%**	Mach7 Technologies eUnity n=21 **96%**

Vendor Neutral Archive (VNA)

Segment definitions can be found on page 222.

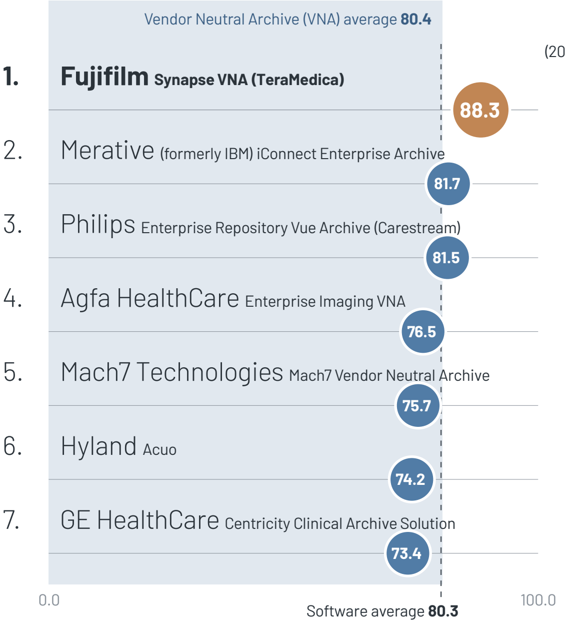
BEST IN KLAS®
SOFTWARE & SERVICES
2023

FUJIFILM

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Fujifilm** **Synapse VNA (TeraMedica)**	88.3	+2%	n=28	B	**A-**	B	B+	**A-**	**A**	○
2.	Merative (formerly IBM) iConnect Enterprise Archive	81.7	-4%	n=31	B-	B	B	B	B	B-	●
3.	Philips Enterprise Repository Vue Archive (Carestream)	81.5	N/A	n=23	B-	B	B	B	B-	B	○
4.	Agfa HealthCare Enterprise Imaging VNA	76.5	+2%	n=18	C	B-	B-	B-	B-	D+	●
5.	Mach7 Technologies Mach7 Vendor Neutral Archive	75.7	-6%	n=17	C	C	C	B-	C	B-	○
6.	Hyland Acuo	74.2	-1%	n=27	C-	C	C	B-	C+	C	○
7.	GE HealthCare Centricity Clinical Archive Solution	73.4	-1%	n=17	D+	C-	B-	B-	C	C	○

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Change Healthcare Image Repository [NR]	90.2*	n=7*	A-*	A*	B+*	B+*	A-*	A-*	○
InsiteOne Unified Clinical Archive	74.9*	n=6*	C*	C*	B*	C*	B+*	C*	●
Sectra VNA	94.5*	n=14*	A+*	A+*	A*	A*	A+*	A*	●

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

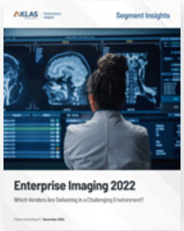
Definitions can be found on page iii.

Other notable performances in Vendor Neutral Archive (VNA)

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?
Fujifilm Synapse VNA (TeraMedica) n=25 **100%**	None	Fujifilm Synapse VNA (TeraMedica) n=26 **96%**	None

Recent Insights—Imaging Software



Enterprise Imaging 2022

Which Vendors Are Delivering in a Challenging Environment?

Key Findings:

1. Agfa HealthCare & Merative (Formerly IBM) Have Improved Relationships; Ongoing Challenges Remain
2. Fujifilm Maintains Strong Satisfaction while Performance Drops for Most VNA Solutions
3. Fujifilm Continues to Lead in Satisfaction; Change Healthcare & Sectra (Limited Data) Deliver Strong Relationships to Smaller Customer Bases
4. GE HealthCare's Delivery Varies Widely by Customer Size; Support and Delivery Challenges Drive Score Drops for Hyland & Mach7
5. Visage Imaging Gains Energy with Strong Diagnostic Viewer; Mach7 Technologies Delivers for Referential Viewing
6. Unkept Promises Lead to Dissatisfaction with GE HealthCare; Merative & Agfa HealthCare Provide Functional UVs with Inconsistent Delivery

Enterprise Imaging Guidebook 2022

A Comprehensive Guide to Developing an Enterprise Imaging Strategy

Key Findings:

1. What Is Enterprise Imaging?
2. Building Strong Technology Partnerships: Advice for the RFP Process
3. Post-Purchase: Creating a Strong Foundation & Bringing Your Strategy to Life
4. Beyond Technology Solutions, What Contributes to Success in Enterprise Imaging?
5. Functionality Appendix

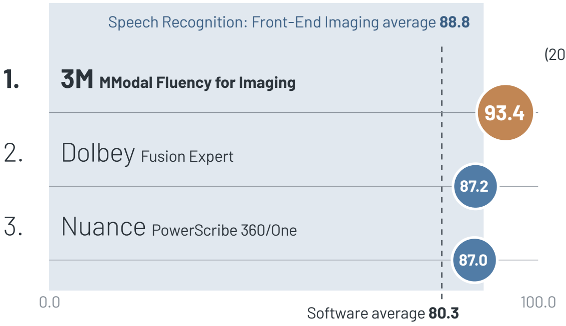
Speech Recognition: Front-End Imaging

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**3M MModal Fluency for Imaging**	93.4	+5%	n=26	A	A+	A	A	A	A	🛡
2.	Dolbey Fusion Expert	87.2	-2%	n=21	A	B	A-	A-	A-	B+	🛡
3.	Nuance PowerScribe 360/One	87.0	0%	n=54	B+	A	B+	A-	B-	B	🛡

☆ Other notable performances in Speech Recognition: Front-End Imaging

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

3M MModal Fluency for Imaging	n=25	**96%**

Keeps all promises?

Dolbey Fusion Expert	n=20	**100%**
3M MModal Fluency for Imaging	n=25	**96%**

Part of long-term plans?

3M MModal Fluency for Imaging	n=24	**96%**

Would you buy again?

Nuance PowerScribe 360/One	n=52	**98%**
3M MModal Fluency for Imaging	n=24	**96%**

K2 Collaborative (A Payer/Provider Initiative)

K2 Collaborative

Process inefficiencies between payer and provider organizations take a huge financial and administrative toll on the healthcare industry.

How can points of friction between payers and providers be reduced?

