



BEST IN  
**KLAS**



**SOFTWARE  
& SERVICES**

**2021**

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





*What could I possibly say at the end of a year like 2020? Only “Thank you.”*

*Thank you to the clinicians, informaticists, and healthcare executives who have worked tirelessly to set the world back on course through the upheaval of COVID-19.*

*Many will never know the countless extra hours you’ve worked or hear the stories of your courageous care in the face of overwhelming odds. But from the bottom of our hearts, thank you! May we never have another year like 2020, but if we do, I’m encouraged to know you are in our corner.*

*Even amid a global pandemic, thousands of dedicated healthcare leaders took the time to jump on a call with KLAS. In the face of massive changes in care delivery, you gave KLAS crucial feedback on the tools and services you relied on to weather the storm.*

*At KLAS, our mission is to improve healthcare by bringing to light the experiences of healthcare IT users and decision makers. These collective experiences are shared in KLAS ratings, reviews, and reports. Providers and vendors alike use these insights to improve. When you have better information, you can make better decisions. And better decisions lead to improved healthcare across the world.*

*Despite the challenges of 2020, we collected over 22,000 evaluations from healthcare IT leaders and decision makers this year. Their perspectives are the backbone of this annual Best in KLAS report. I believe it represents the most comprehensive report of its kind in the industry.*

*While comprehensive, the Best in KLAS report means little if the report data isn’t trusted, impartial, and fair. Here in Utah, we’re blessed to have one of the geological wonders of the world, the Delicate Arch. The Delicate Arch earns its moniker by looking as if at any moment, it might tip one way or the other and collapse into rubble. But it has never wavered. Rain or shine, for thousands of years, the Delicate Arch has stood firm.*

*When we founded KLAS, we adopted the Delicate Arch as our company icon. Our commitment is that KLAS—like the Delicate Arch—doesn’t lean one way or the other. We represent the voice of provider organizations without bias. We work to bridge the gap between health systems and their vendor partners.*

*I’m honored to be part of a company and an industry that can withstand the pressures of change and continue to stand strong despite those challenges. As I look forward to 2021, I am excited to work together with you to tackle the challenges that matter most.*

A handwritten signature in black ink, appearing to read "Adam M. Gale".

Adam M. Gale  
President  
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.

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



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 Nickel-and-Diming  Drives Tangible Outcomes
--------------------------------------------------------------------------	--------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------	---------------------------------------------------------------------------



Standard Services Evaluation Metrics	Would You Buy Again  Overall Satisfaction  Likely to Recommend	Engagement Execution	Quality of Implementation Staff Strategic Expertise	Executive Involvement  Strength of Partnership	Money's Worth Avoids Nickel-and-Diming  Drives Tangible Outcomes  Exceeds Expectations
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	Software, Imaging System & Medical Equipment Grading Scale	Services Grading Scale
Letter	Grade Bucket	Grade Bucket
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" below 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.
- **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.

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[klasresearch.com/reports](http://klasresearch.com/reports)



# What's New in Best in KLAS?

## 1. New Market Segments

In addition to the research you know and love, we've added the following market segments to the Best in KLAS Report:

- 340B Management Systems (3+ Covered Entities)
- 340B Management Systems (<3 Covered Entities)
- Charge Capture
- Clinical Communications
- Complex Claims Services
- Data Visualization and Reporting
- Dispensing Robotics
- EMR-Centric Virtual Care Platforms
- Healthcare Artificial Intelligence—Data Science Solutions
- Healthcare IoT Security
- Healthcare Safety, Risk, and Compliance Management
- Home Health EHR (Large: >200 ADC)
- Home Health EHR (Small: ≤200 ADC)
- Hospice
- Human Capital Consulting
- Identity & Access Management (Access)
- Identity & Access Management (Identity)
- Patient Financial Engagement Platforms
- Physician Advisory Services
- Risk Adjustment and Analytics
- Robotic Process Automation
- Security and Privacy Consulting Services
- Security and Privacy Managed Services
- Social Determinants of Health Networks
- Video Conferencing Platforms
- Virtual Care Platforms (Non-EMR)

## 2. Category Leader Designation Retired

This year, we've done away with the Category Leader designation. Every segment that would have won a Category Leader award will instead receive the "Best in KLAS" title.

## 3. Total Evaluations

To increase transparency into the number of surveys collected, the Best in KLAS report now displays sample sizes (e.g., n=16) of the total number of individual respondents who completed an evaluation. These numbers are labeled throughout the report as "Total evaluations."

## 4. 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:

- Activate Healthcare, Healthstat, and Paladina merged to form Everside Health
- ANSOS was acquired from Change Healthcare by HealthStream
- Azara Healthcare merged with SPH Analytics' population health division; the new entity operates under the name Azara Healthcare
- Bolder Healthcare Solutions was acquired by Cognizant
- CareHere was acquired by Premise Health
- Consolo was acquired by WellSky
- Datix and RL Solutions merged to form RLDatix
- EPSI was acquired from Allscripts by Strata Decision Technology
- Information Builders was acquired by TIBCO
- InTouch Health was acquired by Teladoc Health
- Kaufman Hall spun off their software division (including the Analytics Explorer and Performance Manager solutions acquired from Change Healthcare) to create Syntellis
- Kinnser was acquired by WellSky
- Kronos and Ultimate Software merged to form UKG (Ultimate Kronos Group)
- Livongo was acquired by Teladoc Health
- McKesson Specialty Health is now known as Ontada
- Medfusion was acquired by NextGen Health
- Revint Solutions and Triage Consulting Group merged to form Cloudmed
- SCIO Health Analytics was acquired by EXL
- Shift Admin was acquired by QGenda
- ShiftWizard was acquired by HealthStream
- Simplee was acquired by Flywire
- TeraRecon was acquired by SymphonyAI
- TrustHCS merged with RevCycle+, T-System, and Visionary RCM to form CorroHealth
- TruthPoint was acquired by pCare
- Verge Health was acquired by RLDatix
- Vitalware was acquired by Health Catalyst
- Voalte was acquired by Hillrom
- Zingbox was acquired by Palo Alto Networks

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# KLAS Advisory Board

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



**Amy Chaumeton, MD**

CMO  
Legacy Health  
Oregon



**Brian Churchill**

CIO  
Sturdy Memorial Hospital  
Massachusetts



**Cletis Earle**

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



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Kaleida Health  
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Chief Clinical Information Officer  
The Ohio State University  
Wexner Medical Center  
Ohio



**Rob Schreiner, MD**

EVP  
WellStar Health System  
Georgia



**Susan Steagall**

CIO  
VCU Health  
Virginia

“

**"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 Gale, President, KLAS Research

”

# Imaging Advisory Board



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Director, Enterprise Imaging Informatics  
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North Carolina



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Vice President and  
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**Hartford HealthCare**  
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Radiology Informatics; Neil D Johnson Chair  
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**Cincinnati Children's Hospital Medical Center**  
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Director Diagnostic Imaging/Cardiology  
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**Cambridge University Hospitals NHS Foundation Trust**  
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**Sydney Local Health District**  
Australia



**Phillipa Winter**

Chief Informatics Officer  
**Bolton NHS Foundation Trust**  
United Kingdom

# Emeritus Advisory Board

*Thank you to our departing members:*



**Niyum Gandhi**

EVP and Chief Population Health Officer  
**Mount Sinai Health System**  
New York

*"Niyum is one of the smartest, most down-to-earth people I've had the privilege to work with—he's provided KLAS with his vision and insights during his tenure on our advisory board. He never let ego drive his efforts, and we're excited to see how Niyum continues to thrive in the evolving healthcare landscape."*

—Coray Tate, VP Research & Strategy—Core Solutions & Interoperability, KLAS Research



**Marc Probst**

VP and CIO  
**Intermountain Healthcare**  
Utah

*"Marc has not only been a friend of KLAS for many years, but a personal friend of mine. Actually, he's likely the longest serving 'unofficial' advisor we've had! Marc has spent many years guiding our leadership team through tough decisions. Adding him as an official member of the advisory board for the past few years allowed Marc to guide us through a time of growth and change at KLAS. While I am sad to see him leave our board, I'm excited for his next chapter! I have no doubt he'll continue to improve healthcare in new and meaningful ways. KLAS wishes you all the best, Marc!"*

—Bob Cash, VP Provider Relations, KLAS Research



**Jenny Shao, MD**

Health Information Systems Director  
**United Family Healthcare**  
China

*"I've known and worked with Jenny for 5 years. As KLAS has started our research in Asia, Jenny has been gracious in sharing her time and knowledge of the Chinese healthcare market with our team. She was even willing to fly halfway around the world to Barcelona to share her insights on AI at our first ever conference held outside of the United States. She's been a great friend and trusted resource during her time at United Family Healthcare in China. We'll miss Jenny's expertise and advice as a member of our advisory board, but we wish her all the best. Good luck in your new endeavors, Jenny!"*

—Jon Christensen, Director, Analysis—International Markets, KLAS Research



**Richard W. Silveria**

EVP and CFO  
**University of Chicago Medicine**  
Illinois

*"What a treat it has been having Rich serve on the KLAS Advisory Board. His input from a CFO perspective has brought insights to the board and to KLAS that we could not acquire in other ways. If one of our ideas did not seem to hit the mark, there was no hesitancy for Rich to share the concern. Not that he enjoyed shooting down our ideas, but because he cares about our mission and wanted us to spend our energy and resources where they would best meet our mission and benefit provider organizations. We have been so fortunate to have his leadership and wisdom guiding us these past several years. His influence will be missed... but he will definitely be on our radar for continued involvement with our research."*

—Bob Cash, VP Provider Relations, KLAS Research



# Giving You More Than Scores



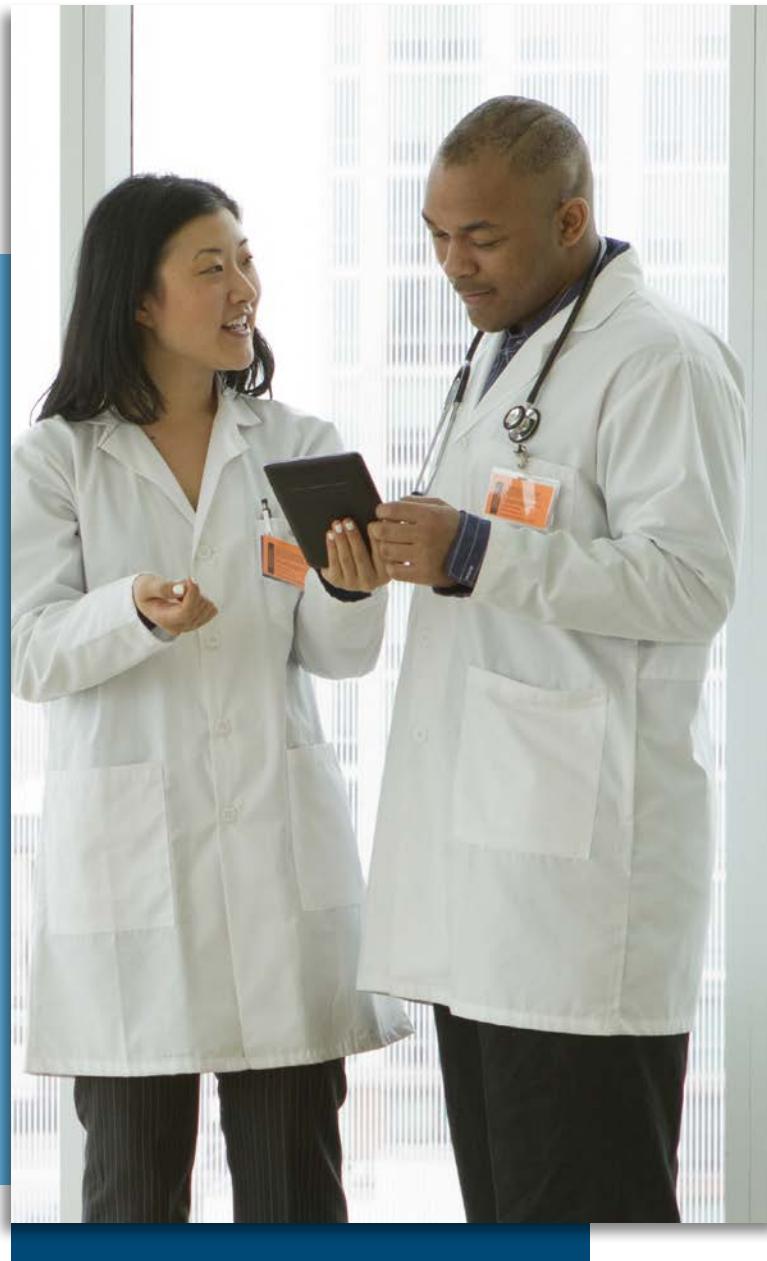
## Looking at the Future of Healthcare

KLAS' Emerging Technology (eTech) research provides fast answers on the performance of early innovations in healthcare. We publish more than 40 eTech Reports each year on topics like:

- COVID-19 Response
- Artificial Intelligence
- Social Determinants of Health
- Robotic Process Automation (RPA)
- Digital Documentation
- And more!

These eTech Reports focus on the experiences of early adopters using new, cutting-edge solutions.

See the latest at  
[klasresearch.com/etech](http://klasresearch.com/etech) 



“

"I picked our current vendor because they were high in the KLAS ratings, and **I have never gone wrong when I picked somebody that KLAS has rated!**" —CIO, Midsize Health System

”

# Introduction



# Executive Overview

## Notable Performances



**Epic** was again named the top Overall Software Suite, narrowly beating out MEDITECH Expanse to win the award for the eleventh straight year. Epic was also named the top Overall Physician Practice Vendor, coming in several points ahead of athenahealth and NextGen Healthcare, who tied for second. Additionally, Epic won nine other Best in KLAS awards in various market segments.



**Galen Healthcare** was named the top Overall IT Services Firm, excelling in HIT Implementation Leadership (Small: <8 Resources), HIT Staffing, and Technical Services.



In 2020, **The Chartis Group** displaced Accenture as the top Overall Healthcare Management Consulting Firm, achieving extremely high customer satisfaction for their Financial Improvement Consulting engagements and also performing solidly in Strategy, Growth, and Consolidation Consulting.

## Most Improved Software Product



Customer satisfaction with IBM Watson Health Merge PACS has increased 20% since last year among organizations with an annual image volume of over 300,000 studies. While there is still room for additional improvement overall, customers highlight improvements to the support, describing the staff as more knowledgeable than in the past. Customers also feel that IBM Watson Health has responded well to COVID-19, providing strong remote upgrades and training along with more frequent communication, which has benefitted the overall relationship. Additionally, some customers report improved stability and reliability with decreased downtime. One director shared, “*The support has actually improved, and we have seen some good changes. IBM has a good team right now and a better understanding of the system. IBM has made some internal changes that have been helpful in regard to the ticketing process. It feels like there is more communication and more transparency. We would still like to have more insight, but I think IBM is working toward that. IBM is focusing on solving our problems rather than just closing our tickets.*”

## Most Improved Physician Practice Product



Midsize physician practices (11–75 physicians) that use athenahealth athenaPractice EMR have noticed improvements in the quality of athenahealth’s support and customer relationships. They say the vendor has gotten better at setting proper expectations for product enhancements and has become more proactive in their customer reach-out. Additionally, customers feel athenahealth’s executive involvement has improved markedly, and they feel more connected to the vendor than in the past. A nurse practitioner stated, “*In the last couple of years, I have seen a big difference in athenahealth’s engagement with the customer. The vendor is more receptive. Before, if we needed something, we had to reach out. Now athenahealth reaches out to us to see how we are doing. The communication is there. . . That has been great because we can sometimes avoid problems and misunderstandings with the vendor. I have seen changes. I don’t know whether athenahealth is talking to KLAS, but they are talking to somebody and listening to somebody. I think that is great.*”



## 2021 Overall Software Suite Rankings

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

<b>1. Epic</b>	<b>86.9</b>
2. MEDITECH Expanse	85.0
3. Cerner	72.3
4. CPSI Evident Thrive	70.3
5. Allscripts	70.0

- Well Above Average
- Above Average
- Average
- Below Average
- Well Below Average

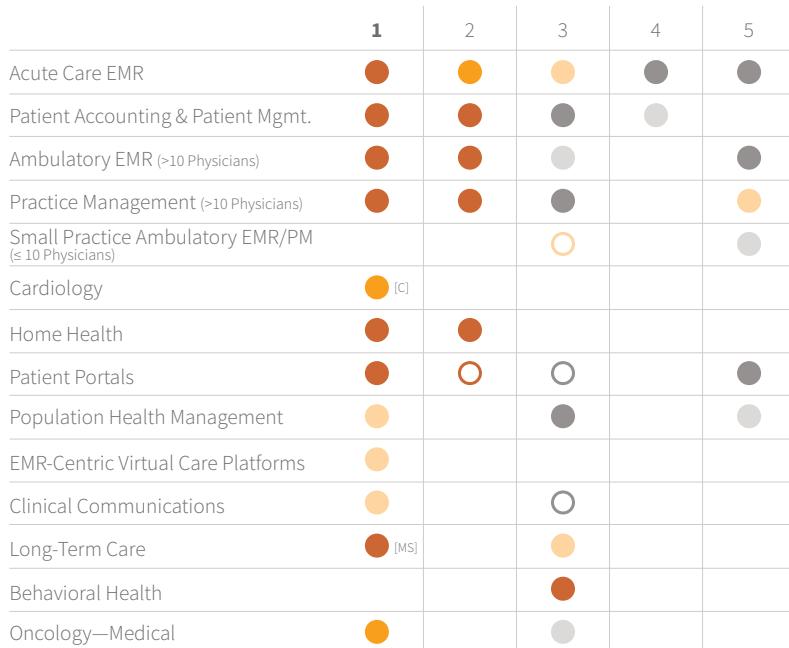
○ Hollow circle = Limited data

[C] Component

[MS] Limited Market Share

Definitions can be found on page iv.

### How the suites' components perform in their respective segments



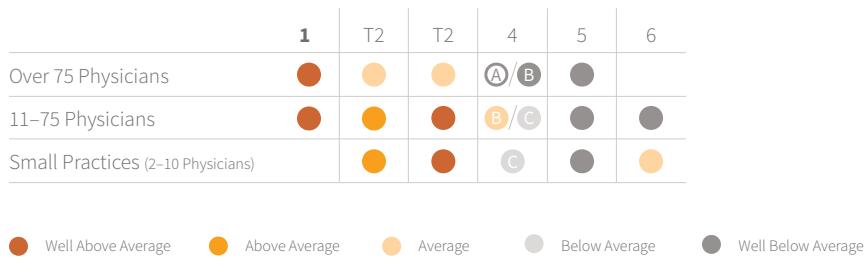


# 2021 Overall Physician Practice Vendor Rankings

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 multiple practice size groups. Provided below is detail around how each vendor performs against all other vendors and against the various practice size groups in which a vendor has a product offering currently rated by KLAS.

1. Epic	87.9
T2. athenahealth	80.9
T2. NextGen Healthcare	80.9
4. Allscripts	68.2
5. eClinicalWorks	66.3
6. Greenway Health Interogy	64.1

## How the vendors perform in the various practice size segments



Definitions can be found on page iv.

- A Allscripts Sunrise Ambulatory Care & PM
- B Allscripts TouchWorks EHR & PM
- C Allscripts Professional EHR & PM



## 2021 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 in three separate market segments. Provided below is detail around how each firm performs against all other IT services firms and against the various IT services markets in which a firm has a service offering currently rated by KLAS.

### 1. Galen Healthcare 95.5

2. Prominence	94.0
3. S&P Consultants	93.4
4. CSI Healthcare IT	93.0
5. Oxford Global Resources	92.2
6. Healthcare IT Leaders	92.0
T7. Impact Advisors	91.9

T7. Nordic	91.9	14. Navin, Haffty & Associates (NHA)	89.9
9. Divurgent	91.7	15. HCTec	89.3
10. Pivot Point Consulting, a Vaco Company	91.6	16. Accenture	88.1
11. Optimum Healthcare IT	91.2	17. Engage	87.1
12. ettain health	90.7	18. Santa Rosa Consulting	86.5
13. Cumberland	90.6	19. Cerner	77.7

● Well Above Average

● Above Average

● Average

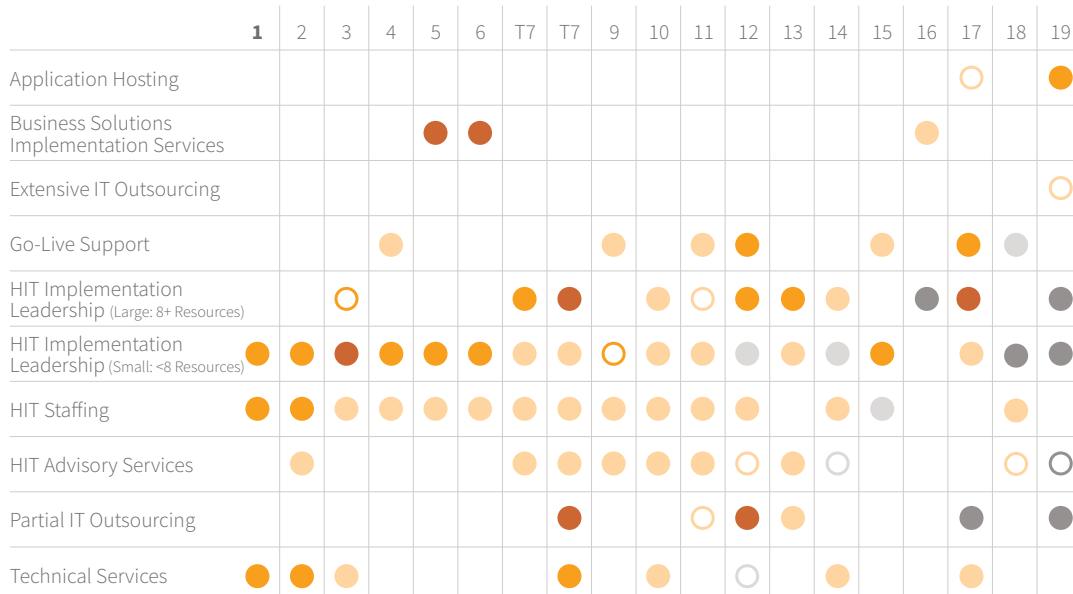
● Below Average

● Well Below Average

○ Hollow circle = Limited data

Definitions can be found on page iv.

### How the firms perform in the segments listed below



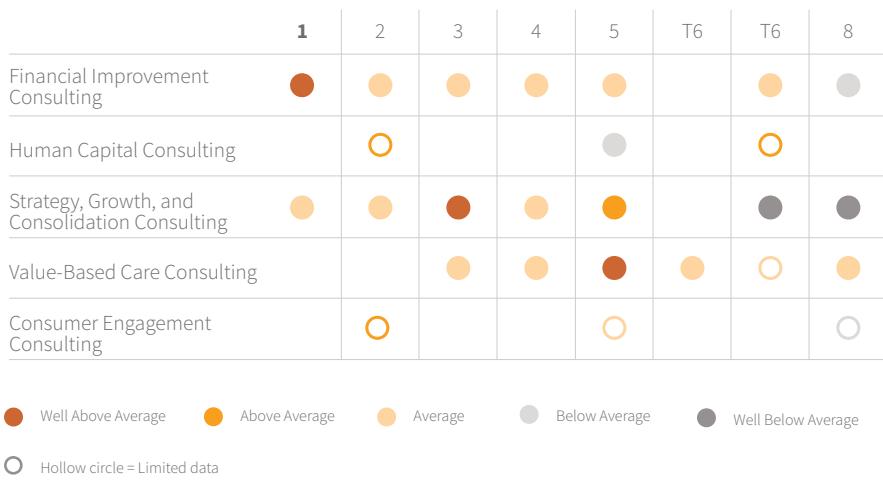


## 2021 Overall Healthcare Management Consulting Firm Rankings

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

<b>1. Chartis Group</b>	<b>93.7</b>
2. Accenture	92.7
3. Guidehouse (formerly Navigant)	92.2
4. Premier	91.4
5. ECG Management Consultants	90.6
T6. Deloitte	88.7
T6. PwC	88.7
8. Optum	85.7

### How the firms perform in the segments listed below



Definitions can be found on page iv.



The following vendors have earned the title of 2021 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.**

**B|BRAUN**

**BD**

**EBSCO**

**Epic**

**GRIFOLS**

**icu medical**  
human connections

**InterSystems**  
Creative data technology

**KITCHECK**

**LYNIATE**

**MEDAPTUS**

**MEDITECH**

**Omnicell**

**PharmaForce**

**Triyam**

**Verity  
SOLUTIONS**

**VigiLanz**

**zynx health™**

## Inpatient Clinical Care

340B MANAGEMENT SYSTEMS (3+ COVERED ENTITIES)  
**Verity Solutions** Verity 340B **85.7**

340B MANAGEMENT SYSTEMS (<3 COVERED ENTITIES)  
**PharmaForce** **93.5**

ACUTE CARE EMR (LARGE HOSPITAL/IDN: 200+ BEDS)  
**Epic** EpicCare Inpatient EMR **89.3**

ACUTE CARE EMR (COMMUNITY HOSPITAL: <200 BEDS)  
**MEDITECH** Expanse Acute Care EMR **83.5**

AUTOMATED DISPENSING CABINETS  
**BD** Pyxis™ MedStation™ ES **83.2**

CLINICAL DECISION SUPPORT—CARE PLANS & ORDER SETS  
**Zynx Health** **92.2**

CLINICAL DECISION SUPPORT—POINT-OF-CARE CLINICAL REFERENCE  
**EBSCO DynaMed Solutions** **93.6**

DATA ARCHIVING  
**Triyam** Fovea EHR Archive **94.3**

DISPENSING ROBOTICS  
**Omnicell** ROBOT-Rx **83.9**

DRUG DIVERSION MONITORING  
**Kit Check** Bluesight for Controlled Substances **90.0**

## Inpatient Clinical Care, continued

INFECTION CONTROL & MONITORING  
**VigiLanz** Dynamic Infection Control Monitor (ICM) **93.7**

INTEGRATION ENGINES  
**Lyniate** corepoint **95.9**

INTEROPERABILITY PLATFORMS  
**InterSystems** HealthShare Unified Care Record **89.3**

IV WORKFLOW MANAGEMENT  
**Grifols** PharmacyKeeper Verification **86.6**

MEDICATION INVENTORY MANAGEMENT  
**BD** Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics) **83.9**

MOBILE CHARGE CAPTURE  
**MedAptus** Pro Charge Capture **94.7**

PHARMACY SURVEILLANCE  
**VigiLanz** Dynamic Pharmacovigilance (DPV) **91.1**

SMART PUMPS (EMR-INTEGRATED)  
**ICU Medical** Plum 360 (LVP) **91.7**

SMART PUMPS (TRADITIONAL)  
**B. Braun** Infusomat Space (LVP) **85.7**



## Ambulatory & Post-Acute Care

AMBULATORY EMR (OVER 75 PHYSICIANS)

**Epic** EpicCare Ambulatory EMR **87.6**

AMBULATORY EMR (11–75 PHYSICIANS)

**NextGen Healthcare** **82.4**

AMBULATORY RCM SERVICES

**R1 RCM** R1 Physician RCM Services **87.9**

AMBULATORY SPECIALTY EMR

**PCC EHR (Pediatrics)** **94.0**

BEHAVIORAL HEALTH

**Cerner** Millennium Behavioral Health **77.6**

CLAIMS & CLEARINGHOUSE

**Waystar** Clearinghouse **91.3**

HOME HEALTH EHR (LARGE: >200 ADC)

**MatrixCare** Home Health (Brighttree) **88.3**

HOME HEALTH EHR (SMALL: ≤200 ADC)

**MEDITECH** Home Care EHR **86.5**

LONG-TERM CARE

**PointClickCare** **87.2**

PATIENT INTAKE MANAGEMENT

**Phreesia** **91.3**

PRACTICE MANAGEMENT (OVER 75 PHYSICIANS)

**Epic** Resolute/Prelude/Cadence Ambulatory **89.2**

PRACTICE MANAGEMENT (11–75 PHYSICIANS)

**NextGen Healthcare** Enterprise PM **84.9**

SMALL PRACTICE AMBULATORY EMR/PM (≤10 PHYSICIANS)

**Kareo** EHR/PM **85.6**

## Financial/Revenue Cycle/HIM

BUSINESS DECISION SUPPORT

**Strata Decision Technology** StrataJazz Decision Support **90.9**

CHARGEMASTER MANAGEMENT

**Vitalware** by Health Catalyst, VitalCDM **94.2**

CLAIMS MANAGEMENT

**Quadax Xpeditor** **89.0**

CLINICAL DOCUMENTATION IMPROVEMENT (CDI)

**ChartWise** CDI **92.3**

COMPLEX CLAIMS SERVICES

**Revecore** **96.1**

COMPUTER-ASSISTED CODING (CAC)

**Dolbey Fusion CAC** **92.7**

CREDENTIALING

**ASM MD-Staff** **88.8**

DATA VISUALIZATION AND REPORTING

**Syntellis Analytics Explorer** (formerly Change Healthcare) **89.1**

ENTERPRISE RESOURCE PLANNING (ERP)

**Workday** HCM, Financial Management, Supply Chain Management **87.0**

HEALTHCARE ARTIFICIAL INTELLIGENCE—DATA SCIENCE SOLUTIONS

**Epic** Cognitive Computing (Epic Only) **84.6**

HEALTHCARE BUSINESS INTELLIGENCE & ANALYTICS

**Dimensional Insight** Diver Platform **92.0**

HEALTHCARE SAFETY, RISK, AND COMPLIANCE MANAGEMENT

**Verge Health** (now RLDatix) Safety, Risk & Compliance Management **87.7**

PATIENT ACCESS

**AccuReg Patient Access** **91.5**

PATIENT ACCOUNTING & PATIENT MANAGEMENT (LARGE HOSPITAL/IDN: 200+ BEDS)

**Epic** Resolute Hospital Billing **90.5**

Financial/Revenue Cycle/HIM continued on next page



### Financial/Revenue Cycle/HIM, continued

PATIENT ACCOUNTING & PATIENT MANAGEMENT  
(COMMUNITY HOSPITAL: <200 BEDS)  
**MEDITECH** *Expanse Patient Accounting* **87.1**

PATIENT FINANCIAL ENGAGEMENT  
**Patientco** *Patient Financial Experience* **95.7**

PATIENT FINANCING SERVICES  
**ClearBalance HealthCare** *Patient Financing* **90.7**

PATIENT FLOW  
**Epic** *Grand Central* **91.6**

QUALITY MANAGEMENT  
**Nuance** *Quality Solutions* **96.0**

REAL-TIME LOCATION SYSTEMS (RTLS)  
**STANLEY Healthcare** *MobileView (Hardware & Software)* **87.3**

ROBOTIC PROCESS AUTOMATION  
**Databound** *EMUE* **96.4**

SCHEDULING—NURSE & STAFF  
**Schedule360** *Employee Scheduling and Labor Management* **91.2**

SCHEDULING—PHYSICIAN  
**QGenda** *Shift Admin Scheduling* **93.2**

SPEECH RECOGNITION: FRONT-END EMR  
**Nuance** *Dragon Medical One* **91.0**

TALENT MANAGEMENT  
**Workday** *Human Capital Management (Talent Management)* **88.8**

TIME & ATTENDANCE  
**API Healthcare**, part of symplr, Time and Attendance **81.4**

### Value-Based Care

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)  
**Salesforce** *CRM* **84.1**

DIGITAL ROUNDING  
**GetWellNetwork** *GetWell Rounds+* **86.6**

### Value-Based Care, continued

INTERACTIVE PATIENT SYSTEMS  
**pCare (TVR Communications)** **92.7**

PATIENT OUTREACH  
**WELL Health** **91.6**

PATIENT PORTALS  
**Epic** *MyChart* **88.8**

POPULATION HEALTH MANAGEMENT  
**Innovaccer** *Data Activation Platform* **93.8**

REMOTE PATIENT MONITORING  
**Health Recovery Solutions (HRS)** *Remote Patient Monitoring Platform* **88.1**

VIDEO CONFERENCING PLATFORMS  
**Microsoft Teams** **83.4**

VIRTUAL CARE PLATFORMS (NON-EMR)  
**Caregility** *Platform* **92.0**

### Security & Privacy

ACCESS MANAGEMENT  
**Identity Automation** *IAM Suite (Mostly Single Sign-On)* **87.7**

CLINICAL COMMUNICATIONS  
**Telmediq** *by PerfectServe, Telmediq* **92.2**

HEALTHCARE IOT SECURITY  
**Medigate** *IoMT Solutions* **96.1**

PATIENT PRIVACY MONITORING  
**Maize Analytics** *Maize Privacy Solution* **95.3**

SECURITY AND PRIVACY CONSULTING SERVICES  
**Impact Advisors** **99.1**



## Services & Consulting

### APPLICATION HOSTING

**Epic (Clinical & Financials—Epic) 90.2**

### BUSINESS SOLUTIONS IMPLEMENTATION SERVICES

**Oxford Global Resources 94.3**

### CLINICAL OPTIMIZATION

**Chartis Group 97.5**

### ELIGIBILITY ENROLLMENT SERVICES

**Change Healthcare 88.9**

### EXTENDED BUSINESS OFFICE

**PwC 96.8**

### FINANCIAL IMPROVEMENT CONSULTING

**Chartis Group 96.3**

### GO-LIVE SUPPORT

**Engage 97.1**

### HEALTHCARE MANAGEMENT CONSULTING

**Chartis Group 93.7**

### HIT ADVISORY SERVICES

**Huntzinger Management Group 97.0**

### HIT IMPLEMENTATION LEADERSHIP (LARGE: 8+ RESOURCES)

**Engage 97.3**

### HIT IMPLEMENTATION LEADERSHIP (SMALL: <8 RESOURCES)

**S&P Consultants 97.4**

### HIT STAFFING

**Galen Healthcare 96.9**

### OUTSOURCED CODING

**AGS Health 96.1**

### Services & Consulting, continued

### PARTIAL IT OUTSOURCING

**ROI Healthcare Solutions (Mostly Application Management; Mostly Legacy) 96.8**

### PHYSICIAN ADVISORY SERVICES

**XSOLIS 95.4**

### RELEASE OF INFORMATION

**MRO Corp 89.2**

### REVENUE CYCLE OPTIMIZATION

**Softek 97.8**

### REVENUE CYCLE OUTSOURCING

**ENSEMBLE Health Partners 91.1**

### REVENUE INTEGRITY/UNDERPAYMENT SERVICES

**Cloudmed (Triage) 97.2**

### STRATEGY, GROWTH & CONSOLIDATION CONSULTING

**Guidehouse (formerly Navigant) 96.3**

### TECHNICAL SERVICES

**Galen Healthcare 96.5**

### TRANSCRIPTION SERVICES

**AQuity (MModal) 90.0**

### VALUE-BASED CARE CONSULTING

**ECG Management Consultants 97.0**

### VALUE-BASED CARE MANAGED SERVICES

**Arcadia.io 91.9**

Milliman **MedInsight**®

## Imaging Systems

ADVANCED VISUALIZATION

**TeraRecon**, a SymphonyAI Group Company, Aquarius iNtuition Enterprise **88.3**

CARDIOLOGY

**GE Healthcare** Centricity Cardiology Enterprise Solution **81.4**

CARDIOLOGY HEMODYNAMICS

**IBM Watson Health** Merge Hemo **82.3**

IMAGE EXCHANGE

**Ambra** DG Suite **95.4**

ONCOLOGY—MEDICAL

**Epic** Beacon **86.7**

ONCOLOGY—RADIATION

**Elekta** MOSAIQ—Radiation Oncology **83.6**

PACS (LARGE: 300K+ STUDIES)

**Sectra** PACS **90.0**

PACS (SMALL: &lt;300K STUDIES)

**Sectra** PACS **91.7**

RADIATION THERAPY—EQUIPMENT

**Elekta** Versa HD **90.5**

SPEECH RECOGNITION: FRONT-END IMAGING

**Dolbey** Fusion Expert **88.0**

UNIVERSAL VIEWER (IMAGING)

**Philips** Vue Motion (Carestream) **86.8**

VENDOR NEUTRAL ARCHIVE (VNA)

**Fujifilm** Synapse VNA (TeraMedica) **85.4**

## Payer Solutions

CARE MANAGEMENT SOLUTIONS (PAYER)

**HMS** Essette CM **82.3**

PAYER CLAIMS &amp; ADMINISTRATION PLATFORMS

**Cognizant** Trizetto Core Claims/Administration Solutions **78.0**

PAYER IT CONSULTING SERVICES

**Change Healthcare** **95.4**

PAYER QUALITY ANALYTICS

**MedInsight** Quality Analytics **82.8**

RISK ADJUSTMENT AND ANALYTICS

**Apixio** HCC Identifier **94.1**

WORKSITE HEALTH SERVICES

**Marathon Health** **92.3**

# Can We Make a Connection?

Healthcare's a long way from perfect. And while we may have had to adjust our plans in 2020, we're optimistic about getting back together safely, and soon.

