Celebrating our front-line clinicians and their inspiring resilience in the face of COVID-19.

BEST IN
KLAS®
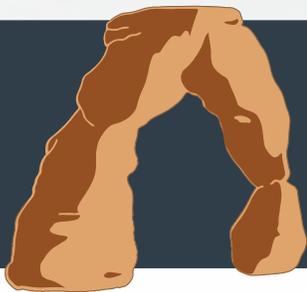
SOFTWARE & SERVICES 2022

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

In 2021, KLAS celebrated our 25th anniversary. It has us reflecting on both the present moment and how much has changed in the last 25 years.

Then	Now
We started with just a handful of employees (okay, you could count the entire staff on two fingers).	Today, we have over 200 team members working to create transparency.
I started at a desk in my little student apartment. As we hired employees, they would take their breaks on my couch—until my wife put an end to that.	We are bursting at the seams with passionate healthcare researchers in the biggest office space we've had.
Our first evaluations were collected by fax, which seems appropriate for healthcare.	We leverage a large array of solutions to schedule calls, collect feedback, analyze it, and deliver insights to the market—but interviews with our healthcare friends are still at the heart of what we do.
Our very first vendor performance report, in 1998, ranked just 25 solutions.	The 2022 Best in KLAS report covers over 1,000 solutions. And the technology itself has advanced by leaps and bounds.

For KLAS, the last 25 years are a story of challenges and opportunities. But all our successes depend on you. Without the generosity and commitment of our provider and payer friends, we couldn't fulfill our mission to improve the world's healthcare.

The pandemic has been anything but linear, and we know that across the world, 2021 was a slog. While I write this, omicron is generating a record number of cases in our home state of Utah. I'm sure the same is happening where you live. It's no wonder the research shows healthcare workers are more burned out than ever.

And still, the market has grown and changed in surprising, positive ways. COVID-19 opened doors to innovation in healthcare delivery. Wise leaders are asking, "What has the pandemic done for us?" Energy continues to grow around emerging technologies for data analysis, telehealth, remote patient monitoring, and more.

Thank you for the sacrifices you've made and the difficulties you've endured to care for us and our loved ones. Thank you for your endless hope and innovation. We couldn't ask for better partners.

Adam M. Gale
CEO
KLAS Research

Understanding This Report

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

Ranked Solutions

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

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

Overall scores are calculated by averaging all evaluations collected for a given solution over the last 13 months (19 months for some select services). In general, only one solution from any given vendor may be eligible for Best in KLAS ranking within any given market segment. This solution will always be the vendor's most recent version.

In instances where a vendor has multiple solutions of similar age (through acquisition, etc.), only the most comprehensive solution (i.e., the one the vendor would lead with in the segment) is eligible to be ranked.

Trend: Where available, trend data is included to indicate the 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 scales on following page).

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

Customer Experience Pillars

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

	Loyalty	Operations	Services	Relationship	Value
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

Grading Scales for Customer Experience Pillars

Letter	Software, imaging system & medical equipment grading scale Grade bucket	Services grading scale 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.
- **Newly rated [NR]**: Solutions are newly rated in the market segment. They did not reach fully rated status early enough in the year to qualify for 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.

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

What's New in Best in KLAS?

1. New/Retired Market Segments

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

New market segments:
- ERP Business Transformation & Implementation Leadership
- ERP Implementation Leadership

Retired market segments:
- Advanced Visualization
- Mobile Charge Capture
- Oncology Treatment Planning
- Quality Management
- Radiation Therapy Equipment

2. Censinet Assessment Indicator

In 2020, KLAS began inviting all vendors to complete a full, no-cost cybersecurity preparedness evaluation administered by Censinet, a KLAS partner who specializes in risk management, assessment, and operations across the healthcare IT industry. For the first time, the results of the evaluations are available in the Best in KLAS report. Look for the blue shield indicating that your vendor has completed the assessment and then visit klasresearch.com/censinet to view the results.

3. New Overall Award for Implementation Services

When healthcare organizations implement new IT solutions or upgrade existing ones, they want partners with experience across a broad set of capabilities and project types who can help them successfully navigate the change and hit the ground running. To shine a light on which services firms are most consistent in helping organizations successfully implement or upgrade their IT solutions, KLAS has created the new Overall Implementation Services Firm award.

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:

- Altruista was acquired by HealthEdge
- Ambra was acquired by Intelerad
- API Healthcare was acquired by symplr
- Cantata Health's NetSolutions products were rebranded as independent company Experience Care
- Client Outlook was acquired by Mach7 Technologies
- Cloudbreak Health is now known as Martti by UpHealth
- Databound was acquired by Cloudmed
- Enli was acquired by Cedar Gate Technologies
- ettain Health was acquired by Experis Health
- everis was acquired by NTT DATA
- EZDI was acquired by AGS Health
- FairWarning was acquired by Imprivata
- GetWellNetwork is now known as Get Well
- Halo Health was acquired by symplr
- HealthcareSource was acquired by symplr
- IntelliSoft was acquired by symplr
- Lightning Bolt was acquired by PerfectServe
- LUMEDX was acquired by Intelerad
- Maize Analytics was acquired by SecureLink
- MedMatica and Santa Rosa Staffing merged to form medSR
- NowPow was acquired by Unite Us
- nThrive's services division broke off to form Savista RCM
- Paragon Development Systems is now known as PDS
- PatientSafe Solutions was acquired by Vocera
- Schedule360 was acquired by QGenda
- Shift Admin was acquired by QGenda
- Telmediq was acquired by PerfectServe

Table of Contents

KLAS Advisory Board

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

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Legacy Health
Oregon

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CIO
Sturdy Memorial Hospital
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VCU Health
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President & CEO
Pediatric Physicians' Organization at
Boston Children's Hospital
Massachusetts

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

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California

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Health Informatics Unit | ICT Services
Adjunct Associate Professor
Faculty of Medicine and Health, University of Sydney
Australia

Emeritus Advisory Board

Thank you to our departing members:

Michele Lauria, MD, MS, FACOG

AMIO
Kaleida Health
New York

"From the very first moment I spoke with Michele five years ago, I knew I had found someone who was completely unafraid to speak the truth. It has been an absolute delight to speak with Michele over the years, and I always look forward to our conversations. The hardest thing for me was sharing Michele with the rest of the company. Michele has helped guide KLAS to improve, specifically in our Arch Collaborative. Michele has always been an advocate for making things better, never keeping the status quo, and being transparent to help others along the way. We will miss having Michele on our advisory board, but we know that she is going to continue to make the world of healthcare better wherever she is. We wish you all the best!"
—Bradley J. Hunter, MBA, Research Director, KLAS Research

Fred D. Rachman, MD

CEO, CMO
AllianceChicago
Illinois

"Dr. Fred Rachman has provided insights to his peers through regular conversations with KLAS for years. His leadership in the arena of Federally Qualified Health Centers (FQHCs) allows him to bring a unique and highly valuable perspective to the industry. It was just these qualifications that brought Dr. Rachman to our attention as a potential advisory board member, and he graciously accepted the invitation to serve. And serve he has. His industry knowledge, candor, and commitment to excellence (both for KLAS and his own organization) were felt in every conversation and have truly made us better. It has been a pleasure working with him and something we are grateful for."
—Bob Cash, VP, Provider Relations, KLAS Research

Phillipa Winter

Former Chief Informatics Officer
Bolton NHS Foundation Trust
United Kingdom

"I've had the pleasure of working with Phillipa for over five years. As a CIO with a clinical background, Phillipa is passionate about not only future-proofing health systems with technology, but doing it in a way that allows clinicians to thrive. We will miss Phillipa's kind heart and warm smile at our conferences. We wish her luck in her future endeavors and hope our paths can cross again soon."
—Jon Christensen, Director, Analysis—International Markets, KLAS Research

KLAS Provider Advisory Services

Have questions not answered by existing KLAS content?

Our provider advisory services can offer the custom insights you need.

Examples of available advisory services include:

Peer Guidance

Struggling with the EHR? We can match you with peers who have achieved high end-user satisfaction. Engagements focus on identifying the obstacles your end users routinely encounter and then sharing proven practices that yield higher organizational success.

Vendor Selection

Using our existing data and additional custom research, KLAS experts can share insights on the vendors you're considering, including performance trends, core strengths and weaknesses, market interest, and expected/predicted cost.

Custom Insights

KLAS will work with you to assess a specific research need, co-create a survey to answer key questions, conduct interviews with a pre-determined number of healthcare executives, and then analyze and compile insights into a final deliverable to inform and guide your HIT decision.

Our wealth of research experience and depth of insight, coupled with a large network of provider relationships, allow us to be a great partner as you seek to make the best possible HIT decisions for your organization.

For more information, reach out at **klasresearch.com/contact-us**

KLAS RESEARCH

Insights beyond Vendor Ratings

Meeting the needs of our healthcare IT community

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

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

- **Advisory services** (see page ix for more information)
- **Arch Collaborative** (see pages 16 and 44 for more information)
- **Decision Insights** research (see page 144 for more information)
- **Emerging Technology** research (see page 224 for more information)
- **ERP Implementation Transparency Services** (see page 230 for more information)
- **Events** (see page 14 for more information)
- **Innovation Center Alliance**
- **Investment Advisory Services** (see page 110 for more information)
- **Vendor Excellence Research** (see page 194 for more information)

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

There is more to come! Watch for these new initiatives from KLAS in the coming months:

- KLAS University
- Patient Voice Collaborative
- Payer/Provider Points of Light (see page 212 for more information)

"I think about the research KLAS has 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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RESEARCH

Introduction

Executive Insights

Notable Performances

For the twelfth straight year, Epic is recognized as the top Overall Software Suite, finishing ahead of MEDITECH, Cerner, CPSI, and Allscripts. Epic was also named the top Overall Physician Practice Vendor, coming in several points ahead of athenahealth and NextGen Healthcare. Additionally, Epic won nine other Best in KLAS awards in various market segments.

Nordic beat out other firms to win the award for top Overall IT Services Firm. A solid performer, Nordic scored above 90.0 in six different services segments and won Best in KLAS for HIT Implementation Leadership (Large).

Galen Healthcare is recognized as winner of the top Overall Implementation Services Firm, narrowly edging out Health Data Movers. Galen also won Best in KLAS in HIT Staffing and Clinical Optimization, while also excelling in HIT Implementation Leadership (Small) and Technical Services.

The Chartis Group repeats as winner of the top Overall Healthcare Management Consulting Firm for the second year in a row. The Chartis Group won four Best in KLAS awards and achieved high customer satisfaction in several additional professional services areas.