Points of Light

The KLAS "Points of Light" report and awards highlight provider, payer, and vendor collaborations created to reduce waste and improve 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.

Improvements being achieved through collaboration and innovation include:

- Automation of prior authorization process via vendor interoperability
- Technology-enabled clinical data exchange that facilitates payer and provider access to patient data
- Reduction in credentialing turnaround time
- Reduction in denials
- Consolidation of hospital bill and payer EOB
- Automation of chart-retrieval process

Access the **2022 Points of Light report here**

Join us in reducing payer/provider friction and improving the patient experience. Submit your success stories!

Send the following to **K2@KLASResarch.com**:

- A brief project overview and description
- Contact information (name, title, email, and phone #) for the involved parties

2023 KLAS K2 Summit

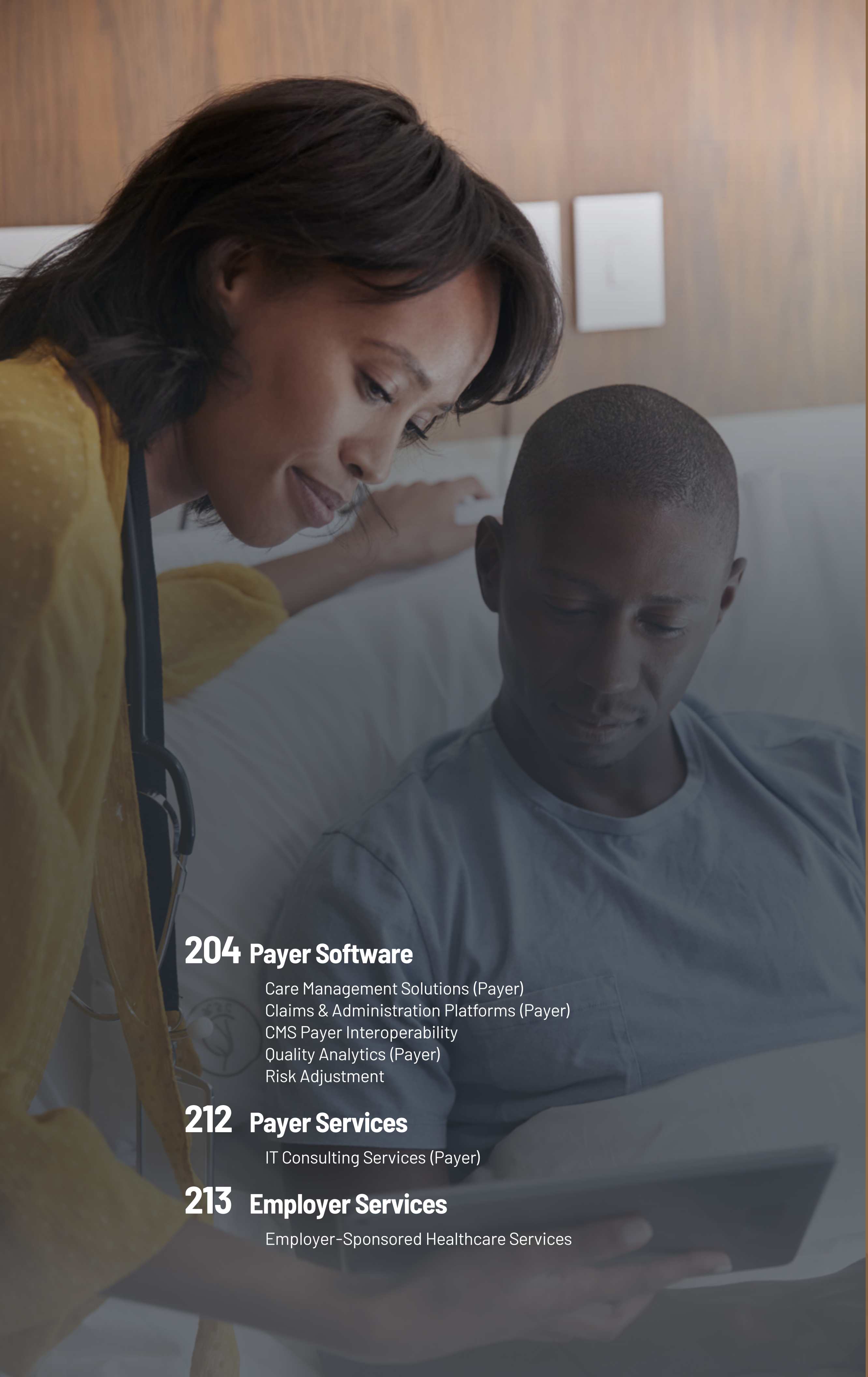
The 2023 KLAS K2 Summit invites passionate payers, providers, and vendors to collaborate on solutions that eliminate unnecessary churn between payers and providers. At the heart of this summit is a desire for payer and provider success.

> ***"It was great seeing examples [at the K2 2022 summit] of how the various organizations are working together currently—lots to borrow from in our own market. . . . It was very inspiring seeing how the various organizations are leveraging technology to achieve transparency and efficiency gains."***
> —Director of revenue cycle

What Does "K2" Stand For?

The "K" in K2 represents KLAS, and the "2" represents our payer and provider partners—it is a play on K2, the world's second-highest mountain and one of its most treacherous to summit. Like scaling the mountain, reducing friction between payers and providers requires courage, commitment, and collaboration, but KLAS believes that together, we can reach our goal.

Payer Solutions



Care Management Solutions (Payer)

Segment definitions can be found on page 222.