Real change can't happen without collaboration. That means getting the right people in the room together.

## Want to be involved?

Stay up-to-date on KLAS events at:  
[klasresearch.com/events](https://klasresearch.com/events)

- 4 February  
**ERP Summit**  
Virtual
- 10 February  
**Arch Collaborative—Nursing Workshop**  
Virtual
- 23 February  
**Best in KLAS Show**  
Virtual
- 21-22 July  
**National Arch Collaborative**  
Salt Lake City, UT
- 28-29 September  
**Digital Health Investment Symposium (DHIS)** Park City, UT
- 5-6 October  
**International Summit**  
Portugal
- 21-22 October  
**Interoperability Summit**  
Snowbird, UT
- 9-10 November  
**Payer/Provider Summit**  
Salt Lake City, UT

Help make  
healthcare better.



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“

*“I think about the research you guys have done, maybe once every 7 to 10 days. It seems like that’s how often we have a question on different products, so **we continue to find the services you provide very valuable. We really appreciate the research.**”*

—CIO, Large Acute Care Facility

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“

# Inpatient Clinical Care

## 14 EMR Solutions

Acute Care EMR (Large Hospital/IDN: 200+ Beds)  
Acute Care EMR (Community Hospital: <200 Beds)  
Data Archiving

## 19 Pharmacy Solutions

340B Management Systems (3+ Covered Entities)  
340B Management Systems (<3 Covered Entities)  
Automated Dispensing Cabinets  
Dispensing Robotics  
Drug Diversion Monitoring  
IV Robots  
IV Workflow Management  
Medication Inventory Management  
Smart Pumps (EMR-Integrated)  
Smart Pumps (Traditional)

## 29 Clinical Care Support Tools

Clinical Decision Support—Care Plans & Order Sets  
Clinical Decision Support—Point-of-Care Clinical Reference  
Infection Control & Monitoring  
Mobile Charge Capture  
Pharmacy Surveillance

## 35 Interoperability & Middleware

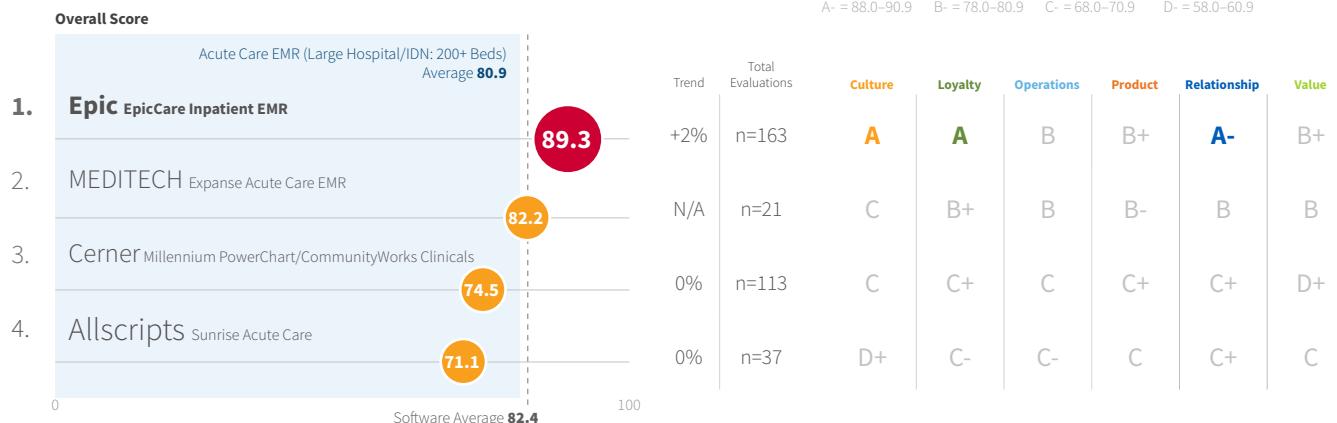
Integration Engines  
Interoperability Platforms

# Acute Care EMR (Large Hospital/IDN: 200+ Beds)



**Epic**

## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products Component [C], Not Primary [NP], or Regional [R]	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Epic Community Connect Care EMR [C]	81.9*	n=16	B*	B+*	C+*	B*	B-*	C+*
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	77.6	n=30	B-	C+	C+	C	B	B

Definitions can be found on page iv.



Other **notable** performances in Acute Care EMR (Large Hospital/IDN: 200+ Beds)

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

Epic  
EpicCare Inpatient EMR  
n=142 **95%**

#### Part of long-term plans?

Epic  
EpicCare Inpatient EMR  
n=160 **99%**  
MEDITECH  
Expanse Acute Care EMR  
n=18 **95%**

#### Would you buy again?

Epic  
EpicCare Inpatient EMR  
n=155 **99%**

# Acute Care EMR (Community Hospital: <200 Beds)

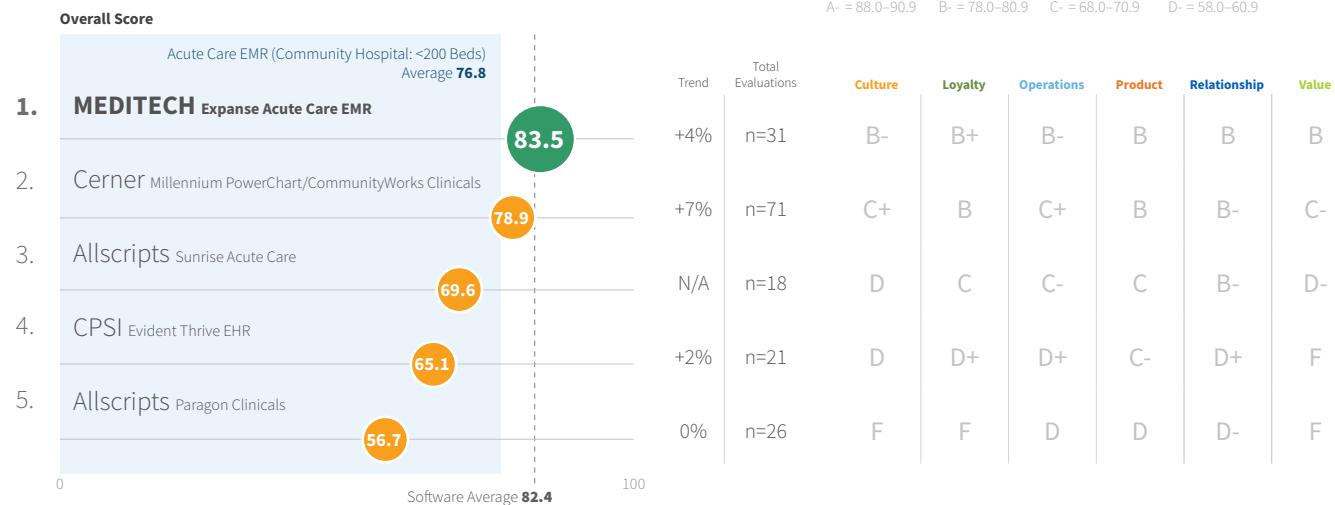


# MEDITECH

## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Epic EpicCare Inpatient EMR	87.5*	n=8	B+*	A*	B*	B+*	A-*	B+*
MEDHOST Enterprise Clinicals	72.1*	n=15	C+*	C*	C*	C*	C+*	F*
<b>Component [C], Not Primary [NP], or Regional [R]</b>								
athenahealth athenaClinicals for Hospitals & Health Systems [NP]	70.1	n=17	D+	C-	C-	C-	C-	C+
CPSI Centriq Clinicals (Healthland) [NP]	87.3*	n=8	A-*	A*	B+*	B*	B+*	B+*
Epic Community Connect Care EMR [C]	82.8	n=71	B-	A-	B-	B+	B-	C+
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	80.8	n=43	B-	B-	B-	B-	B+	B-

Definitions can be found on page iv.

## Acute Care EMR (Community Hospital: <200 Beds)

### Continued



Other **notable** performances in Acute Care EMR (Community Hospital: <200 Beds)

Listed below are the vendors for whom 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	Cerner Millennium PowerChart/ CommunityWorks Clinicals n=160 <b>97%</b>	None
		MEDITECH Expanse Acute Care EMR n=18 <b>97%</b>	

# Data Archiving



**Triyam**

## How do vendor solutions **compare?**



**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+      B+ = 85.0–87.9      C+ = 75.0–77.9      D+ = 65.0–67.9      F = <58.0  
 A = 91.0–94.9      B = 81.0–84.9      C = 71.0–74.9      D = 61.0–64.9  
 A- = 88.0–90.9      B- = 78.0–80.9      C- = 68.0–70.9      D- = 58.0–60.9

### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
CITI DRIS	92.7*	n=7	A-*	A+*	A-*	A*	A-*	A*
Galen Healthcare VitalCenter Online Archival	88.3*	n=13	A-*	A-*	B+*	B+*	A*	A-*

Definitions can be found on page iv.



Other **notable** performances in Data Archiving

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

ELLKAY LKArchive	n=22	100%
Harmony Healthcare IT HealthData Archiver	n=27	100%
Triyam Fovea EHR Archive	n=16	100%

#### Keeps all promises?

ELLKAY LKArchive	n=23	100%
Legacy Data Access LegacyVault	n=17	100%
Triyam Fovea EHR Archive	n=20	100%
MediQuant DataArk	n=30	97%

#### Part of long-term plans?

Harmony Healthcare IT HealthData Archiver	n=27	100%
Triyam Fovea EHR Archive	n=20	100%

#### Would you buy again?

Triyam Fovea EHR Archive	n=19	100%
ELLKAY LKArchive	n=23	96%

## Looking for a different **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 154
Behavioral Health	Behavioral Health, Page 57
Go-Live Support	Implementation Services, Page 144
HIT Implementation Leadership	Implementation Services, Pages 146–50
HIT Staffing	Implementation Services, Page 151

# 340B Management Systems (3+ Covered Entities)



## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
RxStrategies 340B Dashboard	79.4*	n=8	C-*	B*	C+*	B-*	B-*	B+*

Definitions can be found on page iv.



### Other **notable** performances in 340B Management Systems (3+ Covered Entities)

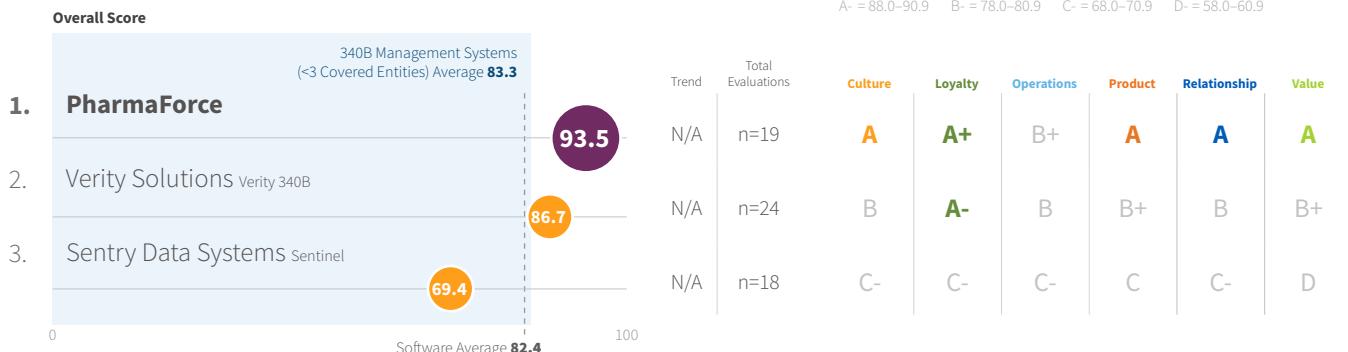
Listed below are the vendors for whom at least 95% of respondents answered **yes**.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Verity Solutions Verity 340B	n=38      97%	None	None

# 340B Management Systems (<3 Covered Entities)



## How do vendor solutions compare?



<b>Solutions Not Ranked</b>								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Macro Helix 340B Architect	82.4*	n=6	B*	B*	B*	B*	B-*	B*
RxStrategies 340B Dashboard	78.6*	n=12	C-*	B-*	B-*	C+*	B-*	B+*

Definitions can be found on page iv.



## Other **notable** performances in 340B Management Systems (<3 Covered Entities)

Listed below are the vendors for whom 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?
PharmaForce      n=18      95%	PharmaForce      n=19      100%	PharmaForce      n=19      100% Verity Solutions      n=23      100%	PharmaForce      n=19      100%

# Automated Dispensing Cabinets



## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
ARxLUM MedSelect Cabinets	79.7*	n=6	B-*	B*	C+*	B*	B*	C+*
Cerner RxStation	78.2*	n=9	C*	B+*	C*	B*	C+*	C+*
<b>Component [C], Not Primary [NP], or Regional [R]</b>								
Omnicell AcuDose-Rx [NP]	78.8*	n=6	B*	C*	B*	B+*	B-*	C*

Definitions can be found on page iv.



### Other **notable** performances in Automated Dispensing Cabinets

Listed below are the vendors for whom 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=68      **100%**  
BD Pyxis™ MedStation™ ES      n=48      **98%**

#### Would you buy again?

None

# Dispensing Robotics



## How do vendor solutions **compare?**

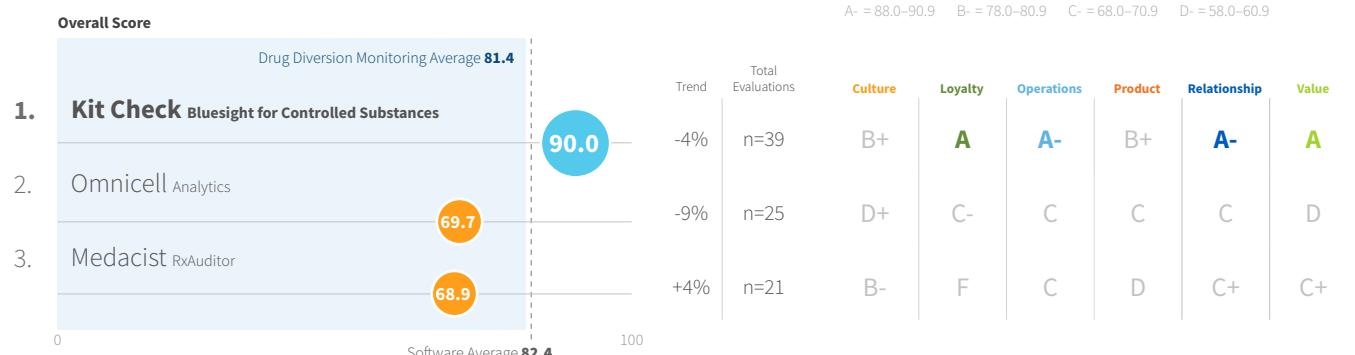


# Drug Diversion Monitoring



## KITCHECK

### How do vendor solutions **compare?**



#### Score Breakdown (Grading methodology can be found on page 4)

A+ = 95.0+      B+ = 85.0–87.9      C+ = 75.0–77.9      D+ = 65.0–67.9      F = <58.0  
 A = 91.0–94.9      B = 81.0–84.9      C = 71.0–74.9      D = 61.0–64.9  
 A- = 88.0–90.9      B- = 78.0–80.9      C- = 68.0–70.9      D- = 58.0–60.9

#### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
FairWarning Drug Diversion Monitoring	93.9*	n=13	A+*	A+*	A+*	A-*	A*	A+*
HelioMetrics Drug Diversion Analytics	76.5*	n=9	C-*	C+*	C*	C+*	B-*	B*
Invistics Flowlytics	80.2*	n=6	C*	B*	C++	C+*	A*	B+*

Definitions can be found on page iv.



### Other **notable** performances in Drug Diversion Monitoring

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Kit Check Bluesight for Controlled Substances      n=29      100%

#### Keeps all promises?

None

#### Part of long-term plans?

Kit Check Bluesight for Controlled Substances      n=35      100%

#### Would you buy again?

None

# IV Robots

## How do vendor solutions **compare?**



<b>Solutions Not Ranked</b>								
	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
ARxiUM RIVA	75.0*	n=15	C*	C+*	C+*	C+*	C*	C*

Definitions can be found on page iv.



## Other **notable** performances in IV Robots

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

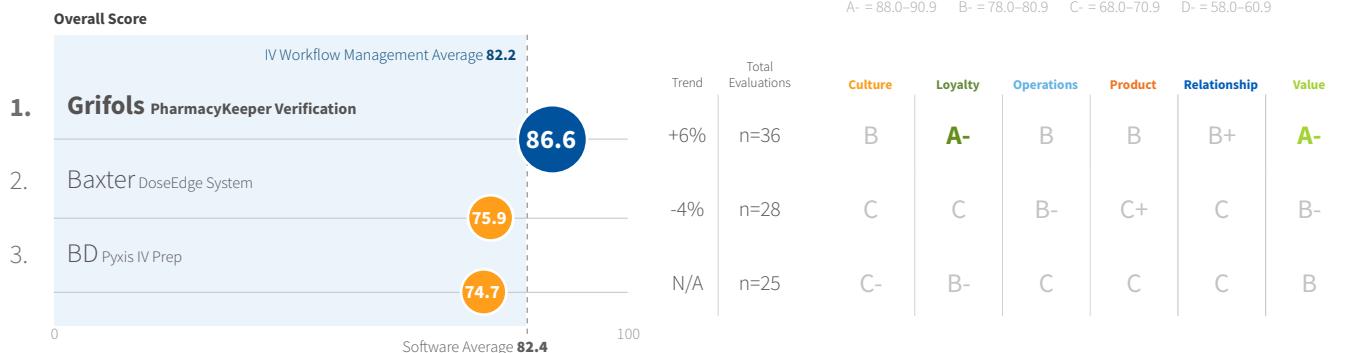
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Omnicell i.v.STATION n=19 <b>100%</b>	None

# IV Workflow Management



# GRIFOLS

## How do vendor solutions **compare?**



### Score Breakdown (Grading methodology can be found on page 4)

A+= 95.0+	B+= 85.0–87.9	C+= 75.0–77.9	D+= 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

### Solutions Not Ranked

Component [C], Not Primary [NP], or Regional [R]

Epic IV Dispense Prep [C]

Definitions can be found on page iv.



### Other **notable** performances in IV Workflow Management

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Grifols

n=33

**97%**

PharmacyKeeper Verification

BD Pyxis IV Prep

n=20

**95%**

#### Keeps all promises?

None

#### Part of long-term plans?

BD Pyxis IV Prep

n=21

**95%**

#### Would you buy again?

None

# Medication Inventory Management



## How do vendor solutions **compare?**



<b>Solutions Not Ranked</b>								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Epic Willow Inventory (Inpatient)	86.3*	n=13	B*	A*	B*	B*	A-*	A-*
Swisslog Healthcare Pharmacy Manager	61.6*	n=11	F*	D+*	D*	D-*	D-*	C-*

Definitions can be found on page iv.



## Other **notable** performances in Medication Inventory Management

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

None

### Keeps all promises?

None

### Part of long-term plans?

BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics) n=22 **100%**

Omnicell Inventory Management (Central Pharmacy Manager, Performance Center) n=22 **100%**

### Would you buy again?

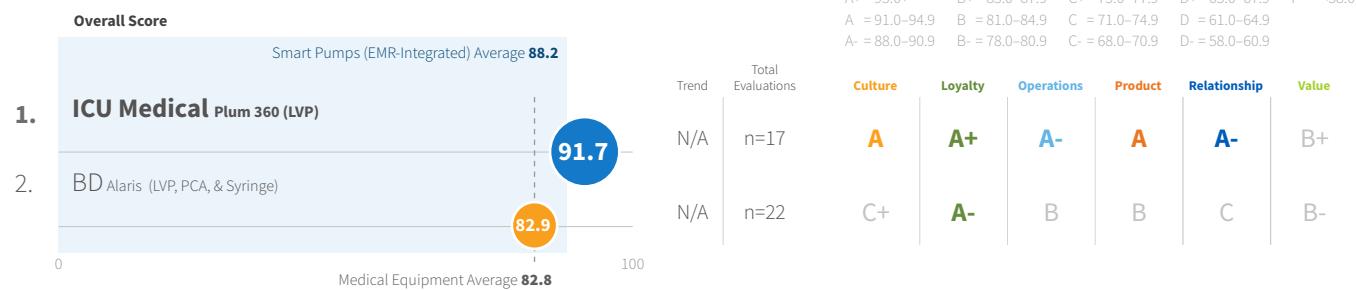
BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics) n=23 **100%**

# Smart Pumps (EMR-Integrated)



**icu**medical  
human connections

## How do vendor solutions **compare**?



## Other **notable** performances in Smart Pumps (EMR-Integrated)

Listed below are the vendors for whom 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=15 <b>100%</b> BD Alaris (LVP, PCA, & Syringe) n=20 <b>100%</b>	ICU Medical Plum 360 (LVP) n=14 <b>100%</b> BD Alaris (LVP, PCA, & Syringe) n=18 <b>95%</b>

# Smart Pumps (Traditional)



# B|BRAUN

## How do vendor solutions compare?



### Solutions Not Ranked

Non-LVP Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
B. Braun Perfusor Space (PCA, Syringe)	88.2	n=29	A-	A	B+	B+	B	A-
ICU Medical LifeCare PCA (PCA)	80.1	n=18	B-	B-	B	B-	C+	B
Smiths Medical CADD-Solis (PCA)	78.1	n=22	C+	B	B-	C+	C-	C
Smiths Medical Medfusion 4000 (Syringe)	82.2	n=34	B+	B	B+	C+	C+	B-

Definitions can be found on page iv.



### Other notable performances in Smart Pumps (Traditional)

Listed below are the vendors for whom at least 95% of respondents answered yes.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

None

#### Part of long-term plans?

B. Braun Infusomat Space (LVP)	n=34	100%
ICU Medical Plum 360 (LVP)	n=27	96%

#### Would you buy again?

BD Alaris (LVP, PCA, & Syringe)	n=37	95%
---------------------------------	------	-----

# Clinical Decision Support— Care Plans & Order Sets



zynxhealth™

## How do vendor solutions **compare?**



## Other **notable** performances in Clinical Decision Support—Care Plans & Order Sets

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

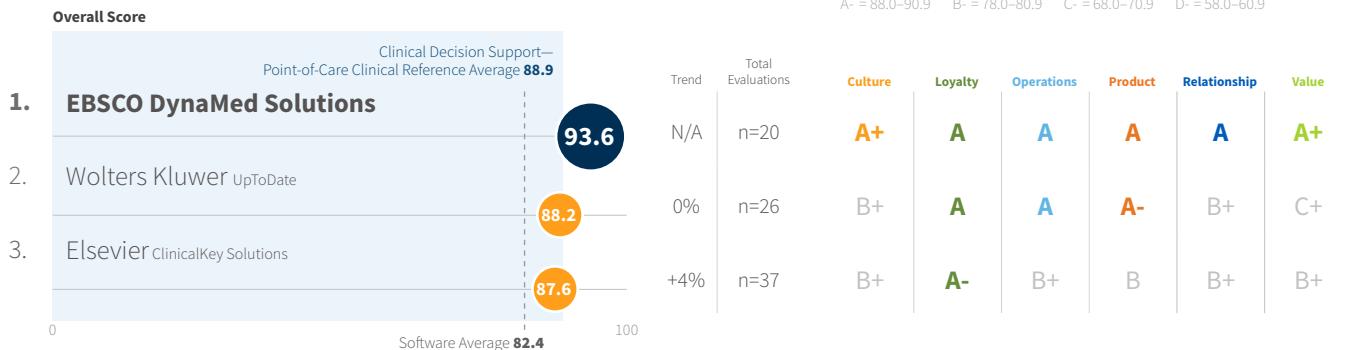
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Zynx Health n=19 <b>100%</b>	Elsevier n=22 <b>96%</b>	Elsevier n=22 <b>96%</b>	Zynx Health n=21 <b>100%</b>
Provation n=20 <b>95%</b>	Zynx Health n=19 <b>95%</b>	Elsevier n=19 <b>95%</b>	Elsevier n=23 <b>96%</b>

# Clinical Decision Support— Point-of-Care Clinical Reference



# EBSCO

## How do vendor solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
IBM Watson Health Micromedex Solutions	84.5*	n=9	B+*	B*	B*	A-*	C+*	B*

Definitions can be found on page iv.



Other **notable** performances in Clinical Decision Support—Point-of-Care Clinical Reference

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

EBSCO DynaMed Solutions      n=23      **100%**

#### Keeps all promises?

EBSCO DynaMed Solutions      n=23      **100%**

#### Part of long-term plans?

Wolters Kluwer UpToDate      n=25      **100%**  
EBSCO DynaMed Solutions      n=21      **95%**

#### Would you buy again?

Elsevier ClinicalKey Solutions      n=41      **98%**  
Wolters Kluwer UpToDate      n=25      **96%**

# Infection Control & Monitoring



# VigiLanz®

## How do vendor solutions **compare?**



## Other **notable** performances in Infection Control & Monitoring

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

VigiLanz Dynamic Infection Control Monitor (ICM)	n=17	<b>100%</b>
Wolters Kluwer Pharmacy OneSource Sentri7 Infection Prevention	n=11	<b>100%</b>

### Keeps all promises?

VigiLanz Dynamic Infection Control Monitor (ICM)	n=19	<b>100%</b>
Wolters Kluwer Pharmacy OneSource Sentri7 Infection Prevention	n=23	<b>100%</b>
Premier TheraDoc Infection Control Assistant	n=19	<b>95%</b>

### Part of long-term plans?

Epic Infection Control	n=20	<b>100%</b>
VigiLanz Dynamic Infection Control Monitor (ICM)	n=18	<b>100%</b>

### Would you buy again?

Premier TheraDoc Infection Control Assistant	n=20	<b>100%</b>
VigiLanz Dynamic Infection Control Monitor (ICM)	n=19	<b>100%</b>
Wolters Kluwer Pharmacy OneSource Sentri7 Infection Prevention	n=21	<b>95%</b>

# Mobile Charge Capture

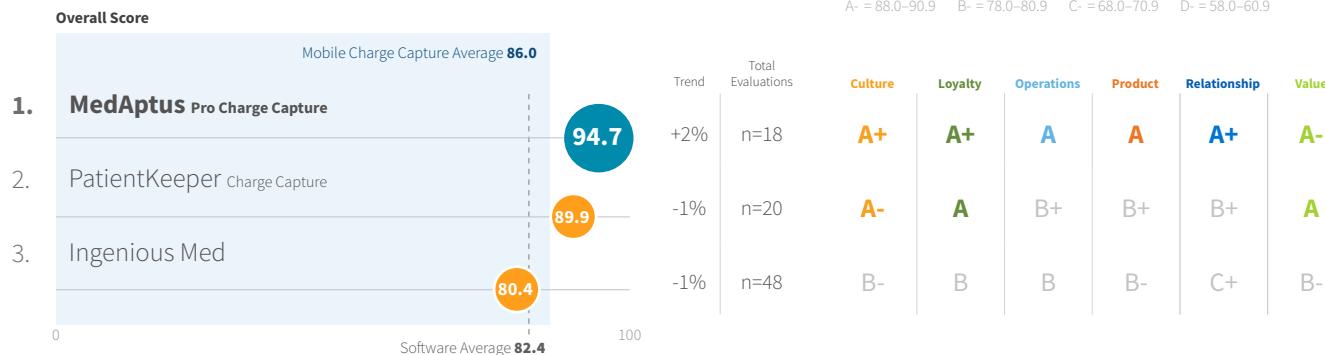


# MEDAPTUS

## How do vendor solutions **compare**?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



## Other **notable** performances in Mobile Charge Capture

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

PatientKeeper Charge Capture      n=16    100%

### Keeps all promises?

MedAptus Pro Charge Capture      n=17    100%

### Part of long-term plans?

None

### Would you buy again?

MedAptus Pro Charge Capture      n=18    100%

PatientKeeper Charge Capture      n=20    100%

# Pharmacy Surveillance



# VigiLanz®

## How do vendor solutions compare?



### Score Breakdown (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
BD MedMined Surveillance Advisor	76.1*	n=8	B-*	C-*	C+*	C*	B-*	B*

Definitions can be found on page iv.



## Other notable performances in Pharmacy Surveillance

Listed below are the vendors for whom 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 Dynamic PharmacoVigilance (DPV) n=19 <b>95%</b>	VigiLanz Dynamic PharmacoVigilance (DPV) n=21 <b>100%</b>	VigiLanz Dynamic PharmacoVigilance (DPV) n=23 <b>100%</b>	Premier TheraDoc Pharmacy Assistant n=16 <b>100%</b>
			Wolters Kluwer Pharmacy OneSource Sentri7 n=30 <b>97%</b>
			VigiLanz Dynamic PharmacoVigilance (DPV) n=24 <b>96%</b>

## 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 101
Patient Flow .....	Locating & Tracking, Page 90

# Integration Engines



 LYNIATE

## How do vendor solutions **compare?**



### Solutions Not Ranked

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Infor Cloverleaf Integration Suite	83.1*	n=12	C+*	B+*	B*	B+*	B-*	B*

Component [C], Not Primary [NP], or Regional [R]

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
INTERFACEWARE Iguna [C]	91.9*	n=11	A*	A+*	A-*	A*	B+*	A-*

Definitions can be found on page iv.



### Other **notable** performances in Integration Engines

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

InterSystems HealthShare Health Connect n=23 **100%**

#### Keeps all promises?

InterSystems HealthShare Health Connect n=24 **100%**

Lyniate Corepoint n=63 **98%**

#### Part of long-term plans?

InterSystems HealthShare Health Connect n=24 **100%**

Lyniate Corepoint n=64 **98%**

NextGen Healthcare Connect Integration Engine n=18 **95%**

#### Would you buy again?

Lyniate Corepoint n=63 **97%**

InterSystems HealthShare Health Connect n=23 **96%**

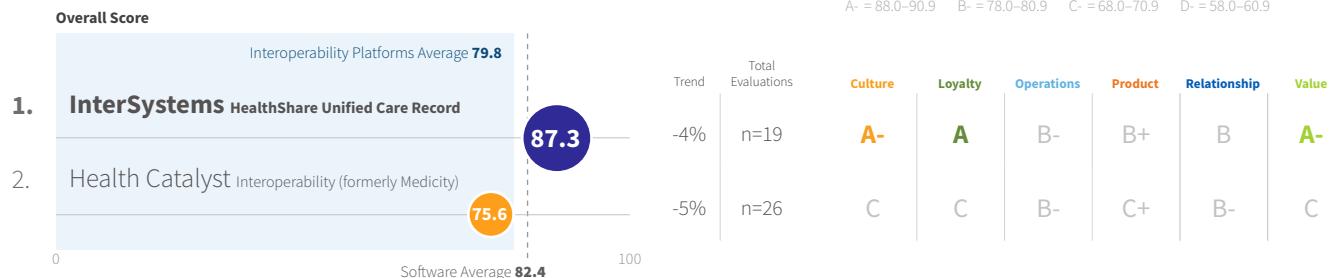
# Interoperability Platforms



## How do vendor solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Allscripts dbMotion Solution (HIE)	72.7*	n=17	D+*	C*	C+*	C+*	C*	D+*
Orion Health Amadeus—HIE Platform	88.8*	n=16	B+*	A*	B+*	B+*	B+*	A-*

Definitions can be found on page iv.