Most Improved Software Product

Infor ERP customer satisfaction improved 23% over the past year. Customers report significant relationship improvements and much more engaged executives. Additionally, satisfaction with proactive service and training have both improved dramatically over the past year. Customers report feeling much more aware of and comfortable with Infor's go-forward vision for the ERP product. A financial systems executive stated, *"Things have changed, and the vendor is much more capable of supporting this platform now. It is much more mature. The vendor has created a lot of visibility into what they are doing, what they are working on, and what is coming up. Infor has owned some of the communication issues with those things in the past. They have made a lot of improvements over the past few years, and I am pretty impressed with what they have done."*

Most Improved Physician Practice Product

Midsized physician practices (11–75 physicians) that use Greenway Intergy Practice Management have reported increased satisfaction with the solution over the past year, particularly with the level of executive involvement. Multiple customers highlight Greenway's use of assigned account managers, who are able to quickly and efficiently respond to and resolve concerns. A practice administration director described the benefits of having an account manager: *"We have a dedicated person that works with us on different issues. That person has become another advocate for us, and if we have a contract issue or an open ticket, they step in and advocate with the higher-level Greenway Health staff on our behalf. If we have urgent matters, that person escalates the priority and is a huge benefit to our group."*

2022 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.

1. **Epic** **87.7**
2. MEDITECH Expanse 82.9
3. Cerner 72.4
4. CPSI Evident Thrive 69.8
5. Allscripts 66.5

Legend:
- ⬤ Well above average
- ⬤ Above average
- ⬤ Average
- ○ Below average
- ⬤ Well below average

Hollow circle=limited data
[C] Component
[MS] Limited market share

Definitions can be found on page iii.

How the Suites' Components Perform in Their Respective Segments

	1	2	3	4	5
Acute Care EMR	Well above avg	Above avg	Average	Well below avg	Well below avg
Patient Accounting & Patient Management	Well above avg	Above avg	Well below avg	Well below avg	Below avg (hollow)
Ambulatory EMR (>10 Physicians)	Well above avg	Well above avg	Average		Well below avg
Practice Management (>10 Physicians)	Well above avg	Below avg (hollow)	Well below avg		Below avg
Small Practice Ambulatory EMR/PM (≤10 Physicians)	Average [C]		Below avg (hollow)		Below avg
Cardiology	Well above avg [C]				
Home Health	Well above avg	Above avg			
Patient Portals	Well above avg	Below avg (hollow)	Average		Well below avg
Population Health Management	Average		Well below avg		Below avg (hollow)
EMR-Centric Virtual Care Platforms	Above avg				
Clinical Communications	Above avg		Well below avg		
Long-Term Care	Average [MS]		Below avg	Below avg	
Behavioral Health			Average		
Oncology: Medical	Well above avg		Below avg		

2022 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 market averages of the various practice size groups in which a vendor has a product offering currently rated by KLAS.

1.	**Epic**	**88.6**
2.	athenahealth	79.4
3.	NextGen Healthcare	79.1
4.	Greenway Health Intergy	70.3
5.	Allscripts	67.3
6.	eClinicalWorks	56.7

- ● Well above average
- ● Above average
- ● Average
- ● Below average
- ● Well below average

Hollow circle=limited data

Definitions can be found on page iii.

How the Vendors Perform in the Various Practice Size Segments
Ambulatory EMR and practice management combined

	1	2	3	4	5	6
>75 Physicians	●	●	●		Ⓐ/Ⓑ	●
11–75 Physicians	○	●	●	●	Ⓑ/Ⓒ	●
Small Practices (≤10 Physicians)		●	●	●	Ⓒ	●

A   Allscripts Sunrise Ambulatory Care & PM

B   Allscripts TouchWorks EHR & PM

C   Allscripts Professional EHR & PM

2022 Overall IT Services Firm Rankings

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

1.	**Nordic**	**93.4**
2.	Pivot Point Consulting, a Vaco Company	93.0
3.	Bluetree Network	92.8
T4.	Experis Health (formerly ettain health)	92.0
T4.	Impact Advisors	92.0
6.	Engage	87.9
7.	Cerner	79.0

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

Definitions can be found on page iii.

How the Firms Perform in the Segments Listed Below

	1	2	3	T4	T4	6	7
Application Hosting						○	●
ERP Implementation Leadership					●		
Extensive IT Outsourcing							●
Go-Live Support				●		○	
HIT Advisory Services	●	●	●	○			○
HIT Implementation Leadership (Large: 8+ Resources)	●	●		○	●	●	●
HIT Implementation Leadership (Small: <8 Resources)	●	●	●	●		●	○
HIT Staffing	●	●	●	●			
Partial IT Outsourcing	●	●	●	●		●	●
Technical Services	●	●	●	○		●	○

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2022 Overall Implementation Services Firm Rankings

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

1.	**Galen Health**	**95.7**
2.	Health Data Movers	95.6
3.	Apex Systems	94.6
4.	S&P Consultants, a Nordic Global Company	94.2
5.	Medix	93.8
6.	Bluetree Network	93.4
7.	Navin Haffty	93.0
8.	Nordic	92.8
9.	Impact Advisors	92.6
10.	Engage	92.5
11.	Optimum Healthcare	92.0
12.	Oxford Global Resources	91.8
13.	Medasource	91.5
14.	medSR (MedMatica and Santa Rosa Staffing)	91.3
T15.	Experis Health (formerly ettain health)	90.9
T15.	Pivot Point Consulting, a Vaco Company	90.9
17.	Divurgent	90.8
18.	The HCI Group	80.7

How the Firms Perform in the Segments Listed Below
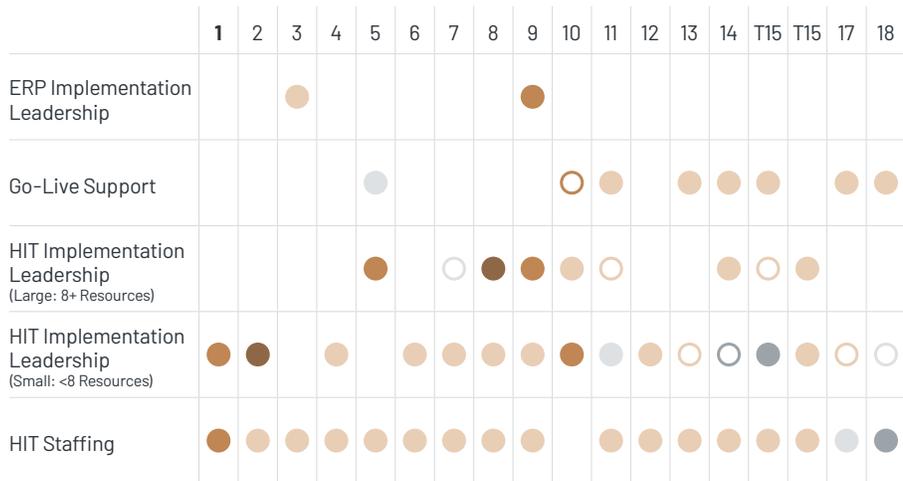
Segment	1	2	3	4	5	6	7	8	9	10	11	12	13	14	T15	T15	17	18
ERP Implementation Leadership			●						●									
Go-Live Support					●					○	●		●	●	●		●	●
HIT Implementation Leadership (Large: 8+ Resources)					●		○	●	●	●	○			●	○	●		
HIT Implementation Leadership (Small: <8 Resources)	●	●		●		●	●	●	●		●	○	○	●	●		○	○
HIT Staffing	●	●	●	●	●	●	●	●	●		●	●	●	●	●		●	●

Legend:
- ● Well above average
- ● Above average
- ● Average
- ● Below average
- ● Well below average

Hollow circle=limited data

Definitions can be found on page iii.

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2022 Overall Healthcare Management Consulting Firm Rankings

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

1. **The Chartis Group**   **95.1**
2. Premier   94.7
3. Guidehouse   92.9
   (formerly Navigant)
4. Accenture   92.0
5. Optum   90.5
6. ECG Management Consultants   89.7
7. PwC   87.2

● Well above average
● Above average
● Average
● Below average
● Well below average

Hollow circle=limited data

Definitions can be found on page iii.

How the Firms Perform in the Segments Listed Below

	1	2	3	4	5	6	7
Financial Improvement Consulting	●		●	○	○	●	●
Human Capital Consulting				○		●	
Strategy, Growth, & Consolidation Consulting	●	○	●	○		●	○
Value-Based Care Consulting		●	●		●	●	
Digital Transformation Consulting	●			●		●	

The following vendors have earned the title of 2022 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.

Baxter BD EBSCO Epic GRIFOLS icumedical human connections

InterSystems Creative data technology KITCHECK LYNIATE MEDITECH PharmaForce

Triyam Verity SOLUTIONS VigiLanz Wolters Kluwer zynxhealth

Inpatient Clinical Care

340B Management Systems (3+ Covered Entities)
Verity Solutions Verity 340B **88.5**

340B Management Systems (<3 Covered Entities)
PharmaForce 340B **95.0**

Acute Care EMR (Large Hospital/IDN: >200 Beds)
Epic EpicCare Inpatient EMR **91.1**

Acute Care EMR (Community Hospital: ≤200 Beds)
MEDITECH Expanse Acute Care EMR **84.3**

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

Clinical Decision Support: Care Plans & Order Sets
Zynx Health Zynx Order Sets and Care Plans **90.0**

Clinical Decision Support: Point-of-Care Clinical Reference
EBSCO Information Services DynaMed Solutions **89.5**

Data Archiving
Triyam Fovea EHR Archive **94.7**

Inpatient Clinical Care, continued

Drug Diversion Monitoring
Kit Check Bluesight for Controlled Substances **90.9**

Infection Control & Monitoring
Wolters Kluwer Sentri7 Infection Prevention **91.4**

Integration Engines
Lyniate Corepoint **95.6**

Interoperability Platforms
InterSystems HealthShare Unified Care Record **89.6**

IV Workflow Management
Grifols PharmacyKeeper Verification **86.8**

Medication Inventory Management
Epic Willow Inventory (Inpatient) **86.3**

Pharmacy Surveillance
VigiLanz Pharmacy Surveillance **92.6**

Smart Pumps (EMR-Integrated)
ICU Medical Plum 360 (LVP) **92.1**

Smart Pumps (Traditional)
Baxter Spectrum IQ (LVP) **89.5**

Ambulatory & Post-Acute Care

Ambulatory EMR (>75 Physicians)
Epic EpicCare Ambulatory EMR **89.3**

Ambulatory EMR (11–75 Physicians)
athenahealth athenaClinicals **83.3**

Ambulatory RCM Services
R1 Physician RCM Services **80.5**

Ambulatory Specialty EMR
PCC EHR (Pediatrics) **92.0**

Ambulatory Surgery Center Solutions
Surgical Information Systems (SIS) SIS Charts (Surgery Centers) **90.7**

Behavioral Health
Credible Behavioral Health Enterprise Software **77.2**

Claims & Clearinghouse
Waystar Clearinghouse **90.7**

Home Health (Large: >200 ADC)
MatrixCare Home Health (EHR) (Brightree) **87.1**

Home Health (Small: ≤200 ADC)
MEDITECH Home Health EHR **80.7**

Hospice
MatrixCare Hospice (Brightree) **85.0**

Long-Term Care
PointClickCare (SNF EHR) **87.6**

Ambulatory & Post-Acute Care, continued

Patient Intake Management
Phreesia 90.0

Practice Management (>75 Physicians)
athenahealth athenaIDX (Ambulatory) **89.1**
Epic Resolute/Prelude/Cadence Ambulatory **89.1**