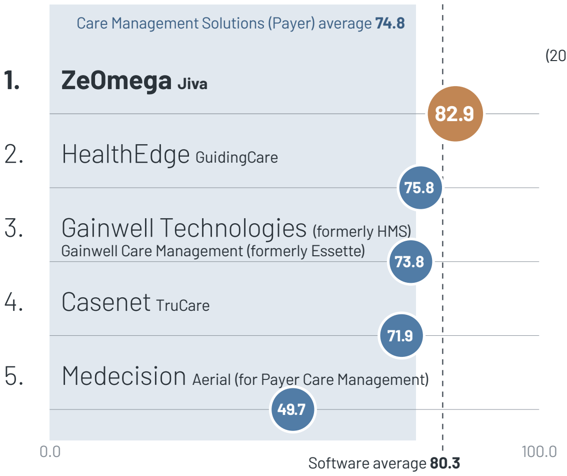
BEST IN KLAS®
SOFTWARE & SERVICES
2023

zeomega®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**ZeOmega Jiva**	82.9	0%	n=18	B-	**A-**	B-	B	B+	C+	○
2.	HealthEdge GuidingCare	75.8	N/A	n=18	D+	B	C-	C+	B-	C	○
3.	Gainwell Technologies (formerly HMS) Gainwell Care Management (formerly Essette)	73.8	N/A	n=7	C	C+	B-	D+	C	C+	○
4.	Casenet TruCare	71.9	-11%	n=17	D	C	C+	C-	B-	C	●
5.	Medecision Aerial (for Payer Care Management)	49.7	N/A	n=7	F	F	D+	F	F	D-	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Cognizant CareAdvance Enterprise (TriZetto)	62.5*	n=7	D*	F*	C-*	D*	C+*	D*	○
EXL Healthcare Care Management Solutions	75.6*	n=7	B-*	C-*	B-*	C*	B+*	C+*	○
InfoMC Incedo Care Management [NR]	78.6	n=7	B-	C	C	C	A-	B+	○
MHK (formerly MedHOK) MHK CareProminence (formerly MedHOK Care Management)	88.1*	n=5	C+*	A+*	A-*	B*	B+*	A+*	○
VirtualHealth HELIOS	59.8*	n=3	F*	C*	D-*	F*	D*	C*	○

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Care Management Solutions (Payer)

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	None	ZeOmega Jiva n=18 **100%**	ZeOmega Jiva n=15 **100%**

Claims & Administration Platforms (Payer)

Segment definitions can be found on page 222.

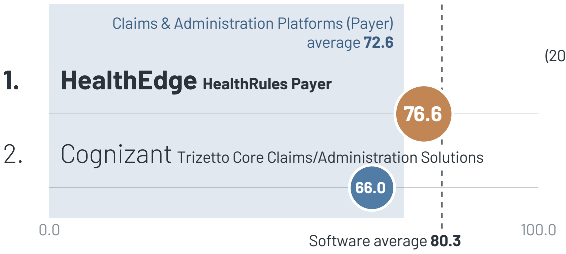
BEST IN KLAS®
SOFTWARE & SERVICES
2023

HEALTHEDGE
BECOME A DIGITAL PAYER

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**HealthEdge** HealthRules Payer	76.6	-2%	n=20	D+	B	C+	C+	C+	C-	🛡
2.	Cognizant Trizetto Core Claims/Administration Solutions	66.0	-7%	n=26	D	D+	C-	C-	D+	F	🛡

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Advantasure Core Administration Solutions [C]	75.2*	n=6	C*	C+*	C+*	C+*	C+*	C-*	🛡
athenahealth athenaIDX Financial Risk Manager [C]	76.2*	n=4	B*	C+*	B-*	C*	C*	C-*	🛡
Epic Tapestry [C]	81.3	n=22	B-	B	B	B-	B	B-	🛡
SS&C Health DST Health Solutions Core Claims/Administration Solutions	63.0*	n=7	F*	D-*	D*	D+*	C*	D+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Claims & Administration Platforms (Payer)

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	None	HealthEdge HealthRules Payer n=20 **100%**	None

Recent Insights

[Payer Claims & Administration Platforms](#)

2022 Vendor Guide

Key Findings:

1. Claims & Administration Platforms: Segment Overview
2. Overview of Payer Claims & Administration Vendors

CMS Payer Interoperability

Segment definitions can be found on page 222.

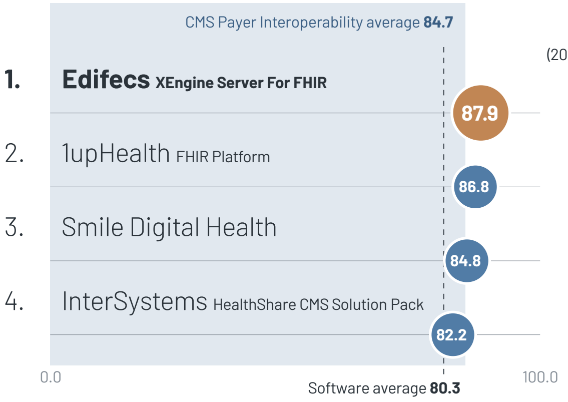
BEST IN KLAS®
SOFTWARE & SERVICES
2023

edifecs

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



			Customer experience pillars						
	Trend (2022–2023)	**Total evaluations**	Culture	Loyalty	Operations	Product	Relationship	Value	**Censinet assessment**
1. Edifecs XEngine Server For FHIR	N/A	n=9	**A–**	**A–**	B	**A–**	B	**A–**	🛡
2. 1upHealth FHIR Platform	N/A	n=14	B–	**A**	B	B+	B+	**A**	🛡
3. Smile Digital Health	N/A	n=12	B	**A–**	C+	B+	B	B	🛡
4. InterSystems HealthShare CMS Solution Pack	N/A	n=6	C+	B	C	B	B+	**A–**	🛡

☆ Other notable performances in CMS Payer Interoperability

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?**
1upHealth FHIR Platform n=13 **100%**	None	Smile Digital Health n=12 **100%**	1upHealth FHIR Platform n=14 **100%**
Edifecs XEngine Server For FHIR n=8 **100%**			
InterSystems HealthShare CMS Solution Pack n=6 **100%**			

CMS Payer Interoperability Continued

Recent Insights

CMS Payer Interoperability

2022 Vendor Guide

Key Findings:

1. Overview of CMS Payer Interoperability Vendors

CMS Payer Interoperability 2022

An Early Look at Purchase Decisions and Vendor Performance in a New Market

Key Findings:

1. 1upHealth, Edifecs, and Smile CDR See Strong Early Traction
2. Cognizant and Change Healthcare Already Up for Replacement
3. Provider-Sponsored Health Plans Often See InterSystems & Epic as Viable Choices
4. Early Performance Insights: 1upHealth Customers Highlight CMS Expertise & Smile CDR Customers Satisfied with Technology; Respondents across All Vendors Experience Bumpy Implementations

Quality Analytics (Payer)

Segment definitions can be found on page 222.