### Other **notable** performances in Interoperability Platforms

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

InterSystems HealthShare n=18      **95%**

#### Part of long-term plans?

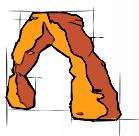
None

#### Would you buy again?

InterSystems HealthShare n=18      **100%**



# Collaborate for Real Change



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**Collaborative**<sup>™</sup>

a KLAS initiative

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————— “

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—Rob Schreiner, President, WellStar Medical Group

————— ”

# Ambulatory & Post-Acute Care



## 40 Physician Practice Solutions

- Ambulatory EMR (Over 75 Physicians)
- Ambulatory EMR (11-75 Physicians)
- Ambulatory RCM Services
- Ambulatory Specialty EMR
- Claims & Clearinghouse
- Patient Intake Management
- Practice Management (Over 75 Physicians)
- Practice Management (11-75 Physicians)
- Small Practice Ambulatory EMR/PM ( $\leq 10$  Physicians)

## 53 Post-Acute Care Solutions

- Home Health EHR (Large:  $>200$  ADC)
- Home Health EHR (Small:  $\leq 200$  ADC)
- Hospice
- Long-Term Care

## 57 Behavioral Health

- Behavioral Health

# Ambulatory EMR (Over 75 Physicians)

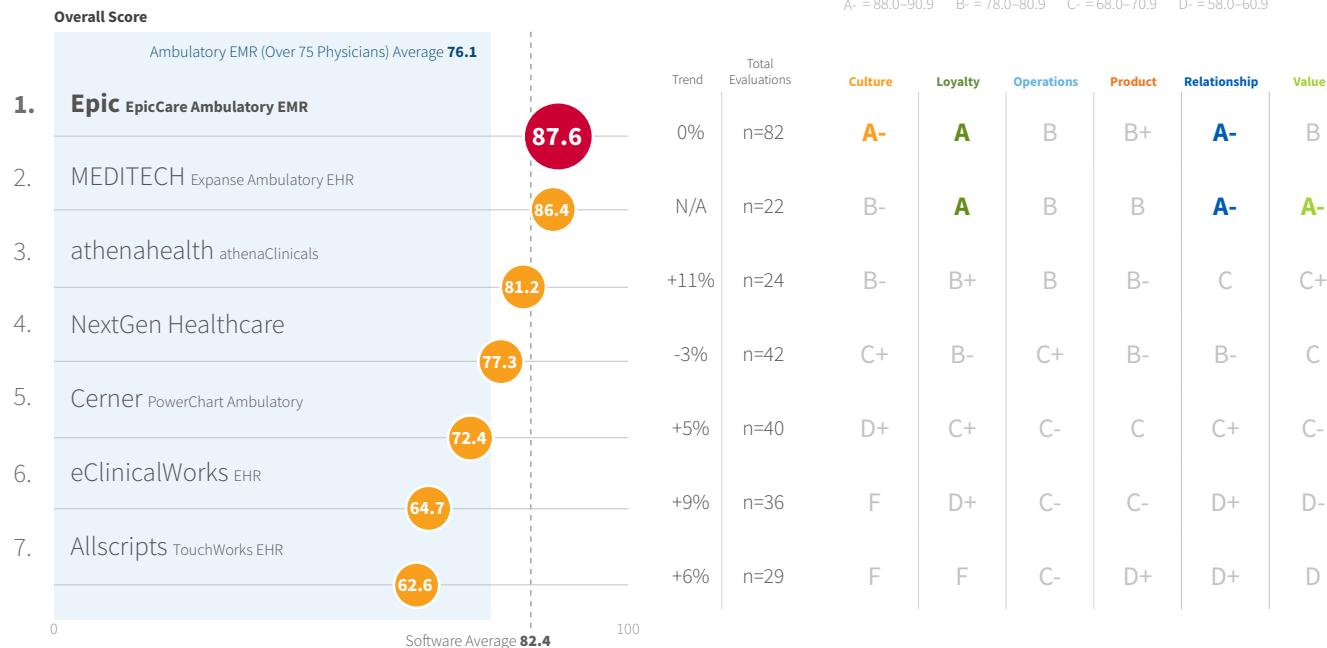


**Epic**

## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Allscripts Sunrise Ambulatory Care	65.2*	n=8	F*	C-*	F*	D+*	C*	C-*
athenahealth athenaPractice EMR	70.1*	n=8	D-*	C*	C*	C-*	B*	C-*
Component [C], Not Primary [NP], or Regional [R]								
Epic Community Connect Care Ambulatory EMR [C]	83.0	n=16	B	B+	B	B	B-	C

Definitions can be found on page iv.

## Ambulatory EMR (Over 75 Physicians) Continued



Other **notable** performances in Ambulatory EMR (Over 75 Physicians)

Listed below are the vendors for whom 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=81 <b>100%</b>	Epic EpicCare Ambulatory EMR n=78 <b>99%</b>
		MEDITECH Expanse Ambulatory EHR n=21 <b>100%</b>	athenahealth athenaClinicals n=21 <b>95%</b>
		Cerner PowerChart Ambulatory n=36 <b>95%</b>	MEDITECH Expanse Ambulatory EHR n=21 <b>95%</b>

# Ambulatory EMR (11–75 Physicians)



## How do vendor solutions compare?

### Overall Score

Ambulatory EMR (11–75 Physicians) Average **75.2**

### Score Breakdown

(Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
AdvancedMD EHR	65.0*	n=6	C*	D*	F*	D+*	D-*	C+*
Allscripts TouchWorks EHR	71.0*	n=12	C-*	C+*	C+*	C*	C-*	F*
Cerner PowerChart Ambulatory	71.1*	n=15	D+*	C+*	C-*	C*	C+*	D+*
eMDs Aprima EHR	60.5*	n=11	D*	F*	C-*	D+*	F*	F*
Epic EpicCare Ambulatory EMR	86.8*	n=14	A-*	A-*	B*	B+*	A-*	B-*
MEDITECH Expanse Ambulatory EHR	84.5*	n=12	B*	A*	B-*	B*	B-*	B+*
<b>Component [C], Not Primary [NP], or Regional [R]</b>								
Epic Community Connect Care Ambulatory EMR [C]	86.0	n=40	B+	A	B-	B+	B+	B-
Greenway Health Prime Suite (EHR) [NP]	62.5*	n=10	F*	D*	D+*	D*	D*	D*

Definitions can be found on page iv.

## Ambulatory EMR (11–75 Physicians) Continued



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

Listed below are the vendors for whom 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	NextGen Healthcare    n=56 <b>95%</b> Enterprise EHR	None

# Ambulatory RCM Services



## How do vendor solutions compare?



### Solutions Not Ranked

\*Limited Data Products

CareCloud Concierge RCM

Definitions can be found on page iv.



Other **notable** performances in Ambulatory RCM Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

R1 RCM

n=29 **100%**

#### Exceeds expectations?

None

#### Would you buy again?

None

# Ambulatory Specialty EMR

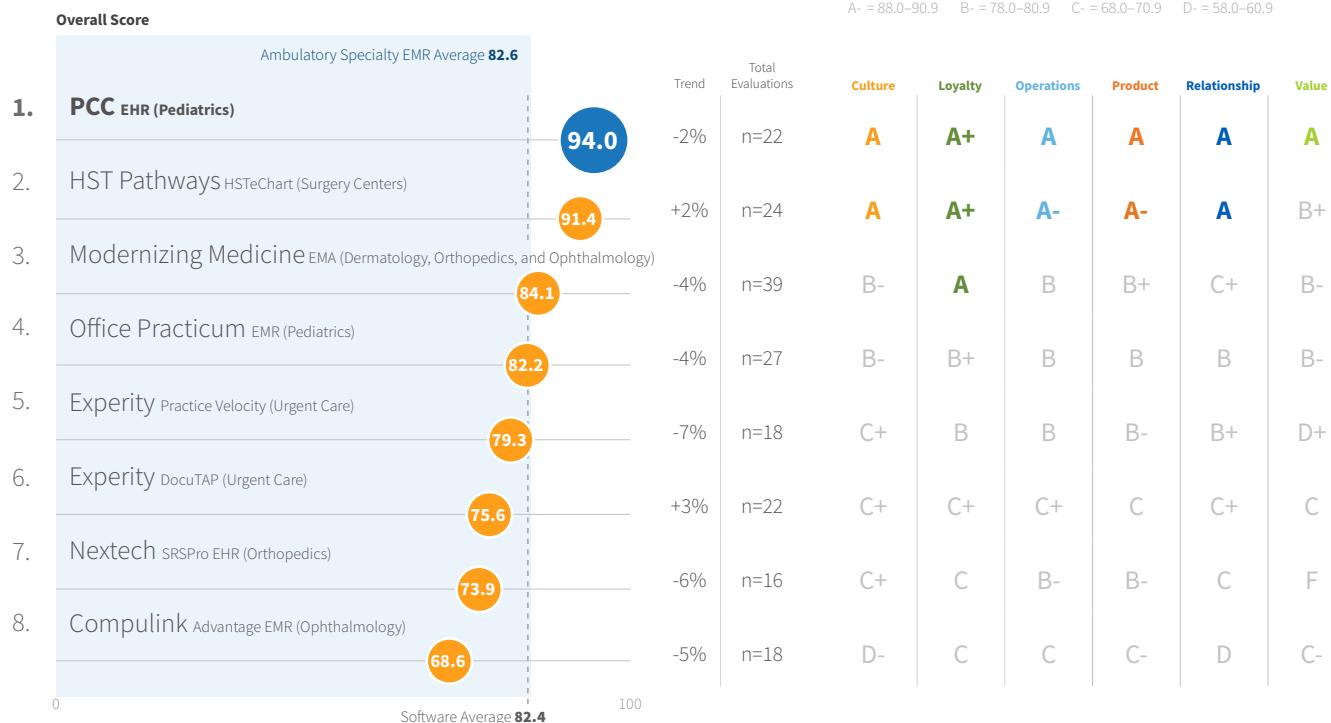


PCC Pediatric  
EHR Solutions

## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

\*Limited Data Products

Eye Care Leaders myCare Integrity EMR (Ophthalmology)	81.7*
EyeMD EMR Healthcare Systems EyeMD EMR (Ophthalmology)	92.1*

Definitions can be found on page iv.

# Ambulatory Specialty EMR Continued



Other **notable** performances in Ambulatory Specialty EMR

Listed below are the vendors for whom 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 (Pediatrics) n=21 <b>95%</b>	None	HST Pathways HSTeChart (Surgery Centers) n=24 <b>100%</b>	HST Pathways HSTeChart (Surgery Centers) n=23 <b>96%</b>
		PCC EHR (Pediatrics) n=21 <b>100%</b>	PCC EHR (Pediatrics) n=20 <b>95%</b>
		Modernizing Medicine EMA (Dermatology, Orthopedics, and Ophthalmology) n=38 <b>97%</b>	
		Office Practicum EMR (Pediatrics) n=26 <b>96%</b>	

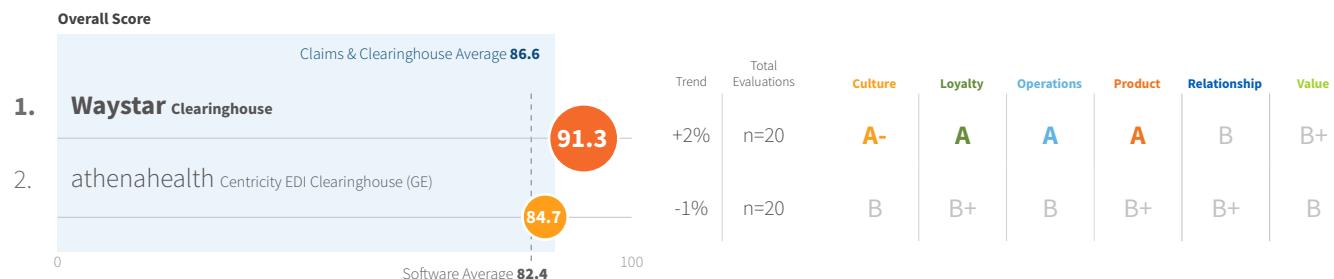
# Claims & Clearinghouse



## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Allscripts Payerpath Clearinghouse	82.0*	n=10	B+*	A-*	C+*	B*	C+*	D+*
TriZetto Provider Solutions Clearinghouse	84.1*	n=7	B*	B*	B++	B*	A*	B*

Definitions can be found on page iv.



### Other **notable** performances in Claims & Clearinghouse

Listed below are the vendors for whom 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	Waystar Clearinghouse n=19 95%	Waystar Clearinghouse n=20 100%

# Patient Intake Management



Phreesia

## How do vendor solutions **compare?**



<b>Solutions Not Ranked</b>								
	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
R1 RCM Tonic, an R1 Company	86.4*	n=12	A-*	B+*	B+*	B+*	B+*	B-*
Component [C], Not Primary [NP], or Regional [R]								
AdvancedMD AdvancedPatient [C]	84.7	n=15	B-	A-	B+	A-	B	C-
Epic Welcome [C]	89.2	n=26	A-	A	A-	B+	A-	B+
Epion Health Epion Check-In [C]	88.8	n=18	A-	A-	A-	A-	A-	B+

Definitions can be found on page iv.

## Other **notable** performances in Patient Intake Management

Listed below are the vendors for whom 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	Phreesia n=46 96%	Phreesia n=48 100%

# Practice Management (Over 75 Physicians)



**Epic**

## How do vendor solutions compare?



### Solutions Not Ranked

\*Limited Data Products

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Allscripts PM	63.4*	n=6	F*	F*	C-*	D+*	D+*	C-*
athenahealth athenaDX (Ambulatory)	84.9*	n=15	A-*	B+*	B+*	B*	A-*	C+*
athenahealth athenaPractice PM	66.2*	n=8	D-*	D*	C*	C-*	C+*	D*
eClinicalWorks PM	66.9*	n=14	F*	C-*	C-*	C*	D+*	D*
MEDITECH Expanse Ambulatory PM	86.6*	n=14	B*	A*	B*	B*	B+*	A*

Definitions can be found on page iv.



### Other notable performances in Practice Management (Over 75 Physicians)

Listed below are the vendors for whom at least 95% of respondents answered yes.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

None

#### Part of long-term plans?

Epic Resolute/Prelude/  
Cadence Ambulatory      n=51      **100%**  
NextGen Healthcare  
Enterprise PM      n=22      **96%**

#### Would you buy again?

Epic Resolute/Prelude/  
Cadence Ambulatory      n=52      **100%**

# Practice Management (11–75 Physicians)



## How do vendor solutions compare?



<b>Solutions Not Ranked</b>								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
AdvancedMD PM	69.4*	n=8	D+*	D+*	D+*	C*	D+*	C+*
athenahealth athenalDX (Ambulatory)	71.3*	n=6	D*	D*	C+*	C*	B-*	C+*
athenahealth athenaPractice PM	69.2*	n=6	C+*	C-*	C-*	C-*	C*	D-*
CareCloud Central	54.8*	n=7	F*	F*	F*	F*	F*	C+*
Cerner Practice Management	73.3*	n=9	D+*	B-*	C*	C+*	C+*	D+*
eClinicalWorks PM	69.3*	n=13	D+*	C*	C+*	C*	D+*	D*
eMDs Aprima PM	60.3*	n=9	D-*	F*	C-*	C-*	D-*	F*
Epic Resolute/Prelude/Cadence Ambulatory	84.3*	n=7	B*	A*	B*	B*	B*	C+*
Component [C], Not Primary [NP], or Regional [R]								
Greenway Health Prime Suite (PM) [NP]	70.0*	n=7	C-*	C-*	C*	D+*	C-*	C*

Definitions can be found on page iv.



### Other **notable** performances in Practice Management (11–75 Physicians)

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

**Avoids charging for every little thing?**

None

**Keeps all promises?**

None

**Part of long-term plans?**

NextGen Healthcare Enterprise PM      n=49      **96%**

**Would you buy again?**

None

# Small Practice Ambulatory EMR/PM ( $\leq 10$ Physicians)



## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



# Small Practice Ambulatory EMR/PM ( $\leq 10$ Physicians)

## Continued

<b>Solutions Not Ranked</b>								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
athenahealth athenaPractice EMR/PM	81.7*	n=13	B-*	B*	B*	B-*	B-*	B*
Cerner PowerChart Ambulatory EMR/PM	79.9*	n=14	B+*	B*	C+*	B-*	C*	C*
Component [C], Not Primary [NP], or Regional [R]								
Elation Health ElationEMR [C]	87.4	n=28	B	A	A-	B	B	A-
eMDs EHR/PM [NP]	74.8*	n=6	C*	B*	C*	C*	C-*	C*
Practice Fusion EHR [C]	84.2	n=15	B-	B+	B+	B	C-	A

Definitions can be found on page iv.

### Other **notable** performances in Small Practice Ambulatory EMR/PM ( $\leq 10$ Physicians)

Listed below are the vendors for whom 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	Allscripts Professional EHR/PM n=19 <b>95%</b>	None
		Kareo EHR/PM n=38 <b>95%</b>	

### 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 104

# Home Health EHR (Large: >200 ADC)



**MatrixCare®**  
by ResMed

## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

\*Limited Data Products

MEDITECH Home Health EHR

Netsmart Homecare (Allscripts) (Home Health EHR)

Definitions can be found on page iv.



Other **notable** performances in Home Health EHR (Large: >200 ADC)

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Epic EpicCare Dorothy n=20 **95%**

#### Keeps all promises?

None

#### Part of long-term plans?

Epic EpicCare Dorothy n=32 **100%**

MatrixCare Home Health (Brightree) n=23 **100%**

Homecare Homebase n=53 **95%**

#### Would you buy again?

MatrixCare Home Health (Brightree) n=20 **95%**

# Home Health EHR (Small: ≤200 ADC)



# MEDITECH

## How do vendor solutions **compare?**



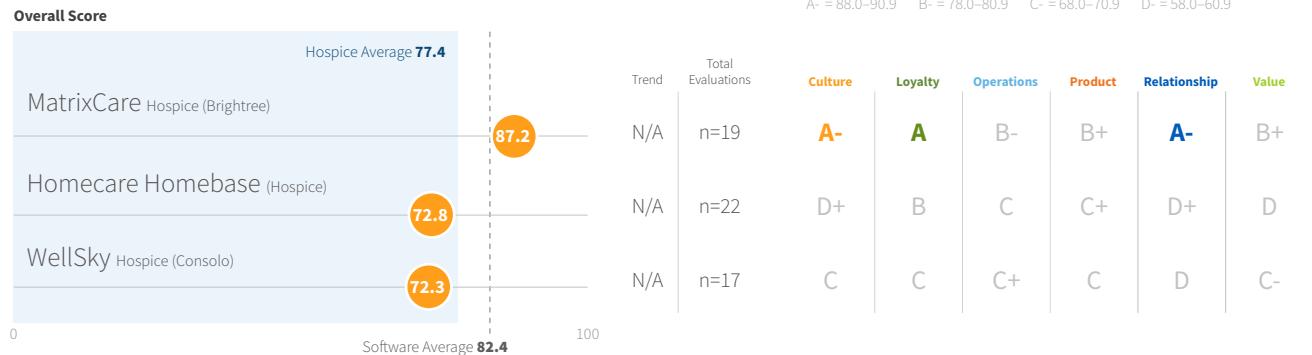
### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Epic EpicCare Dorothy	89.5*	n=7	B+*	A+*	B*	A-*	A*	A-*
Homecare Homebase	78.1*	n=13	B*	B*	B-*	B-*	C+*	D*
Thornberry NDoc [MS]	89.9	n=17	A+	A-	B+	A-	A-	B+

Definitions can be found on page iv.

# Hospice

## How do vendor solutions **compare?**



### Other **notable** performances in Hospice

Listed below are the vendors for whom 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	MatrixCare Hospice (Brightree) n=15 <b>100%</b>	Homecare Homebase (Hospice) n=20 <b>95%</b> MatrixCare Hospice (Brightree) n=18 <b>95%</b>	None

Note: KLAS data on hospice solutions has historically been reported on in conjunction with customers' home health feedback. As the two market segments were only recently separated, there is no 2021 Best in KLAS winner for hospice.

## Long-Term Care



# PointClickCare®

### How do vendor solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Cantata Health NetSolutions	70.4*	n=6	C-*	D+*	D+*	C-*	C+*	C*
CPSI American HealthTech	85.4*	n=8	B+*	B*	B+*	B-*	B+*	A-*
Epic EpicCare Long-term Care [MS]	87.5	n=16	B+	A	B	B+	A	A-

Definitions can be found on page iv.



### Other notable performances in Long-Term Care

Listed below are the vendors for whom at least 95% of respondents answered yes.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

PointClickCare

n=27 100%

Would you buy again?

PointClickCare

n=29 97%

# Behavioral Health



## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Core Solutions, Inc. Cx360	59.9*	n=6	D-*	F*	D*	F*	B-*	D-*

Definitions can be found on page iv.

# Hindsight Is 20/20

## That's why you have KLAS

When it comes to making a decision on the next product or service your healthcare organization needs, research takes time. It takes time to uncover the likely candidates, understand their strengths and weaknesses, and most importantly, determine whether their sales team is pitching substance or smoke.

In 2020, KLAS gathered **22,056** evaluations from healthcare professionals. The vast majority of these evaluations came from on-the-phone discussions, resulting in deeper and more insightful feedback.

## The result?

KLAS has published scores and commentary for more than **800** healthcare IT products and services—giving you the gift of hindsight. If you're making a software or services decision in healthcare, come learn from those who have walked a similar path.

Share your voice at:  
[klasresearch.com/evaluation](http://klasresearch.com/evaluation)



# Financial/Revenue Cycle/HIM

## 60 Patient Accounting

- Chargemaster Management
- Claims Management
- Complex Claims Services
- Contract Management
- Patient Access
- Patient Accounting & Patient Management (Large Hospital/IDN: 200+ Beds)
- Patient Accounting & Patient Management (Community Hospital: <200 Beds)
- Patient Financial Engagement
- Patient Financing Services
- Robotic Process Automation

## 71 Business Analytics

- Business Decision Support
- Data Visualization and Reporting
- Healthcare Artificial Intelligence—Data Science Solutions
- Healthcare Business Intelligence & Analytics
- Healthcare Safety, Risk, and Compliance Management
- Quality Management

## 78 ERP & Human Capital Management

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

## 85 HIM Solutions

- Clinical Documentation Improvement (CDI)
- Computer-Assisted Coding (CAC)
- Computer-Assisted Physician Documentation (CAPD)
- Speech Recognition: Front-End EMR

## 90 Locating & Tracking

- Patient Flow
- Real-Time Location Systems (RTLS)

# Chargemaster Management



## How do vendor solutions **compare?**



<b>Solutions Not Ranked</b>								
	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products Component [C], Not Primary [NP], or Regional [R]								
nThrive CDM Manager [NP]	79.1*	n=12	B-*	B*	B*	B-*	D+*	C+*

Definitions can be found on page iv.



## Other **notable** performances in Chargemaster Management

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

Vitalware by Health Catalyst, VitalCDM      n=30      **97%**

### Keeps all promises?

Vitalware by Health Catalyst, VitalCDM      n=33      **100%**  
Craneware Chargemaster Toolkit      n=50      **98%**

### Part of long-term plans?

Vitalware by Health Catalyst, VitalCDM      n=33      **100%**

### Would you buy again?

Vitalware by Health Catalyst, VitalCDM      n=33      **100%**

# Claims Management



## How do vendor solutions **compare?**



### Solutions Not Ranked

Component [C], Not Primary [NP], or Regional [R]

Waystar Claims Management [C]

Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
89.4	n=33	A	A-	A	B+	B+	A-

Definitions can be found on page iv.

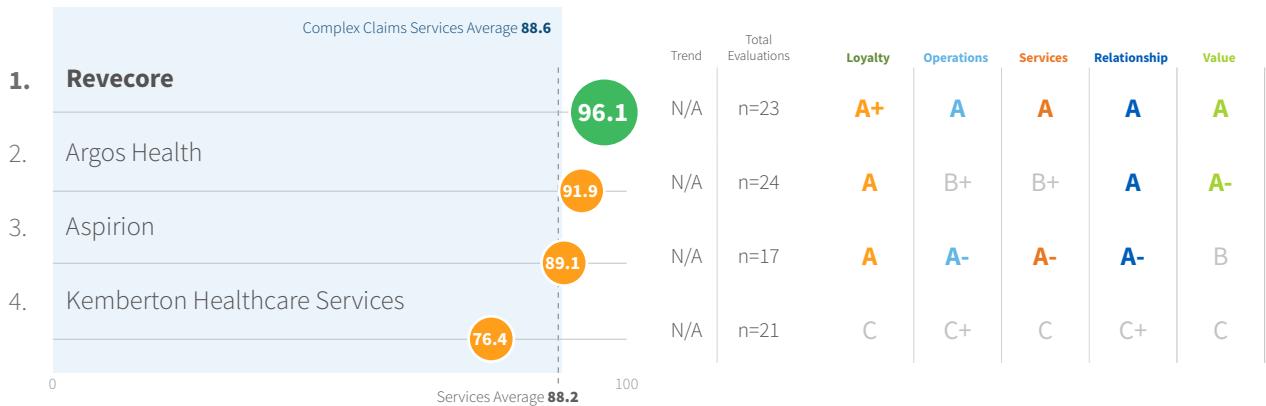
# Complex Claims Services



**REVECORE**

## How do vendor solutions **compare?**

### Overall Score



### Score Breakdown

(Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

### Solutions Not Ranked

\*Limited Data Products

Cognizant Bolder Healthcare Solutions

Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
87.1*	n=8	A-*	A-*	B+*	B-*	B*

Definitions can be found on page iv.



## Other **notable** performances in Complex Claims Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

None

### Exceeds expectations?

None

### Would you buy again?

Aspirion

n=18 **100%**

Revecore

n=23 **100%**

# Contract Management

## How do vendor solutions **compare?**



### Score Breakdown (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

<b>Solutions Not Ranked</b>								
	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Experian Health Contract Management & Analysis	84.7*	n=11	B+*	B+*	B*	B*	B-*	B+*

Definitions can be found on page iv.

# Patient Access



Front-End Revenue Cycle Intelligence

## How do vendor solutions compare?



### Solutions Not Ranked

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
SSI Group Access Director	91.2*	n=7	A*	A*	B+*	B+*	A*	A*
Component [C], Not Primary [NP], or Regional [R]								
nThrive CarePricer [C]	76.1*	n=11	C+*	B*	C+*	C*	C*	C+*
TransUnion Healthcare ClearIQ [C]	89.7*	n=6	A*	A-*	B+*	A-*	B+*	A*

Definitions can be found on page iv.



### Other notable performances in Patient Access

Listed below are the vendors for whom at least 95% of respondents answered yes.

#### Avoids charging for every little thing?

AccuReg Patient Access n=15 **100%**

#### Keeps all promises?

PELITAS Patient Access n=24 **96%**

#### Part of long-term plans?

AccuReg Patient Access n=13 **100%**

#### Would you buy again?

Waystar Patient Access n=21 **100%**PELITAS Patient Access n=24 **96%**

# Patient Accounting & Patient Management

(Large Hospital/IDN: 200+ Beds)



**Epic**

## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
MEDITECH Expanse Patient Accounting	79.8*	n=13	C+*	B*	B-*	C*	B*	B*
Component [C], Not Primary [NP], or Regional [R]								
Cerner Soarian Financials [NP]	74.9*	n=11	C+*	B-*	C*	C+*	B*	D*

Definitions can be found on page iv.



Other **notable** performances in Patient Accounting & Patient Management  
(Large Hospital/IDN: 200+ Beds)

Listed below are the vendors for whom 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=51 <b>98%</b>	Epic Resolute Hospital Billing n=59 <b>100%</b>	Epic Resolute Hospital Billing n=57 <b>100%</b>

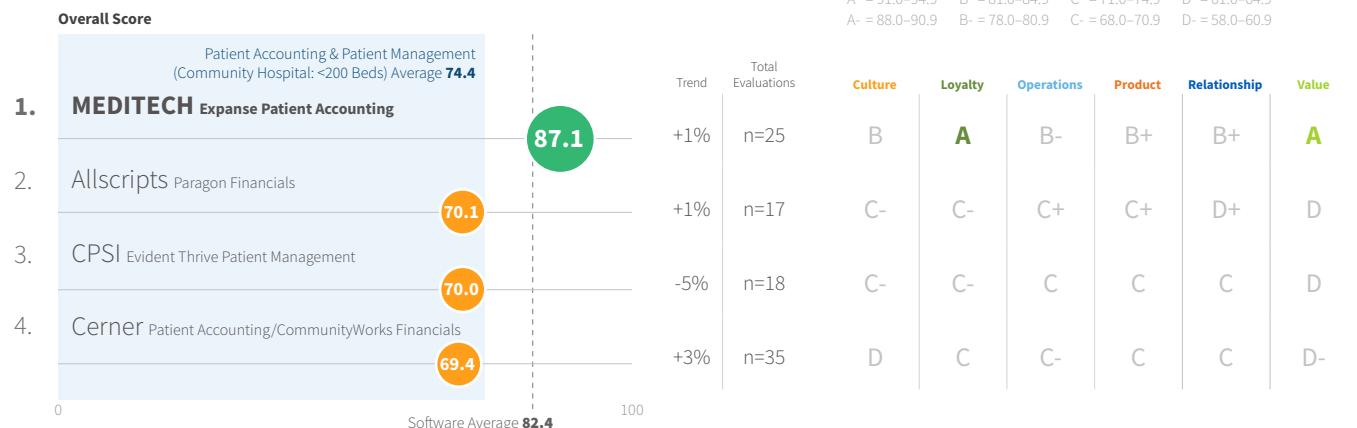
# Patient Accounting & Patient Management

(Community Hospital: <200 Beds)



# MEDITECH

## How do vendor solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
MEDHOST Enterprise Financials	53.2*	n=7	F*	F*	F*	F*	D*	F*
<b>Component [C], Not Primary [NP], or Regional [R]</b>								
athenahealth athenaCollector for Hospitals & Health Systems [NP]	75.7*	n=7	D+*	B-*	C+*	C+*	D+*	B*
Epic Community Connect Resolute [C]	79.4	n=23	C+	B+	C	B	C	C

Definitions can be found on page iv.



Other **notable** performances in Patient Accounting & Patient Management  
(Community Hospital: <200 Beds)

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

MEDITECH Expanse Patient Accounting      n=20      **100%**

#### Keeps all promises?

None

#### Part of long-term plans?

MEDITECH Expanse Patient Accounting      n=24      **100%**

#### Would you buy again?

MEDITECH Expanse Patient Accounting      n=24      **96%**

# Patient Financial Engagement



## How do vendor solutions **compare?**



**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Cedar Patient Financial Engagement	95.0*	n=10	A+*	A+*	A*	A*	A*	A+*
Flywire (Simplee) Patient Financial Engagement	87.1*	n=13	A-*	A-*	A-*	B+*	B*	B+*
VisitPay Patient Financial Engagement	93.5*	n=7	A+*	A+*	B+*	A*	A*	A+*

Definitions can be found on page iv.



### Other **notable** performances in Patient Financial Engagement

Listed below are the vendors for whom 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?
RevSpring Patient Financial Engagement n=18    95%	PatientCO Patient Financial Experience n=18    100%	None	PatientCO Patient Financial Experience n=19    100%
			RevSpring Patient Financial Engagement n=18    95%

# Patient Financing Services



## How do vendor solutions **compare?**

### Overall Score



### Score Breakdown (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

Loyalty Operations Services Relationship Value

	Trend	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
1. ClearBalance HealthCare Patient Financing	-1%	n=27	A	A-	B	A-	A-
2. CarePayment	N/A	n=18	A	A-	B+	A-	B-
3. AccessOne	-7%	n=18	B+	B+	B+	A-	B



## Other **notable** performances in Patient Financing Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

ClearBalance HealthCare n=26 **100%**  
ClearBalance Patient Financing

### Exceeds expectations?

None

### Would you buy again?

CarePayment LLC n=17 **100%**  
CarePayment Patient Financing

# Robotic Process Automation



## How do vendor solutions **compare?**



### Solutions Not Ranked

\*Limited Data Products

Colburn Hill Group

Definitions can be found on page iv.



### Other **notable** performances in Robotic Process Automation

Listed below are the vendors for whom 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?
Databound EMUE      n=25 <b>100%</b>	Boston Software Systems Boston Workstation      n=17 <b>100%</b> Databound EMUE      n=25 <b>100%</b>	Boston Software Systems Boston Workstation      n=15 <b>100%</b> UiPath      n=13 <b>100%</b> Databound EMUE      n=22 <b>96%</b>	Boston Software Systems Boston Workstation      n=18 <b>100%</b> Databound EMUE      n=25 <b>100%</b>

## 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 158
Extended Business Office .....	Revenue Cycle Services, Page 159
Revenue Cycle Outsourcing .....	Revenue Cycle Services, Page 162

# Business Decision Support



## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Health Catalyst CORUS: Activity-Based Costing	84.7*	n=11	B+*	A-*	C*	B+*	B-*	B*

Definitions can be found on page iv.



### Other **notable** performances in Business Decision Support

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

None

#### Part of long-term plans?

Strata Decision Technology  
StrataJazz

#### Would you buy again?

Strata Decision Technology  
StrataJazz

n=42

95%

# Data Visualization and Reporting



## How do vendor solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
SAP BusinessObjects Business Intelligence Platform	70.6*	n=12	C-*	C*	D+*	C*	D+*	D+*

Definitions can be found on page iv.



### Other **notable** performances in Data Visualization and Reporting

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Syntellis Analytics Explorer n=19 **100%**  
(formerly Change Healthcare)

#### Keeps all promises?

Tableau n=37 **97%**

#### Part of long-term plans?

Microsoft Power BI n=15 **100%**

#### Would you buy again?

Syntellis Analytics Explorer n=19 **100%**  
(formerly Change Healthcare)

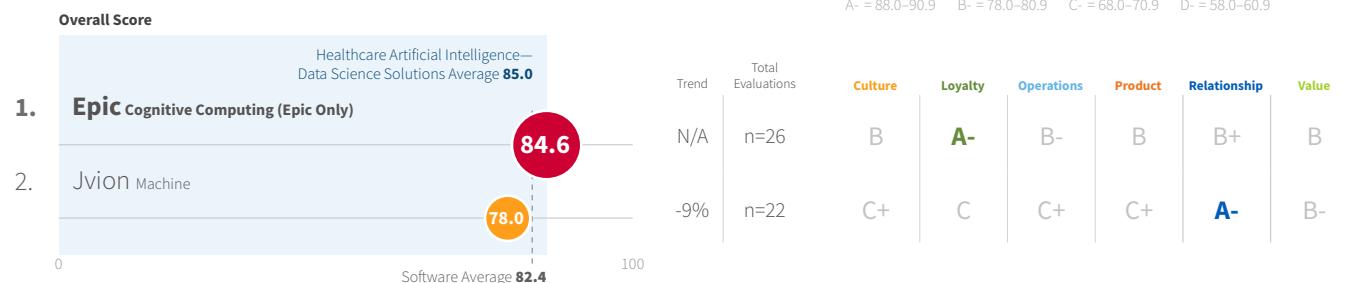
Microsoft Power BI n=16 **100%**

# Healthcare Artificial Intelligence— Data Science Solutions



# Epic

## How do vendor solutions **compare**?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
ClosedLoop.ai Healthcare's Data Science Platform	91.7*	n=9	A*	A*	B*	B+*	A+*	A+*
Health Catalyst healthcare.ai	75.0*	n=7	C*	B*	C-*	D+*	C+*	B-*

Definitions can be found on page iv.