Practice Management (11–75 Physicians)
NextGen Healthcare NextGen Enterprise PM **79.6**

Small Practice Ambulatory EMR/PM (≤10 Physicians)
NextGen Healthcare NextGen Office EMR/PM **82.7**

Financial/Revenue Cycle/HIM

Business Decision Support
Strata Decision Technology StrataJazz Decision Support **92.2**

Chargemaster Management
Vitalware by Health Catalyst VitalCDM **94.5**

Claims Management
Quadax Xpeditor **91.1**

Clinical Documentation Integrity
Iodine Software AwareCDI **91.2**

Complex Claims Services
Revecore 97.0

Computer-Assisted Coding (CAC)
Dolbey Fusion CAC **91.9**

Financial/Revenue Cycle/HIM, continued

Credentialing
ASM MD-Staff **87.0**

Data & Analytics Platforms
Innovaccer Data Platform **92.2**

Data Visualization & Reporting
Tableau **88.9**

Enterprise Resource Planning (ERP)
Workday HCM, Financial Management and Supply Chain (ERP) **87.8**

Healthcare Artificial Intelligence: Data Science Solutions
ClosedLoop.ai Healthcare's Data Science Platform **96.5**

Healthcare Safety, Risk & Compliance Management
Origami Risk Risk Platform **92.7**

Patient Access
PELITAS iPAS® **92.6**

Patient Accounting & Patient Management
(Large Hospital/IDN: >200 Beds)
Epic Resolute Hospital Billing **91.4**

Patient Accounting & Patient Management
(Community Hospital: ≤200 Beds)
MEDITECH Expanse Patient Accounting **85.0**

Patient Financial Engagement
Patientco Patient Financial Experience **94.8**

Patient Financing Services
ClearBalance HealthCare ClearBalance Patient Financing **92.9**

Financial/Revenue Cycle/HIM, continued

Patient Flow
Epic Grand Central Patient Flow **89.9**

Real-Time Location Systems (RTLS)
Cetani RTLS (Software Only) **84.7**

Robotic Process Automation
Cloudmed Automation (Databound) **95.7**

Scheduling: Nurse & Staff
QGenda Nurse & Staff Scheduling (formerly Schedule360) **90.4**

Scheduling: Physician
QGenda Shift Admin Scheduling **92.5**

Speech Recognition: Front-End EMR
Nuance Dragon Medical One **90.6**

Talent Management
Workday Human Capital Management (Talent Management) **90.3**

Time & Attendance
symplr Time and Attendance (formerly API Healthcare) **83.3**

Value-Based Care

ACO Enablement Services
Aledade ACO Managed Services **97.3**

Digital Rounding
CipherHealth CipherRounds **89.3**

Interactive Patient Systems
pCare 90.1

Patient Experience Improvement
Press Ganey Patient Experience **90.1**

Patient Outreach
WELL Health WELL **92.0**

Patient Portals
Epic MyChart **89.4**

Population Health Management
HealthEC Population Health Management Suite **93.5**

Remote Patient Monitoring
Health Recovery Solutions HRS Remote Patient Monitoring Platform
91.5

Social Determinants of Health Networks
findhelp (Aunt Bertha) **89.4**

Video Conferencing Platforms
Doximity Dialer **92.3**

Virtual Care Platforms (Non-EMR)
Caregility Platform **90.2**

Security & Privacy

Access Management
Imprivata IAM Suite **87.7**

Clinical Communications
symplr Clinical Communications (formerly Halo Health) **92.9**

Healthcare IoT Security
Medigate IoMT Solutions **95.3**

Patient Privacy Monitoring
SecureLink SecureLink Privacy Monitor (formerly Maize) **95.5**

Security & Privacy Consulting Services
Impact Advisors 98.8

Security & Privacy Managed Services
Fortified Health Security 92.7

Services & Consulting

Application Hosting
Epic 92.8

Clinical Optimization
Galen Healthcare 98.6

Digital Transformation Consulting
The Chartis Group 98.2

Eligibility Enrollment Services
Firstsource 89.0

Services & Consulting, continued

ERP Business Transformation & Implementation Leadership
Huron 88.3

ERP Implementation Leadership
ROI Healthcare Solutions 93.4

Extended Business Office
PwC 92.3

Financial Improvement Consulting
The Chartis Group 97.1

Go-Live Support
CSI Healthcare IT 96.5

Healthcare Management Consulting
The Chartis Group 95.1

HIT Advisory Services
The Chartis Group 96.2

HIT Implementation Leadership (Large: 8+ Resources)
Nordic 96.8

HIT Implementation Leadership (Small: <8 Resources)
Health Data Movers 98.7

HIT Staffing
Galen Healthcare 96.7

Outsourced Coding
UASI 93.4

Services & Consulting, continued

Partial IT Outsourcing
Talon Healthy IT Services, part of HCTec 97.8

Physician Advisory Services
Sound Physicians 94.2

Release of Information
MRO Corp 91.4

Revenue Cycle Optimization
Nordic 96.8

Revenue Cycle Outsourcing
Ensemble Health Partners 92.9

Revenue Integrity/Underpayment Services
Aspirion (SHP) 96.7

Strategy, Growth & Consolidation Consulting
Guidehouse (formerly Navigant) 97.3

Technical Services
S&P Consultants, a Nordic Global Company 96.6

Transcription Services
Aquity Solutions 90.3

Value-Based Care Consulting
Premier 95.6

Value-Based Care Managed Services
Arcadia.io 88.2

Imaging Systems

Cardiology
Fujifilm Synapse Cardiovascular **83.6**

Cardiology Hemodynamics
GE Healthcare Mac-Lab **84.0**

Image Exchange
Intelerad DG Suite (Ambra) **92.3**

Oncology: Medical
Epic Beacon **89.4**

Oncology: Radiation
Varian (A Siemens Healthineers Company) ARIA **84.9**

PACS (Large: >300K Studies)
Sectra PACS **88.5**

PACS (Small: ≤300K Studies)
Sectra PACS **92.8**

Speech Recognition: Front-End Imaging
3M MModal Fluency for Imaging **89.0**

Universal Viewer (Imaging)
Philips Vue Motion (Carestream) **86.0**

Vendor Neutral Archive (VNA)
Fujifilm Synapse VNA (TeraMedica) **86.3**

Payer Solutions

Care Management Solutions (Payer)
ZeOmega Jiva **82.7**

Employer Sponsored Healthcare Services
Everside Health 93.6

Payer Claims & Administration Platforms
HealthEdge HealthRules Payor **78.1**

Payer IT Consulting Services
Change Healthcare 97.2

Payer Quality Analytics
MedInsight Quality Analytics **85.5**

Risk Adjustment
EXL Clarity™ **93.2**

Make a Connection—
Make Healthcare Better

Join us in moving the industry forward

KLAS consistently works to bring together leaders from across healthcare, and we are excited to gather in 2022 both digitally and (safely) in person. Real change can't happen without collaboration. That means getting the right people in the room together.

Upcoming KLAS Events

Interoperability Summit
February 7–8, *Snowbird, UT*

Enterprise Imaging Summit
May 9–10, *Park City, UT*

Payer/Provider Summit
May 24–25, *Salt Lake City, UT*

International Summit
June 7–8, *Portugal*

Arch Collaborative Learning Summit
July 27–28, *Salt Lake City, UT*

Digital Health Investment Symposium (DHIS)
September 13–14, *Park City, UT*

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

KLAS
RESEARCH

Collaborate for Real Change

KLAS RESEARCH | *Arch Collaborative*

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

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

Backed by data from over **270,000 clinicians**, learn how to:

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

We can make healthcare better, together.

Learn more at
klasresearch.com/arch-collaborative

Arch Collaborative Participants
By clinical background

(n=271,372)

- 44% Nurse
- 29% Physician
- 14% Allied health professional
- 10% Advanced practice provider
- 3% Physician resident or fellow
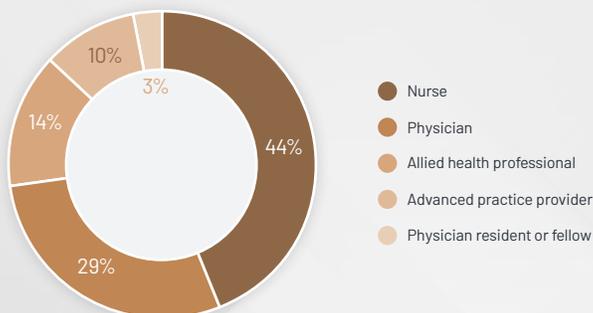
Arch Collaborative Participants
By organization type

(n=266 organizations)

- 20% Large health system
- 18% Community health system
- 17% Academic health system
- 11% Community hospital
- 10% Ambulatory care group
- 9% Midsize health system
- 9% Non-US health system
- 6% Children's hospital

KLAS RESEARCH

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

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Acute Care EMR (Large Hospital/IDN: >200 Beds) average 81.1

	Solution	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Epic** EpicCare Inpatient EMR	91.1	+2%	n=159	**A**	**A+**	B+	**A-**	**A-**	**A-**	
2.	MEDITECH Expanse Acute Care EMR	81.2	–1%	n=20	C+	B	C+	B	B	B+	
3.	Cerner Millennium PowerChart/CommunityWorks Clinicals	73.3	–2%	n=95	C-	C+	C	C+	C+	D	
4.	Allscripts Sunrise	65.6	–8%	n=20	C-	F	C-	D+	C	D+	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts Paragon Clinicals [NP]	50.5*	n=10	F*	F*	F*	F*	D-*	F*	
Epic Community Connect EpicCare EMR [C]	72.4*	n=12	C-*	C*	C*	C*	C-*	B-*	
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	75.6*	n=15	B-*	D*	B-*	C*	B+*	B*	

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

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

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

Avoids charging for every little thing?

None

Keeps all promises?

Epic
EpicCare Inpatient EMR   n=144 **97%**

Part of long-term plans?

MEDITECH
Expanse Acute Care EMR   n=20 **100%**

Epic
EpicCare Inpatient EMR   n=157 **99%**

Would you buy again?