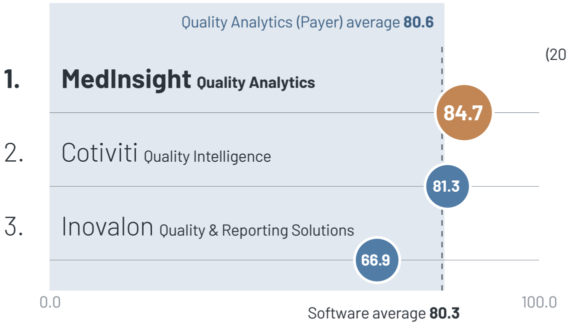
BEST IN KLAS® SOFTWARE & SERVICES 2023

Milliman MedInsight®

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



				Customer experience pillars						
	Overall performance score	Trend (2022–2023)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. MedInsight Quality Analytics	84.7	-1%	n=22	B	B+	B	B-	**A**	B+	🛡
2. Cotiviti Quality Intelligence	81.3	+8%	n=32	B-	B	B	B-	B	B-	🛡
3. Inovalon Quality & Reporting Solutions	66.9	0%	n=7	D+	C-	C+	D+	D+	F	🛡

Solutions not ranked

	Overall performance score (100-point scale)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Change Healthcare Quality Performance Advisor	77.4*	n=4	B-*	B-*	B*	C+*	C*	C+*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Risk Adjustment

Segment definitions can be found on page 222.

BEST IN KLAS® SOFTWARE & SERVICES 2023

Vatica Health™

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)

Risk Adjustment average **82.9**

		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Vatica Health** **Risk Adjustment and Quality of Care Solution**	92.5	N/A	n=13	**A**	**A+**	B+	**A–**	**A+**	**A**	○
2.	EXL Clarity	88.2	-5%	n=13	**A**	B	**A–**	B	**A**	**A–**	●
3.	Apixio HCC Identifier	86.8	-5%	n=20	**A–**	B	**A–**	B	**A**	**A–**	○
4.	Pareto Intelligence Risk Solutions	86.7	-4%	n=14	B+	**A–**	B	B	**A–**	**A**	○
T5.	Advantmed ELEVATE Risk Adjustment Insights	85.2	N/A	n=6	B+	**A**	C	B	B+	**A–**	○
T5.	Talix Risk Adjustment and Analytics Solutions	85.2	N/A	n=11	B–	**A–**	B+	B	B+	B+	○
7.	Episource Risk Adjustment and Analytics	84.8	-3%	n=27	B	**A–**	B	B	B+	B+	○
8.	Veradigm Illumin8 Risk Analytics	84.7	N/A	n=9	B	B	B+	B	**A–**	B+	○
9.	MedInsight Risk Analytics	84.5	-6%	n=25	B+	B+	B	B	B+	B	○
10.	Arcadia Risk Navigator Plus	79.3	N/A	n=8	C+	B	C	C+	B	B	●
11.	Ciox Health Risk Adjustment Solution	78.0	-5%	n=21	B–	B–	C+	C+	B–	C	●
12.	Change Healthcare Risk View (Risk Analytics)	77.9	-1%	n=14	B–	C+	B	C	B	B–	○
13.	Health Fidelity Lumanent	74.5	N/A	n=19	D	C	B–	C	C+	B	○
14.	Cotiviti Risk Adjustment Solutions	68.6	N/A	n=6	D	C–	C	D–	C	B–	○
15.	Inovalon ONE Platform Risk	50.3	-16%	n=19	F	F	F	F	F	F	○

0.0 Software average **80.3** 100.0

Risk Adjustment Continued

Solutions not ranked Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
Advantasure Risk Solutions	84.1*	n=4	C+*	A*	B*	B*	A*	C*	🛡
Optum Risk Adjustment Solutions	59.7*	n=5	D+*	F*	D-*	F*	C*	D*	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in Risk Adjustment Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Arcadia Risk Navigator Plus	n=7	100%
Pareto Intelligence Risk Solutions	n=14	100%
Talix Risk Adjustment and Analytics Solutions	n=10	100%
Vatica Health Risk Adjustment and Quality of Care Solution	n=12	100%

Keeps all promises?

EXL Clarity	n=13	100%
Vatica Health Risk Adjustment and Quality of Care Solution	n=13	100%

Part of long-term plans?

Advantmed ELEVATE Risk Adjustment Insights	n=6	100%
Arcadia Risk Navigator Plus	n=7	100%
Talix Risk Adjustment and Analytics Solutions	n=10	100%
Vatica Health Risk Adjustment and Quality of Care Solution	n=13	100%

Would you buy again?

Advantmed ELEVATE Risk Adjustment Insights	n=6	100%
Pareto Intelligence Risk Solutions	n=13	100%
Vatica Health Risk Adjustment and Quality of Care Solution	n=13	100%

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.

■ 10+ validations
▨ 6–9 validations
□ 3–5 validations

● High performer in area
Overall score of >87.0 and fully rated

Vendors ordered alphabetically	Analytics	Chart retrieval	Chart review/ coding services	Health assessments (retrospective, in-home & telehealth)	Submissions† (RAPS, EDPS, APCD, Medicaid)
Advantasure Risk Solutions		□	□		
Advantmed ELEVATE Risk Adjustment Insights		□	□		
Apixio HCC Identifier	▨ ●	□	■		
Arcadia Risk Navigator Plus	▨	□	□		
Change Healthcare Risk View (Risk Analytics)	▨	□	▨	□	▨
Ciox Health Risk Adjustment Solution	□	▨	■		
Cotiviti Risk Adjustment Solutions	□	□	□		□
Episource Risk Adjustment and Analytics	▨ ●	■ ●	■ ●	□	▨
EXL Clarity	■ ●	□	▨		
Health Fidelity Lumanent	▨	□	■	□	□
Inovalon ONE Platform Risk	▨	■	■	▨	▨
MedInsight Risk Analytics	■		□		□
Optum Risk Adjustment Solutions	□				
Pareto Intelligence Risk Solutions	■		□		□
Talix Risk Adjustment and Analytics Solutions			▨		
Vatica Health Risk Adjustment and Quality of Care Solution	□	□	▨ ●	▨ ●	▨
Veradigm Illumin8 Risk Analytics	▨	□	□		▨

† No high performers noted as not enough vendors in this area offer full functionality and are fully rated.

IT Consulting Services (Payer)

Segment definitions can be found on page 222.