### Other **notable** performances in Healthcare Artificial Intelligence—Data Science Solutions

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Jvion Machine	n=21	<b>100%</b>
Epic Cognitive Computing (Epic Only)	n=25	<b>96%</b>

#### Keeps all promises?

None

#### Part of long-term plans?

Epic Cognitive Computing (Epic Only)	n=26	<b>100%</b>
--------------------------------------	------	-------------

#### Would you buy again?

Epic Cognitive Computing (Epic Only)	n=25	<b>96%</b>
--------------------------------------	------	------------

# Healthcare Business Intelligence & Analytics



## How do vendor solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Cerner HealtheEDW	74.4*	n=9	D*	B+*	C-*	C+*	D+*	C*
Information Builders Healthcare Data Management and Analytics Platform	84.0*	n=7	C+*	B+*	B-*	B*	A-*	B+*
MedeAnalytics Revenue Cycle Management	85.9*	n=12	A-*	B+*	B*	B*	B+*	B*
Microsoft BI Solutions	88.2*	n=7	B+*	A*	B-*	A-*	C*	A*

Definitions can be found on page iv.



### Other **notable** performances in Healthcare Business Intelligence & Analytics

Listed below are the vendors for whom 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	Dimensional Insight Diver Platform    n=20 <b>100%</b>	Dimensional Insight Diver Platform    n=23 <b>100%</b>	Epic Cogito    n=59 <b>98%</b>
		Epic Cogito    n=60 <b>100%</b>	Health Catalyst Analytics Platform    n=31 <b>97%</b>
		Health Catalyst Analytics Platform    n=30 <b>97%</b>	

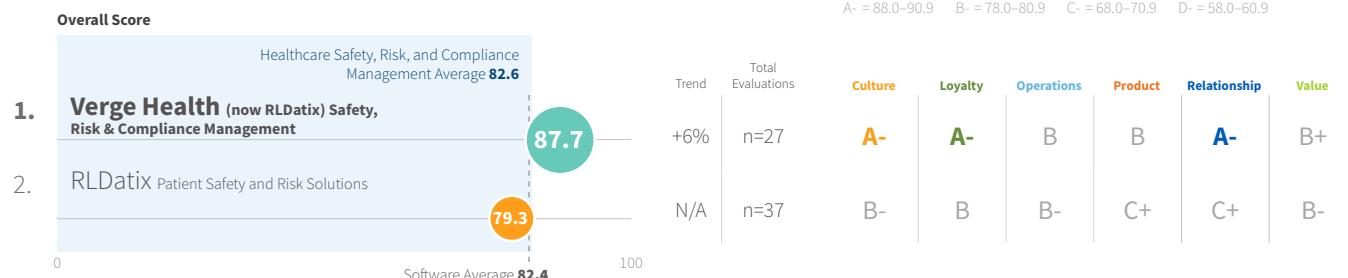
# Healthcare Safety, Risk, and Compliance Management



**RLDatix™**

**VERGE®  
HEALTH**

## How do vendor solutions **compare?**



### Solutions Not Ranked

\*Limited Data Products

Riskonnect Healthcare

Definitions can be found on page iv.



### Other **notable** performances in Healthcare Safety, Risk, and Compliance Management

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

None

#### Part of long-term plans?

RLDatix Patient Safety and Risk Solutions      n=54      **95%**

#### Would you buy again?

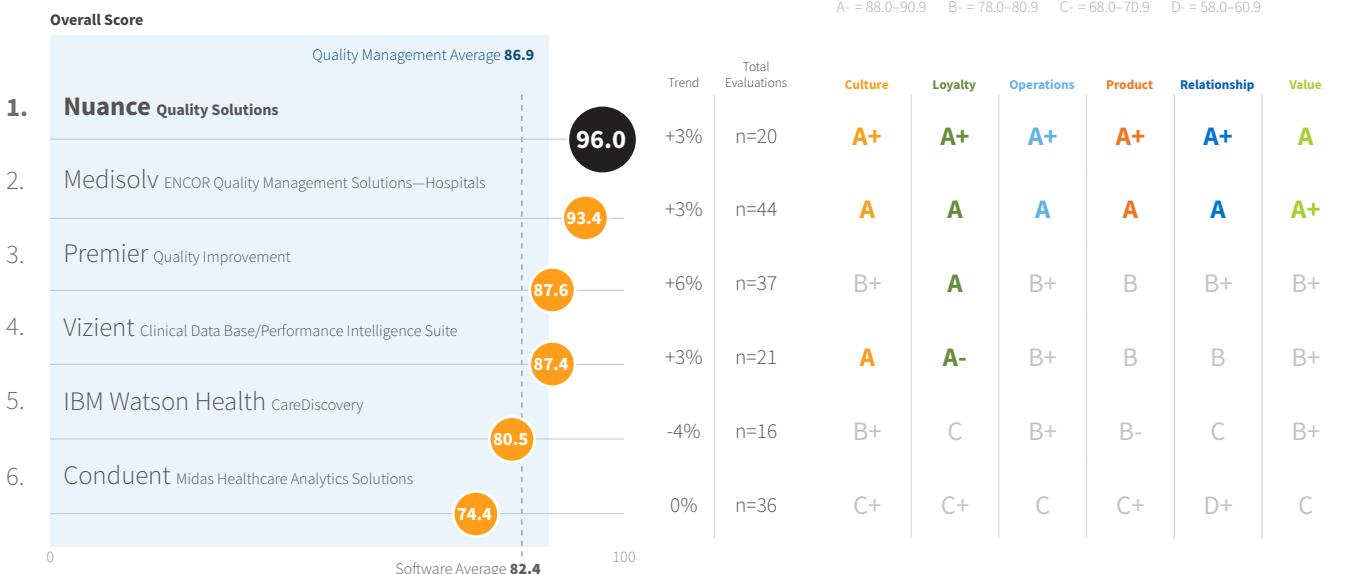
Verge Health (now part of RLDatix)  
Safety, Risk & Compliance Management

n=44      **96%**

# Quality Management



## How do vendor solutions compare?



## Other **notable** performances in Quality Management

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

Medisolv ENCOR Quality Management Solutions	n=48	<b>100%</b>
IBM Watson Health CareDiscovery	n=18	<b>95%</b>

### Keeps all promises?

Nuance Quality Solutions	n=28	<b>100%</b>
Vizient Clinical Data Base/Performance Intelligence Suite	n=19	<b>100%</b>
IBM Watson Health CareDiscovery	n=19	<b>95%</b>

### Part of long-term plans?

Vizient Clinical Data Base/Performance Intelligence Suite	n=20	<b>100%</b>
Nuance Quality Solutions	n=26	<b>96%</b>

### Would you buy again?

Nuance Quality Solutions	n=29	<b>100%</b>
Premier Quality Improvement	n=46	<b>98%</b>
Vizient Clinical Data Base/Performance Intelligence Suite	n=19	<b>95%</b>

## 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 130

# Credentialing



## How do vendor solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

\*Limited Data Products

Component [C], Not Primary [NP], or Regional [R]

Modio Health OneView (Mostly Ambulatory) [C]

Silversheet (Mostly Ambulatory) [C]

Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
93.1	n=54	A	A	A	A-	A	A+
89.4*	n=7	A*	A*	B*	A-*	B*	A*

Definitions can be found on page iv.



### Other notable performances in Credentialing

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

IntelliSoft,  
now a part of sympllr  
IntelliSoft Credentialing Suite

Would you buy again?

ASM MD-Staff

n=34 **97%**

# Enterprise Resource Planning (ERP)



workday®

## How do vendor solutions compare?



### Solutions Not Ranked

*Limited Data Products Component [C], Not Primary [NP], or Regional [R]	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
API Healthcare, part of symplr Human Resources and Payroll [C]	78.7	n=20	B-	B-	B-	B	B+	C-
Infor Healthcare Solutions Suite (v.10 and below) [NP]	70.2	n=35	C-	C-	D+	C-	C	C
Oracle PeopleSoft Enterprise [NP]	71.3*	n=10	D+*	C-*	D+*	C*	C-*	B*
UKG (Ultimate Kronos Group) Workforce HR/Payroll (formerly Kronos) [C]	78.8*	n=11	C+*	B*	C+*	B-*	C+*	C*

Definitions can be found on page iv.



### Other notable performances in Enterprise Resource Planning (ERP)

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Premier ERP      n=22      **100%**

#### Keeps all promises?

Oracle  
Cloud (HCM, ERP, SCM)      n=15      **100%**

#### Part of long-term plans?

Workday  
HCM, Financial Management,  
Supply Chain Management      n=48      **98%**

#### Would you buy again?

Workday  
HCM, Financial Management,  
Supply Chain Management      n=48      **98%**

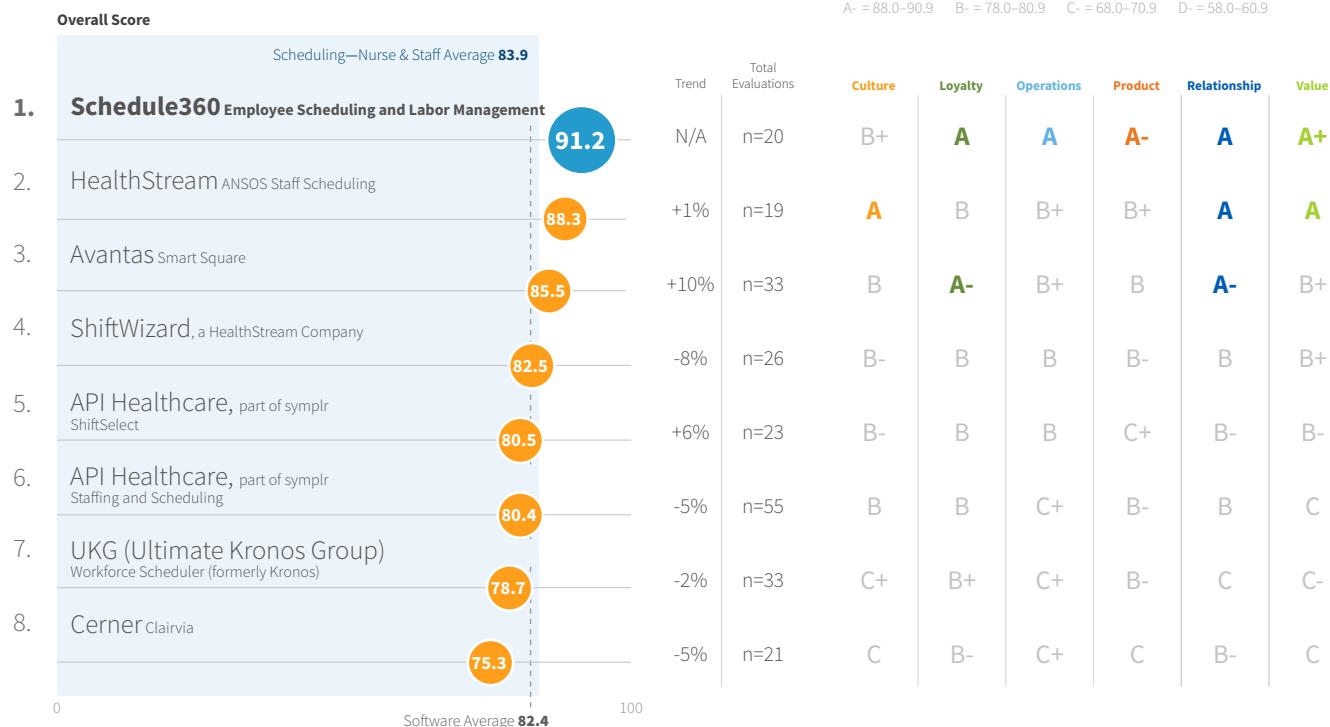
# Scheduling—Nurse & Staff



## How do vendor solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

Component [C], Not Primary [NP], or Regional [R]

OnShift (Long-Term Care Only) [C]

Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
92.8	n=30	A+	A+	A-	A-	A-	A

Definitions can be found on page iv.

## Scheduling—Nurse & Staff Continued



Other **notable** performances in Scheduling—Nurse & Staff

Listed below are the vendors for whom 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?
HealthStream ANSOS Staff Scheduling n=15 <b>100%</b>	None	Cerner Clairvia n=18 <b>100%</b>	Schedule360 Employee Scheduling and Labor Management n=18 <b>95%</b>
Schedule360 Employee Scheduling and Labor Management n=18 <b>100%</b>		UKG (Ultimate Kronos Group) Workforce Scheduler (formerly Kronos) n=31 <b>100%</b>	
ShiftWizard, a HealthStream Company n=23 <b>96%</b>		Avantus Smart Square n=30 <b>97%</b>	

# Scheduling—Physician



## How do vendor solutions compare?



### Solutions Not Ranked

Component [C], Not Primary [NP], or Regional [R]	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Amion Physician Scheduling [C]	85.3	n=18	A-	B	B-	B	B+	A

Definitions can be found on page iv.



### Other **notable** performances in Scheduling—Physician

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Shift Admin Scheduling n=55 **98%**

#### Keeps all promises?

Shift Admin Scheduling n=64 **97%**

#### Part of long-term plans?

Shift Admin Scheduling n=63 **98%**

#### Would you buy again?

Lightning Bolt Scheduling n=44 **98%**

QGenda Scheduling n=57 **95%**

UKG (Ultimate Kronos Group) EZCall (formerly Kronos) n=18 **95%**

Shift Admin Scheduling n=63 **97%**

QGenda Scheduling n=54 **96%**

# Talent Management



workday®

## How do vendor solutions **compare?**



### Score Breakdown (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

<b>Solutions Not Ranked</b>								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Infor Talent Management	58.6*	n=8	F*	F*	F*	D-*	D-*	D-*
LTG PeopleFluent Talent Management	68.7*	n=9	D*	D*	C*	D+*	D+*	B-*
Saba Talent Management for Healthcare (Halogen)	77.6*	n=8	B-*	B-*	C+*	C+*	C*	C+*
Component [C], Not Primary [NP], or Regional [R]								
HealthStream Learning Center [C]	80.2*	n=7	B*	B*	B*	B-*	C-*	C+*

Definitions can be found on page iv.



## Other **notable** performances in Talent Management

Listed below are the vendors for whom 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	Workday Human Capital Management (Talent Management) n=20 100%	Workday Human Capital Management (Talent Management) n=19 95%

# Time & Attendance



## How do vendor solutions compare?



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

Business Solutions Implementation Services ..... Implementation Services, Page 142

# Clinical Documentation Improvement (CDI)



chartwise<sup>CDI</sup>

## How do vendor solutions compare?



### Solutions Not Ranked

Component [C], Not Primary [NP], or Regional [R]

Iodine Software AwareCDI [C]

Definitions can be found on page iv.



Other **notable** performances in Clinical Documentation Improvement (CDI)

Listed below are the vendors for whom 100% of respondents answered **yes**.

Avoids charging for every little thing?

None

Keeps all promises?

ChartWise CDI

n=19 **100%**

Part of long-term plans?

None

Would you buy again?

None

# Computer-Assisted Coding (CAC)



## How do vendor solutions compare?



## Other notable performances in Computer-Assisted Coding (CAC)

Listed below are the vendors for whom at least 95% of respondents answered yes.

### Avoids charging for every little thing?

Dolbey Fusion CAC      n=23      96%

### Keeps all promises?

None

### Part of long-term plans?

Dolbey Fusion CAC      n=27      96%  
3M  
360 Encompass System (CAC)      n=36      95%

### Would you buy again?

None

# Computer-Assisted Physician Documentation (CAPD)

How do vendor solutions **compare?**



**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

## Solutions Not Ranked

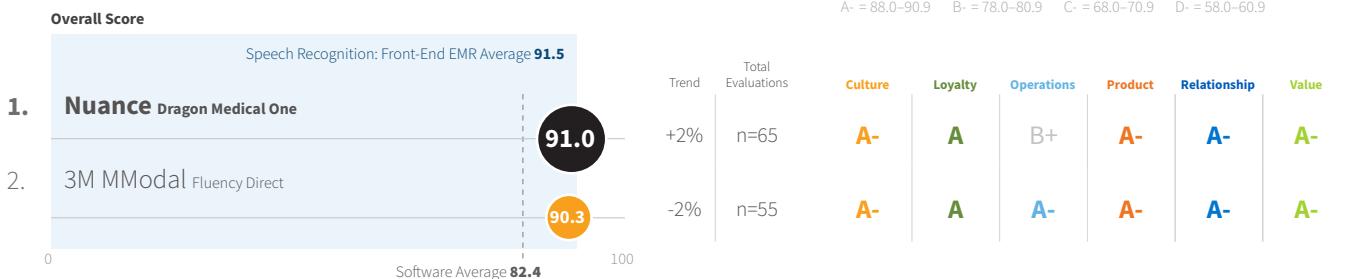
	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Nuance CAPD	86.8*	n=12	A*	B+*	B*	B+*	A-*	B*

Definitions can be found on page iv.

# Speech Recognition: Front-End EMR



## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Dolby Fusion SpeechEMR	94.8*	n=14	A*	A+*	A*	A*	A*	A+*
Component [C], Not Primary [NP], or Regional [R] Dolby Fusion Narrate [C]	93.6	n=25	A	A+	A	A-	A	A

Definitions can be found on page iv.



Other **notable** performances in Speech Recognition: Front-End EMR

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Nuance  
Dragon Medical One

n=64

**100%**

Would you buy again?

Nuance  
Dragon Medical One

n=61

**97%**

## Looking for a different **HIM-related** segment?

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

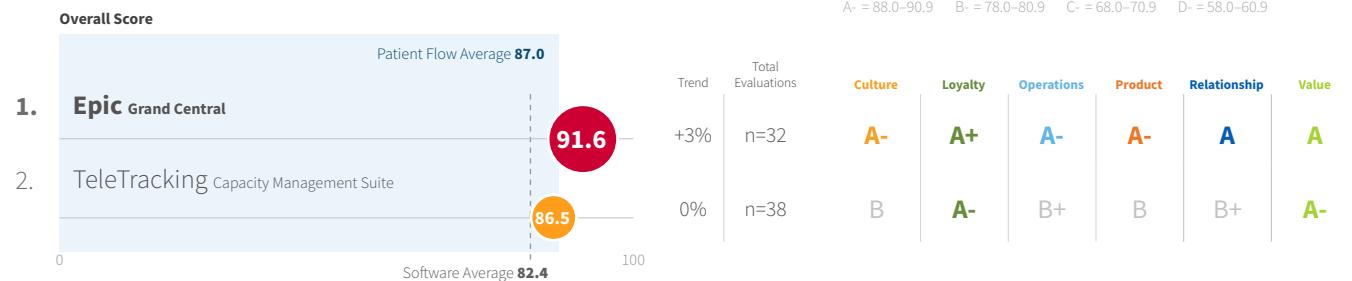
Related Segment	Section
Outsourced Coding .....	HIM Services, Page 138
Release of Information .....	HIM Services, Page 140
Transcription Services .....	HIM Services, Page 141

# Patient Flow



**Epic**

## How do vendor solutions compare?



### Score Breakdown (Grading methodology can be found on page 4)

A+ = 95.0+      B+ = 85.0–87.9      C+ = 75.0–77.9      D+ = 65.0–67.9      F = <58.0  
 A = 91.0–94.9      B = 81.0–84.9      C = 71.0–74.9      D = 61.0–64.9  
 A- = 88.0–90.9      B- = 78.0–80.9      C- = 68.0–70.9      D- = 58.0–60.9

<b>Solutions Not Ranked</b>								
	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Cerner CareAware Patient Flow	84.2*	n=7	B*	B+*	C+*	B+*	A*	B-*
HealthStream Enterprise Visibility (formerly Change Healthcare)	78.7*	n=13	B*	B-*	B*	B-*	C-*	C*
Component [C], Not Primary [NP], or Regional [R]								
Central Logic Transfer Center [C]	85.5	n=19	B+	A-	B	B+	B	B

Definitions can be found on page iv.

## Other **notable** performances in Patient Flow

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

Epic  
Grand Central Patient Flow      n=28      **97%**

### Keeps all promises?

Epic  
Grand Central Patient Flow      n=35      **95%**

### Part of long-term plans?

Epic  
Grand Central Patient Flow      n=39      **100%**

### Would you buy again?

Epic  
Grand Central Patient Flow      n=38      **100%**

# Real-Time Location Systems (RTLS)



## How do vendor solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Cetani RTLS (Software Only)	85.6*	n=14	B*	A-*	B*	B+*	B-*	B*
Sonor RTLS (Hardware Only)	88.7*	n=18	A-*	A-*	A-*	B*	A*	A*
TeleTracking RTLS (Software Only)	76.3*	n=9	C*	C+*	C+*	C+*	B*	C+*

Definitions can be found on page iv.



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

Listed below are the vendors for whom at least 95% of respondents answered yes.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

None

#### Part of long-term plans?

STANLEY Healthcare MobileView (Hardware & Software) n=34 **100%**

CenTrak RTLS (Hardware Only) n=29 **97%**

#### Would you buy again?

CenTrak RTLS (Hardware Only) n=29 **97%**

STANLEY Healthcare MobileView (Hardware & Software) n=32 **97%**

## 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 .....	Privacy, Page 120



# Why Measure EHR Satisfaction?

Measuring your clinicians with the Arch Collaborative allows you to understand how to improve your EHR's usability and efficiency. Organizations using Collaborative-led improvements have seen:

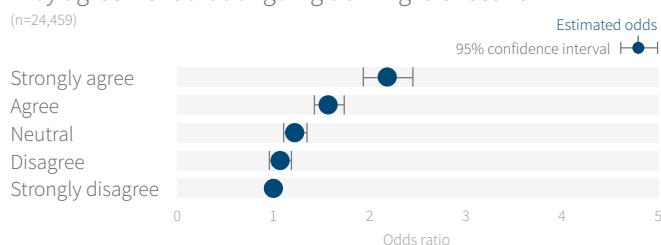
## Improved Efficiency

Clinicians who strongly agree that their ongoing training is effective are over **2x** more likely to report immediate chart-closure rates above 90%.



### Odds of Reporting a Chart-Closure Rate >90%

—by agreement that ongoing training is effective  
(n=24,459)

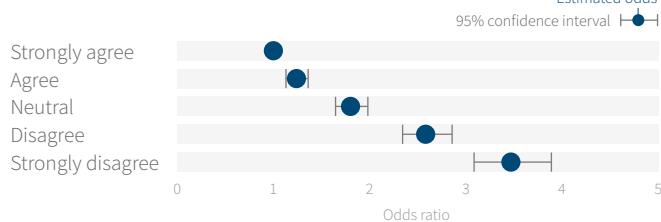


## Reduced Burnout

Clinicians who strongly disagree that their ongoing training experience is effective are **3.5x** more likely to state that they are completely burned out (i.e., at the point where they may need to seek help).

### Odds of Reporting Complete Burnout

—by agreement that ongoing training is effective  
(n=28,629)

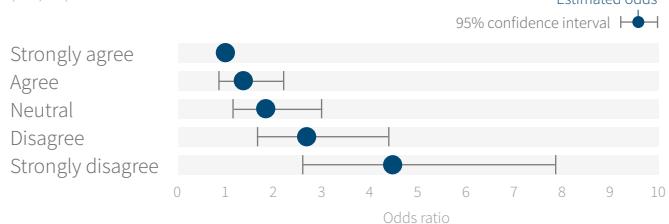


## Higher Retention<sup>†</sup>

Clinicians who strongly disagree that their ongoing training experience was effective are over **4x** more likely to state that they are planning to leave their organization in the next two years.

### Odds of Reporting Plans to Leave in Next Two Years

—by agreement that ongoing training is effective  
(n=2,997)

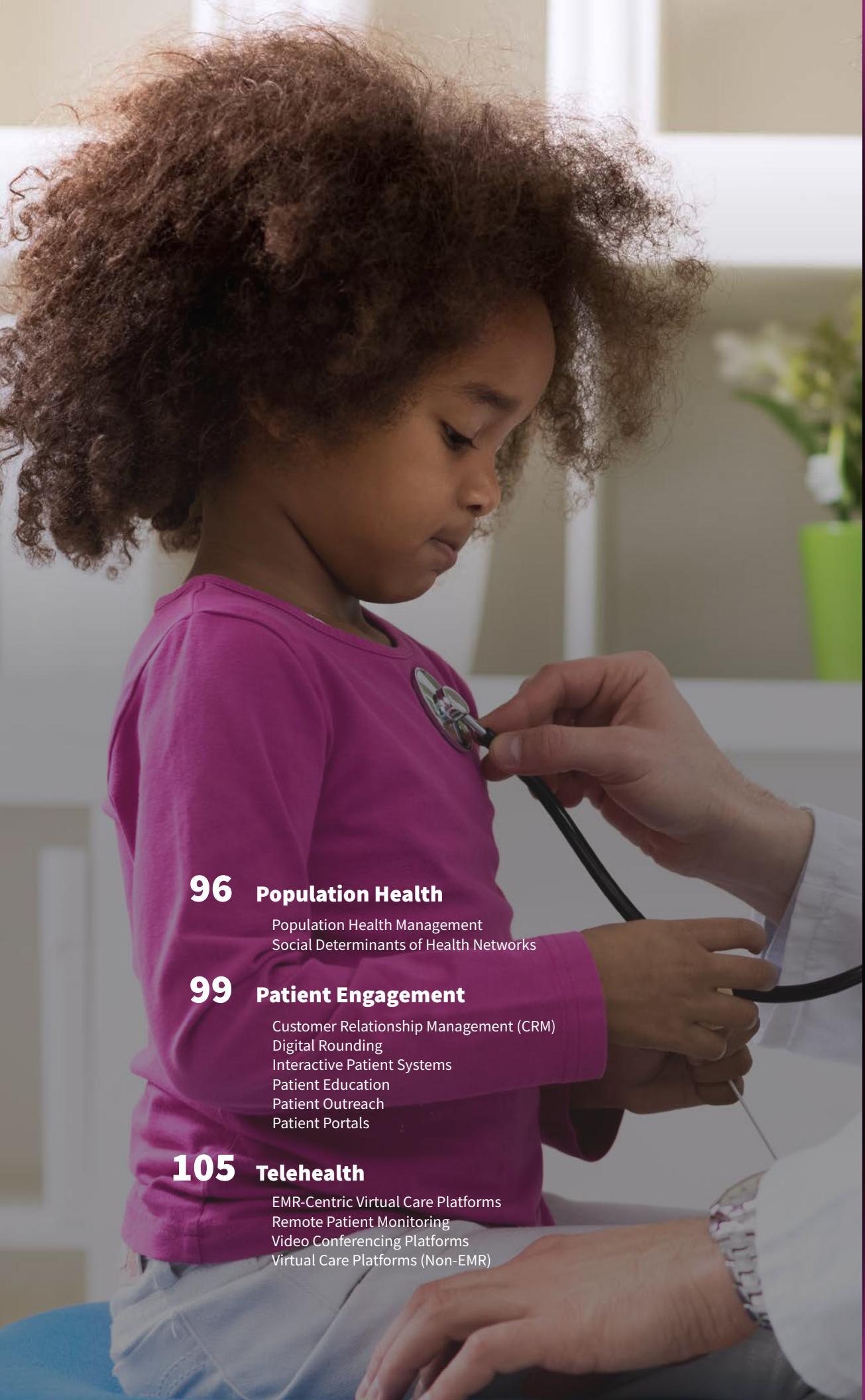


<sup>†</sup>The AMA estimates that losing a physician costs an organization two to three times the physician's annual salary.

Improved efficiency, reduced burnout, and increased retention all have real impact on not only the dollars spent in healthcare, but also on the experience of those cared for and those providing that care.

Learn more at  
[klasresearch.com/arch-collaborative](http://klasresearch.com/arch-collaborative)

# Value-Based Care



## 96 Population Health

Population Health Management  
Social Determinants of Health Networks

## 99 Patient Engagement

Customer Relationship Management (CRM)  
Digital Rounding  
Interactive Patient Systems  
Patient Education  
Patient Outreach  
Patient Portals

## 105 Telehealth

EMR-Centric Virtual Care Platforms  
Remote Patient Monitoring  
Video Conferencing Platforms  
Virtual Care Platforms (Non-EMR)

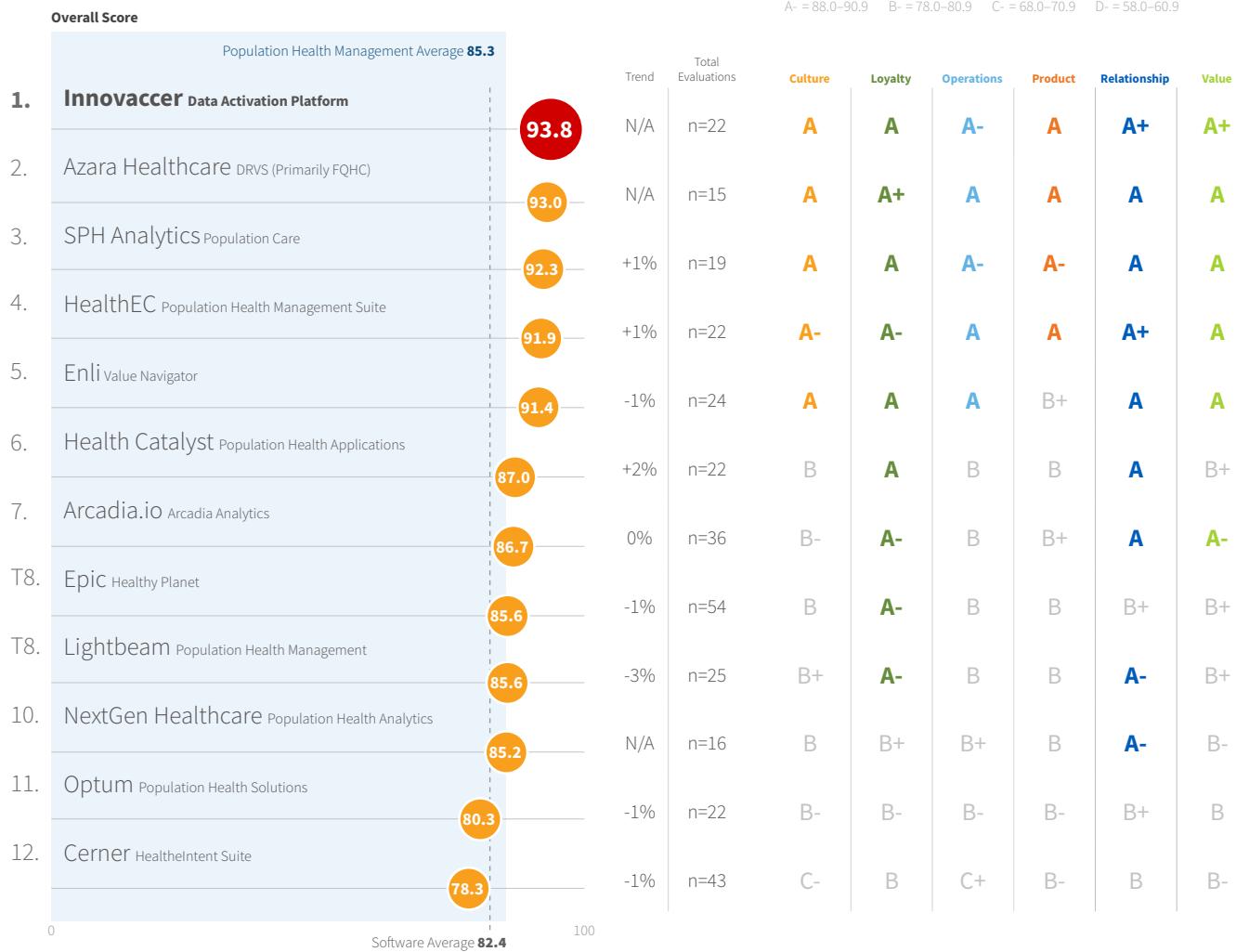
# Population Health Management



## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



# Population Health Management Continued

Solutions Not Ranked								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Allscripts CareInMotion	77.6*	n=12	C-*	B-*	B*	C*	B-*	B*
athenahealth Population Health	72.8*	n=10	D+*	C-*	C+*	C*	C*	B-*
i2i Population Health i2iTracks	82.8*	n=12	B*	B*	B*	B-*	B*	A-*
IBM Watson Health Phytel	82.9*	n=6	A-*	C+*	B*	B-*	B*	A-*
Salient Healthcare Salient Dashboard Miner	88.2*	n=7	B+*	B+*	A-*	B+*	B+*	A*
Component [C], Not Primary [NP], or Regional [R]								
Relevant Healthcare Analytics (Regional - West) [C]	93.1*	n=11	A*	A+*	B+*	A-*	A*	A+*

Definitions can be found on page iv.



## Other **notable** performances in Population Health Management

Listed below are the vendors for whom 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?
Innovaccer Inc. Data Activation Platform n=24 <b>100%</b>	Innovaccer Inc. Data Activation Platform n=25 <b>100%</b>	Azara Healthcare DRVS (Primarily FQHC) n=15 <b>100%</b>	Azara Healthcare DRVS (Primarily FQHC) n=14 <b>100%</b>
Optum Population Health Solutions n=25 <b>100%</b>		Health Catalyst Population Health Applications n=20 <b>100%</b>	Health Catalyst Population Health Applications n=21 <b>100%</b>
Arcadia.io Arcadia Analytics n=32 <b>97%</b>		Epic Healthy Planet n=52 <b>98%</b>	SPH Analytics Population Care n=18 <b>100%</b>
Enli Value Navigator n=23 <b>96%</b>		Innovaccer Inc. Data Activation Platform n=24 <b>96%</b>	Enli Value Navigator n=25 <b>96%</b>
Health Catalyst Population Health Applications n=19 <b>95%</b>		Lightbeam Population Health Management n=24 <b>96%</b>	Innovaccer Inc. Data Activation Platform n=24 <b>96%</b>
HealthEC Population Health Management Suite n=21 <b>95%</b>			

# Social Determinants of Health Networks

How do vendor solutions **compare?**



<b>Solutions Not Ranked</b>								
	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
NowPow The Platform	90.6*	n=10	A*	A*	A-*	B*	A*	A*
Signify Health Signify Community	90.8*	n=9	A-*	A+*	B+*	B+*	A*	A*
Unite Us Platform	93.6*	n=14	A+*	A+*	A*	B+*	A+*	A+*

Definitions can be found on page iv.



Other **notable** performances in Social Determinants of Health Networks

Listed below are the vendors for whom 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?
Aunt Bertha n=16 <b>100%</b>	Aunt Bertha n=16 <b>100%</b>	Aunt Bertha n=16 <b>100%</b>	Aunt Bertha n=14 <b>100%</b>

Looking for a different **population health-related** segment?