Epic
EpicCare Inpatient EMR   n=154 **99%**

Acute Care EMR (Large Hospital/IDN: >200 Beds) Continued

Recent Insights

Complete Look Reports 2021
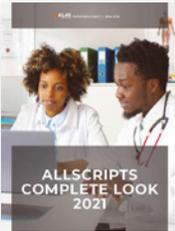
[Allscripts Sunrise](#)

[Epic](#)
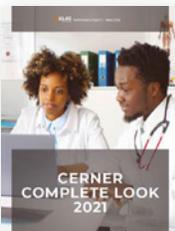
[Cerner Millennium](#)

[MEDITECH Expanse](#)

US Hospital Market Share 2021

EMR Purchasing Continued Despite COVID-19

Key Findings:

1. 2020 Sees Epic with Largest Gain over Competitors in Terms of Market Share Growth
2. Cerner Sees Second Consecutive Year of Net Market Share Decrease
3. MEDITECH Expanse Viewed as Path Forward; Proof Points Limited for Non-Core Functionality
4. Cerner's Broad Functionality Drives Highest Energy among Small Standalone Hospitals; Azalea Health Working to Revitalize Acquired Prognosis Solution

Acute Care EMR (Community Hospital: ≤200 Beds)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

MEDITECH

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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

Acute Care EMR (Community Hospital: ≤200 Beds)
average **73.3**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**MEDITECH** Expanse Acute Care EMR	84.3	+1%	n=33	B-	**A-**	B-	B	B	B	
2.	Cerner Millennium PowerChart/CommunityWorks Clinicals	74.8	-5%	n=67	C-	B-	C	B-	C+	D+	
3.	MEDHOST Enterprise Clinicals	67.5	-6%	n=19	C-	C-	D+	D+	C-	D-	
4.	CPSI Evident Thrive EHR	67.2	+3%	n=42	C-	D+	C-	C-	C	F	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts Paragon Clinicals [NP]	53.4	n=18	D-	F	D	D-	D-	F	
Allscripts Sunrise	69.8*	n=12	D-*	C*	C-*	C*	C*	D+*	
athenahealth athenaClinicals for Hospitals & Health Systems [NP]	58.4*	n=13	F*	F*	D*	D-*	F*	D+*	
CPSI Centriq Clinicals (Healthland) [NP]	65.4*	n=12	D*	D-*	C-*	C-*	C+*	D*	
Epic Community Connect EpicCare EMR [C]	82.5	n=42	B	B+	B-	B	C+	B-	
Epic EpicCare Inpatient EMR	90.5*	n=7	A*	A+*	B*	A*	A+*	C+*	
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	74.4*	n=14	C+*	C*	C-*	C+*	B-*	C*	

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

Definitions can be found on page iii.

⭐ Other notable performances in Acute Care EMR (Community Hospital: ≤200 Beds)

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	MEDITECH Expanse Acute Care EMR n=33 **100%**	None

Acute Care EMR (Community Hospital: ≤200 Beds) Continued

Recent Insights

Small Community Hospital EMR Best Practices 2021
What Can Hospitals Do to Invest in Their Own Success?

Key Findings:

1. MEDITECH's Community Focus and Prescriptive Implementations Deliver Most Consistent Customer Experience
2. CPSI Customers Can't Consistently Rely on Vendor for Success
3. All EMRs Present Challenges, but Not to the Same Degree
4. Organization Culture and Training Key to Driving Clinician Success with the EMR

Data Archiving

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Triyam

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Data Archiving average **91.8**

	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Triyam** Fovea EHR Archive	94.7	0%	n=26	A+	A+	A	A	A	A+	●
2.	MediQuant DataArk	91.7	+6%	n=19	A-	A+	A	A	A	A-	○
3.	ELLKAY LKArchive	91.6	+1%	n=25	A	A	A-	A-	A-	A	○
4.	Harmony Healthcare IT HealthData Archiver	91.2	-1%	n=25	A-	A	A-	A-	A-	A	○
5.	Galen Healthcare VitalCenter Online Archival	90.6	+3%	n=22	B+	A	A	A-	A	A	●
6.	Legacy Data Access LegacyVault	88.0	-1%	n=18	A	B+	A	A-	A-	B	○

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

★ Other notable performances in Data Archiving

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

Avoids charging for every little thing?

ELLKAY LKArchive	n=23	**100%**
Galen Healthcare VitalCenter Online Archival	n=21	**100%**
Harmony Healthcare IT HealthData Archiver	n=22	**96%**
Triyam Fovea EHR Archive	n=22	**96%**

Keeps all promises?

ELLKAY LKArchive	n=24	**100%**
Legacy Data Access LegacyVault	n=16	**100%**
Triyam Fovea EHR Archive	n=26	**100%**

Part of long-term plans?

Galen Healthcare VitalCenter Online Archival	n=21	**100%**
MediQuant DataArk	n=16	**100%**
Triyam Fovea EHR Archive	n=25	**100%**

Would you buy again?

Harmony Healthcare IT HealthData Archiver	n=24	**100%**
Triyam Fovea EHR Archive	n=25	**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.

340B Management Systems (3+ Covered Entities)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Verity SOLUTIONS

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

340B Management Systems (3+ Covered Entities) average **78.3**

	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Verity Solutions** Verity 340B	88.5	+3%	n=22	B	**A**	B+	B+	**A-**	**A**	🛡
2.	Macro Helix 340B Architect	80.5	-3%	n=24	C	B	B-	B	C+	B	🛡
3.	Sentry Data Systems Sentry 340B (Sentinel/Sentrex)	71.7	+6%	n=24	D+	C-	C	C+	C+	C	🛡

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
PharmaForce 340B	90.8*	n=14	A*	A*	B+*	A-*	A*	A-*	🛡
RxStrategies 340B Dashboard	77.7*	n=12	C+*	C*	C*	C*	B+*	B+*	🛡

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

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

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

Avoids charging for every little thing?
Verity Solutions
Verity 340B   n=24 **100%**

Keeps all promises?
None

Part of long-term plans?
Verity Solutions
Verity 340B   n=22 **100%**

Would you buy again?
None

This is the last year 340B Management Systems will be divided into two sizing categories. In coming months, KLAS plans to consolidate measurement of this segment down to one overall category in acknowledgement that most vendors in the space now serve clients of all sizes.

340B Management Systems (<3 Covered Entities)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

PharmaForce™

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

340B Management Systems (<3 Covered Entities) average **82.7**

		Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**PharmaForce** 340B	95.0	+2%	n=15	A+	A+	A	A	A	A+	
2.	Macro Helix 340B Architect	83.9	N/A	n=16	A-	B+	C+	B	B	B	
3.	Verity Solutions Verity 340B	83.1	-4%	n=40	B+	B	B-	B	B+	B+	●
4.	Sentry Data Systems Sentry 340B (Sentinel Sentrex)	72.0	+4%	n=25	C	C	C	C	C	C-	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

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

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

Avoids charging for every little thing?

PharmaForce 340B   n=15   **100%**

Verity Solutions Verity 340B   n=35   **97%**

Keeps all promises?

PharmaForce 340B   n=15   **100%**

Part of long-term plans?

None

Would you buy again?

PharmaForce 340B   n=15   **100%**

This is the last year 340B Management Systems will be divided into two sizing categories. In coming months, KLAS plans to consolidate measurement of this segment down to one overall category in acknowledgement that most vendors in the space now serve clients of all sizes.

Automated Dispensing Cabinets

Segment definitions can be found on page 230.

BEST IN KLAS | SOFTWARE & SERVICES | 2022

BD

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Automated Dispensing Cabinets average **84.5**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**BD** Pyxis™ MedStation™ ES	**85.7** +3%	n=117	B	**A**	B	B+	B	B	
2.	Omnicell XT Automated Dispensing Cabinets	**83.8** +6%	n=54	B	B+	B	B+	B	C+	

0.0   Medical equipment average **83.2**   100.0

Information about the Censinet assessment can be found on page 132.
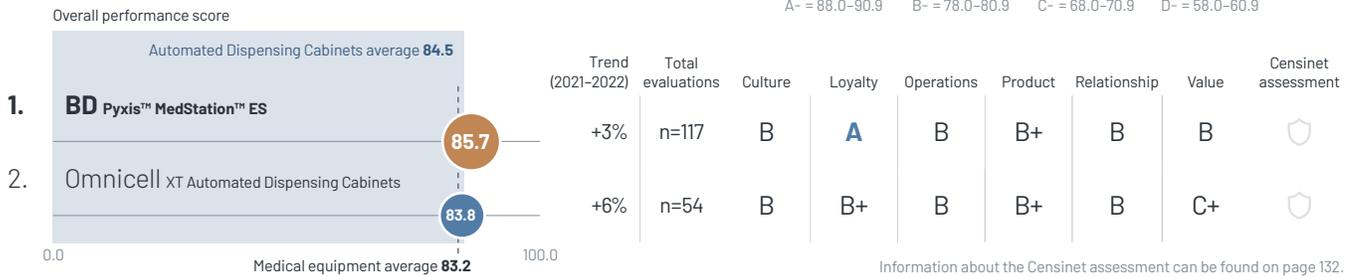
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Cerner RxStation	59.1*	n=6	F*	F*	D-*	D+*	F*	C-*	●
Omnicell AcuDose-Rx [NP]	81.9*	n=11	B-*	B+*	B*	B*	B-*	C+*	
Omnicell OmniRx [NP]	87.5*	n=8	A*	B+*	B+*	A-*	A-*	B*	

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

☆ Other notable performances in Automated Dispensing Cabinets

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

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Omnicell XT Automated Dispensing Cabinets   n=53   **98%**

BD Pyxis™ MedStation™ ES   n=108   **97%**

Would you buy again?

BD Pyxis™ MedStation™ ES   n=105   **96%**

Drug Diversion Monitoring

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

KITCHECK

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Drug Diversion Monitoring average **78.9**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Kit Check** Bluesight for Controlled Substances **90.9**	+1%	n=30	**A-**	**A**	**A-**	**A-**	**A-**	**A**	
2.	Medacist RxAuditor Investigate / RxAuditor **63.0**	-9%	n=21	C	F	D+	D	C-	C-	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
HelioMetrics Drug Diversion Analytics	86.8*	n=9	B+*	B+*	B*	B*	B+*	A*	
Imprivata Drug Diversion Intelligence	68.3*	n=10	F*	C-*	C*	D+*	C*	C+*	
Omnicell Analytics	70.0*	n=12	C*	D*	C*	C*	B*	D-*	
Protenus Diversion Analytics	87.5*	n=8	B*	A*	B*	B+*	B*	A*	

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

Definitions can be found on page X.

★ Other notable performances in Drug Diversion Monitoring

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

Avoids charging for every little thing?
Kit Check Bluesight for Controlled Substances   n=24 **96%**

Keeps all promises?
None

Part of long-term plans?
Kit Check Bluesight for Controlled Substances   n=30 **100%**

Would you buy again?
Kit Check Bluesight for Controlled Substances   n=28 **97%**

Drug Diversion Monitoring Continued

Recent Insights

Drug Diversion Monitoring 2021
Are the Next-Gen Tools Ready for Prime Time?

Key Findings:

1. Kit Check Emerging as Most Mature Option in New Batch of Next-Gen Solutions
2. Kit Check and FairWarning Best at Meeting Customers' Expectations for Diversion Monitoring 2.0
3. Vendor Performance in Key Metrics

Drug Diversion Monitoring 2021
Energy High for Next-Generation Solutions

Key Findings:

1. Kit Check Leads Considerations and Selections Due to Advanced Technology
2. Most Legacy Medacist Customers Leaving for Other Vendors
3. Very Large Organizations Most Commonly Choose BD and Kit Check
4. HelioMetrics and Invistics See Few Selections
5. Vendors at a Glance

IV Workflow Management

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

GRIFOLS

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

IV Workflow Management average **82.9**

	Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Grifols** PharmacyKeeper Verification	86.8	0%	n=37	B+	**A-**	B	B	B+	B+	
2. Epic IV Dispense Prep	85.0	N/A	n=27	B	**A-**	B	B-	B	**A-**	
3. Baxter DoseEdge System	84.6	+11%	n=24	B	B+	B	B	B	**A-**	
4. BD Pyxis IV Prep	73.5	-1%	n=27	D+	C+	C-	C	C+	B-	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Omnicell IVX Workflow [NR]	86.5*	n=8	B+*	A-*	B-*	B*	A*	B+*	

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

Definitions can be found on page X.