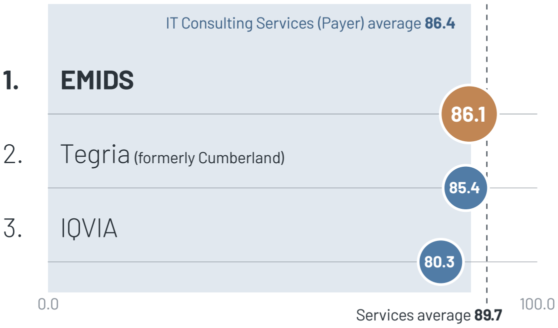
BEST IN KLAS® SOFTWARE & SERVICES 2023

EMIDS

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
					Loyalty	Operations	Relationship	Services	Value	
1.	**EMIDS**	86.1	-5%	n=8	**A**	B-	**A-**	B	B-	●
2.	Tegria (formerly Cumberland)	85.4	-3%	n=14	B+	B	B	B	B	○
3.	IQVIA	80.3	N/A	n=6	B-	C	B	C+	C	○

Solutions not ranked

Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars					Censinet assessment
			Loyalty	Operations	Relationship	Services	Value	
Change Healthcare	97.0*	n=5	A+*	A*	A*	A*	A+*	○
NTT DATA	91.4*	n=3	A*	B+*	A-*	B*	A*	○

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

Other notable performances in IT Consulting Services (Payer)

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?		
Tegria (formerly Cumberland)	n=11	**100%**	None	EMIDS	n=7	**100%**

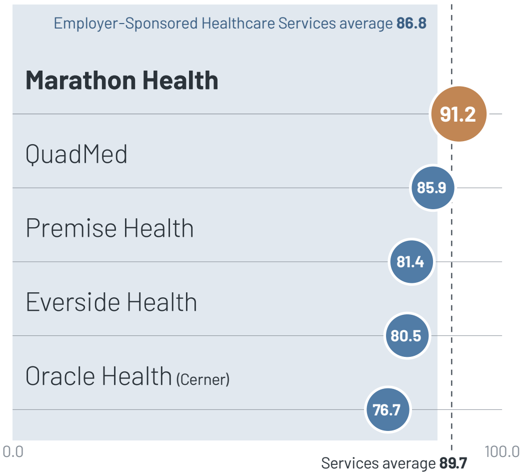
Employer-Sponsored Healthcare Services

Segment definitions can be found on page 222.

Solution Comparison

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



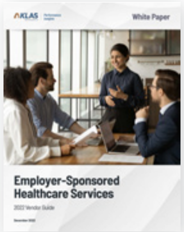
	Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
				Loyalty	Operations	Relationship	Services	Value	
1. Marathon Health	91.2	+2%	n=52	**A**	B+	**A-**	B+	B+	⛉
2. QuadMed	85.9	+2%	n=8	**A**	**A-**	B	B+	C	⛉
3. Premise Health	81.4	-5%	n=19	B+	B	B	B	C-	⛉
4. Everside Health	80.5	-14%	n=10	B-	B	B-	B-	C+	⛉
5. Oracle Health (Cerner)	76.7	-14%	n=12	C+	C+	B-	B-	D+	⛉

Other notable performances in Employer-Sponsored Healthcare Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?		
None	None	Marathon Health	n=59	**100%**
		QuadMed	n=8	**100%**

Recent Insights



Employer-Sponsored Healthcare Services

2022 Vendor Guide

Key Findings:

1. Employer-Sponsored Healthcare Services: Segment Overview
2. Overview of Employer-Sponsored Healthcare Services FIrms

Emerging Solutions

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**

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

Emerging & Additional KLAS-Validated Solutions

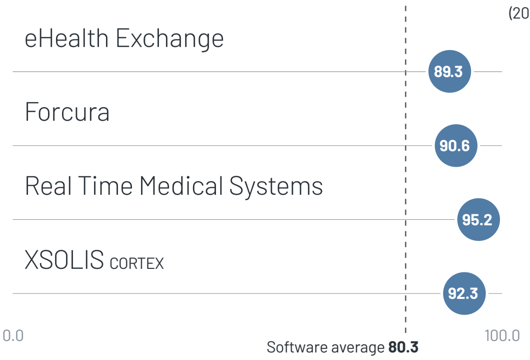
Emerging & Additional KLAS-Validated Solutions

Segment definitions can be found on page 222.

Software Performance Ordered alphabetically

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score	Trend (2022–2023)	Total evaluations	Customer experience pillars						Censinet assessment
				Culture	Loyalty	Operations	Product	Relationship	Value	
eHealth Exchange	89.3	N/A	n=42	A-	A	B+	B+	B	A	
Forcura	90.6	N/A	n=36	A-	A	A-	A-	A-	A-	
Real Time Medical Systems	95.2	+3%	n=15	A+	A+	A	A	A+	A+	
XSOLIS CORTEX	92.3	+2%	n=27	A	A	A-	A-	A	A	

Solutions with limited data or other designations Ordered alphabetically

	Overall performance score (100-point scale)	Total evaluations	Customer experience pillars						Censinet assessment
			Culture	Loyalty	Operations	Product	Relationship	Value	
AvaSure 360	97.7*	n=3	A+*	–	A+*	A+*	A*	A+*	
Bamboo Health PatientPing	96.3*	n=6	A+*	A+*	A-*	A+*	A+*	A+*	
CareRev	83.0*	n=11	B*	B*	B*	B-*	A*	B*	
CorroHealth Autonomous Coding (MedicalSavant)	86.6*	n=4	A-*	B*	B+*	B*	B+*	A*	
Force Therapeutics	92.1*	n=4	A*	A+*	A-	B+	A+*	A*	
Gozio	91.5*	n=10	A+*	A*	A*	B+*	A+*	A*	
GYANT	86.7*	n=7	A-*	A-*	B*	B*	A-*	B*	
Infectious Disease Connect ILUM Insight	93.5*	n=5	A+*	A*	A*	A*	A+*	A+*	
Intelerad InteleOne	71.9*	n=6	C-*	C+*	C*	C+*	D*	D+*	
MedeAnalytics Revenue Cycle Management	76.8*	n=8	C+*	C-*	C+*	B-*	B+*	B*	
Notable Health	89.5*	n=12	A-*	A-*	A-*	B+*	A+*	A*	
SeamlessMD	93.7*	n=9	A+*	A+*	A-*	A-*	A+*	A*	
Secure Exchange Solutions	94.3*	n=9	A*	A+*	A*	A*	A*	A*	
Socially Determined SocialScape	92.6*	n=8	A+*	A*	A-*	A-*	A+*	A*	
symplr Directory (formerly Phynd)	62.3*	n=9	F*	D*	D+*	D*	C-*	D*	
SyncTimes	95.7*	n=15	A*	A+*	A*	A*	A+	A+*	
TransformativeMed Cores	93.0*	n=18	A+*	A+*	A-*	B+*	A+*	A*	
Trulla	95.8*	n=4	A+*	A+*	A*	A*	A+*	A+*	
Uber Health	83.3*	n=3	C+*	A*	B*	C+*	C+*	B+*	
Updox Electronic Fax	80.0*	n=8	C*	B*	B*	B-*	C*	A-*	
uPerform	89.8*	n=11	A-*	A*	A-*	B*	A+*	A*	
WellSky Rehabilitation (IRF)	84.4*	n=6	B-*	A-*	B-*	B*	B*	B+*	