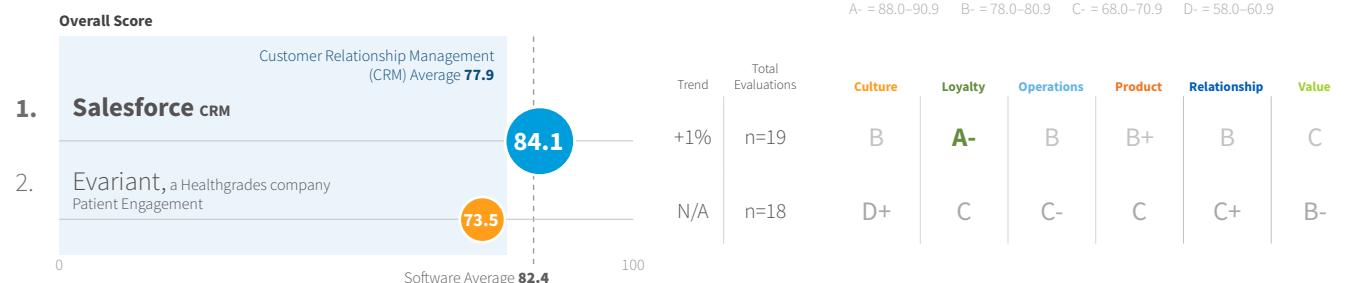
The following related segments can be found in other sections of the Best in KLAS report.

Related Segment	Section
Healthcare Business Intelligence & Analytics	Business Analytics, Page 74
Value-Based Care Consulting	Healthcare Management Consulting, Page 136
Value-Based Care Managed Services	Revenue Cycle Services, Page 165

# Customer Relationship Management (CRM)



## How do vendor solutions **compare?**



### Solutions Not Ranked

\*Limited Data Products  
Component [C], Not Primary [NP], or Regional [R]

Epic Customer Relationship Management/Call Management [C]

Definitions can be found on page iv.



Other **notable** performances in Customer Relationship Management (CRM)

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Salesforce CRM

n=19 **100%**

Would you buy again?

Salesforce CRM

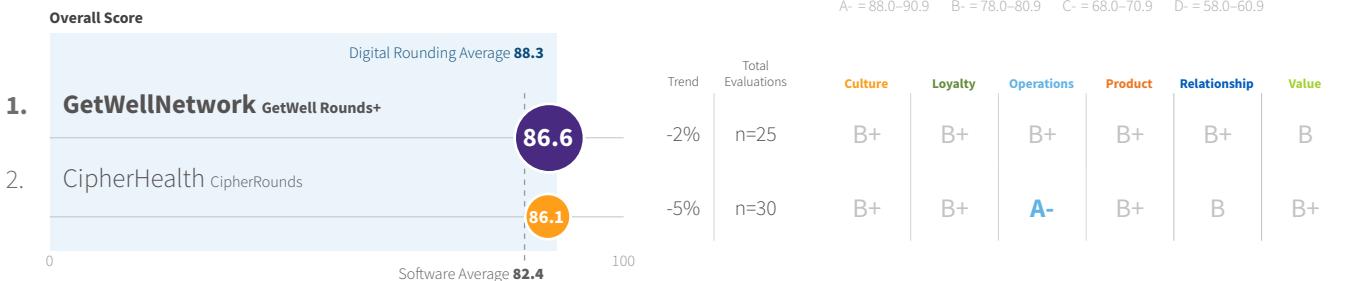
n=18 **95%**

# Digital Rounding



**getwell:)network®**

## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Huron MyRounding	93.1*	n=9	A*	A*	A*	A*	A+*	A*
pCare TruthPoint Rounds	95.7*	n=9	A+*	A+*	A+*	A*	A-*	A+*
Vocera Care Rounds	87.0*	n=8	A*	B*	A*	B+*	A*	C+*

Definitions can be found on page iv.



### Other **notable** performances in Digital Rounding

Listed below are the vendors for whom 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=22    96%	None	None

# Interactive Patient Systems



## How do vendor solutions **compare?**



### Solutions Not Ranked

\*Limited Data Products Component [C], Not Primary [NP], or Regional [R]  
eVideon Patient Experience Platform [R]

Definitions can be found on page iv.



### Other **notable** performances in Interactive Patient Systems

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

pCare (TVR Communications) n=21 **95%**

#### Keeps all promises?

TeleHealth Services TigrPX Patient Engagement & Education System n=15 **100%**  
pCare (TVR Communications) n=23 **96%**

#### Part of long-term plans?

Epic MyChart Bedside n=21 **100%**  
pCare (TVR Communications) n=21 **100%**  
SONIFI Health Interactive Patient Engagement Solutions n=22 **96%**

#### Would you buy again?

Epic MyChart Bedside n=20 **100%**  
pCare (TVR Communications) n=22 **100%**

# Patient Outreach



W<sup>♥</sup>LL

## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Allscripts FollowMyHealth Mobile Patient Experience (HealthGrid)	69.1*	n=11	C-*	D+*	C+*	C-*	C*	D+*
IBM Watson Health Outreach (Phytel)	82.5*	n=7	B*	B-*	B+*	B*	B-*	B*
Intrado (West) HouseCalls (TeleVox)	74.4*	n=9	C*	D*	B*	C+*	D*	B+*
PerfectServe Patient & Family Communication (CareWire) (Mostly Non-Acute)	85.4*	n=7	C+*	B*	A-*	B+*	B*	A*
Twistle	91.6*	n=17	A*	A+*	A-*	B+*	A*	A*

Definitions can be found on page iv.

## Patient Outreach Continued



### Other **notable** performances in Patient Outreach

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Relatient Patient Engagement Platform	n=39	<b>98%</b>
WELL Health	n=22	<b>96%</b>

#### Keeps all promises?

RevSpring: Patient Engagement (TalkSoft)	n=17	<b>100%</b>
WELL Health	n=22	<b>96%</b>
Wolters Kluwer EmmiEngage	n=21	<b>95%</b>

#### Part of long-term plans?

CipherHealth	n=43	<b>96%</b>
CipherOutreach	n=22	<b>96%</b>

#### Would you buy again?

CipherHealth	n=45	<b>96%</b>
CipherOutreach	n=23	<b>96%</b>
WELL Health	n=23	<b>96%</b>

Relatient Patient Engagement Platform	n=39	<b>95%</b>
---------------------------------------	------	------------

# Patient Portals

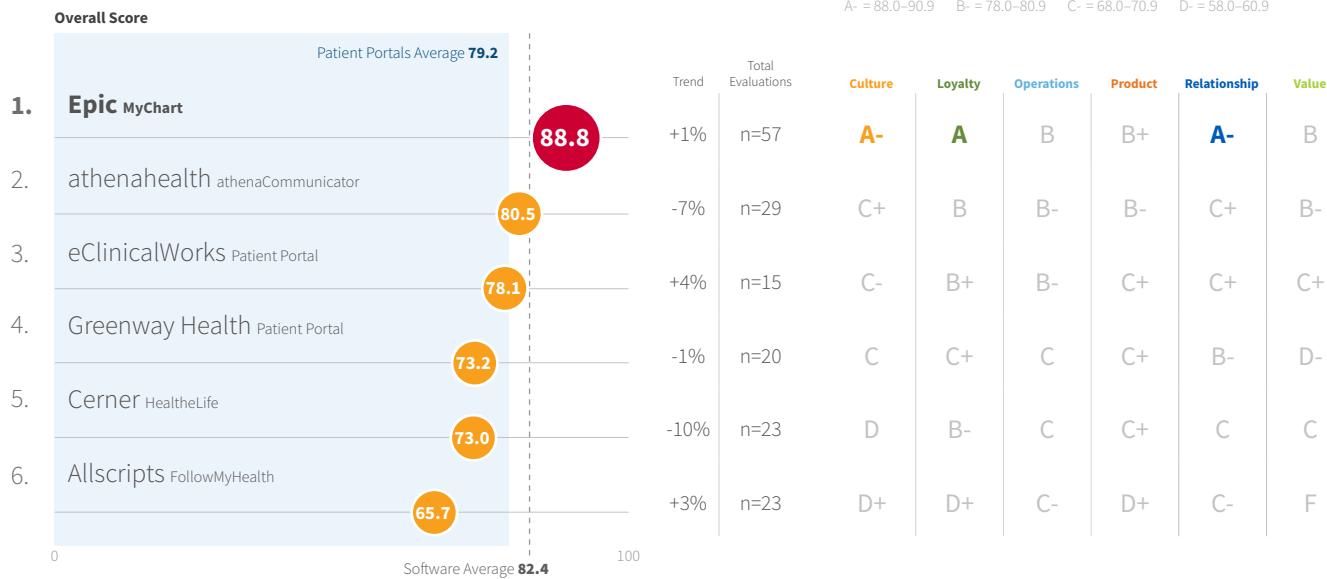


**Epic**

## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
MEDITECH Patient and Consumer Health Portal	87.6*	n=12	B+*	A*	B*	B*	B+*	A*
NextGen Healthcare Medfusion Patient Portal	85.7*	n=11	B+*	B*	B+*	B+*	B*	B+*

Definitions can be found on page iv.



### Other **notable** performances in Patient Portals

Listed below are the vendors for whom 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

56    **100%**

Would you buy again?

Epic MyChart

n=53    **100%**

# EMR-Centric Virtual Care Platforms

How do vendor solutions **compare?**



**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

<b>Solutions Not Ranked</b>									
Score		Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	
NextGen Healthcare NextGen OTTO	90.5*	n=12	A*	A+*	A+*	B+*	A*	B*	
Definitions can be found on page iv.									



Other **notable** performances in EMR-Centric Virtual Care Platforms

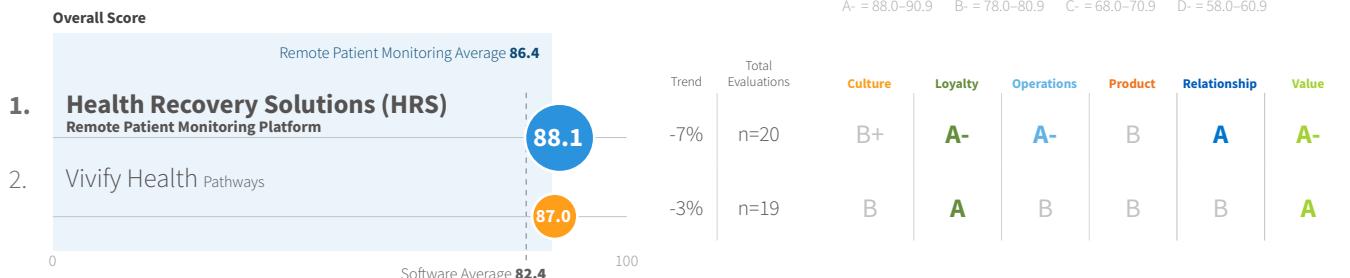
Listed below are the vendors for whom at least 95% of respondents answered **yes**.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Epic Telehealth n=41 100%	Epic Telehealth n=43 100%	Epic Telehealth n=42 100%

# Remote Patient Monitoring



## How do vendor solutions **compare?**



<b>Solutions Not Ranked</b>								
	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Philips eCareCoordinator	82.8*	n=6	B+*	A*	B*	C+*	C*	B-*

Definitions can be found on page iv.

## Other **notable** performances in Remote Patient Monitoring

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

Vivify Health Pathways n=15 **100%**

### Keeps all promises?

None

### Part of long-term plans?

Vivify Health Pathways n=16 **100%**  
Health Recovery Solutions (HRS) Remote Patient Monitoring Platform n=20 **95%**

### Would you buy again?

Vivify Health Pathways n=17 **100%**

# Video Conferencing Platforms



# Microsoft

## How do vendor solutions **compare?**



### Solutions Not Ranked

\*Limited Data Products

Doximity Dialer

Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
91.5*	n=11	A-*	A*	A*	B+*	B+*	A+*

Definitions can be found on page iv.



Other **notable** performances in Video Conferencing Platforms

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Doxy.me

n=40

**98%**

#### Keeps all promises?

None

#### Part of long-term plans?

None

#### Would you buy again?

None

# Virtual Care Platforms (Non-EMR)



## How do vendor solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Mend	89.1*	n=12	A-*	A-*	A-*	B*	A-*	A*
swyMed Telemedicine	93.6*	n=7	A*	A+*	B*	A+*	A*	A+*
Zipnopsis	88.8*	n=14	A*	A*	A-*	B*	A-*	B*

Definitions can be found on page iv.



### Other notable performances in Virtual Care Platforms (Non-EMR)

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Caregility Platform n=16 **100%**  
VSee Simple Health n=17 **100%**

#### Keeps all promises?

VSee Simple Health n=17 **100%**

#### Part of long-term plans?

None

#### Would you buy again?

None



# Are Your Vendor Partners Ready for . . .

Malware?



Phishing?



Data Breach Attempts?



Ransomware?



Denial of Service Attacks?



You should know if the next HIT solution you 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 It Works:

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

KLAS will begin publishing summary results of this effort in the Spring of 2021. These ratings will measure:

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



## Are Your Vendors Ready for a Cybersecurity Breach?

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

Share your list here  
[klasresearch.com/buyingtrends](http://klasresearch.com/buyingtrends)

**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](http://censinet.com)

# Security & Privacy



## 112 Security

Healthcare IoT Security  
Access Management  
Identity Management  
Security and Privacy Consulting Services  
Security and Privacy Managed Services

## 118 Privacy

Clinical Communications  
Patient Privacy Monitoring

# Healthcare IoT Security



## How do vendor services **compare?**



<b>Solutions Not Ranked</b>								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Asimily IoMT Solutions	94.6*	n=7	A+*	A+*	A-*	A-*	A+*	A+*
Palo Alto Networks IoT Security (formerly Zingbox)	86.3*	n=11	B*	B+*	A*	A-*	C+*	B+*
Component [C], Not Primary [NP], or Regional [R]								
Sensato Cybersecurity Solutions [R]	93.9*	n=6	A*	A+*	A*	A-*	A+*	A*

Definitions can be found on page iv.

## Other **notable** performances in Healthcare IoT Security

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

Medigate IoMT Solutions n=17 **100%**  
Ordr Ordr Platform n=18 **100%**

### Keeps all promises?

Medigate IoMT Solutions n=18 **100%**  
Ordr Ordr Platform n=18 **100%**

### Part of long-term plans?

Medigate IoMT Solutions n=18 **100%**  
Ordr Ordr Platform n=18 **100%**

### Would you buy again?

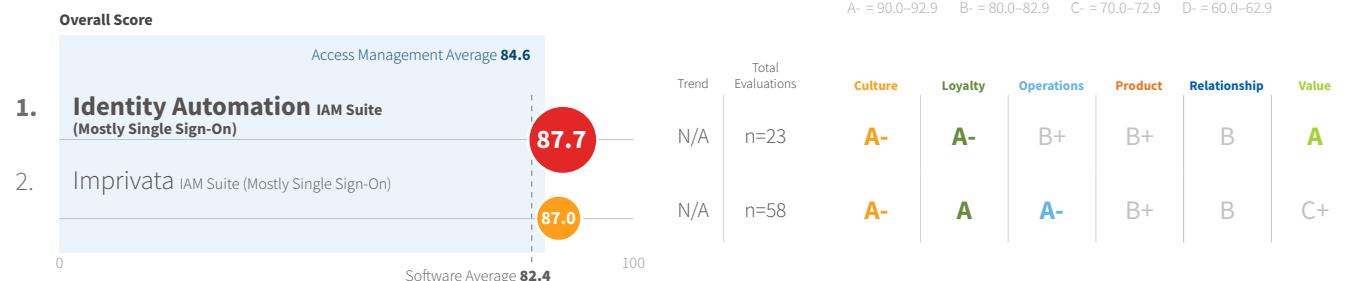
Medigate IoMT Solutions n=18 **100%**  
Ordr Ordr Platform n=17 **100%**

# Access Management



**IDENTITY  
AUTOMATION**

## How do vendor services **compare?**



### Solutions Not Ranked

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Duo Trusted Access (Mostly MFA)	89.1*	n=14	A-*	A-*	A*	A-*	B-*	B+*

Definitions can be found on page iv.



### Other **notable** performances in Access Management

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Identity Automation    n=22    **96%**  
IAM Suite  
(Mostly Single Sign-On)

#### Keeps all promises?

Identity Automation    n=21    **95%**  
IAM Suite  
(Mostly Single Sign-On)

#### Part of long-term plans?

None

#### Would you buy again?

Imprivata IAM Suite    n=56    **95%**  
(Mostly Single Sign-On)

# Identity Management

## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

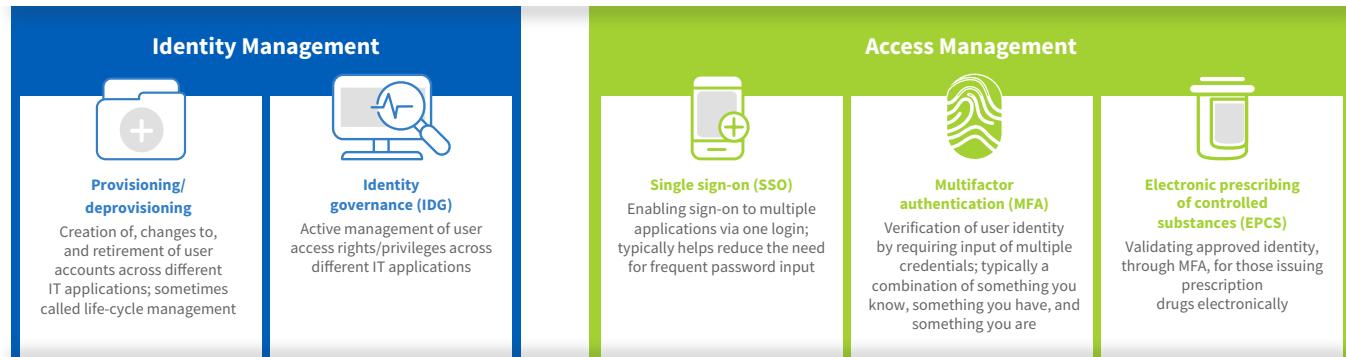
A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	

<b>Solutions Not Ranked</b>								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Services	Relationship	Value
Imprivata IAM Suite	88.2*	n=14	A-*	A*	A-*	B+*	A-*	B-*
Microsoft Identity and Access Management Solutions	50.8*	n=8	F*	F*	F*	F*	F*	D+*
SailPoint IdentityIQ (Mostly Identity Governance)	79.6*	n=8	C+*	B+*	C-*	B+*	C*	C+*

Definitions can be found on page iv.

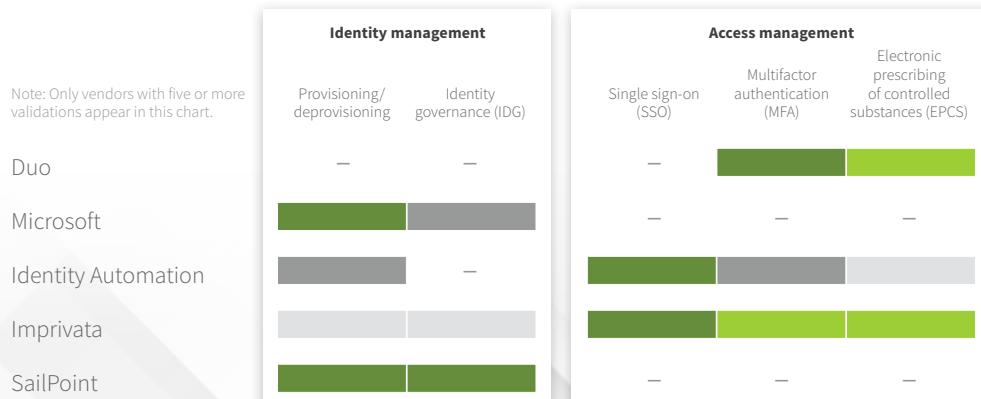
## KLAS Identity and Access Management Framework

While KLAS seeks to gather feedback from healthcare provider organizations on their IAM suite as a whole, the reality today is that most are at the start or in the middle of building and executing a long-term strategy. With this in mind, the basic framework below outlines common IAM capabilities. These select capabilities were the focus of KLAS' recent research and validation efforts and are not intended to cover all aspects of IAM. Other components of an IAM strategy—e.g., privileged access management, access control, and password management—were not a focus of this report but may be included in future research.



### KLAS Validations of IAM Modules

Legend: Significant (dark green), Common (medium green), 6-9 Validations (light green), Some (grey), Minimal (dark grey), — Not validated/not offered



# Security and Privacy Consulting Services



## How do vendor services **compare?**

**Score Breakdown:** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
EY	80.8*	n=4	C+*	C+*	C+*	B+*	C+*
First Health Advisory Solutions	90.7*	n=5	A*	B+*	B*	A*	B+*
Intraprise Health	89.7*	n=5	A*	B*	A-*	A-*	B*
Optiv	79.5*	n=6	B-*	C+*	B*	B-*	C*
PwC	88.3*	n=3	A*	B-*	B*	A-*	B*

Definitions can be found on page iv.

# Security and Privacy Consulting Services

## Continued



Other **notable** performances in Security and Privacy Consulting Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

Fortified Health Security	n=9	<b>100%</b>
Impact Advisors	n=6	<b>100%</b>
tw-Security	n=11	<b>100%</b>

### Exceeds expectations?

Impact Advisors	n=6	<b>100%</b>
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### Would you buy again?

Impact Advisors	n=6	<b>100%</b>
-----------------	-----	-------------

# Security and Privacy Managed Services

## How do vendor services **compare?**

### Overall Score



**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	

Loyalty	Operations	Services	Relationship	Value
<b>A-</b>	B	B	B	B-
C	C	B	B-	B-

### Solutions Not Ranked

\*Limited Data Products

Secureworks

Definitions can be found on page iv.



Other **notable** performances in Security and Privacy Managed Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

CynergisTek	n=6	<b>100%</b>
Fortified Health Security	n=6	<b>100%</b>

#### Exceeds expectations?

None

#### Would you buy again?

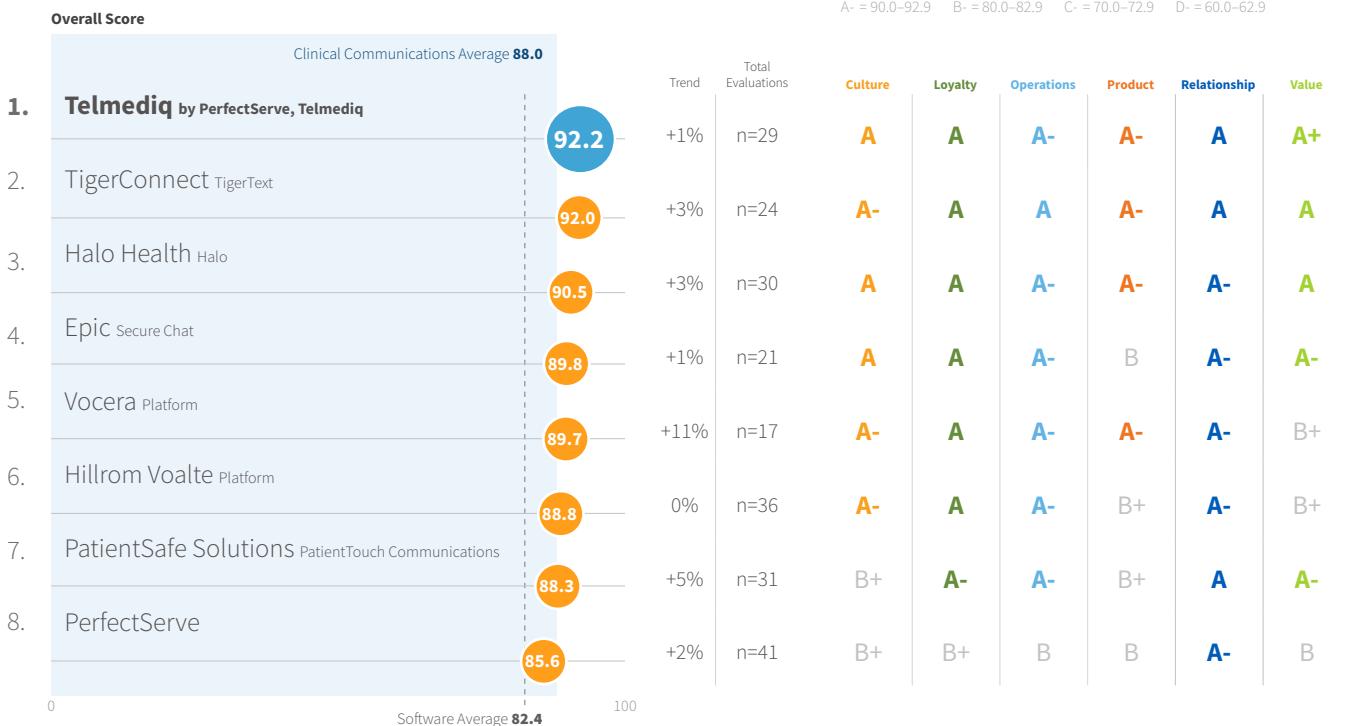
CynergisTek	n=6	<b>100%</b>
-------------	-----	-------------

# Clinical Communications



**TELMEDIQ**  
A PerfectServe® company

## How do vendor services compare?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Cerner CareAware Connect	77.1*	n=12	C*	B*	C*	B-*	C*	D+*
Mobile Heartbeat MH-CURE	88.8*	n=10	B+*	A-*	B+*	B+*	A-*	A*
Spok Mobile	80.8*	n=8	B+*	B-*	B*	B-*	B-*	B*
<b>Component [C], Not Primary [NP], or Regional [R]</b>								
Imprivata Cortex [C]	71.2*	n=11	C*	D*	C+*	C-*	B-*	C+*
QliqSOFT Qliq Secure Texting [C]	91.0	n=15	A-	A+	A-	B+	A-	A-

Definitions can be found on page iv.

# Clinical Communications Continued



## Other **notable** performances in Clinical Communications

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

Telmediq by PerfectServe, Telmediq	n=29	<b>100%</b>
PatientSafe Solutions PatientTouch Communications	n=25	<b>96%</b>

### Keeps all promises?

Epic Secure Chat	n=20	<b>100%</b>
Halo Health	n=25	<b>100%</b>

### Part of long-term plans?

Epic Secure Chat	n=21	<b>100%</b>
Hillrom Voalte Platform	n=55	<b>96%</b>
Telmediq by PerfectServe, Telmediq	n=26	<b>96%</b>

### Would you buy again?

Epic Secure Chat	n=20	<b>100%</b>
Hillrom Voalte Platform	n=60	<b>97%</b>
TigerConnect TigerText	n=22	<b>96%</b>

# Patient Privacy Monitoring



## How do vendor services **compare?**



## Other **notable** performances in Patient Privacy Monitoring

Listed below are the vendors for whom 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?
Maize Analytics Maize Privacy Solution n=16 <b>100%</b>	Protenus Patient Privacy Monitoring n=28 <b>97%</b>	Maize Analytics Maize Privacy Solution n=17 <b>100%</b>	Maize Analytics Maize Privacy Solution n=17 <b>100%</b>
Protenus Patient Privacy Monitoring n=27 <b>96%</b>		Protenus Patient Privacy Monitoring n=29 <b>100%</b>	Protenus Patient Privacy Monitoring n=29 <b>100%</b>



# Discover Which Technologies Your Peers Are Purchasing

## Decision Insights

### How can I find out which healthcare tech my peers are purchasing?

Decision Insights data answers the questions:

-  **Which vendors are being considered the most?**
-  **Which vendors are being left behind?**
-  **Who has the market energy?**

Decision Insights data is available to all providers who participate in KLAS' ongoing research efforts.

See more at  
[klasresearch.com/decision-insights](http://klasresearch.com/decision-insights)

“*When my imaging director was deciding on a new PACS, I asked if he'd taken a look who was Best in KLAS? We hadn't heard of the winning company before, but we brought them in for an RFP and ultimately that's who we decided to go with.*”

—CMIO, Midsize Acute Care Facility



# Services & Consulting

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Technical Services

# Clinical Optimization



THE  
CHARTIS  
GROUP

## How do vendor services **compare?**

### Overall Score



### Score Breakdown

(Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	

### Solutions Not Ranked

	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
*Limited Data Products Navin, Haffty & Associates (NHA)	85.4*	n=3	A*	B+*	B*	A-*	C*

Definitions can be found on page iv.



## Other **notable** performances in Clinical Optimization

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

Chartis Group	n=8	<b>100%</b>
Impact Advisors	n=8	<b>100%</b>
Nordic	n=8	<b>100%</b>

### Exceeds expectations?

Atos	n=9	<b>100%</b>
Chartis Group	n=7	<b>100%</b>
Impact Advisors	n=8	<b>100%</b>
Nordic	n=7	<b>100%</b>

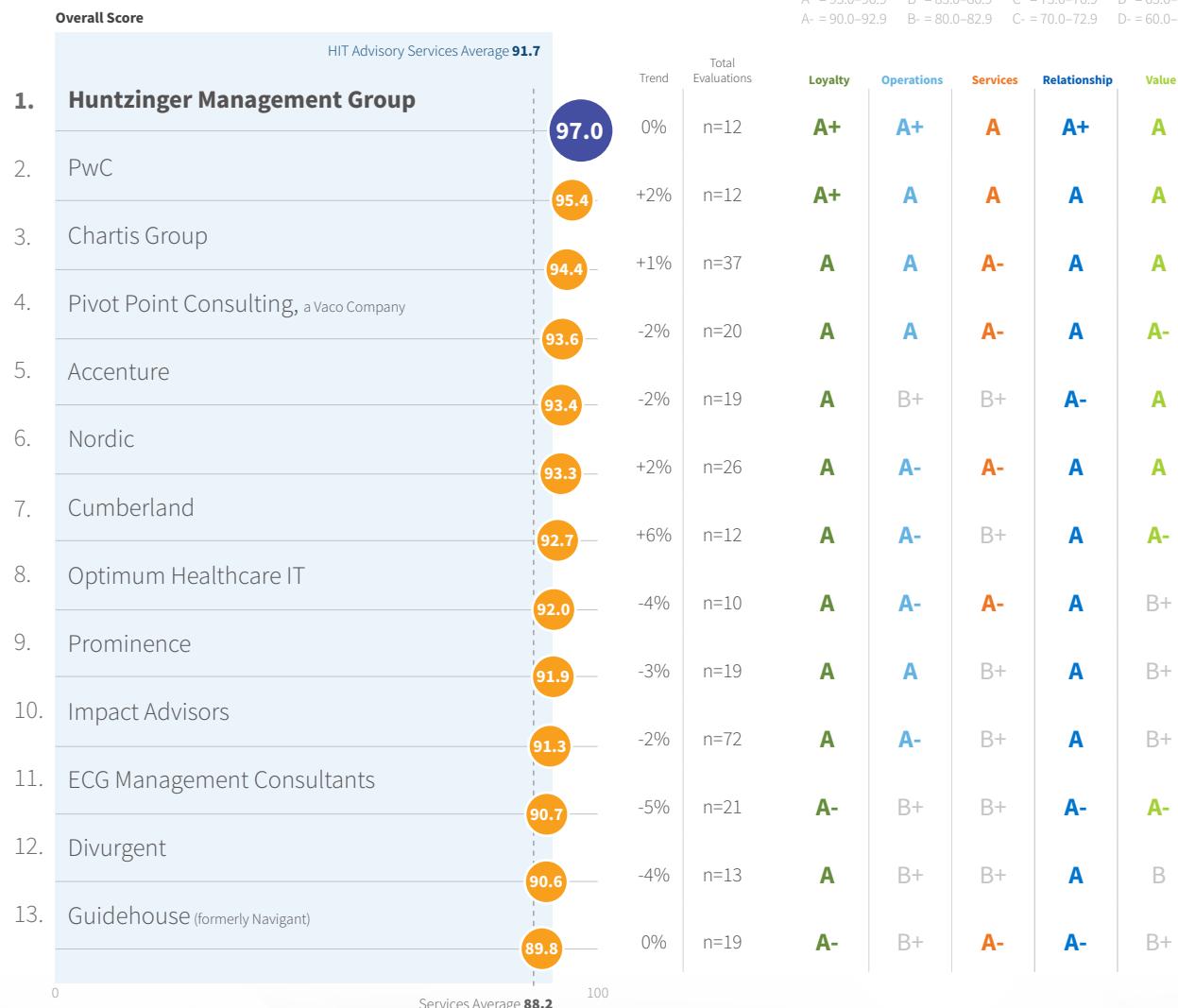
### Would you buy again?

Chartis Group	n=8	<b>100%</b>
Nordic	n=8	<b>100%</b>

# HIT Advisory Services



## How do vendor services **compare?**



# HIT Advisory Services Continued

## Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Atos	90.9*	n=11	A-*	A-*	B+*	A-*	A-*
Cerner	84.6*	n=6	B*	B+*	B+*	B*	B-*
Deloitte Consulting	88.6*	n=7	B+*	A*	A-*	B+*	B*
ettain health	88.8*	n=9	B+*	B+*	A-*	B-*	A-*
Healthcare Triangle (Cornerstone Advisors)	95.3*	n=6	A+*	A+*	A*	A-*	A*
Huron	94.2*	n=9	A+*	A*	A-*	A-*	A*
KPMG	81.9*	n=8	B*	B+*	B-*	B-*	B-*
Navin, Haffty & Associates (NHA)	86.1*	n=5	A*	B+*	B+*	B+*	C+*
Santa Rosa Consulting	90.3*	n=5	A-*	A-*	A+*	B+*	B*
The HCI Group	96.2*	n=5	A+*	A*	A-*	A*	A*

Definitions can be found on page iv.



## Other **notable** performances in HIT Advisory Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

Accenture	n=20	<b>100%</b>
Chartis Group	n=48	<b>100%</b>
Cumberland	n=12	<b>100%</b>
Divurgent	n=12	<b>100%</b>
Guidehouse (formerly Navigant)	n=18	<b>100%</b>
Huntzinger Management Group	n=12	<b>100%</b>
Optimum Healthcare IT	n=9	<b>100%</b>
Pivot Point Consulting, a Vaco Company	n=23	<b>100%</b>
PwC	n=15	<b>100%</b>

### Exceeds expectations?

Accenture	n=18	<b>100%</b>
-----------	------	-------------

### Would you buy again?

Accenture	n=20	<b>100%</b>
Cumberland	n=12	<b>100%</b>
Divurgent	n=14	<b>100%</b>
Huntzinger Management Group	n=12	<b>100%</b>
Optimum Healthcare IT	n=8	<b>100%</b>
Pivot Point Consulting, a Vaco Company	n=23	<b>100%</b>
Prominence	n=19	<b>100%</b>
PwC	n=15	<b>100%</b>

# HIT Advisory Services Continued

## HIT Advisory Reference Guide



# Revenue Cycle Optimization



## How do vendor services **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
ECG Management Consultants	92.6*	n=5	A*	B*	A-*	A-*	A*
Engage	97.5*	n=3	A+*	A*	A*	A*	A+*
Huron	91.8*	n=5	A*	A*	A-*	B+*	B*
PwC	98.1*	n=3	A+*	A-*	A+*	A+*	A*
Component [C], Not Primary [NP], or Regional [R]							
athenahealth [C]	88.5	n=7	A-	A-	A-	B+	B

Definitions can be found on page iv.