⭐ Other notable performances in IV Workflow Management

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

Avoids charging for every little thing?			Keeps all promises?	Part of long-term plans?			Would you buy again?		
Epic IV Dispense Prep	n=14	**100%**	None	BD Pyxis IV Prep	n=26	**100%**	Grifols PharmacyKeeper Verification	n=33	**97%**
Baxter DoseEdge System	n=19	**95%**		Epic IV Dispense Prep	n=24	**96%**	Epic IV Dispense Prep	n=25	**96%**

IV Workflow Management Continued

Recent Insights

Gravimetric Verification in IV Workflow Management 2021
How Has the Market Progressed?

Key Findings:

1. BD Far Outpaces Competitors in Rolling Out Gravimetric Verification to Customers
2. BD Seen as Pioneer with Gravimetric Verification Adoption Push; Customers Need More Help Navigating the Learning Curve
3. Grifols' Stable Technology and Responsive Support Drive Satisfaction
4. Buying Energy: Lack of Gravimetric Verification Proof Points Limits Baxter, Epic, Grifols & Omnicell

Medication Inventory Management

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Medication Inventory Management average **76.8**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Epic** Willow Inventory (Inpatient)	86.3	0%	n=31	B	**A**	B-	B	**A-**	**A-**	
2. Omnicell Inventory Management	80.7	+3%	n=26	C+	B	C+	B+	B-	C+	
3. BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)	79.2	-6%	n=26	C	B	C+	B-	C+	B	
4. Swisslog Healthcare AutoPharm Enterprise	67.5	-6%	n=24	C-	D	C-	D+	D+	C	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Swisslog Healthcare Pharmacy Manager	65.8*	n=11	D*	C*	D-*	D+*	D-*	C-*	

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

Other notable performances in Medication Inventory Management

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

Avoids charging for every little thing?

Epic Willow Inventory (Inpatient)   n=17 **100%**

BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)   n=22 **96%**

Keeps all promises?

None

Part of long-term plans?

Epic Willow Inventory (Inpatient)   n=30 **100%**

BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)   n=23 **96%**

Would you buy again?

Epic Willow Inventory (Inpatient)   n=31 **100%**
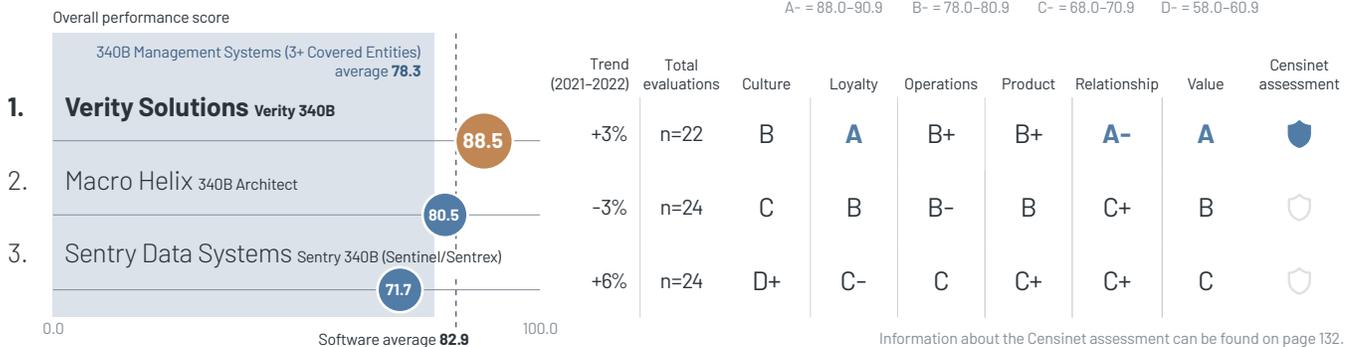
Pharmacy Automation: Dispensing Robotics

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Pharmacy Automation: Dispensing Robotics average **70.2**

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Swisslog Healthcare BoxPicker — 69.2	-8%	n=33	D	C	D+	C-	F	C+	
Swisslog Healthcare PillPick — 63.1	-11%	n=21	F	D	D-	D+	D-	C-	

0.0   Medical equipment average **83.2**   100.0

Information about the Censinet assessment can be found on page 132.
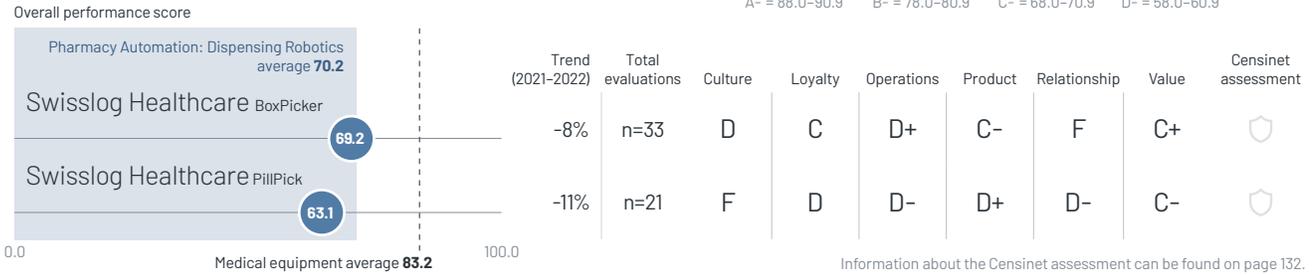
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Omnicell ROBOT-Rx	80.6*	n=9	C+*	B*	B*	B*	B-*	B*	

*Limited data   [C] Component   [MS] Limited market share   [NP] Not primary   [NR] Newly rated   [R] Regional   Definitions can be found on page X.
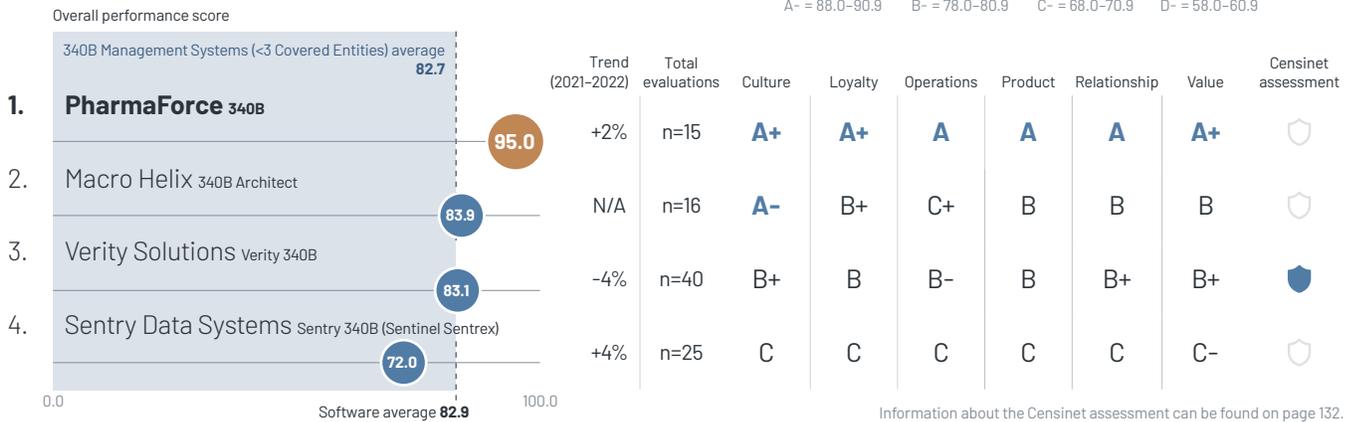
Pharmacy Automation: IV Robots

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Omnicell i.v.STATION	67.9*	n=12	C+*	D-*	C-*	D*	B-*	D+*	

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

Definitions can be found on page iii.

Information about the Censinet assessment can be found on page 132.

Smart Pumps (EMR-Integrated)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

icumedical
human connections

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Smart Pumps (EMR-Integrated) average **86.0**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**ICU Medical** Plum 360 (LVP) — 92.1	0%	n=21	A-	A+	A-	A-	B+	A	
2.	BD Alaris (LVP, PCA, and Syringe) — 82.4	-1%	n=20	C+	A-	A-	B	C+	B	B

0.0   Medical equipment average **83.2**   100.0

Information about the Censinet assessment can be found on page 132.
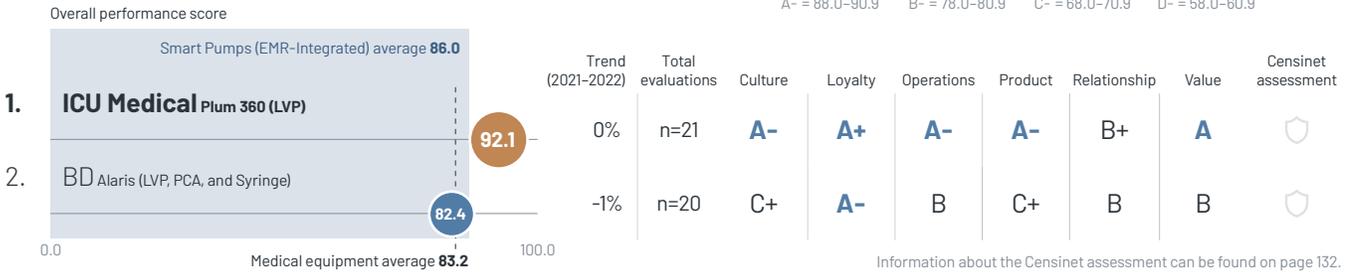
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
ICU Medical LifeCare PCA (PCA)	90.9*	n=8	B*	A+*	A-*	A*	A*	A*	

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

⭐ Other notable performances in Smart Pumps (EMR-Integrated)

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

Avoids charging for every little thing?
ICU Medical Plum 360 (LVP)   n=16 **100%**

Keeps all promises?
ICU Medical Plum 360 (LVP)   n=19 **95%**

Part of long-term plans?
BD Alaris (LVP, PCA, & Syringe)   n=20 **100%**
ICU Medical Plum 360 (LVP)   n=21 **100%**

Would you buy again?
ICU Medical Plum 360 (LVP)   n=19 **100%**

Smart Pumps (Traditional)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Baxter

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Smart Pumps (Traditional) average **84.5**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Baxter** Spectrum IQ (LVP)0	89.5	N/A	n=21	B+	**A**	**A**	B+	**A-**	B+	
2.	ICU Medical Plum 360 (LVP)	85.7	+2%	n=47	**A-**	B+	B+	B-	**A-**	B+	
3.	BD Alaris (LVP, PCA, and Syringe)	85.5	+2%	n=32	B+	B+	B+	B	B+	B	
4.	B. Braun Infusomat Space (LVP)	84.6	-1%	n=34	B	B	B+	B+	B+	B-	