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

Emerging & Additional KLAS-Validated Solutions Continued

Other notable performances in Emerging & Additional KLAS-Validated Software

Solutions for which at least 95% of respondents answered **yes**.

Avoids charging for every little thing?

Real Time Medical Systems	n=9	**100%**
eHealth Exchange	n=37	**97%**
XSOLIS CORTEX	n=24	**96%**

Keeps all promises?

Real Time Medical Systems	n=15	**100%**
eHealth Exchange	n=36	**95%**

Part of long-term plans?

eHealth Exchange	n=40	**98%**
Forcura	n=34	**97%**

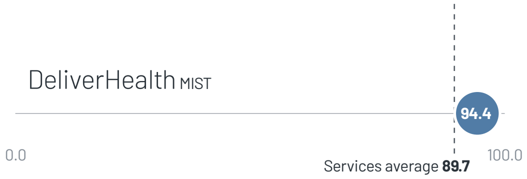
Would you buy again?

Forcura	n=36	**100%**
Real Time Medical Systems	n=15	**100%**
XSOLIS CORTEX	n=25	**100%**
eHealth Exchange	n=39	**98%**

Services Performance

Grading methodology can be found on page iii.
Information about the Censinet assessment can be found on page ii.

Overall performance score (100-point scale)



Trend (2022–2023)	Total evaluations	Customer experience pillars					Censinet assessment
		Loyalty	Operations	Relationship	Services	Value	
N/A	n=6	A	A-	A	A	A	🛡

Solutions with limited data or other designations

	Overall performance score (100-point scale)	Total evaluations	Loyalty	Operations	Relationship	Services	Value	Censinet assessment
Atlas Health	98.6*	n=4	A+*	A*	–	A*	–	🛡

*Limited data [C] Component [MS] Limited market share [NP] Not primary [NR] Newly rated [R] Regional – Insufficient data Definitions can be found on page iii.

Other notable performances in Emerging & Additional KLAS-Validated Services

Solutions for which 100% of respondents answered **yes**.

Avoids charging for every little thing?

DeliverHealth MIST	n=6	**100%**

Exceeds expectations?

None

Would you buy again?

DeliverHealth MIST	n=6	**100%**

Emerging & Additional KLAS-Validated Solutions Continued

Recent Insights

2022 KLAS Emerging Solutions Top 20

Emerging Solutions Spotlights 2022

1upHealth FHIR Platform

Aidéo Technologies Autonomous Coding

Biofourmis

CareRev

Carium

Clarify Health Atlas Platform

Codoxo Forensic AI Platform

CorroHealth Autonomous Coding

Datos

Finvi Artiva HCx

HealthTalk A.I.

HSi Wi-Fi & Cellular Infrastructure Services

Intelligent Locations INTRAX (Hardware & Software)

LeanTaaS iQueue for Infusion Centers

LeanTaaS iQueue for Operating Rooms

The MDClone ADAMS Platform

Moxe Digital ROI

Emerging Solutions Spotlights, continued

Notable

Optimize Health Remote Patient Monitoring

Phox Health

ScribeAmerica Speke

Sectra Digital Pathology

SocialClimb

SpendMend Trulla

Stellar Health Platform

SyncTimes

TransformativeMed Cores

First Looks 2022

Chi-Matic Revenue Cycle Services

Claro Healthcare Comprehensive CDI

Continuum Health IT HIT Staffing

Damo Consulting Digital Transformation Consulting

Forcura

Harris Affinity Decision Support Costing

Healthlink Advisors IT Planning & Assessment

Impact Advisors Digital Transformation

IQVIA Healthplug

First Looks continued on next page

Emerging & Additional KLAS-Validated Solutions Continued

Recent Insights Continued

First Looks, continued

JTG Consulting Group HIT Staffing

MD Revolution RevUp

Multiview

Neudesic, an IBM Company, Technical Services

PwC SMART

rater8

Rhinogram

SeamlessMD

STANLEY Healthcare Hugs Infant Protection (Software & Hardware)

Surescripts Interoperability Solutions (Vendor Customers)

Surescripts Medication History for Health Systems

Surfacide Helios UV-C System

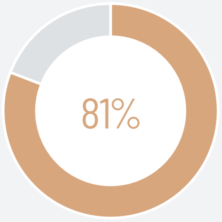
VoiceFriend

Landmark Insights

To stay on course, look for the landmarks

KLAS RESEARCH | Landmark Insights

How well—or poorly—an implementation goes can have significant and long-lasting impacts on user satisfaction. In 2022, 81% of Best in KLAS winners were also the highest rated in their market segment for quality of implementation. In market segments that require complex, enterprise-scale deployments, that number was 100%.



Percent of Best in KLAS Winners with Highest Quality of Implementation Rating in Their Category

(n=91 market segments)

Sadly, 49% of interviewed respondents grade their implementation a C or lower, indicating significant opportunity for improvement.