## Revenue Cycle Optimization Continued



Other **notable** performances in Revenue Cycle Optimization

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

Guidehouse (formerly Navigant)	n=17	<b>100%</b>
Impact Advisors	n=8	<b>100%</b>
Nordic	n=8	<b>100%</b>
Softek	n=9	<b>100%</b>

### Exceeds expectations?

Nordic	n=8	<b>100%</b>
Softek	n=9	<b>100%</b>

### Would you buy again?

Impact Advisors	n=8	<b>100%</b>
Nordic	n=8	<b>100%</b>
Softek	n=9	<b>100%</b>

# Financial Improvement Consulting



## How do vendor services **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



### Solutions Not Ranked

\*Limited Data Products

Huron

Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
70.6*	n=5	D*	D*	C*	C*	C-*

Definitions can be found on page iv.

# Financial Improvement Consulting Continued



Other **notable** performances in Financial Improvement Consulting

Listed below are the vendors for whom 100% of respondents answered **yes**.

## Avoids charging for every little thing?

Accenture	n=9	<b>100%</b>
Chartis Group	n=6	<b>100%</b>
Guidehouse (formerly Navigant)	n=10	<b>100%</b>

## Exceeds expectations?

Chartis Group	n=6	<b>100%</b>
---------------	-----	-------------

## Would you buy again?

Chartis Group	n=6	<b>100%</b>
Guidehouse (formerly Navigant)	n=10	<b>100%</b>
Premier	n=6	<b>100%</b>
PwC	n=13	<b>100%</b>

# Healthcare Management Consulting



## How do vendor services **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



### Solutions Not Ranked

	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
*Limited Data Products	92.0*	n=3	A*	B+*	A-*	A-*	A-*
Kaufman Hall							

Definitions can be found on page iv.

# Healthcare Management Consulting Continued



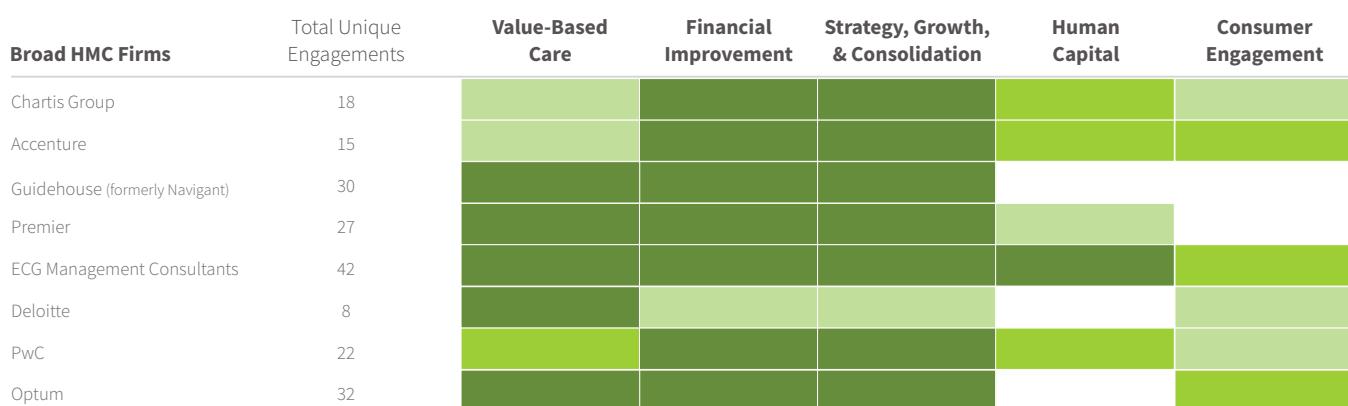
Other **notable** performances in Healthcare Management Consulting

Listed below are the vendors for whom 100% of respondents answered **yes**.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
Accenture n=24 <b>100%</b>	None	Chartis Group n=24 <b>100%</b>
Chartis Group n=24 <b>100%</b>		Deloitte n=13 <b>100%</b>
Deloitte n=13 <b>100%</b>		Premier n=32 <b>100%</b>
Guidehouse (formerly Navigant) n=38 <b>100%</b>		

## KLAS-Validated Consulting Areas

█ 6+ Validations    █ 3-5 Validations    █ 1-2 Validations



### Focused HMC Firms

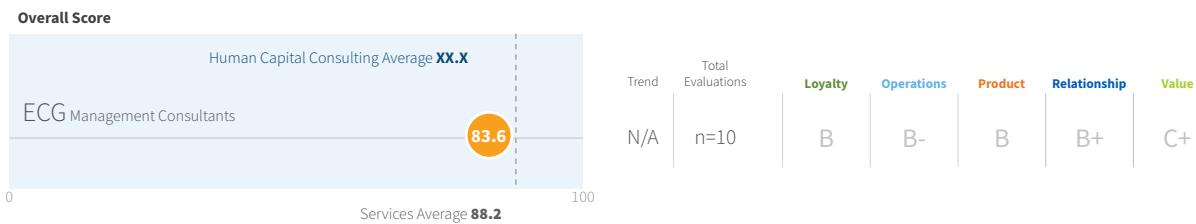


# Human Capital Consulting

## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

\*Limited Data Products

	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Accenture	93.5*	n=4	A+*	A+*	B+*	A*	A-*
PwC	91.2*	n=4	A*	A-*	A-*	A*	B+*

Definitions can be found on page iv.

# Strategy, Growth & Consolidation Consulting



## How do vendor services **compare?**



## Other **notable** performances in Strategy, Growth & Consolidation Consulting

Listed below are the vendors for whom 100% of respondents answered **yes**.

Avoids charging for every little thing?	
Accenture	n=6 <b>100%</b>
Chartis Group	n=11 <b>100%</b>
ECG Management Consultants	n=20 <b>100%</b>
Guidehouse (formerly Navigant)	n=8 <b>100%</b>
Premier	n=5 <b>100%</b>
PwC	n=6 <b>100%</b>

Exceeds expectations?	
Guidehouse (formerly Navigant)	n=8 <b>100%</b>

Would you buy again?	
Accenture	n=6 <b>100%</b>
Chartis Group	n=11 <b>100%</b>
ECG Management Consultants	n=22 <b>100%</b>
Guidehouse (formerly Navigant)	n=8 <b>100%</b>
Premier	n=6 <b>100%</b>

# Value-Based Care Consulting



## How do vendor services **compare?**

### Overall Score



### Score Breakdown

(Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	

### Solutions Not Ranked

\*Limited Data Products

PwC

Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
89.1*	n=5	A*	A*	B*	A*	B*

Definitions can be found on page iv.

# Value-Based Care Consulting Continued



Other **notable** performances in Value-Based Care Consulting

Listed below are the vendors for whom 100% of respondents answered **yes**.

## Avoids charging for every little thing?

Deloitte	n=7	<b>100%</b>
ECG Management Consultants	n=9	<b>100%</b>
Guidehouse (formerly Navigant)	n=20	<b>100%</b>
Premier	n=18	<b>100%</b>

## Exceeds expectations?

ECG Management Consultants	n=9	<b>100%</b>
----------------------------	-----	-------------

## Would you buy again?

Deloitte	n=7	<b>100%</b>
ECG Management Consultants	n=9	<b>100%</b>
Optum	n=14	<b>100%</b>
Premier	n=18	<b>100%</b>

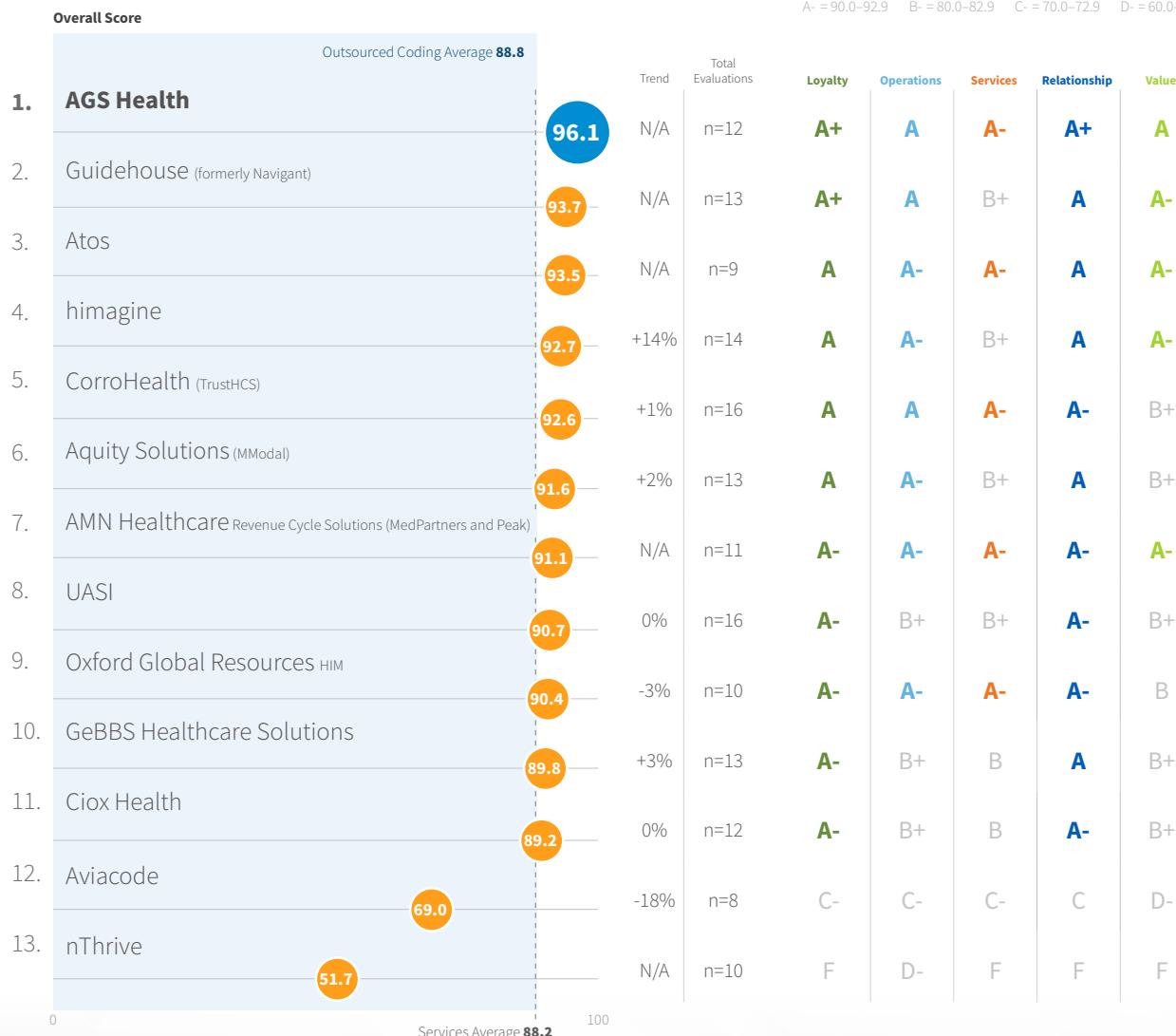
# Outsourced Coding



## How do vendor services compare?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



# Outsourced Coding Continued

## Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
GHR RevCycle Workforce (formerly HCTec HIM Division)	95.8*	n=5	A+*	A-*	B+*	A+*	A*
LexiCode	77.2*	n=5	C*	C+*	C*	C*	B-*

Definitions can be found on page iv.



## Other **notable** performances in Outsourced Coding

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

AGS Health	n=12	<b>100%</b>
Aquity Solutions (MModal)	n=13	<b>100%</b>
GeBBS Healthcare Solutions	n=13	<b>100%</b>
himagine	n=13	<b>100%</b>
UASI	n=15	<b>100%</b>

### Exceeds expectations?

None

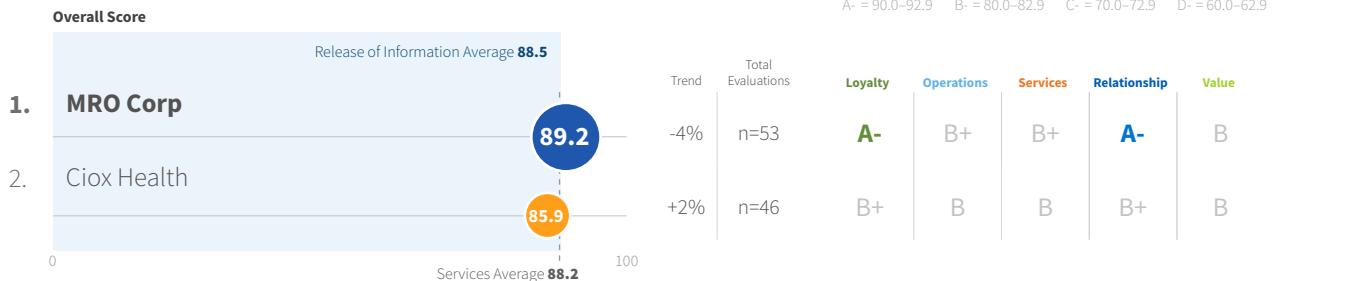
### Would you buy again?

AGS Health	n=12	<b>100%</b>
AMN Healthcare	n=10	<b>100%</b>
Revenue Cycle Solutions (MedPartners and Peak)		
Aquity Solutions (MModal)	n=13	<b>100%</b>
Atos	n=9	<b>100%</b>
CorroHealth (TrustHCS)	n=15	<b>100%</b>
Guidehouse (formerly Navigant)	n=12	<b>100%</b>
himagine	n=13	<b>100%</b>

# Release of Information



## How do vendor services **compare?**



### Solutions Not Ranked

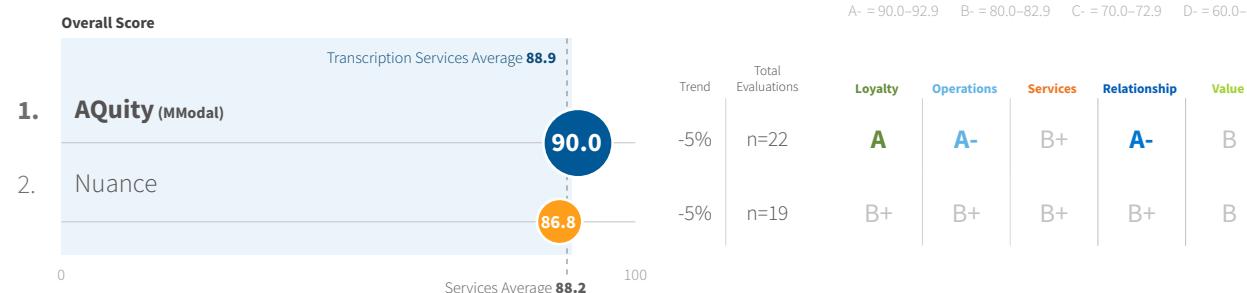
	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
*Limited Data Products							
Verisma	91.0*	n=13	A*	B+*	B+*	A*	B+*

Definitions can be found on page iv.

# Transcription Services



## How do vendor services **compare?**



## Other **notable** performances in Transcription Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

None

### Exceeds expectations?

None

### Would you buy again?

AQuity (MModal)

n=20 **100%**

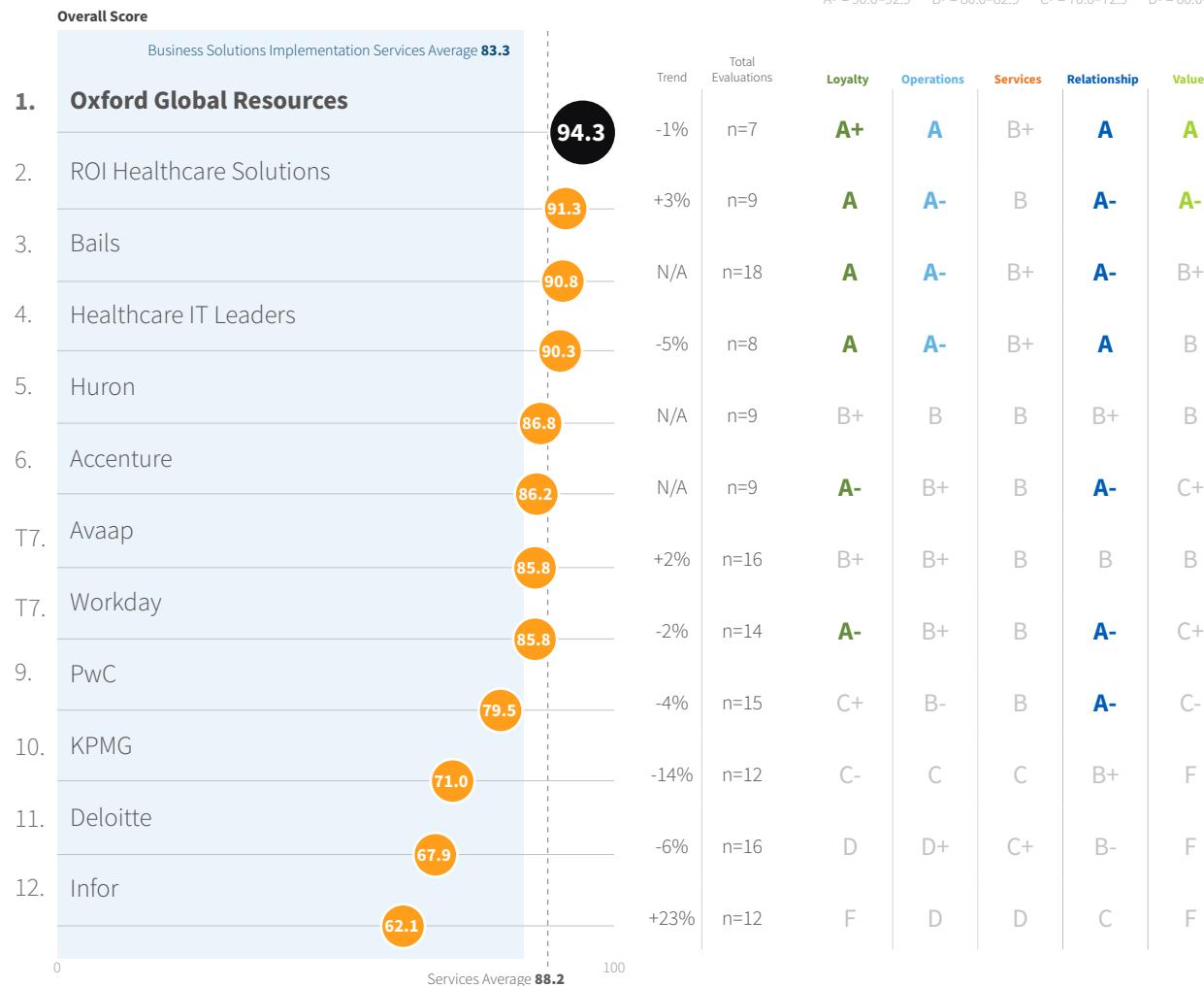
# Business Solutions Implementation Services



## How do vendor services **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



# Business Solutions Implementation Services

## Continued

### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Atos	78.9*	n=4	C*	C+*	B+*	B*	C+*
Chartis Group	96.0*	n=5	A+*	A+*	A*	A+*	A-*

Definitions can be found on page iv.



### Other **notable** performances in Business Solutions Implementation Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

Huron	n=7	<b>100%</b>
Oxford Global Resources	n=7	<b>100%</b>

#### Exceeds expectations?

Oxford Global Resources	n=6	<b>100%</b>
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#### Would you buy again?

Accenture	n=9	<b>100%</b>
Bails	n=18	<b>100%</b>
Healthcare IT Leaders	n=7	<b>100%</b>
Oxford Global Resources	n=7	<b>100%</b>
ROI Healthcare Solutions	n=9	<b>100%</b>

# Go-Live Support

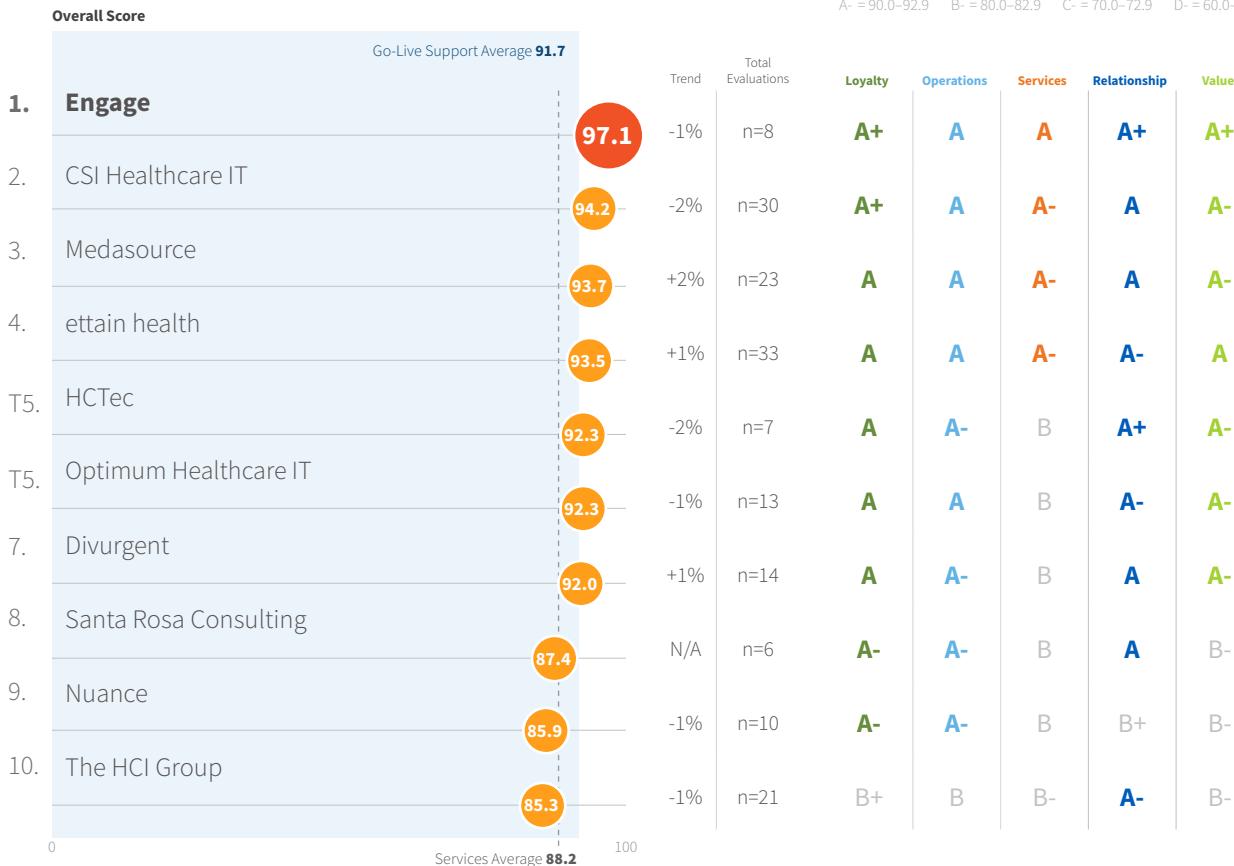


# ENGAGE

## How do vendor services **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



## Go-Live Support Continued

<b>Solutions Not Ranked</b>							
*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Medix	86.0*	n=7	B*	B+*	B*	A*	B-*

Definitions can be found on page iv.



### Other **notable** performances in Go-Live Support

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

CSI Healthcare IT	n=29	<b>100%</b>
Divurgent	n=13	<b>100%</b>
Engage	n=6	<b>100%</b>
HCTec	n=7	<b>100%</b>
Optimum Healthcare IT	n=13	<b>100%</b>
The HCI Group	n=18	<b>100%</b>

#### Exceeds expectations?

Engage	n=6	<b>100%</b>
--------	-----	-------------

#### Would you buy again?

CSI Healthcare IT	n=30	<b>100%</b>
Divurgent	n=14	<b>100%</b>
Engage	n=7	<b>100%</b>
HCTec	n=7	<b>100%</b>
Nuance	n=9	<b>100%</b>
Optimum Healthcare IT	n=12	<b>100%</b>
Santa Rosa Consulting	n=5	<b>100%</b>

# HIT Implementation Leadership (Large: 8+ Resources)

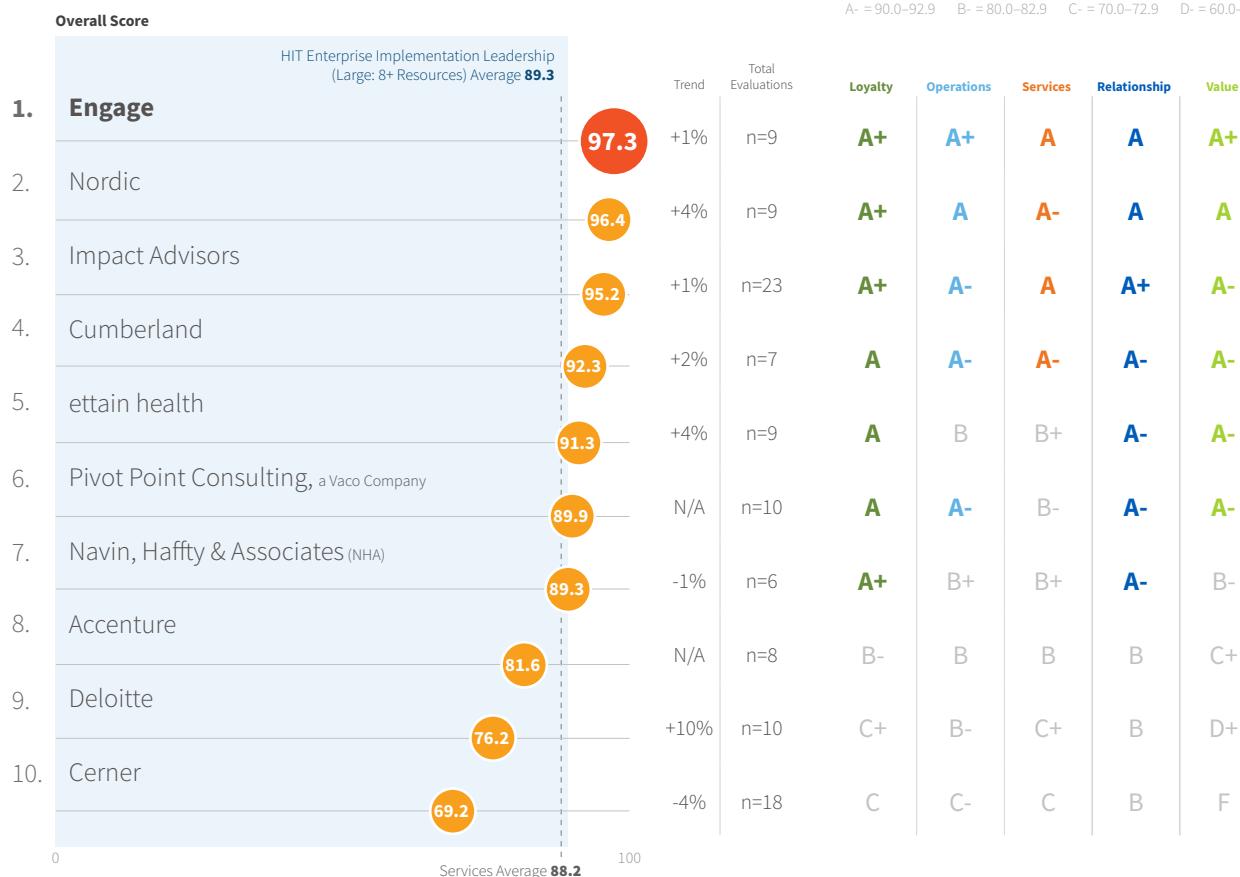


# ENGAGE

## How do vendor services **compare?**

### Score Breakdown (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



# HIT Implementation Leadership (Large: 8+ Resources)

## Continued

### Solutions Not Ranked

	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
*Limited Data Products							
Epic	90.7*	n=5	A+*	A-*	B+*	A*	B*
Medix	92.6*	n=5	A*	A-*	B*	A*	A*
Optimum Healthcare IT	90.7*	n=4	A*	A-*	A-*	A*	B*
Component [C], Not Primary [NP], or Regional [R]							
S&P Consultants [C]	93.4*	n=6	A+*	A*	A*	A*	B+*

Definitions can be found on page iv.



### Other notable performances in HIT Implementation Leadership (Large: 8+ Resources)

Listed below are the vendors for whom 100% of respondents answered **yes**.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
Cumberland n=7	<b>100%</b>	Engage n=7 <b>100%</b>
Engage n=7	<b>100%</b>	Nordic n=9 <b>100%</b>
ettain health n=9	<b>100%</b>	
Nordic n=9	<b>100%</b>	

### Which vendors did firms **implement**?

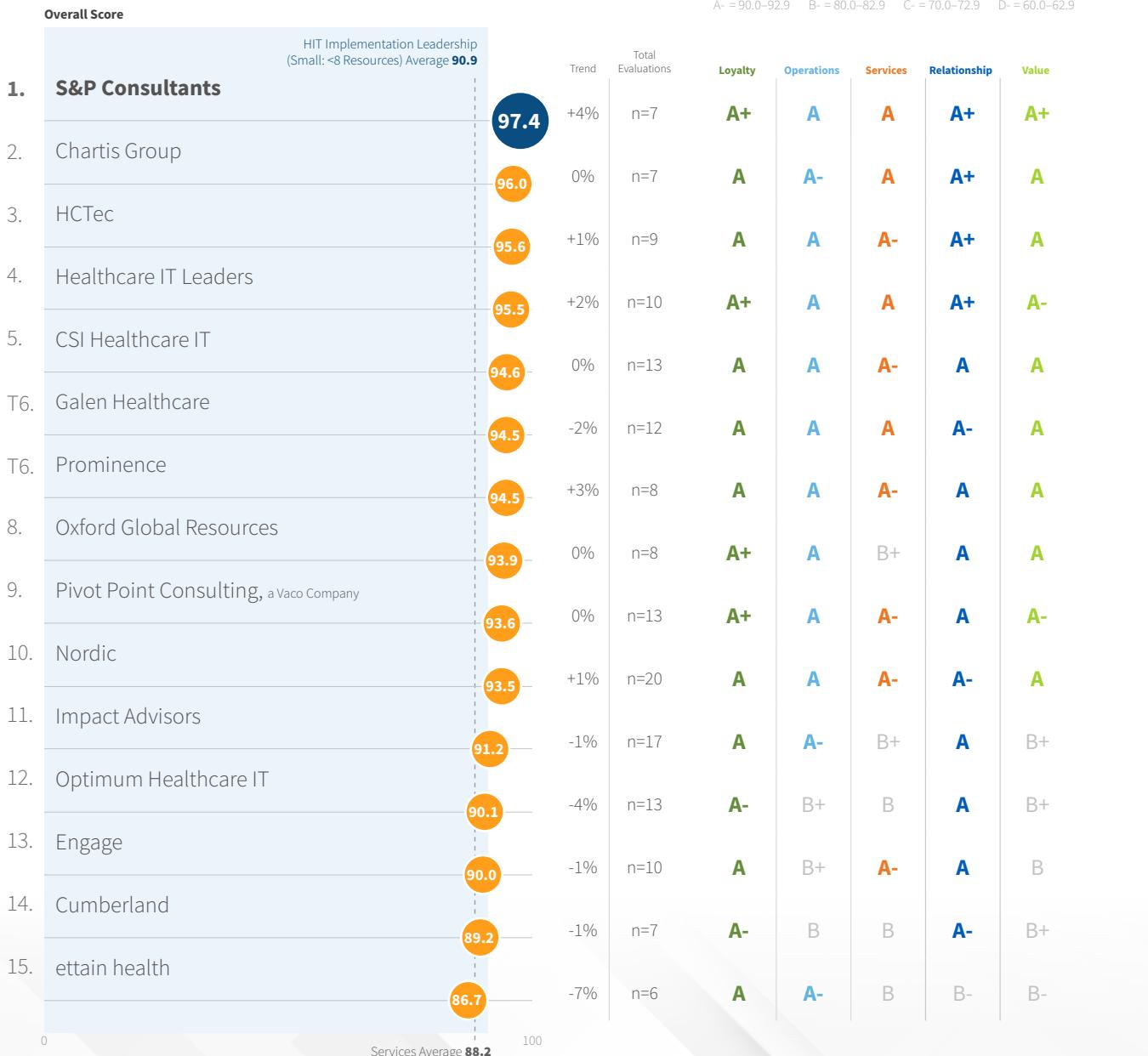


# HIT Implementation Leadership (Small: <8 Resources)



**S&P**  
CONSULTANTS

## How do vendor services **compare?**



# HIT Implementation Leadership (Small: <8 Resources)

## Continued

### How do vendor services compare?



<b>Solutions Not Ranked</b>							
*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Atos	83.7*	n=5	B-*	B+*	B+*	C*	B*
Divurgent	94.3*	n=3	A*	A*	A+*	A-*	A*
Health Data Movers	97.1*	n=6	A+*	A*	A*	A*	A+*
Healthcare Triangle (Cornerstone Advisors)	99.7*	n=3	A+*	A+*	A+*	A+*	A+*
Huron	81.1*	n=4	B*	C+*	C*	A*	C*
iMethods	95.4*	n=4	A+*	A+*	A-*	A*	A*
Medasource	92.8*	n=5	A*	A*	A-*	A*	A-*
The HCI Group	86.0*	n=4	B*	B*	B-*	A-*	B+*

Definitions can be found on page iv.