0.0   100.0

Medical equipment average **83.2**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Baxter Sigma Spectrum (LVP) [NP]	83.7*	n=15	B*	B*	B+*	B *	B *	B *	
B. Braun Perfusor Space (PCA, Syringe) [C]	86.4	n=23	B	A-	B+	B+	B+	B+	
ICU Medical LifeCare PCA (PCA) [C]	80.1	n=15	B	C+	B	C+	B	B	
Smiths Medical CADD-Solis (PCA) [C]	85.7	n=27	B+	B+	B+	B	A-	B	
Smiths Medical Medfusion 4000 (Syringe) [C]	82.9	n=20	B	B+	B+	C+	B-	B	

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

⭐ Other notable performances in Smart Pumps (Traditional)

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?	
None	None	ICU Medical Plum 360 (LVP)	n=40 **98%**	Baxter Spectrum IQ (LVP)	n=19 **100%**
		B. Braun Infusomat Space (LVP)	n=29 **97%**		

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

Clinical Decision Support: Care Plans & Order Sets

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

zynxhealth™

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Clinical Decision Support: Care Plans & Order Sets average **86.1**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	Zynx Health Zynx Order Sets and Care Plans	90.0	-2%	n=23	A	A	B+	B+	A	A-	🛡
2.	Elsevier Order Sets and Care Plans	85.9	0%	n=27	A-	A-	B-	B+	B+	B	🛡

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
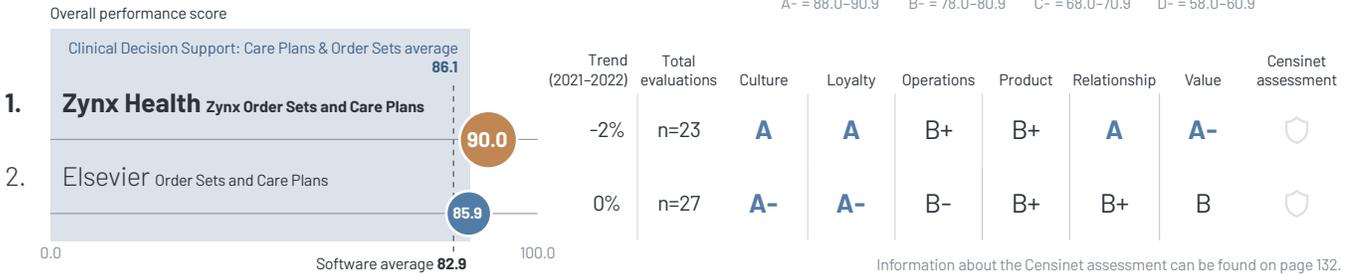
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Provation Order Sets and Care Plans	78.4*	n=12	C+*	B+*	C*	C*	C*	B-*	🛡

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

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

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

Avoids charging for every little thing?

Zynx Health Zynx Order Sets and Care Plans   n=26 **96%**

Keeps all promises?

Elsevier Order Sets and Care Plans   n=24 **96%**

Zynx Health Zynx Order Sets and Care Plans   n=27 **96%**

Part of long-term plans?

Elsevier Order Sets and Care Plans   n=22 **96%**

Would you buy again?

Zynx Health Zynx Order Sets and Care Plans   n=28 **97%**

Clinical Decision Support: Point-of-Care Clinical Reference

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

EBSCO

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Clinical Decision Support: Point-of-Care Clinical Reference average **88.4**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **EBSCO Information Services** DynaMed Solutions	**89.5**	-4%	n=35	**A-**	**A-**	B+	**A-**	**A-**	**A**	
2. Wolters Kluwer UpToDate	**88.0**	0%	n=64	**A-**	**A**	**A-**	**A-**	B	B	
3. IBM Watson Health Micromedex Solutions	**87.4**	+3%	n=27	**A-**	B+	B+	B+	B-	B+	
4. Elsevier ClinicalKey Solutions	**86.2**	-2%	n=43	B	A	B	B+	B	B	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.
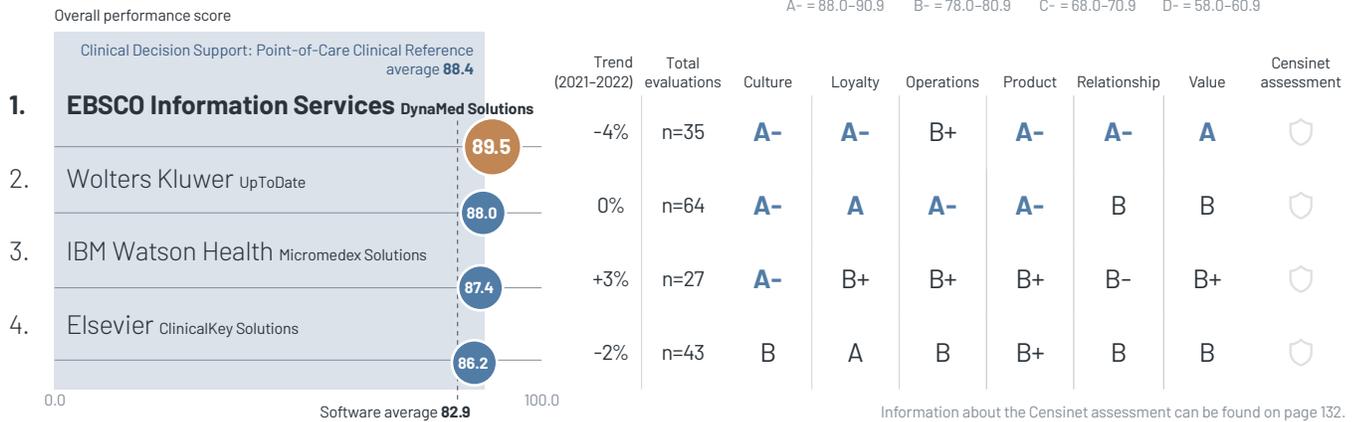
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
EBSCO + IBM Watson Dynamedx with Watson	90.5*	n=7	A-*	A*	A-*	A-*	B*	A*	

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

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

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

Avoids charging for every little thing?

EBSCO Information Services
DynaMed Solutions   n=37 **100%**

Keeps all promises?

IBM Watson Health
Micromedex Solutions   n=29 **100%**

Part of long-term plans?

Elsevier
ClinicalKey Solutions   n=51 **98%**

Wolters Kluwer
UpToDate   n=58 **98%**

Would you buy again?

Elsevier
ClinicalKey Solutions   n=50 **98%**

Clinical Decision Support: Point-of-Care Clinical Reference
Continued

Recent Insights
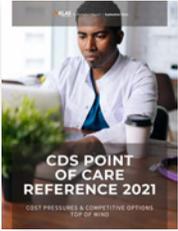
CDS Point of Care Reference 2021
Cost Pressures & Competitive Options Top of Mind

Key Findings:

1. Strong Physician Preference for Wolters Kluwer Juxtaposed with Concerns about Cost
2. EBSCO Content Drives Outcomes; Elsevier's Deep Content Difficult to Access at Point of Care
3. New-to-Market EBSCO & IBM Offering Has Early Appeal; Support Structure Needs Clarity
4. Elsevier & IBM Perceived as Slow with New Content Delivery; Wolters Kluwer Interface Seen as Outdated
5. Unresponsive Support a Concern for Some IBM Customers; EBSCO Stands Out for Strong Relationships
6. Solution Snapshots

Infection Control & Monitoring

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Wolters Kluwer

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Infection Control & Monitoring average **85.7**

		Overall perf.	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Wolters Kluwer** Sentri7 Infection Prevention	91.4	+1%	n=33	A	A	A-	A-	A	A	
2.	VigiLanz Dynamic Infection Control Monitor (ICM)	89.2	-5%	n=29	A	A-	B	B+	A-	A	
3.	BD HealthSight Infection Advisor (MedMined)	86.1	+4%	n=22	B+	B+	B	B+	B+	B+	
4.	Epic Bugsy Infection Control	84.0	-2%	n=30	B	A-	C+	B	B	A-	
5.	Premier TheraDoc Infection Control Assistant	82.0	-3%	n=16	B	B-	B	B	B	B+	

0.0 — 100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Cerner Infection Control	48.8*	n=7	F*	F*	F*	F*	F*	C*	

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

⭐ Other notable performances in Infection Control & Monitoring

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

Avoids charging for every little thing?

Epic Bugsy Infection Control　n=7　**100%**

VigiLanz Dynamic Infection Control Monitor (ICM)　n=19　**100%**

Wolters Kluwer Sentri7 Infection Prevention　n=18　**100%**

Keeps all promises?

VigiLanz Dynamic Infection Control Monitor (ICM)　n=27　**100%**

Wolters Kluwer Sentri7 Infection Prevention　n=30　**100%**

Part of long-term plans?

Epic Bugsy Infection Control　n=29　**100%**

Would you buy again?

BD HealthSight Infection Advisor (MedMined)　n=20　**95%**

Pharmacy Surveillance

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

VigiLanz®

Solution Comparison

Overall performance score

Pharmacy Surveillance average **87.1**

	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**VigiLanz** Pharmacy Surveillance	92.6	+2%	n=30	A	A+	B+	A-	A	A	
2.	Wolters Kluwer Sentri7 Pharmacy Surveillance	86.1	-3%	n=29	A-	A-	B	B	B	B+	
3.	BD HealthSight Clinical Advisor (MedMined)	84.4	+11%	n=27	B+	B	B-	B	B+	A-	
4.	Premier TheraDoc Pharmacy Assistant	83.0	0%	n=18	B	B+	B	B-	B	B	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Pharmacy Surveillance

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

Avoids charging for every little thing?

VigiLanz Pharmacy Surveillance — n=21 **96%**

Keeps all promises?

BD HealthSight Clinical Advisor (MedMined) — n=24 **96%**

Wolters Kluwer Sentri7 Pharmacy Surveillance — n=27 **96%**

Part of long-term plans?

VigiLanz Pharmacy Surveillance — n=29 **100%**

Would you buy again?

VigiLanz Pharmacy Surveillance — n=30 **100%**

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.

Integration Engines

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

LYNIATE

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Integration Engines average **92.3**

	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Lyniate** Corepoint	95.6	0%	n=95	A+	A+	A	A+	A	A	
2.	InterSystems HealthShare Health Connect	93.6	0%	n=32	A	A+	B+	A	A-	A+	
3.	Lyniate Rhapsody	90.9	+1%	n=42	A-	A	A-	A-	A-	A-	
4.	NextGen Healthcare Connect Integration Engine	88.8	0%	n=15	A-	A-	B+	A-	B	A-	
5.	Infor Cloverleaf Integration Suite	79.3	-5%	n=20	B-	B	B-	B	B-	D+	

0.0 ——— Software average **82.9** ——— 100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
iNTERFACEWARE Iguana [C]	92.9*	n=11	A*	A+*	B+*	A*	A-*	A+*	
Summit Healthcare Summit Exchange [C]	92.5	n=19	A	A	A-	A	A	A	

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

⭐ Other notable performances in Integration Engines

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

Avoids charging for every little thing?