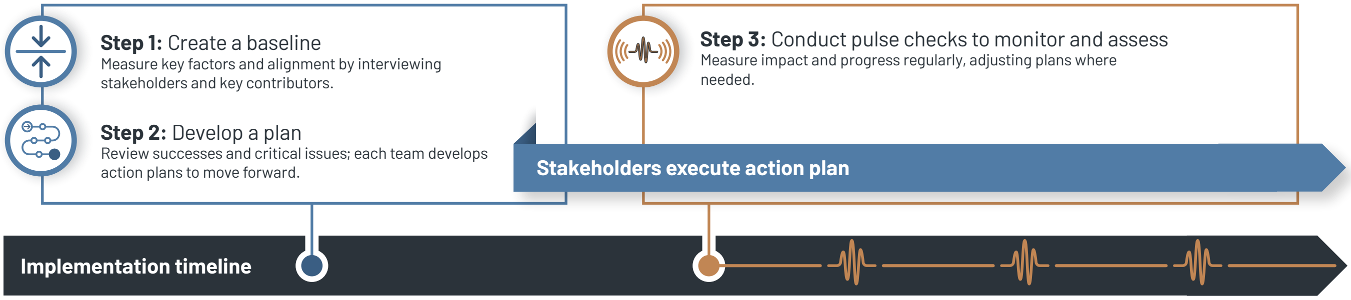
That's where KLAS' new Landmark Insights services come in. Instead of measuring the success of a solution after it's live, we'll monitor progress **throughout the implementation**, enabling your organization to identify potential pitfalls and take action to avoid them.

Transparency & accountability to help your large implementation succeed

Transparency
- Early detection: Identify critical issues via interviews conducted throughout the implementation
- Reporting and benchmarking: Keep all stakeholders informed of updates and actionable insights

Accountability
- Course correction: Ensure stakeholders are aligned on plans for corrective action
- Impact assessment: Measure progress of issue resolution and ensure the project gets back on track

How Landmark Insights Works: Simple Process, Big Impact



Step 1: Create a baseline
Measure key factors and alignment by interviewing stakeholders and key contributors.

Step 2: Develop a plan
Review successes and critical issues; each team develops action plans to move forward.

Step 3: Conduct pulse checks to monitor and assess
Measure impact and progress regularly, adjusting plans where needed.

Our approach involves all key stakeholders and contributors:
- Healthcare system
- Software vendor
- Third-party implementation partner(s)

If you are in the middle of a large HIT implementation or are about to embark on one, we want to help.

Contact us at
landmark@klasresearch.com

KLAS RESEARCH

Index

Index

Segments & Definitions

Click on any **number** to go directly to that page.

340B Management Systems 22

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 134

Identity and access management refers to the processes, technologies, and policies for managing digital identities and controlling how identities can be used to access resources. Products enable the right individuals to access the right resources at the right times for the right reasons.

Acute Care EMR: Large (>400 Beds) 16

Acute Care EMR: Midsize (151–400 Beds) 17

Acute Care EMR: Small (1–150 Beds) 18

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 216

KLAS uses this general category to display performance data on any healthcare IT software vendors or services/consulting firms that belong to market segments where KLAS isn't actively measuring more than one solution.

Ambulatory EMR: Health System Owned 42

Ambulatory EMR: Independent (>75 Physicians) 43

Ambulatory EMR: Independent (11–75 Physicians) 44

Clinical software that provides functionality for charting, order entry, prescription orders/refills, and more.

Ambulatory Ophthalmology EMR 47

EMR 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 EMR 48

EMR 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 46

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 EMR 49

Products that provide clinical solutions for medical specialties and do not offer family practice, general practice, or internal medicine functionality.

Ambulatory Surgery Center Solutions 50

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 170

Hosting of applications by a third-party firm. Firm must be hosting major applications (i.e. EMR, ERP, patient accounting) for 15 unique clients in order to be rated in this segment without a component [C] designation.

Automated Dispensing Cabinets 23

Products providing both software and hardware (e.g., cabinets) to organize, control, and monitor the dispensing of medications in nursing units.

Behavioral Health 70

Software products offering clinical and/or financial management for behavioral health facilities.

Business Decision Support 87

Products that provide financial decision support and budgeting tools. This category does not include products that focus on clinical decision support.

Cardiology 190

Products that provide digital image management for cardiovascular modalities.

Cardiology Hemodynamics 192

Systems that measure and monitor blood flow, pressure, and circulation during heart catheterizations and other cardiovascular procedures.

Care Management Solutions (Payer) 204

Standalone vendor solutions that provide analytics and workflow capabilities to help healthcare payers manage and improve member/patient health conditions.

Claims & Administration Platforms (Payer) 205

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 76

Software tools that help provider organizations manage claims and submit them to payers.

Clinical Communications: Acute Care 33

Clinical Communications: Ambulatory/Post-Acute Care 51

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 35

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 36

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 102

Services that implement or optimize clinical documentation improvement (CDI) processes by training physicians/clinical documentation specialists and/or providing tools and workflows.

Clinical Optimization 144

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 206

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 74

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) 103

Software that uses natural language processing (NLP) to analyze clinical documentation and produce appropriate medical codes.

Computer-Assisted Physician Documentation (CAPD) 104

Software that uses natural language processing (NLP) to make documentation suggestions to clinicians.

Credentialing 94

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) 115

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 88

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 Archiving 20

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 89

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 108

Services provided to healthcare organizations to collect the final balance on unpaid patient accounts.

Denials Management Services 175

Services that help healthcare organizations ensure they get reimbursed correctly for services provided, specifically in reacting to denied claims.

Digital Rounding 116

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 150

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 24

Solutions that monitor data sources to detect and identify people who should be investigated for potentially diverting drugs.

Eligibility Enrollment Services 176

Healthcare organizations' cash flow is supported via patient advocacy services that obtain eligibility and enrollment (Medicaid or other benefits) for uninsured patients.

Emerging Solutions 216

KLAS' emerging solutions segment and associated reports shine a light on emerging software and services solutions, enabling provider organizations to cut through the hype and determine which vendors best align with their goals.

Employer-Sponsored Healthcare Services 213

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.

EMR-Centric Virtual Care Platforms 124

EMR-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 EMR. Video capabilities may be facilitated via third-party technology.

Enterprise Resource Planning (ERP) 96

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 160

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 161

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 177

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.

Extensive IT Outsourcing 171

Engagements in which a hospital outsources more than 50% of its IT department and generally includes most or all of the following areas: IT leadership, application management, data center management, help desk support, desktop management, network management, disaster recovery, and security services.

Financial Improvement Consulting 151

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 90

Software solutions that provide financial planning and budgeting functionalities for healthcare organizations.

Go-Live Support 163

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 179

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 91

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 136

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 Management Consulting 150

Includes consulting engagements for value-based care transformation, financial improvement, growth & consolidation, digital transformation, and human capital management. Management consulting is the practice of helping organizations evaluate their strategy and improve their performance by analyzing existing organizational problems and the development and execution of improvement plans.