### Other **notable** performances in HIT Implementation Leadership (Small: <8 Resources)

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

Chartis Group	n=7	<b>100%</b>
CSI Healthcare IT	n=13	<b>100%</b>
Cumberland	n=7	<b>100%</b>
ettain health	n=6	<b>100%</b>
HCTec	n=8	<b>100%</b>
Healthcare IT Leaders	n=10	<b>100%</b>
Impact Advisors	n=17	<b>100%</b>
Nordic	n=20	<b>100%</b>
Optimum Healthcare IT	n=13	<b>100%</b>
Pivot Point Consulting, a Vaco Company	n=13	<b>100%</b>
Prominence	n=7	<b>100%</b>
S&P Consultants	n=7	<b>100%</b>

#### Exceeds expectations?

Chartis Group	n=7	<b>100%</b>
HCTec	n=9	<b>100%</b>
Oxford Global Resources	n=7	<b>100%</b>
Prominence	n=8	<b>100%</b>
S&P Consultants	n=7	<b>100%</b>

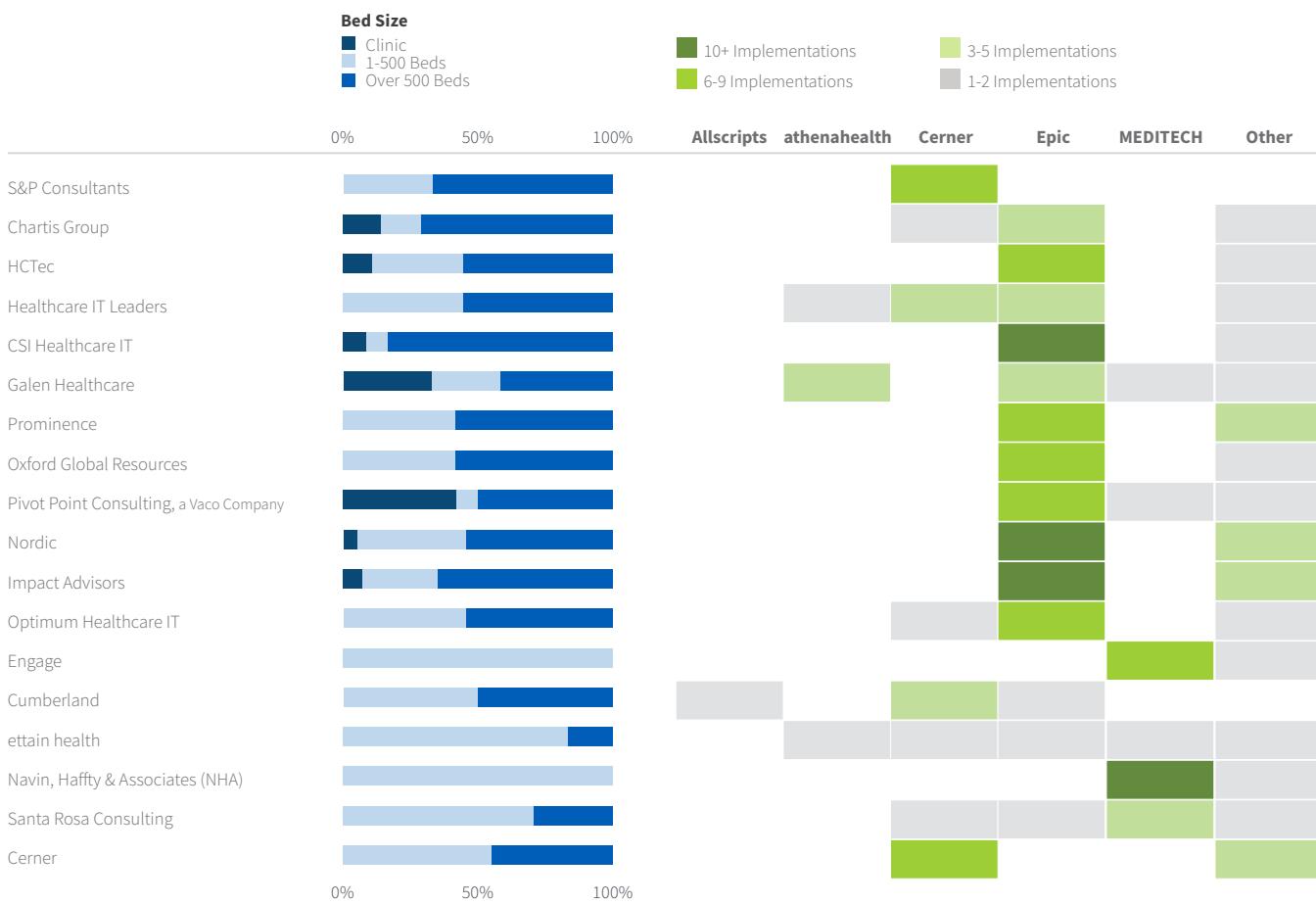
#### Would you buy again?

Chartis Group	n=7	<b>100%</b>
CSI Healthcare IT	n=13	<b>100%</b>
Cumberland	n=7	<b>100%</b>
Engage	n=10	<b>100%</b>
ettain health	n=6	<b>100%</b>
Galen Healthcare	n=12	<b>100%</b>
HCTec	n=9	<b>100%</b>
Healthcare IT Leaders	n=10	<b>100%</b>
Impact Advisors	n=17	<b>100%</b>
Nordic	n=20	<b>100%</b>
Oxford Global Resources	n=8	<b>100%</b>
Pivot Point Consulting, a Vaco Company	n=13	<b>100%</b>
Prominence	n=8	<b>100%</b>
S&P Consultants	n=7	<b>100%</b>

# HIT Implementation Leadership (Small: <8 Resources)

## Continued

Which vendors did firms **implement?**



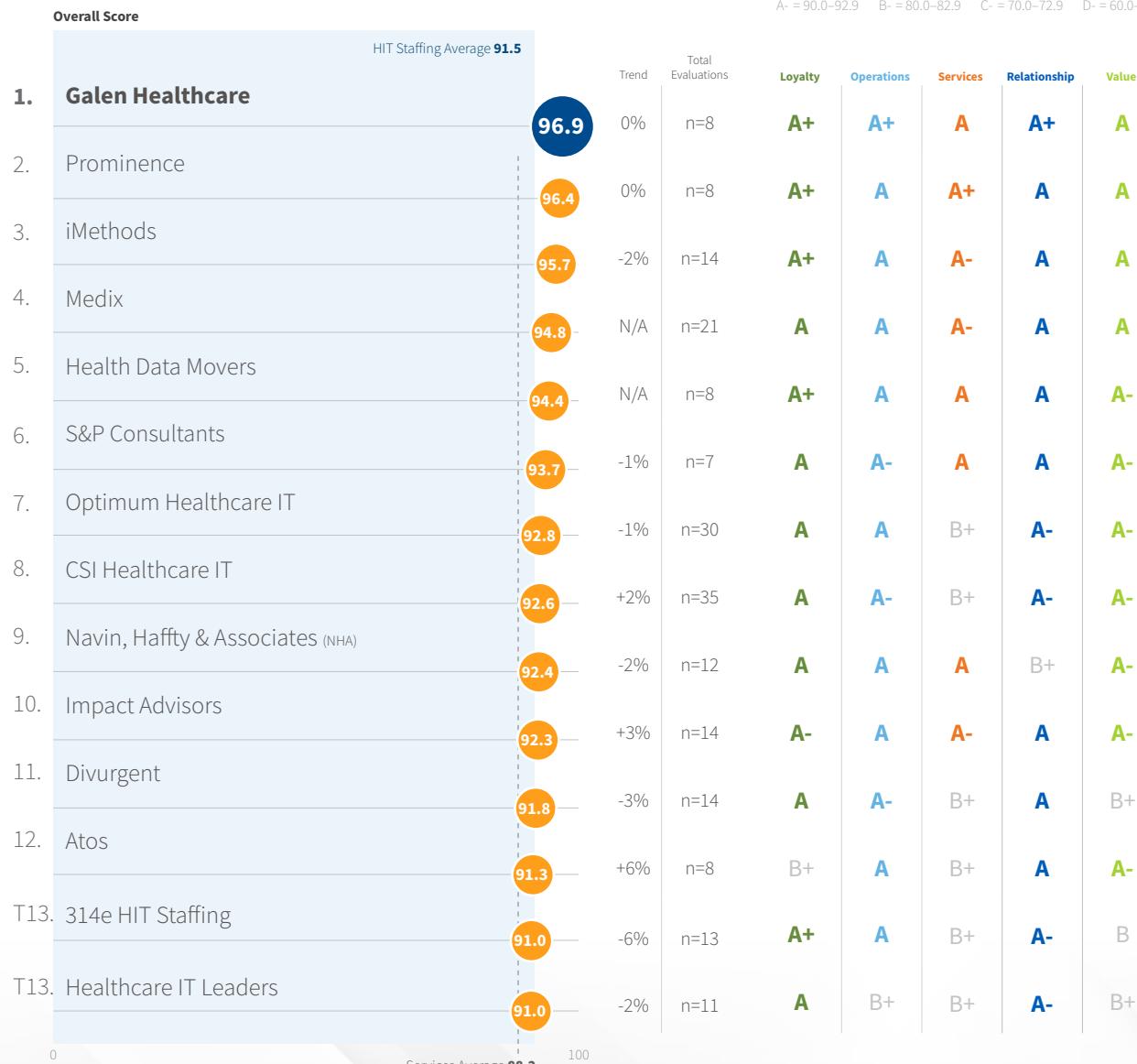
# HIT Staffing



## How do vendor services **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

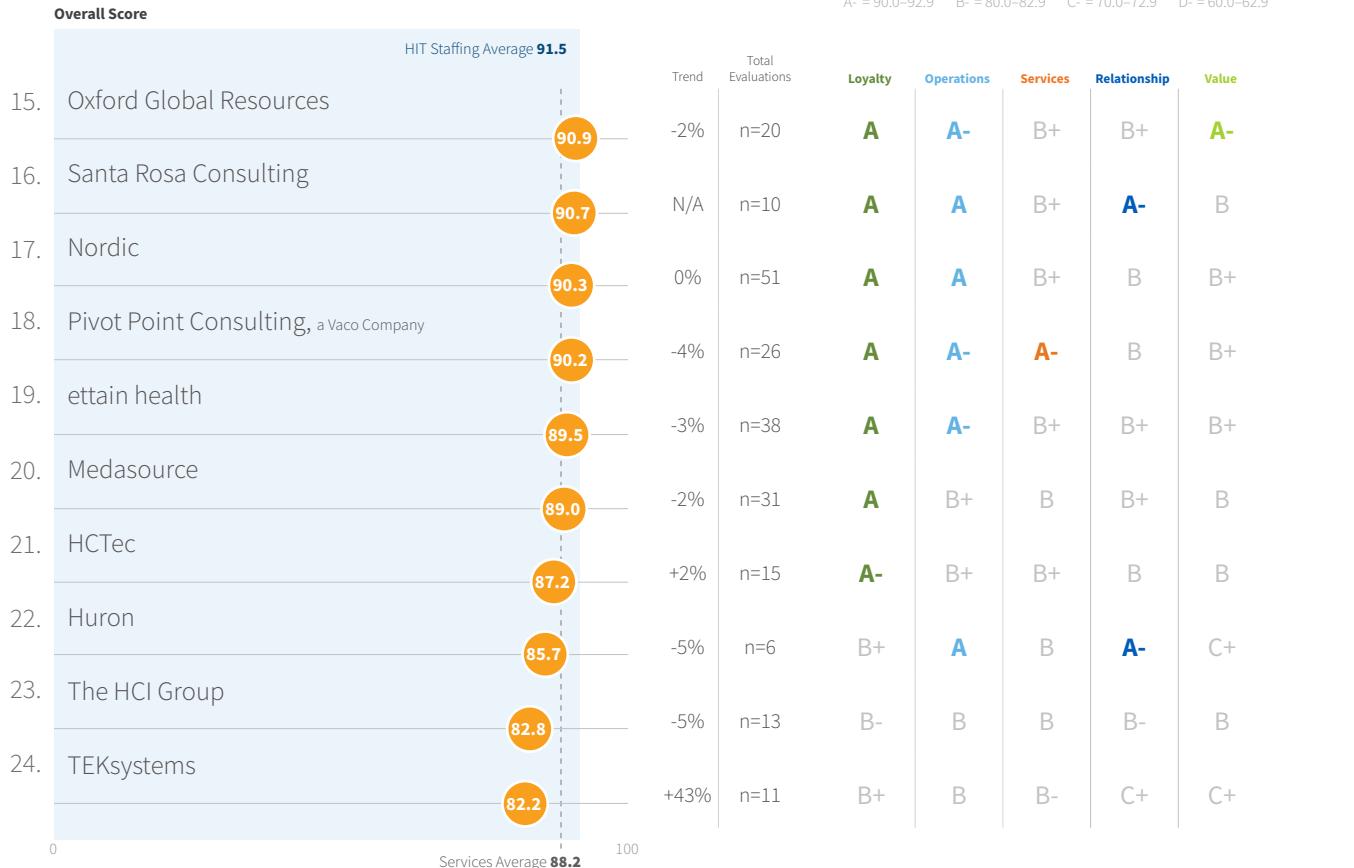
A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



Continued on next page

# HIT Staffing Continued

## How do vendor services **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Avaap	84.0*	n=5	A-*	A-*	B*	B*	C+*
Bluetree Network	86.2*	n=4	A-*	B+*	B+*	B*	B-*
Chartis Group	97.7*	n=4	A+*	A+*	A+*	A+*	A+*
CTG	85.1*	n=4	B*	B+*	B*	C+*	B*
Futura Mobility	98.1*	n=5	A+*	A+*	A*	A+*	A+*
Stoltenberg Consulting	98.2*	n=3	A+*	A*	A+*	A+*	A+*

Definitions can be found on page iv.

## HIT Staffing Continued



### Other **notable** performances in HIT Staffing

Listed below are the vendors for whom 100% of respondents answered **yes**.

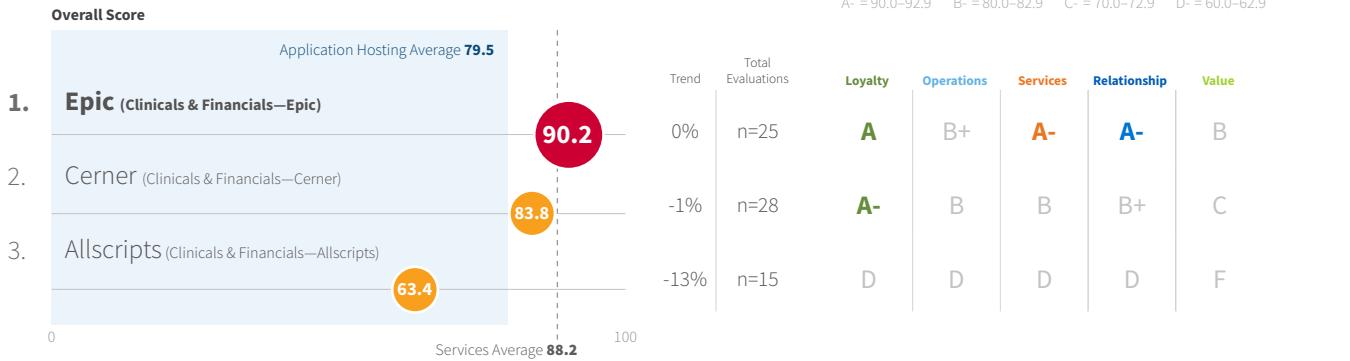
Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
Atos n=8 <b>100%</b>	Prominence n=7 <b>100%</b>	CSI Healthcare IT n=34 <b>100%</b>
CSI Healthcare IT n=35 <b>100%</b>		Divurgent n=14 <b>100%</b>
Galen Healthcare n=7 <b>100%</b>		Galen Healthcare n=8 <b>100%</b>
HCTec n=14 <b>100%</b>		Health Data Movers n=8 <b>100%</b>
Health Data Movers n=7 <b>100%</b>		Healthcare IT Leaders n=11 <b>100%</b>
Huron n=6 <b>100%</b>		iMethods n=14 <b>100%</b>
iMethods n=14 <b>100%</b>		Medasource n=31 <b>100%</b>
Impact Advisors n=14 <b>100%</b>		Medix n=21 <b>100%</b>
Medix n=21 <b>100%</b>		Navin, Haffty & Associates (NHA) n=12 <b>100%</b>
Navin, Haffty & Associates (NHA) n=12 <b>100%</b>		Optimum Healthcare IT n=27 <b>100%</b>
Prominence n=7 <b>100%</b>		Oxford Global Resources n=19 <b>100%</b>
S&P Consultants n=6 <b>100%</b>		Prominence n=7 <b>100%</b>
Santa Rosa Consulting n=9 <b>100%</b>		S&P Consultants n=7 <b>100%</b>
The HCI Group n=12 <b>100%</b>		Santa Rosa Consulting n=10 <b>100%</b>

# Application Hosting



# Epic

## How do vendor services **compare?**



### Score Breakdown (Grading methodology can be found on page 4)

A+ = 97.0+      B+ = 87.0–89.9      C+ = 77.0–79.9      D+ = 67.0–69.9      F = <60.0  
 A = 93.0–96.9      B = 83.0–86.9      C = 73.0–76.9      D = 63.0–66.9  
 A- = 90.0–92.9      B- = 80.0–82.9      C- = 70.0–72.9      D- = 60.0–62.9

### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Engage Application Hosting (Mostly Clinicals—MEDITECH)	77.3*	n=11	C+*	B-*	B*	B-*	D+*
NTT DATA Application Hosting (Clinical & Financials—Mostly MEDITECH)	67.7*	n=6	D*	C*	C*	C+*	F*

Definitions can be found on page iv.



Other **notable** performances in Application Hosting

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

None

#### Exceeds expectations?

None

#### Would you buy again?

Cerner

n=28 **100%**

# Extensive IT Outsourcing

How do vendor services **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	

## Solutions Not Ranked

\*Limited Data Products

	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Cerner	81.1*	n=8	B+*	B*	B*	A-*	D*
NTT DATA	68.0*	n=3	C-*	--	C*	B+*	--

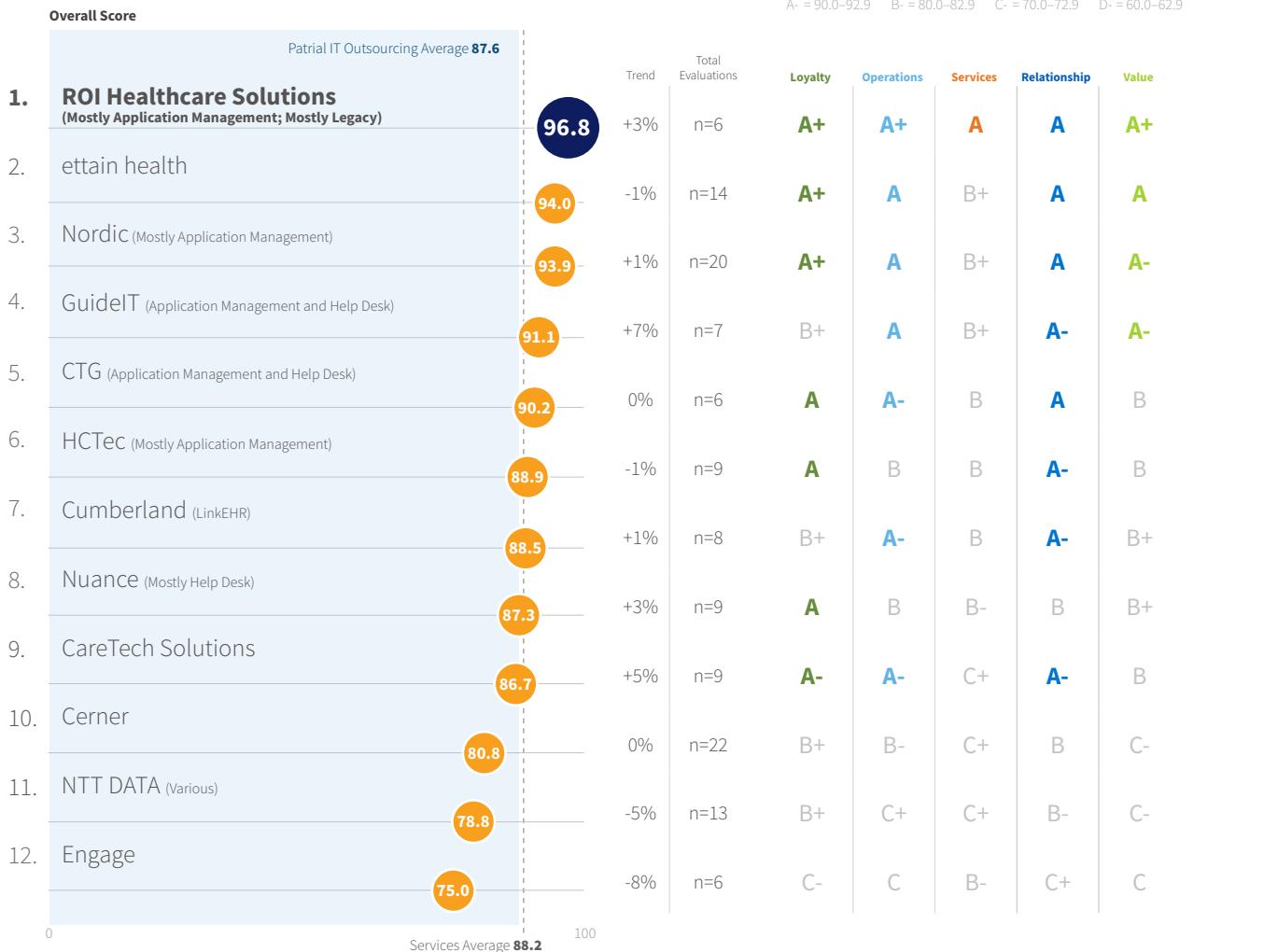
Definitions can be found on page iv.

-- Insufficient Data

# Partial IT Outsourcing



## How do vendor services **compare?**



# Partial IT Outsourcing Continued

## Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Futura Mobility	88.0*	n=4	B*	B*	A-*	A*	B*
Optimum Healthcare IT	88.6*	n=4	B+*	A*	B+*	A*	B*
Stoltenberg Consulting (Mostly Help Desk; Mostly Legacy)	96.9*	n=3	A+*	A*	A-*	A+*	A*

Definitions can be found on page iv.



## Other **notable** performances in Partial IT Outsourcing

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

CareTech Solutions	n=9	<b>100%</b>
CTG	n=6	<b>100%</b>
Cumberland	n=8	<b>100%</b>
ettain health	n=13	<b>100%</b>
GuidelT	n=7	<b>100%</b>
HCTec	n=8	<b>100%</b>
Nuance	n=9	<b>100%</b>
ROI Healthcare Solutions	n=6	<b>100%</b>

### Exceeds expectations?

ROI Healthcare Solutions	n=6	<b>100%</b>
--------------------------	-----	-------------

### Would you buy again?

CareTech Solutions	n=8	<b>100%</b>
CTG	n=6	<b>100%</b>
ettain health	n=14	<b>100%</b>
HCTec	n=8	<b>100%</b>
Nordic	n=20	<b>100%</b>
NTT DATA	n=12	<b>100%</b>
Nuance	n=9	<b>100%</b>
ROI Healthcare Solutions	n=6	<b>100%</b>

# Eligibility Enrollment Services



**CHANGE**  
HEALTHCARE

## How do vendor services **compare?**



## Other **notable** performances in Eligibility Enrollment Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

Change Healthcare

n=12 **100%**

### Exceeds expectations?

None

### Would you buy again?

None

# Extended Business Office



## How do vendor services **compare?**

**Score Breakdown:** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



# Extended Business Office Continued

<b>Solutions Not Ranked</b>							
*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
HGS	87.8*	n=3	A*	--	B*	A-*	B*
Definitions can be found on page iv.							
-- Insufficient Data							

## Other **notable** performances in Extended Business Office

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

AGS Health	n=17	<b>100%</b>
Avadyne Health	n=5	<b>100%</b>
Cognizant Bolder Healthcare Solutions	n=6	<b>100%</b>
GeBBS Healthcare Solutions	n=16	<b>100%</b>
Guidehouse (formerly Navigant)	n=12	<b>100%</b>
MedAssist Firstsource	n=6	<b>100%</b>
Parallon	n=18	<b>100%</b>
PwC	n=18	<b>100%</b>

### Exceeds expectations?

None

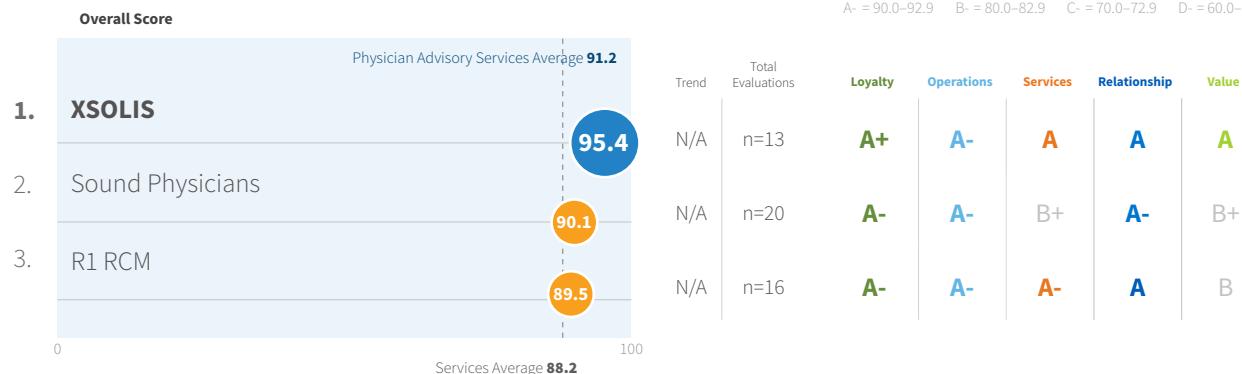
### Would you buy again?

AGS Health	n=17	<b>100%</b>
Cognizant Bolder Healthcare Solutions	n=5	<b>100%</b>
GeBBS Healthcare Solutions	n=16	<b>100%</b>
Guidehouse (formerly Navigant)	n=12	<b>100%</b>
MedAssist Firstsource	n=6	<b>100%</b>
Parallon	n=18	<b>100%</b>
PwC	n=18	<b>100%</b>

# Physician Advisory Services



## How do vendor services **compare?**



Other **notable** performances in Physician Advisory Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

R1 RCM	n=16	<b>100%</b>
XSOLIS	n=11	<b>100%</b>

### Exceeds expectations?

XSOLIS	n=11	<b>100%</b>
--------	------	-------------

### Would you buy again?

XSOLIS	n=13	<b>100%</b>
--------	------	-------------

# Revenue Cycle Outsourcing



## How do vendor services **compare?**



### Solutions Not Ranked

	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
*Limited Data Products nThrive	68.4*	n=4	C-*	D*	D*	C+*	D*

Definitions can be found on page iv.



### Other **notable** performances in Revenue Cycle Outsourcing

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

Ensemble Health Partners      n=9      **100%**

#### Exceeds expectations?

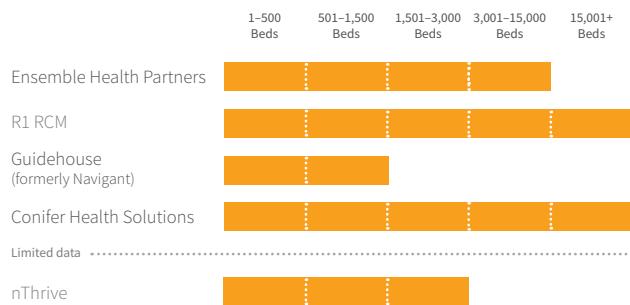
None

#### Would you buy again?

None

## Revenue Cycle Outsourcing Continued

### Sizing Spread of RCO Firms' Client Organizations



Feedback from providers at HCA and Tenet is not included in this report due to the organizations' equity ownership of specific RCS firms. However, sizing of these organizations is included in the chart on the previous page to give a more complete view of what size organizations each firm works with.

# Revenue Integrity/Underpayment Services



# cloudmed™

## How do vendor services **compare?**



## Other **notable** performances in Revenue Integrity/Underpayment Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

BESLER	n=29	<b>100%</b>
Cloudmed (Triage)	n=36	<b>100%</b>

### Exceeds expectations?

Cloudmed (Triage)	n=34	<b>100%</b>
-------------------	------	-------------

### Would you buy again?

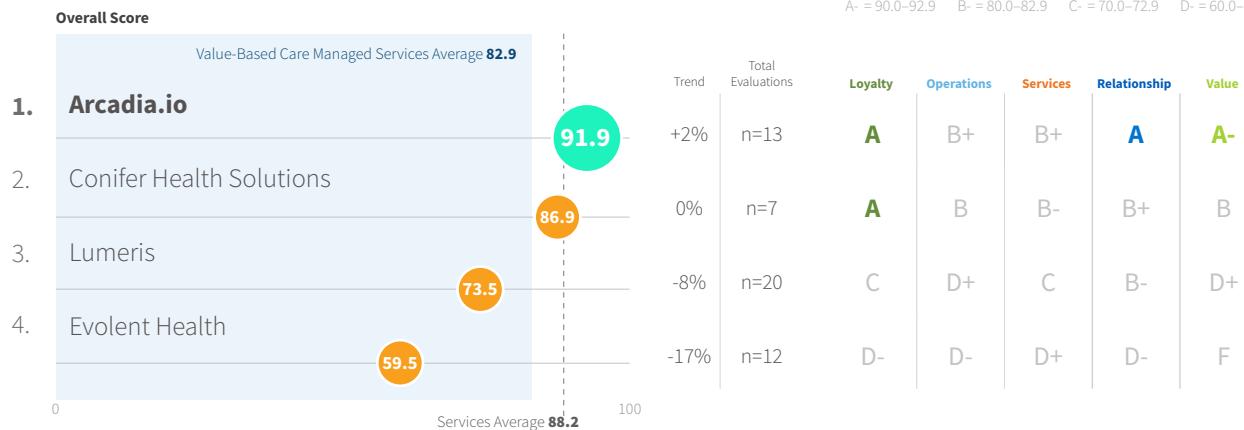
BESLER	n=29	<b>100%</b>
Cloudmed (Revint)	n=30	<b>100%</b>
Cloudmed (Triage)	n=36	<b>100%</b>

# Value-Based Care Managed Services



ARCADIA

## How do vendor services **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Geneia LLC Geneia	93.6*	n=4	A+*	A*	A-*	B+*	A*
<b>Component [C], Not Primary [NP], or Regional [R]</b>							
Caravan Health [C]	81.7	n=42	B	B	B	B	C
Health Catalyst [C]	86.7	n=8	B+	B+	B+	A	C+
HealthEC [C]	92.4	n=12	A	A-	A	A	A-
Lightbeam [C]	92.1	n=9	A	B	B+	A-	A-
Premier [C]	96.1*	n=4	A+	A+	A	A-	A+

Definitions can be found on page iv.

## Value-Based Care Managed Services Continued



Other **notable** performances in Value-Based Care Managed Services

---

Listed below are the vendors for whom 100% of respondents answered **yes**.

### Avoids charging for every little thing?

Arcadia.io	n=13	<b>100%</b>
Conifer Health Solutions	n=7	<b>100%</b>

### Exceeds expectations?

None

### Would you buy again?

Arcadia.io	n=13	<b>100%</b>
Conifer Health Solutions	n=6	<b>100%</b>

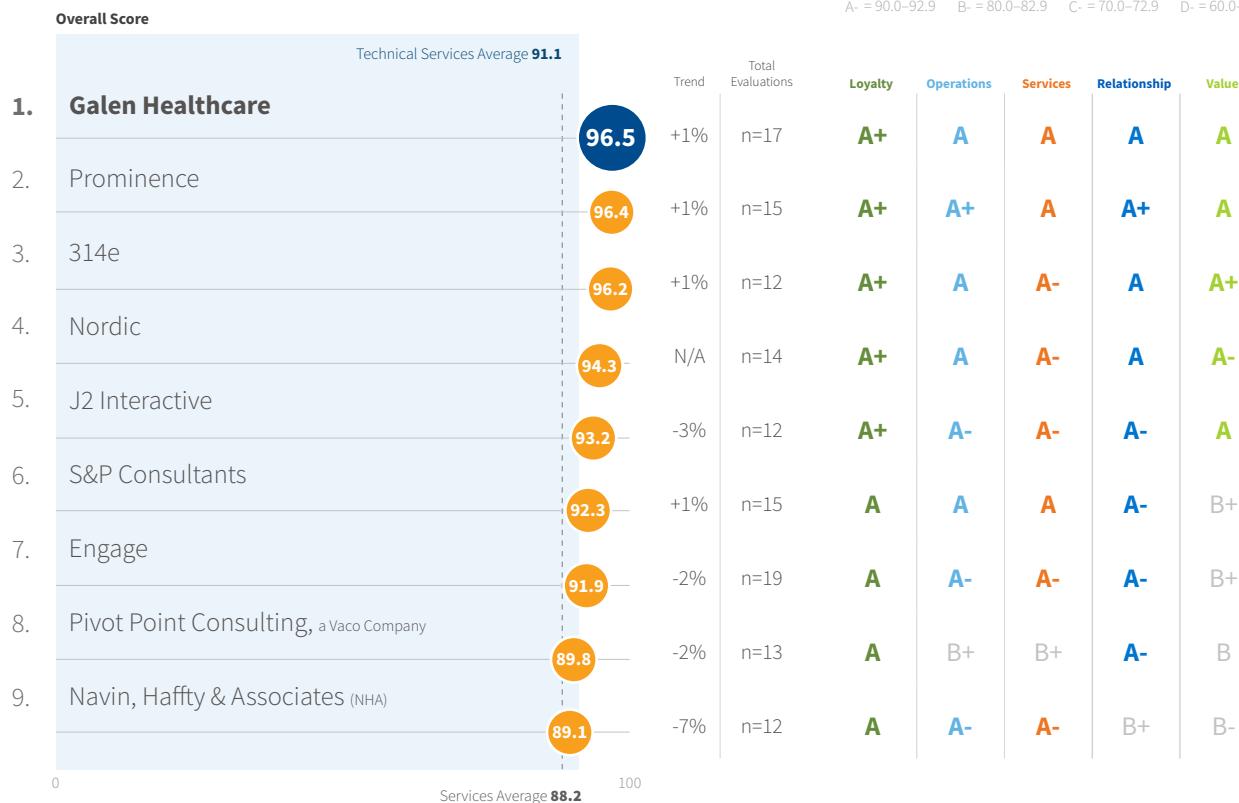
# Technical Services



## How do vendor services **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



### Solutions Not Ranked

\*Limited Data Products

	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Atos	70.9*	n=5	D*	C-*	C*	D+*	C*
ettain health	85.8*	n=8	B-*	A-*	B*	B*	B*
The HCI Group	81.1*	n=8	B*	B-*	B*	B-*	C*

Definitions can be found on page iv.

## Technical Services Continued



Other **notable** performances in Technical Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
314e n=12 <b>100%</b>	314e n=11 <b>100%</b>	314e n=12 <b>100%</b>
Galen Healthcare n=17 <b>100%</b>		Engage n=16 <b>100%</b>
J2 Interactive n=11 <b>100%</b>		Galen Healthcare n=17 <b>100%</b>
Nordic n=14 <b>100%</b>		J2 Interactive n=12 <b>100%</b>
		Navin, Haffty & Associates (NHA) n=12 <b>100%</b>
		Nordic n=14 <b>100%</b>
		Pivot Point Consulting, a Vaco Company n=13 <b>100%</b>
		Prominence n=15 <b>100%</b>
		S&P Consultants n=15 <b>100%</b>



# Give a Little, Get a Lot

KLAS gathered **22,056** evaluations in 2020 from healthcare professionals who shared their feedback on the software and services they use.