InterSystems HealthShare Health Connect	n=31	**100%**

Keeps all promises?

InterSystems HealthShare Health Connect	n=31	**100%**
Lyniate Corepoint	n=94	**100%**
NextGen Healthcare Connect Integration Engine	n=14	**100%**
Lyniate Rhapsody	n=38	**95%**

Part of long-term plans?

InterSystems HealthShare Health Connect	n=31	**100%**
Lyniate Corepoint	n=90	**97%**

Would you buy again?

Lyniate Corepoint	n=94	**99%**
InterSystems HealthShare Health Connect	n=31	**97%**
Lyniate Rhapsody	n=39	**95%**

Interoperability Platforms

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

InterSystems®
Creative data technology

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Interoperability Platforms average **81.9**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **InterSystems** HealthShare Unified Care Record	89.6	+3%	n=23	A	A	B	B+	A	A	
2. Health Catalyst Interoperability (formerly Medicity)	71.5	-5%	n=17	C	D+	B-	C-	C+	C	

0.0 — Software average **82.9** — 100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts dbMotion Solution (HIE)	69.8*	n=11	C-*	C-*	C-*	C-*	C*	D+*	
Orion Health Amadeus - HIE Platform	93.3*	n=10	A*	A+*	A-*	A*	A*	A*	

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

Definitions can be found on page X.

⭐ Other notable performances in Interoperability Platforms

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

Avoids charging for every little thing?
InterSystems HealthShare Unified Care Record   n=22   **100%**

Keeps all promises?
InterSystems HealthShare Unified Care Record   n=22   **100%**

Part of long-term plans?
InterSystems HealthShare Unified Care Record   n=20   **95%**

Would you buy again?
InterSystems HealthShare Unified Care Record   n=22   **100%**

Improve EHR Satisfaction in Any Setting

KLAS RESEARCH | *Arch Collaborative*

Acute care organizations aren't the only ones who can benefit from measuring their clinicians' EHR satisfaction. Collaborative members span the spectrum—large and small, ambulatory and acute care, specialty and general—demonstrating that any organization can use Collaborative data to unlock the power of the EHR.

Measuring the Impact of Ambulatory Sprints

Recent ambulatory-focused research unearthed promising results obtained via "ambulatory sprints"— team-based efforts aimed at quickly optimizing an ambulatory organization's EHR efficiency.

Pre- and Post-Sprint Net EHR Experience Score

By Respondent Role (-100 to 100 scale)

● Pre-sprint　● Post-sprint

Role	Pre-sprint	Post-sprint
Allied health professional (n=54)	48.0	64.6
Nurse (n=113)	48.1	76.1
Provider (n=238)	32.7	58.7

0.0　　　　　　　　　　　100.0
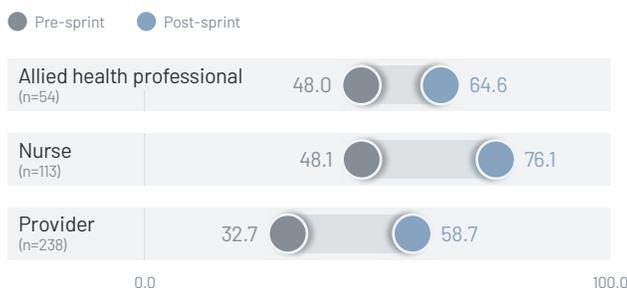
Note: Each individual clinician's responses to the Arch Collaborative EHR Experience Survey regarding core factors such as the EHR's efficiency, functionality, impact on care, and so on are aggregated into an overall Net EHR Experience Score (NEES), which represents a snapshot of the clinician's overall satisfaction with the EHR environment at their organization. The NEES is calculated by subtracting the percent of negative user feedback from the percent of positive user feedback. An NEES can range from -100 (all negative feedback) to 100 (all positive feedback).

Steps of a Successful Sprint

Step 1: Build your sprint team

Step 2: Choose your pilot clinic

Step 3: Prepare for the sprint

Step 4: Collect a pre-sprint measurement

Step 5: Complete the sprint

Step 6: Collect a post-sprint measurement

Step 7: Adjust and iterate

Learn more about ambulatory sprints at
bit.ly/3EkuQLJ

Learn more about the Arch Collaborative at
klasresearch.com/arch-collaborative

KLAS RESEARCH

Ambulatory EMR (>75 Physicians)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Ambulatory EMR (>75 Physicians) average **78.6**

	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Epic** EpicCare Ambulatory EMR	89.3	+2%	n=113	**A-**	**A**	B+	B+	**A-**	B+	
2.	MEDITECH Expanse Ambulatory EHR	83.1	-4%	n=21	C	B+	C+	B	B+	**A-**	
3.	NextGen Healthcare NextGen Enterprise EHR	82.7	+7%	n=33	B	B	B	B	B	C+	
4.	athenahealth athenaClinicals	77.2	-5%	n=30	C+	B	C	B-	C	C+	
5.	Cerner PowerChart Ambulatory	73.4	+1%	n=40	C-	C+	C	C+	B-	C-	●
6.	Allscripts TouchWorks EHR	62.7	0%	n=22	D	F	D+	D+	C-	D-	
7.	eClinicalWorks EHR	60.4	-7%	n=18	F	D-	D	D	D-	F	

0.0   Software average 82.9   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts Sunrise Ambulatory Care	59.6*	n=9	F*	F*	D-*	D+*	C-*	F*	
athenahealth athenaFlow [NP]	58.9*	n=7	F*	F*	D*	D-*	C*	F*	
athenahealth athenaPractice EMR	58.8*	n=12	F*	F*	D*	D-*	C-*	D*	
Epic Community Connect EpicCare Ambulatory EMR [C]	81.4*	n=13	B+*	B+*	C*	B-*	B*	C+*	

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

⭐ Other notable performances in Ambulatory EMR (>75 Physicians)

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

Avoids charging for every little thing?

MEDITECH Expanse Ambulatory EHR   n=19   **95%**

Keeps all promises?

None

Part of long-term plans?

Epic EpicCare Ambulatory EMR   n=112   **100%**

MEDITECH Expanse Ambulatory EHR   n=20   **100%**

Would you buy again?

Epic EpicCare Ambulatory EMR   n=110   **99%**

Ambulatory EMR (>75 Physicians) Continued

Recent Insights
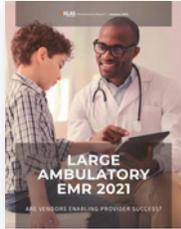
Large Ambulatory EMR 2021
Are Vendors Enabling Provider Success?

Key Findings:

1. Key Insights from 180K+ Clinicians: Good Training Makes a Big Difference for Clinician Experience
2. Training from Epic, NextGen Healthcare, athenahealth Helps Prepare Clinicians for Success
3. All Vendors Offer EMR Personalization, but Epic, MEDITECH, and NextGen Healthcare Excel at Enabling Providers to Use It
4. athenahealth, Cerner, and Epic Efficiency/Training Measurement Tools Help Identify Clinicians Who Need Extra Help
5. Most Organizations See Solid EMR Support of Patient-Centered Care—Epic and MEDITECH Clients Give Positive Feedback

Comprehensive Ambulatory 2021
What to Expect from a Single Source

Key Findings:

1. Epic, NextGen Healthcare & Cerner Get High Marks for Breadth of Portfolio; Virtual Care the Most Common Gap Filled by Third Parties
2. Cerner Has Obvious Gap in PM; RevElate May Be Opportunity for Improvement
3. Strong External Integration Leads to Improved Care for Cerner & Epic Customers
4. All Interviewed NextGen Healthcare & Epic Customers Report Cost Savings or Gains in Revenue
5. Depth of Functionality Most Common Roadblock to Comprehensive Approach
6. Voice of the Customer

Ambulatory EMR (11–75 Physicians)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

athenahealth

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Ambulatory EMR (11–75 Physicians) average **73.9**

		Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**athenahealth** athenaClinicals	83.3	+2%	n=55	B	**A-**	B	B	C+	B	
2.	NextGen Healthcare NextGen Enterprise EHR	75.7	-8%	n=60	C+	B	C	B-	B-	D	
3.	Allscripts Professional EHR	67.0	0%	n=20	D	D+	C	C-	C-	D-	
4.	athenahealth athenaPractice EMR	65.8	-7%	n=19	D+	D	C-	D	C-	D+	
5.	Greenway Health Intergy EHR	65.7	+6%	n=26	D	D	C	D+	C+	F	
6.	eClinicalWorks EHR	50.6	-24%	n=21	F	F	F	F	F	F	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
AdvancedMD EHR	72.4*	n=7	B-*	D+*	D+*	C+*	C-*	B*	
Allscripts TouchWorks EHR	68.0*	n=13	D*	C*	C*	C*	C-*	F*	
Epic Community Connect EpicCare Ambulatory EMR [C]	81.4	n=56	C+	A-	C+	B-	C+	B	
MEDITECH Expanse Ambulatory EHR	83.9*	n=12	B*	A-*	B-*	B*	B*	B*	

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

Ambulatory RCM Services

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

R1 ℠

Solution Comparison

Overall performance score

Ambulatory RCM Services average **75.3**

Services average **89.4**

	Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **R1** Physician RCM Services	80.5	-8%	n=20	B-	B-	B-	B	C	
2. NextGen Healthcare NextGen RCMS	78.2	+2%	n=16	B-	C+	B-	C+	C	
3. athenahealth RCM Services	72.8	-4%	n=25	B-	C-	C	C	D	
4. Greenway Health Greenway Revenue Services	70.4	-6%	n=15	D+	B-	B-	C	D-	

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts Revenue Cycle Management	76.1*	n=6	B-*	C+*	B-*	B*	D*	
eMDs Aria RCM	65.7*	n=9	D*	D+*	D+*	C*	F*	
MSM Outsourced Billing	85.9*	n=13	B+*	B-*	B*	B*	B*	

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

Ambulatory Specialty EMR

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

PCC Pediatric EHR Solutions

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Ambulatory Specialty EMR average **78.9**

	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **PCC** EHR (Pediatrics)	92.0	-2%	n=16	A	A	A	B+	A	A	
2. Modernizing Medicine EMA (Dermatology, Orthopedics, and Ophthalmology)	85.9	+2%	n=32	B+	A	B+	B+	B-	C+	
3. Office Practicum EMR (Pediatrics)	81.5	-1%	n=30	C+	B+	B+	B	B-	C	
4. Experity DocuTAP (Urgent Care)	66.5	-12%	n=15	D	C-	C	C-	D+	F	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Compulink Advantage EMR (Ophthalmology)	72.7*	n=8	D-*	C*	C+*	C*	B*	C*	
Experity Practice Velocity (Urgent Care)	79.3*	n=11	C+*	B+*	B+*	B-*	B*	D*	
Nextech SRSPro EHR (Orthopedics)	56.0*	n=6	D+*	F*	C*	F*	D-*	F*	

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

⭐ Other notable performances in Ambulatory Specialty EMR

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

Avoids charging for every little thing?

PCC EHR (Pediatrics)   n=15   **100%**

Keeps all promises?