Healthcare Safety, Risk & Compliance Management 92

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 145

Includes projects in the following areas: IT assessments, IT strategic plans, meaningful use assessments, system selections, pre-implementation planning, and interim IT management. This segment also includes clinical transformation/optimization, revenue cycle redesign/optimization, healthcare analytics advisory services, and security and privacy advisory services projects. Firms must be performing work in at least three of the areas listed above in order to be rated in this segment without a component [C] designation.

HIT Core Clinical Implementation Leadership 165

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 167

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.

Home Health: Health System Owned 60

Home Health: Independent (>200 ADC) 61

Home Health: Independent (1–200 ADC) 62

Vendor solutions providing core clinical and back office support for agencies providing home health services.

Hospice: Health System Owned 63

Hospice: Independent 64

Vendor solutions providing clinical and/or financial support for agencies providing hospice services.

Human Capital Consulting 152

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 135

Identity and access management refers to the processes, technologies, and policies for managing digital identities and controlling how identities can be used to access resources. Products enable the right individuals to access the right resources at the right times for the right reasons.

Image Exchange 193

A hosted or cloud-based platform that enables images to be exchanged between provider organizations.

Infection Control & Monitoring 37

Software used for the monitoring and prevention of infectious disease.

Insurance Discovery 77

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 39

Products used to interface systems from one or more vendors.

Interactive Patient Systems 117

Solutions that provide functionality for education and entertainment on a patient's in-room monitor.

IT Consulting Services (Payer) 212

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 26

Products that control, standardize, and document the process of manually compounding IVs.

Long-Term Care 65

Products that provide some or all of the core management software (clinical and financial) needed by long-term care facilities.

Managed IT Services 173

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 27

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.

Oncology: Medical 188

Systems used to manage patient data and orders in regard to medical oncology care. Sometimes referred to as oncology information systems (OIS).

Oncology: Radiation 189

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 52

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 155

Engagements where a third-party firm is used to help with provider organizations' inpatient coding, generally on an ongoing basis.

PACS: Large (>300K Studies) 194

PACS: Small (≤300K Studies) 195

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 78

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) 79

Patient Accounting & Patient Management: Midsize (151–400 Beds) 80

Patient Accounting & Patient Management: Small (1–150 Beds) 81

Software products that provide core inpatient functionality, including patient management (ADT), patient accounting (billing and A/R), basic scheduling, and general financials.

Patient Communications 118

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 120

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 121

Systems that provide healthcare organizations with an array of patient educational materials.

Patient Experience Improvement 122

Solutions that help provider organizations monitor a patient's overall healthcare experience or their experience with specific clinicians and healthcare facilities.

Patient Financial Engagement 82

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 83

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 106

Systems employed to monitor bed/room status and facilitate patient throughput.

Patient Intake Management 52

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/EMR vendors.

Patient Portals 122

Systems that allow patients to view personal health and billing information and/or schedule appointments.

Patient Privacy Monitoring 138

Technology deployed to monitor and detect privacy breach events that occur as a result of hospital employees or others inappropriately accessing patient records.

Pharmacy Automation: Dispensing Robotics 29

Technology that automates and controls medication processing, storage, and inventory in the pharmacy.

Pharmacy Surveillance 38

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 180

Services that help organizations with their physician and utilization review.

Population Health Management 112

Pre-packaged IT solutions that provide analytics and care management functions for analyzing, understanding, and proactively managing patient populations.

Practice Management: Health System Owned 54

Practice Management: Independent (>75 Physicians) 55

Practice Management: Independent (11–75 Physicians) 56

Solutions that focus on practice billing and scheduling and that accommodate the needs of broad-market primary care practices as well as multispecialty groups.

Private Duty Nursing: Personal Care Services 67

Vendor solutions that offer scheduling, billing, and documentation support for agencies that provide private duty services.

Quality Analytics (Payer) 208

Vendor solutions used by health plans to measure and report performance on quality of care (i.e., fulfilling regulatory reporting such as HEDIS and identifying/analyzing gaps in care).

Real-Time Location Systems (RTLS) 107

Systems that use a variety of technologies to locate and track assets and people in real time.

Release of Information 156

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 126

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: Chargemaster Management 84

Tools that manage the chargemaster file in order to ensure regulatory compliance and maximize revenue.

Revenue Cycle: Contract Management 85

Tools that assist in managing contract provisions and calculating expected reimbursement.

Revenue Cycle Optimization 148

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 Outsourcing 181

Engagements in which a provider organization outsources all or key components of its patient access, HIM, or business office department to a third-party firm on an ongoing basis. Firms must have at least three unique outsourced business office engagements in order to be rated in this segment without a component [C] designation.

Risk Adjustment 209

Products that provide methods and techniques for identifying high-risk members/patients along with improving gaps in HCC coding and CMS reimbursement.

Robotic Process Automation 86

Technology that enables software to automate repetitive and rule-based tasks normally performed by humans. This segment focuses on technology designed to automate tasks and workflows within revenue cycle management.

Scheduling: Nurse & Staff 98

Products that provide comprehensive employee and nurse scheduling and reporting tools.

Scheduling: Physician 99

Software that uses rules and algorithms to help schedule physicians and providers.

Security & Privacy Consulting Services 139

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 141

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 68

Products providing core clinical and financial management software for senior living facilities (i.e., assisted living and memory care facilities).

Small Practice Ambulatory EMR/PM (2–10 Physicians) 58

Vendor solutions providing both an EMR and practice management solution used by practices with 10 physicians or less. EMR solutions provide charting, orders, prescriptions, and/or other EMR functionality; practice management solutions focus on patient registration, scheduling, and billing.

Smart Pumps: EMR-Integrated 30

Smart Pumps:Traditional 31

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: EMR-integrated, which means the organization has at least one hospital live with bidirectional pump-EMR 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 EMR. 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 114

Software that supports the development of social determinant referral networks and ongoing SDOH collaboration between patients, providers, and community resources.

Speech Recognition: Front-End EMR 105

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 201

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 153

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 100

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 184

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 101

Products that provide comprehensive tools for tracking and reporting on employee time and attendance.

Transcription Services 158

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 182

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) 198

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 154

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 183

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) 199

Solutions that offer an enterprise clinical imaging repository.

Video Conferencing Platforms 128

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-EMR) 129

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 159

Services that provide remote/virtual scribes who take critical notes during patient visits and document each encounter.

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