## The result?

We publish the most comprehensive ratings and reviews on more than **800** healthcare IT products and services. When you give a little of your own feedback on the tools you're using, you get a lot of insights with free access to KLAS ratings, commentary, and market trends.

So, **speak up** and share your experiences! We would love to hear from you.

Share your voice:

[klasresearch.com/evaluation](https://klasresearch.com/evaluation)



- ✓ See how healthcare IT vendors compare
- ✓ Find ratings on vendor performance
- ✓ Learn about new and emerging tech



# Imaging Systems

## 172 Imaging Software

Advanced Visualization  
Cardiology  
Cardiology Hemodynamics  
Image Exchange  
Oncology—Medical  
Oncology—Radiation  
Oncology Treatment Planning  
PACS (Large: 300K+ Studies)  
PACS (Small: <300K Studies)  
Speech Recognition: Front-End Imaging  
Universal Viewer (Imaging)  
Vendor Neutral Archive (VNA)

## 187 Imaging Equipment

Radiation Therapy—Equipment

# Advanced Visualization



# TERARECON

## How do vendor solutions **compare?**



## Other **notable** performances in Advanced Visualization

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

**Avoids charging for every little thing?**

None

**Keeps all promises?**

None

**Part of long-term plans?**

None

**Would you buy again?**

TeraRecon, a Symphony AI Group Company, Aquarius iNtuition Enterprise      n=20      **95%**

Vital VitreaAdvanced      n=19      **95%**

# Cardiology



## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Digisonics DigiView	73.1*	n=11	C*	D+*	B*	C*	B+*	D*
INFINITT Cardiology Suite	89.2*	n=17	A-*	A*	B+*	A-*	B+*	A-*
LUMEDX Apollo Advance	70.5*	n=12	D*	C-*	C*	C*	C-*	C*
<b>Component [C], Not Primary [NP], or Regional [R]</b>								
Epic Cupid [C]	82.7	n=30	B	B+	B-	B	B	C
Philips Xcelera [NP]	76.2*	n=9	D*	B-*	B*	B*	C+*	C+*

Definitions can be found on page iv.

## Cardiology Continued



Other **notable** performances in Cardiology

Listed below are the vendors for whom 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	Fujifilm Synapse Cardiovascular n=20 <b>95%</b>	None

# Cardiology Hemodynamics



**IBM Watson Health™**

## How do vendor solutions **compare?**



## Other **notable** performances in Cardiology Hemodynamics

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

**Avoids charging for every little thing?**

None

**Keeps all promises?**

None

**Part of long-term plans?**

IBM Watson Health Merge Hemo n=34 **100%**

**Would you buy again?**

None

# Image Exchange



# AMBRA™

## How do vendor solutions **compare?**



## Other **notable** performances in Image Exchange

Listed below are the vendors for whom 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?
Ambra DG Suite      n=21      95%	Ambra DG Suite      n=23      100%	Ambra DG Suite      n=21      100%	Ambra DG Suite      n=23      100% Nuance PowerShare      n=48      96%

# Oncology—Medical



# Epic

## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Varian ARIA - Medical Oncology	78.5*	n=14	C+*	B*	C+*	B-*	B-*	C*

Definitions can be found on page iv.



### Other **notable** performances in Oncology—Medical

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

Epic Beacon

n=27 **100%**

#### Part of long-term plans?

Cerner PowerChart

n=17 **100%**

Epic Beacon

n=31 **100%**

#### Would you buy again?

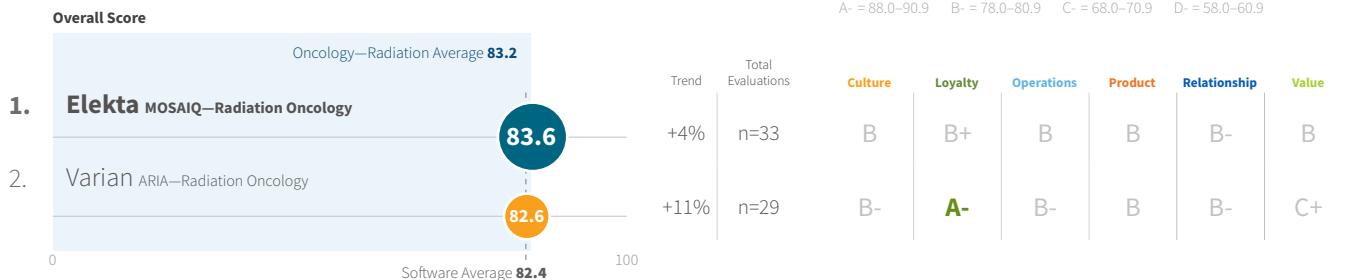
Epic Beacon

n=30 **100%**

# Oncology—Radiation



## How do vendor solutions compare?



## Other notable performances in Oncology—Radiation

Listed below are the vendors for whom 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 ARIA—Radiation Oncology n=28 100%	None

# Oncology Treatment Planning

How do vendor solutions **compare?**



<b>Solutions Not Ranked</b>					
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations
Philips Pinnacle	71.7*	n=17	C+*	D*	B-*
Definitions can be found on page iv.					



Other **notable** performances in Oncology Treatment Planning

Listed below are the vendors for whom 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 Eclipse n=19 <b>100%</b>	Varian Eclipse n=19 <b>95%</b>

# PACS (Large: 300K+ Studies)



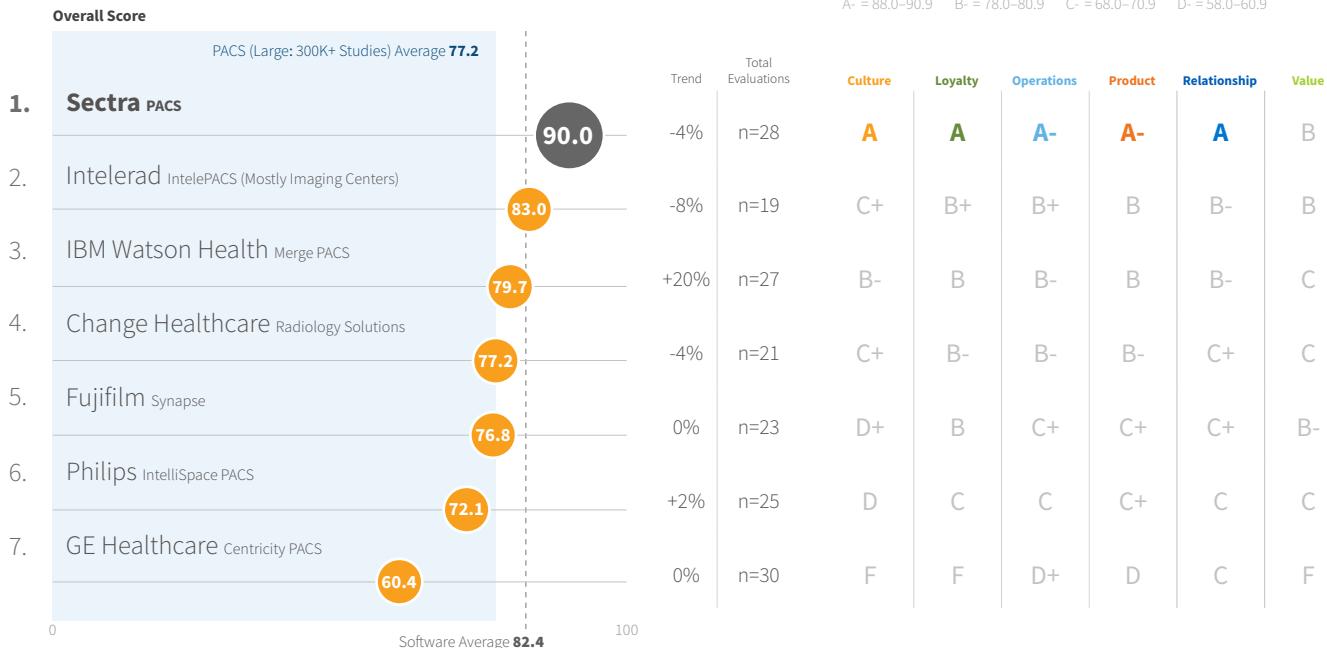
# SECTRA

Knowledge and passion

## How do vendor solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Agfa HealthCare Enterprise Imaging for Radiology	71.8*	n=9	C-*	C-*	B-*	C+*	C-*	D+*
Agfa HealthCare IMPAX	64.4*	n=13	D+*	F*	C-*	C-*	C-*	C-*
INFINITT PACS	91.9*	n=9	A*	A+*	A-*	A-*	B+*	A+*
Philips Vue PACS (Carestream)	77.2*	n=8	D+*	B*	B-*	B*	C+*	C-*

Definitions can be found on page iv.

## PACS (Large: 300K+ Studies) Continued



Other **notable** performances in PACS (Large: 300K+ Studies)

Listed below are the vendors for whom 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	Sectra PACS n=26 <b>96%</b>	Sectra PACS n=28 <b>100%</b>	Sectra PACS n=27 <b>96%</b>

# PACS (Small: <300K Studies)



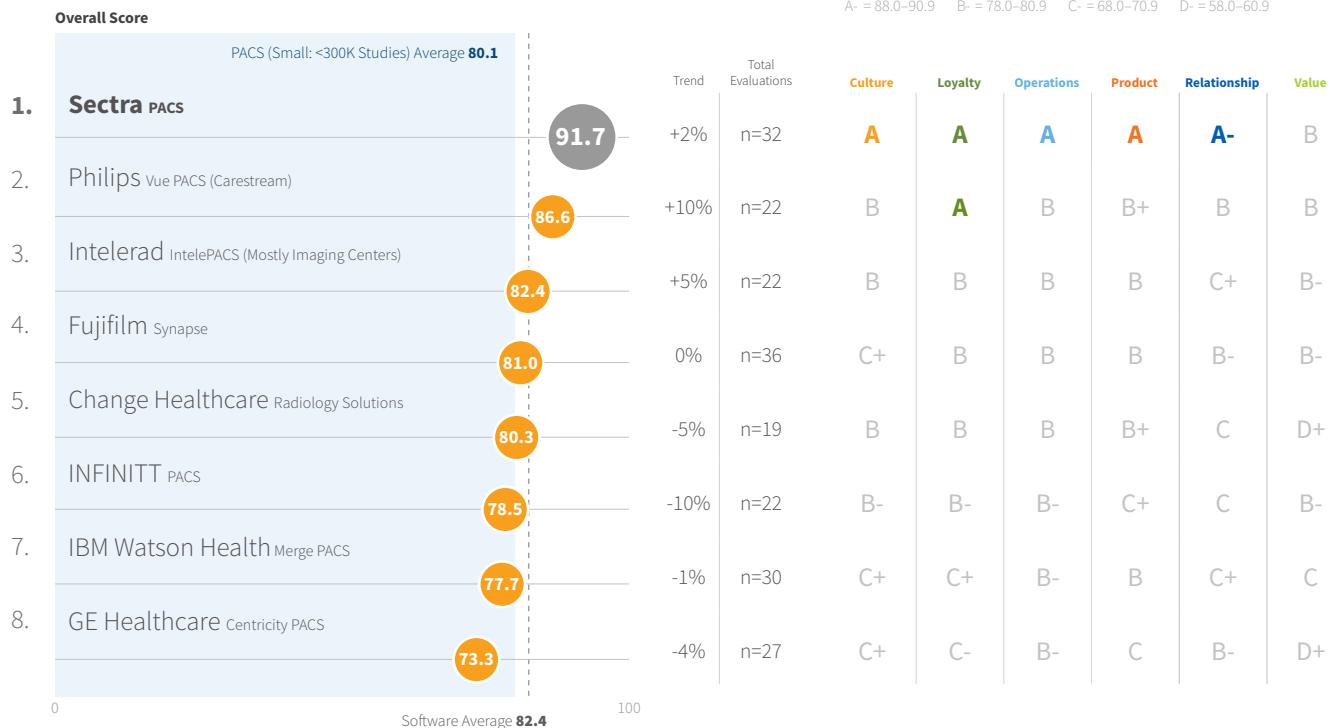
# SECTRA

*Knowledge and passion*

## How do vendor solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



## PACS (Small: <300K Studies) Continued

<b>Solutions Not Ranked</b>								
*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Agfa HealthCare Enterprise Imaging for Radiology	81.2*	n=9	C*	B+*	B*	B*	C+*	B-*
Agfa HealthCare IMPAX	71.2*	n=12	C*	D*	C+*	C*	C*	C*
Novarad NovaPAC	79.2*	n=15	B*	C+*	C+*	B-*	B*	B*
Siemens syngo Imaging	54.2*	n=6	F*	F*	D*	D-*	F*	F*
Component [C], Not Primary [NP], or Regional [R]								
PaxeraHealth PaxeraUltima [C]	88.8*	n=6	A-*	A-*	B+*	B*	A-*	A+*
Philips IntelliSpace PACS [NP]	80.4	n=27	C	B-	B	B	C+	B+

Definitions can be found on page iv.



### Other **notable** performances in PACS (Small: <300K Studies)

Listed below are the vendors for whom 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?
Philips IntelliSpace PACS n=21 <b>100%</b>	Sectra PACS n=32 <b>100%</b>	Sectra PACS n=30 <b>97%</b> Philips n=18 <b>95%</b> Vue PACS (CARESTREAM)	Philips Vue PACS (CARESTREAM) n=21 <b>100%</b>

# Speech Recognition: Front-End Imaging



## How do vendor solutions compare?



## Other notable performances in Speech Recognition: Front-End Imaging

Listed below are the vendors for whom 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 Expert n=20 <b>100%</b>	Dolbey Fusion Expert n=22 <b>100%</b>	3M MModal Fluency for Imaging n=33 <b>100%</b> Nuance PowerScribe 360/One n=57 <b>95%</b>	None

# Universal Viewer (Imaging)



## How do vendor solutions **compare?**



### Solutions Not Ranked

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Hyland NilRead	79.5*	n=13	C+*	B+*	B-*	B*	C+*	C-*
Visage Imaging Visage 7	88.5*	n=13	A-*	A-*	B+*	B+*	B+*	B+*

Definitions can be found on page iv.



### Other **notable** performances in Universal Viewer (Imaging)

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

None

#### Part of long-term plans?

None

#### Would you buy again?

Philips  
Vue Motion (CARESTREAM)

n=18 **100%**

# Vendor Neutral Archive (VNA)



# FUJIFILM

## How do vendor solutions **compare?**

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Mach7 Technologies Mach7 Vendor Neutral Archive	78.0*	n=7	B*	C*	C*	B-*	C*	B+*
NTT DATA Unified Clinical Archive	68.3*	n=12	C-*	D*	D+*	C*	D*	C*
Philips Vue Archive (CARESTREAM)	88.2*	n=14	A-*	A*	B*	B+*	A-*	B*
Sectra VNA	90.3*	n=12	A*	A+*	B+*	A-*	B+*	B+*

Definitions can be found on page iv.

# Radiation Therapy—Equipment



## How do vendor solutions **compare?**



### Solutions Not Ranked

\*Limited Data Products

Elekta Leksell Gamma Knife Icon & Perfexion

Definitions can be found on page iv.



### Other **notable** performances in Radiation Therapy—Equipment

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

Elekta Versa HD

n=16 **100%**

#### Keeps all promises?

ACCRAY TomoTherapy

n=15 **100%**

#### Part of long-term plans?

Elekta Versa HD

n=17 **100%**

Varian TrueBeam

n=18 **100%**

#### Would you buy again?

Elekta Versa HD

n=19 **100%**

Varian TrueBeam

n=19 **100%**

# Payers, Are Your Vendors Meeting Your Needs?

KLAS conducts research on key payer technologies



**Who are the top risk-assessment firms you should be looking at?**

For several years, KLAS has worked with the payer community to understand how well the vendors and services firms they contract with meet their needs.

Payers who share their anonymous feedback with KLAS get access to research and commentary from their peers regarding the services and solutions they use every day.



**Which vendors give payers the best outcomes?**

Complete a survey at  
[klasresearch.com/evaluation](http://klasresearch.com/evaluation)



A photograph of two women in an office setting. One woman, with curly brown hair tied up, is wearing a blue cable-knit sweater and is leaning over a desk, pointing at a laptop screen. The other woman, with blonde hair, is wearing a grey cardigan over a white collared shirt and is looking down at the laptop. They appear to be discussing something on the screen.

# Payer Solutions

## **190 Payer Software**

Care Management Solutions (Payer)  
Payer Claims & Administration Platforms  
Payer Quality Analytics  
Risk Adjustment and Analytics

## **195 Payer Services**

Payer IT Consulting Services

## **196 Employer Services**

Worksite Health Services

# Care Management Solutions (Payer)



## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Cognizant CareAdvance Enterprise (TriZetto)	71.7*	n=12	C*	C*	C-*	C-*	C*	C-*
EXL Care Management Solutions	76.5*	n=8	C*	C*	B*	C*	B*	B*
Medecision Aerial (for Payer Care Management)	61.9*	n=10	F*	D-*	D*	D*	D+*	D-*
VirtualHealth HELIOS	87.4*	n=5	A-*	A-*	B+*	B+*	A-*	A-*

Component [C], Not Primary [NP], or Regional [R]

Livongo (Chronic Care Management, Mostly Employer) [C]	89.3	n=20	A	A	A-	B+	B	A-
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Definitions can be found on page iv.

## Care Management Solutions (Payer) Continued



Other **notable** performances in Care Management Solutions (Payer)

Listed below are the vendors for whom 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	HMS Holdings Corp Essette CM      n=15 <b>100%</b>	None	ZeOmega Jiva      n=9 <b>100%</b>

# Payer Claims & Administration Platforms



# Cognizant

## How do vendor solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Conduent HSP (MediTrac)	82.2*	n=12	B*	A-*	B-*	B*	C+*	B-*
HealthEdge HealthRules Payor	76.2*	n=9	D-*	A-*	C*	B-*	C-*	C+*
SS&C Health DST Health Solutions Core Claims/Administration Solutions	54.4*	n=10	D*	F*	D*	F*	D*	F*
<b>Component [C], Not Primary [NP], or Regional [R]</b>								
athenahealth athenaDX Financial Risk Manager [C]	82.5*	n=7	B*	C+*	B*	B*	B*	B*
Epic Tapestry [C]	81.6	n=15	B-	B	B-	B-	B+	B-

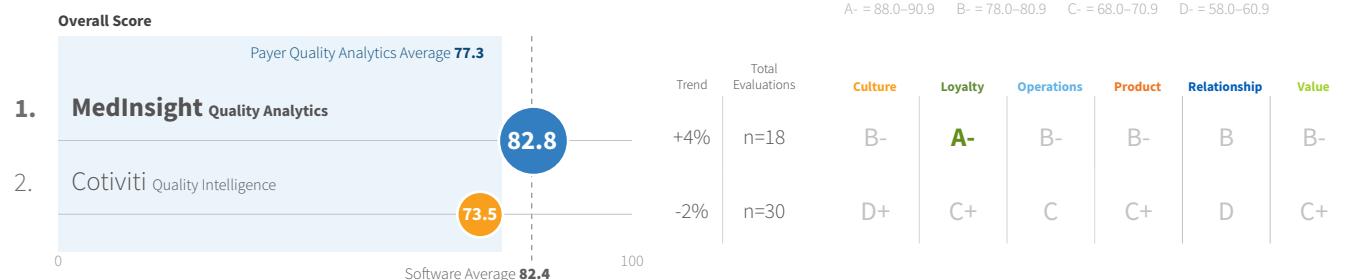
Definitions can be found on page iv.

# Payer Quality Analytics



## Milliman MedInsight®

### How do vendor solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Change Healthcare Quality Performance Advisor	74.0*	n=9	C+*	D+*	B-*	C-*	B-*	B-*
Inovalon Quality & Reporting Solutions	76.3*	n=9	B*	B-*	C+*	C*	C+*	C*

Definitions can be found on page iv.



### Other notable performances in Payer Quality Analytics

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

MedInsight

n=18 **100%**

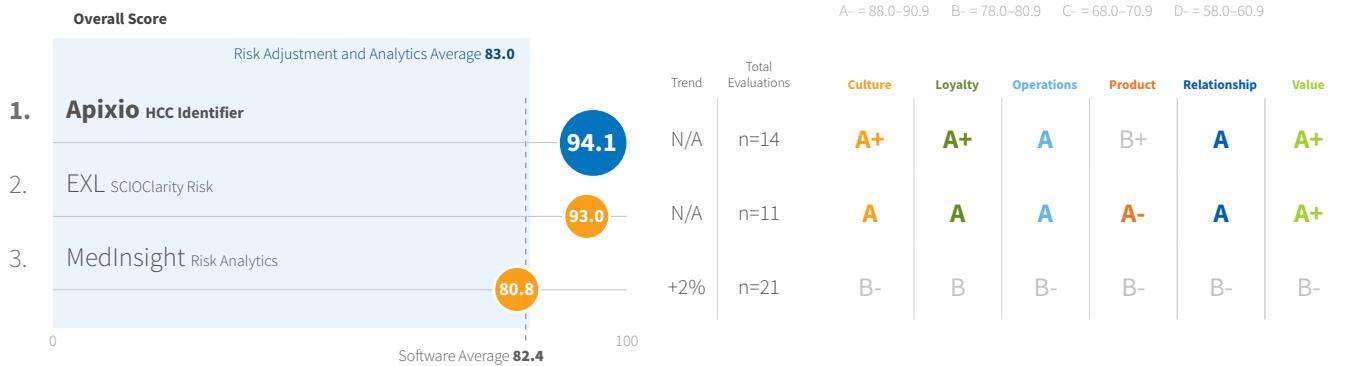
Would you buy again?

None

# Risk Adjustment and Analytics



## How do vendor solutions compare?



<b>Solutions Not Ranked</b>								
Score		Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
*Limited Data Products								
Advantasure Risk Solutions	67.5*	n=11	D+*	C*	D+*	D-*	C*	C-*
Ciox Health Risk Adjustment Solution	84.8*	n=9	B+*	B+*	B*	B-*	A-*	A-*
Health Fidelity Lumanent	85.9*	n=9	C+*	A*	B+*	B*	B*	A*
Optum Risk Adjustment Solutions	79.6*	n=7	B-*	C+*	C+*	C+*	A-*	B*

Definitions can be found on page iv.



Other **notable** performances in Risk Adjustment and Analytics

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

### Avoids charging for every little thing?

Apixio HCC Identifier	n=15	<b>100%</b>
EXL SCIOClarity Risk	n=11	<b>100%</b>

### Keeps all promises?

Apixio HCC Identifier	n=15	<b>100%</b>
EXL SCIOClarity Risk	n=11	<b>100%</b>

### Part of long-term plans?

None

### Would you buy again?

Apixio HCC Identifier	n=15	<b>100%</b>
-----------------------	------	-------------

# Payer IT Consulting Services



**CHANGE**  
HEALTHCARE

## How do vendor solutions **compare?**



### Solutions Not Ranked

*Limited Data Products	Score	Total Evaluations	Loyalty	Operations	Services	Relationship	Value
Cognizant Payer IT Consulting	74.5*	n=4	B-*	B-*	C*	C+*	D*
PwC Payer IT Consulting	91.0*	n=3	A*	B+*	B+*	A+*	B*

Definitions can be found on page iv.



### Other **notable** performances in Payer IT Consulting Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

Accenture      n=8      **100%**

#### Exceeds expectations?

Change Healthcare      n=7      **100%**

#### Would you buy again?

Accenture	n=8	<b>100%</b>
Change Healthcare	n=7	<b>100%</b>
Cumberland	n=6	<b>100%</b>
FlexTech	n=13	<b>100%</b>

# Worksite Health Services



**Marathon**  
Health™

## How do vendor solutions **compare?**

### Score Breakdown (Grading methodology can be found on page 4)

A+ = 97.0+	B+ = 87.0–89.9	C+ = 77.0–79.9	D+ = 67.0–69.9	F = <60.0
A = 93.0–96.9	B = 83.0–86.9	C = 73.0–76.9	D = 63.0–66.9	
A- = 90.0–92.9	B- = 80.0–82.9	C- = 70.0–72.9	D- = 60.0–62.9	



### Solutions Not Ranked

\*Limited Data Products

Vera Whole Health

Definitions can be found on page iv.



Other **notable** performances in Worksite Health Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

Cerner	n=9	<b>100%</b>
Marathon Health	n=31	<b>100%</b>

#### Exceeds expectations?

None

#### Would you buy again?

Cerner	n=9	<b>100%</b>
Premise Health	n=34	<b>100%</b>



# Emerging Technology

**Every week it seems there's another healthcare tech startup trying to catch your attention.**



Which are worth the time and investment?

Don't jump in on new tech without hearing from the early adopters.

eTech Insights offer first looks on new markets including:

- Social Determinants of Health
- Robotic Process Automation
- Cybersecurity
- Artificial Intelligence
- Patient Engagement

See the latest at  
[klasresearch.com/etech](http://klasresearch.com/etech)



“We all look at KLAS when we’re looking for new technology. Anytime we have a new project, **the first thing we do is go to KLAS and see if they’re rated. Your reports are always helpful for us.**” —CMIO, Midsize Acute Care Facility



# Other KLAS-Validated Solutions



## How do **Other Software Solutions** perform?

Listed in alphabetical order

**Score Breakdown** (Grading methodology can be found on page 4)

A+ = 95.0+	B+ = 85.0–87.9	C+ = 75.0–77.9	D+ = 65.0–67.9	F = <58.0
A = 91.0–94.9	B = 81.0–84.9	C = 71.0–74.9	D = 61.0–64.9	
A- = 88.0–90.9	B- = 78.0–80.9	C- = 68.0–70.9	D- = 58.0–60.9	



### \*Limited Data Products

	Score	Total Evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Ontario Systems Artiva HC	80.3*	n=7	B-*	B*	C+*	B*	B-*	C+*
Stanson Health, A Premier Company, CDS Solutions	94.2*	n=8	A+*	A+*	A-*	A*	A+*	A*

Definitions can be found on page iv.



### Other **notable** performances in Other KLAS Validated Software Solutions

Listed below are the vendors for whom at least 95% of respondents answered **yes**.

#### Avoids charging for every little thing?

None

#### Keeps all promises?

Elsevier  
Interactive Patient Education      n=15      **100%**

#### Part of long-term plans?

Elsevier  
Interactive Patient Education      n=15      **100%**

#### Would you buy again?

Vyne Medical Trace      n=32      **97%**

## OTHER KLAS-VALIDATED SOLUTIONS

### How do **Other Services** solutions perform?

Listed in alphabetical order



### Other **notable** performances in Other KLAS-Validated Services

Listed below are the vendors for whom 100% of respondents answered **yes**.

#### Avoids charging for every little thing?

Algorex Healthcare Technologies	n=8	<b>100%</b>
Algorex SDoh Services		
Aquity Solutions ScribeLink	n=12	<b>100%</b>
Augmedix Live	n=7	<b>100%</b>

#### Exceeds expectations?

Algorex Healthcare Technologies	n=8	<b>100%</b>
Algorex SDoh Services		

#### Would you buy again?

Algorex Healthcare Technologies	n=8	<b>100%</b>
Algorex SDoh Services		
Augmedix Live	n=9	<b>100%</b>

# 2021 KLAS Events

KLAS is working to [bring leaders from across healthcare together in 2021](#), both digitally and, hopefully, in person once it's safe!

## Join us in moving the industry forward.

- 4 February  
**ERP Summit**  
*Virtual*
- 10 February  
**Arch Collaborative—Nursing Workshop**  
*Virtual*
- 23 February  
**Best in KLAS Show**  
*Virtual*
- 21-22 July  
**National Arch Collaborative**  
*Salt Lake City, UT*
- 28-29 September  
**Digital Health Investment Symposium (DHIS)**  
*Park City, UT*
- 5-6 October  
**International Summit**  
*Portugal*
- 21-22 October  
**Interoperability Summit**  
*Snowbird, UT*
- 9-10 November  
**Payer/Provider Summit**  
*Salt Lake City, UT*



# What's New with KLAS?

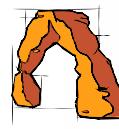
## The Arch Collaborative

Have you optimized your biggest IT expense? Do your clinicians feel helped or hindered by their EHR?

KLAS founded the Arch Collaborative in 2018 to help provider organizations work together to solve their EHR woes. With nearly **200,000** clinician responses, the Arch Collaborative has a wealth of data on best practices for:

- **Burnout**
- **EHR education**
- **Governance**
- **Training quality**
- **And more**

Learn more at  
[klasresearch.com/arch-collaborative](http://klasresearch.com/arch-collaborative)



The Arch  
Collaborative™  
a KLAS initiative

## KLAS Takes on Cybersecurity Readiness

KLAS is now providing measurement on vendors' cybersecurity readiness. We've partnered with one of the best cybersecurity risk-assessment firms in the industry, Censinet, to provide readiness grades alongside the customer satisfaction scoring KLAS has always provided.

Share your voice here  
[klasresearch.com/buyingtrends](http://klasresearch.com/buyingtrends)

## Provider Advisory Services

Want an in-depth audit of the vendors you're considering in your next RFP? Have specific questions not answered in a KLAS report? KLAS now offers custom engagements to answer your most pressing questions.

Contact KLAS about starting a custom project today: 800-920-4109

# The KLAS Difference



22,056

4,500

800

**Healthcare Professionals**

In 2020, we gathered 22,056 evaluations from our conversations with healthcare professionals from across the globe.

**Healthcare Organizations Globally**

KLAS reports represent the candid feedback of clinicians and leadership from over 4,500 organizations across the world.

**Healthcare Technology Products & Services**

KLAS maintains scores, commentary, and reports on over 800 products and services in the healthcare marketplace.

## What Sets Our Research Apart?

**Not Your Average Survey**

KLAS often follows up our online evaluations with a call from one of our researchers. This helps prevent falsified data and leads to plenty of deep conversations that create the commentary we publish online.

**Thousands of Voices**

KLAS reports represent the real voices of professionals from provider organizations across the globe. Their participation gives us not only the scores you see in this Best in KLAS report, but all the scores and commentary we publish online throughout the year.

**Straight from the Horse's Mouth**

KLAS conducts primary research only. Our reports never include white-labeled data from secondary sources.

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“

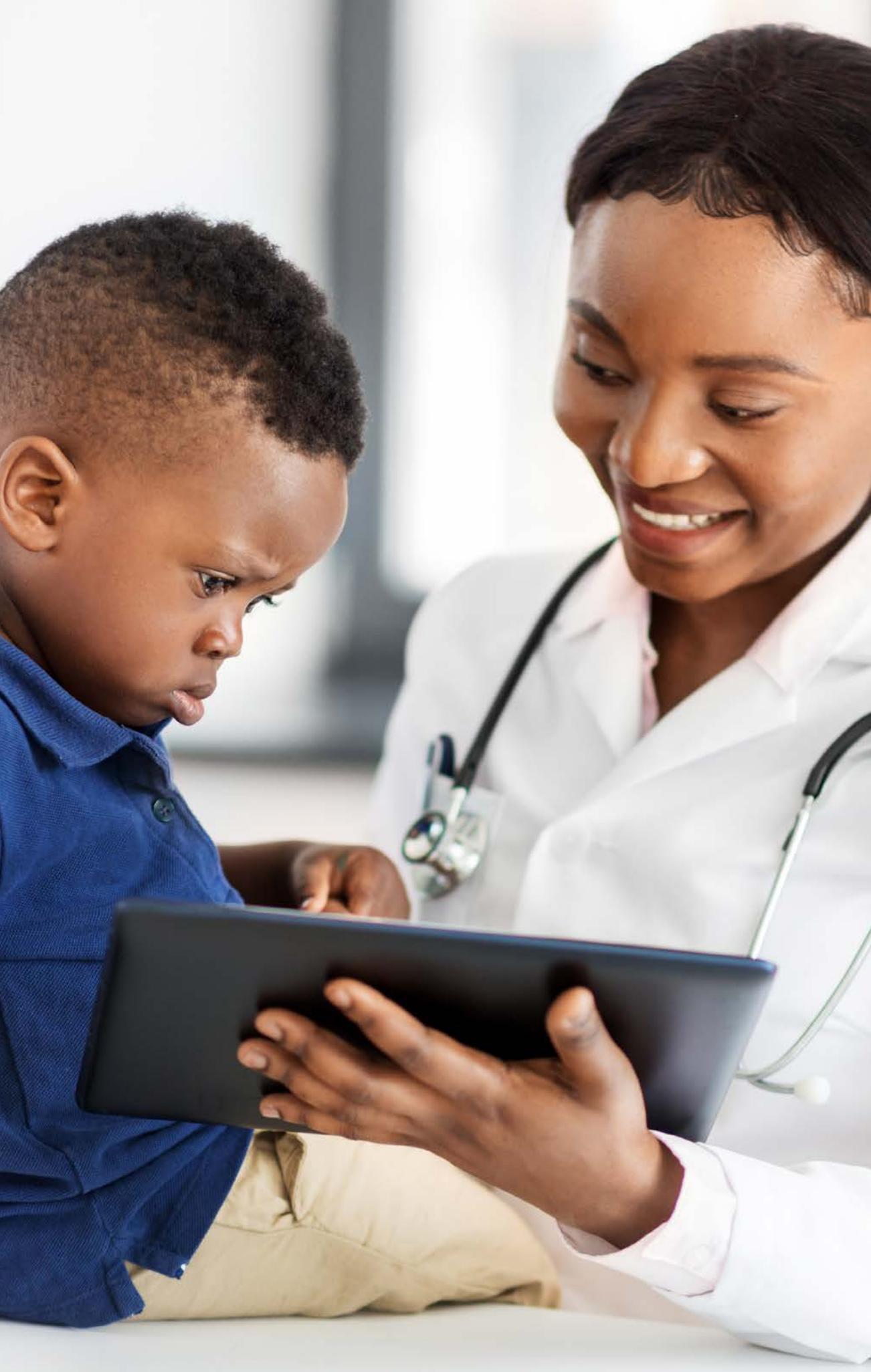
“We need a company like KLAS that can take a look at things, try to aggregate information, and help people to make better-informed decisions. **I think KLAS is essentially the only organization out there that really does those things.** I think that work is very useful; if I didn’t think so, I wouldn’t be talking to KLAS.” —Director of Clinical Technology, Small Acute Care Facility

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