None

Part of long-term plans?

Modernizing Medicine EMA (Dermatology, Orthopedics, and Ophthalmology)   n=32   **100%**

Would you buy again?

Modernizing Medicine EMA (Dermatology, Orthopedics, and Ophthalmology)   n=28   **97%**

Ambulatory Surgery Center Solutions

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

SURGICAL INFORMATION SYSTEMS™

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Ambulatory Surgery Center Solutions average **88.1**

		Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Surgical Information Systems** (SIS) SIS Charts (Surgery Centers)	90.7	N/A	n=32	A-	A+	B+	A-	A	A-	
2.	HST Pathways HST eChart (Surgery Centers)	90.0	-2%	n=23	B+	A	B+	A-	A	A-	
3.	Provation Apex	88.1	N/A	n=20	B+	A	A-	B+	B+	B	
4.	Modernizing Medicine ASC	83.6	N/A	n=17	C+	A-	B+	B	B+	C+	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Ambulatory Surgery Center Solutions

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

Avoids charging for every little thing?
HST Pathways HST eChart (Surgery Centers)   n=22 **96%**

Keeps all promises?
None

Part of long-term plans?
Modernizing Medicine ASC   n=15 **100%**
Provation Apex   n=17 **100%**
Surgical Information Systems (SIS) SIS Charts (Surgery Centers)   n=31 **97%**
HST Pathways HST eChart (Surgery Centers)   n=22 **96%**

Would you buy again?
Surgical Information Systems (SIS) SIS Charts (Surgery Centers)   n=32 **100%**

Ambulatory Surgery Center Solutions Continued

Recent Insights

Ambulatory Surgery Center EMR 2021
High Clinical Adoption Driving Value

Key Findings:

1. Market at a Glance

2. HST Pathways and Surgical Information Systems (SIS) See Broadest Adoption, Very High Usability

3. HST, SIS & Provation Customers Achieve Clear Clinical Outcomes with the EMR

4. Misses in Anesthesia Documentation Are the Biggest Opportunity for Improvement

5. Provation Excels in GI; Satisfaction with Modernizing Medicine EMR Hampered by Pricing Structure

6. Functionality the Leading Factor in ASC Solution Purchases

7. A Note on NextGen Healthcare in Ophthalmology: More IT Resources Needed to Optimize ASC Functionality

8. Across Vendors, Clinical Documentation Is Robust and Well Adopted
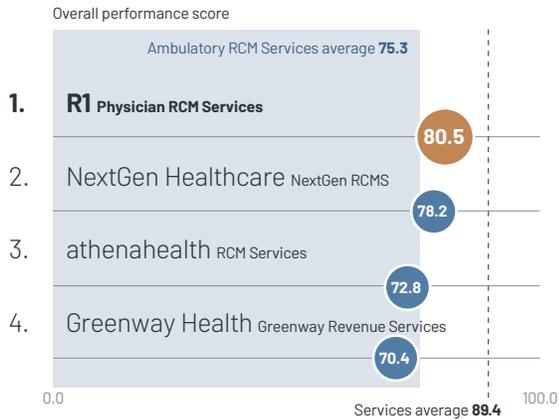
Ambulatory Therapy/Rehab

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Ambulatory Therapy/Rehab average **84.6**

Raintree Systems TherapyRehab Plus

83.3

0.0   Software average **82.9**   100.0

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Raintree Systems TherapyRehab Plus	N/A	n=19	B	B+	B-	B	B-	B	

Information about the Censinet assessment can be found on page 132.
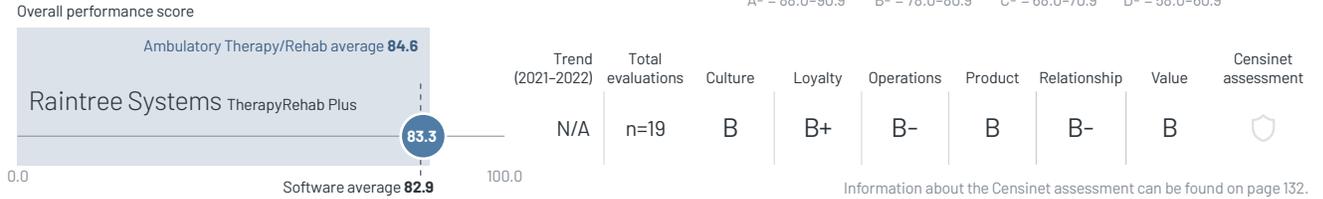
Claims & Clearinghouse

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

WAYSTAR

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Claims & Clearinghouse average **88.7**

		Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Waystar** Clearinghouse	90.7	-1%	n=31	A-	A	A-	A-	B+	A	
2.	athenahealth athenaEDI	88.7	+5%	n=21	A-	A-	A-	B+	A	B+	
3.	Availity Revenue Cycle Management	88.4	N/A	n=17	A	A-	A-	A-	B+	B	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

★ Other notable performances in Claims & Clearinghouse

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

Avoids charging for every little thing?

None

Keeps all promises?

Availity Revenue Cycle Management   n=15   **100%**

Part of long-term plans?

None

Would you buy again?

Waystar Clearinghouse   n=29   **97%**

athenahealth athenaEDI   n=18   **95%**

Patient Intake Management

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Phreesia

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Intake Management average **83.4**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Phreesia**	90.0	-1%	n=49	A	A	A-	A-	A-	B+	🛡
2.	OTech Group OTech	69.4	-15%	n=21	D+	C-	C	C	C-	D+	🛡

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.
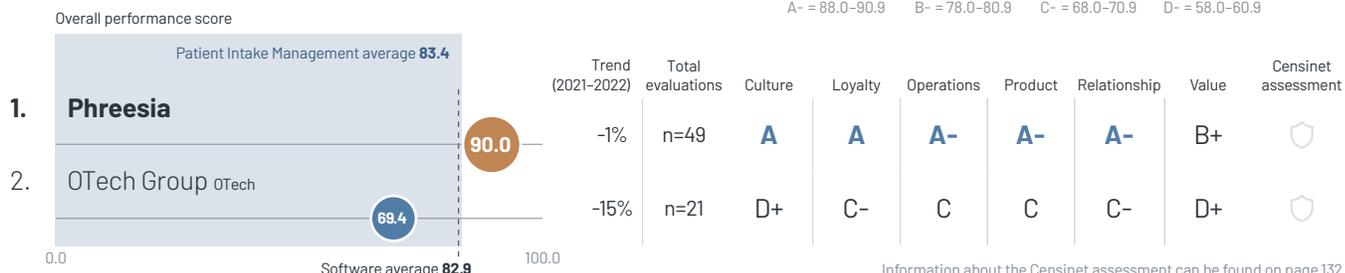
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic Welcome [C]	86.9*	n=15	A-*	A-*	B*	B+*	B*	B+*	🛡
Epion Health Epion Check-In [C]	89.5*	n=8	A*	A*	B+*	A-*	B+*	B+*	🛡
Tonic, an R1 Company	90.0*	n=7	A*	A*	B+*	B+*	A-*	A*	🛡

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

⭐ Other notable performances in Patient Intake Management

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Phreesia n=43 **95%**	None	Phreesia n=48 **100%**

Practice Management (>75 Physicians)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

athenahealth / Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Practice Management (>75 Physicians) average **80.6**

Rank	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
T1.	**athenahealth** athenaIDX (Ambulatory)	89.1	+5%	n=42	A	A-	B+	B+	A	B+	
T1.	**Epic** Resolute/Prelude/Cadence Ambulatory	89.1	0%	n=48	A-	A	B	A-	A-	A-	
3.	NextGen Healthcare NextGen Enterprise PM	85.1	+4%	n=27	B+	B+	B+	B+	B+	B-	
4.	athenahealth athenaCollector	77.9	-7%	n=22	C	B	C+	B	C	C	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts PM	65.0*	n=7	C-*	F*	D+*	C*	C*	D*	
athenahealth athenaPractice PM [NP]	69.3*	n=11	C-*	C-*	C*	C*	C+*	D*	
Cerner Practice Management	66.9*	n=16	D*	C-*	D*	C-*	B-*	F*	●
eClinicalWorks PM	53.7*	n=8	F*	D-*	D-*	F*	F*	F*	
MEDITECH Expanse Ambulatory PM	81.6*	n=8	C+*	B*	B-*	B*	B+*	B*	

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

⭐ Other notable performances in Practice Management (>75 Physicians)

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

Avoids charging for every little thing?

None

Keeps all promises?

athenahealth athenaIDX (Ambulatory)   n=40 **97%**

Part of long-term plans?

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

athenahealth athenaCollector   n=21 **96%**

Would you buy again?

Epic Resolute/Prelude/Cadence Ambulatory   n=49 **96%**

Practice Management (11–75 Physicians)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

nextgen® healthcare

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Practice Management (11–75 Physicians) average **76.1**

#	Solution	Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**NextGen Healthcare** NextGen Enterprise PM	79.6	-6%	n=52	B-	B+	C+	B	B	D+	
2.	athenahealth athenaCollector	79.3	-1%	n=48	C+	B	B-	B-	C+	C+	
3.	Greenway Health Intergy PM Solutions	77.3	+11%	n=21	C+	B-	B-	B-	B	D	
4.	Allscripts PM	76.2	-4%	n=18	C	B	B-	C+	C+	D	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
AdvancedMD PM	79.1*	n=8	B*	B-*	C*	B-*	B-*	B*	
athenahealth athenaPractice PM [NP]	71.6*	n=14	D*	C*	C*	C*	C*	C*	
Cerner Practice Management	71.3*	n=6	D*	C-*	C-*	B-*	B*	D+*	●
eClinicalWorks PM	53.9*	n=8	F*	F*	D-*	D-*	F*	F*	
Epic Resolute/Prelude/Cadence Ambulatory	89.2*	n=6	A-*	A*	B-*	B+*	A-*	A*	

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

Small Practice Ambulatory EMR/PM (≤10 Physicians)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

nextgen® healthcare

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Small Practice Ambulatory EMR/PM (≤10 Physicians) average **78.5**

		Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**NextGen Healthcare** NextGen Office EMR/PM	82.7	-3%	n=29	B	B+	B	B	B	C+	
2.	Kareo EHR/PM	82.2	-4%	n=38	B	B	B	B	C+	B	
3.	athenahealth EHR/PM	80.0	-2%	n=31	C	B	B-	B	C	B-	
4.	Greenway Health Intergy EHR/PM	78.0	+2%	n=31	C+	B-	B-	B	B	D+	
5.	eMDs Aprima EHR/PM	76.6	0%	n=20	C	B	B-	B-	D+	C	
6.	Allscripts Professional EHR/PM	75.3	+3%	n=15	C	B-	B-	B-	C-	D	
7.	AdvancedMD EHR/PM	75.1	-4%	n=18	C+	C	C+	B-	C	C	
8.	eClinicalWorks EHR/PM	62.4	-7%	n=17	D-	D+	D-	D+	D-	D-	
9.	CareCloud EHR/PM	58.7	-12%	n=15	F	F	D+	D	F	D+	

0.0   Software average **82.9**   100.0
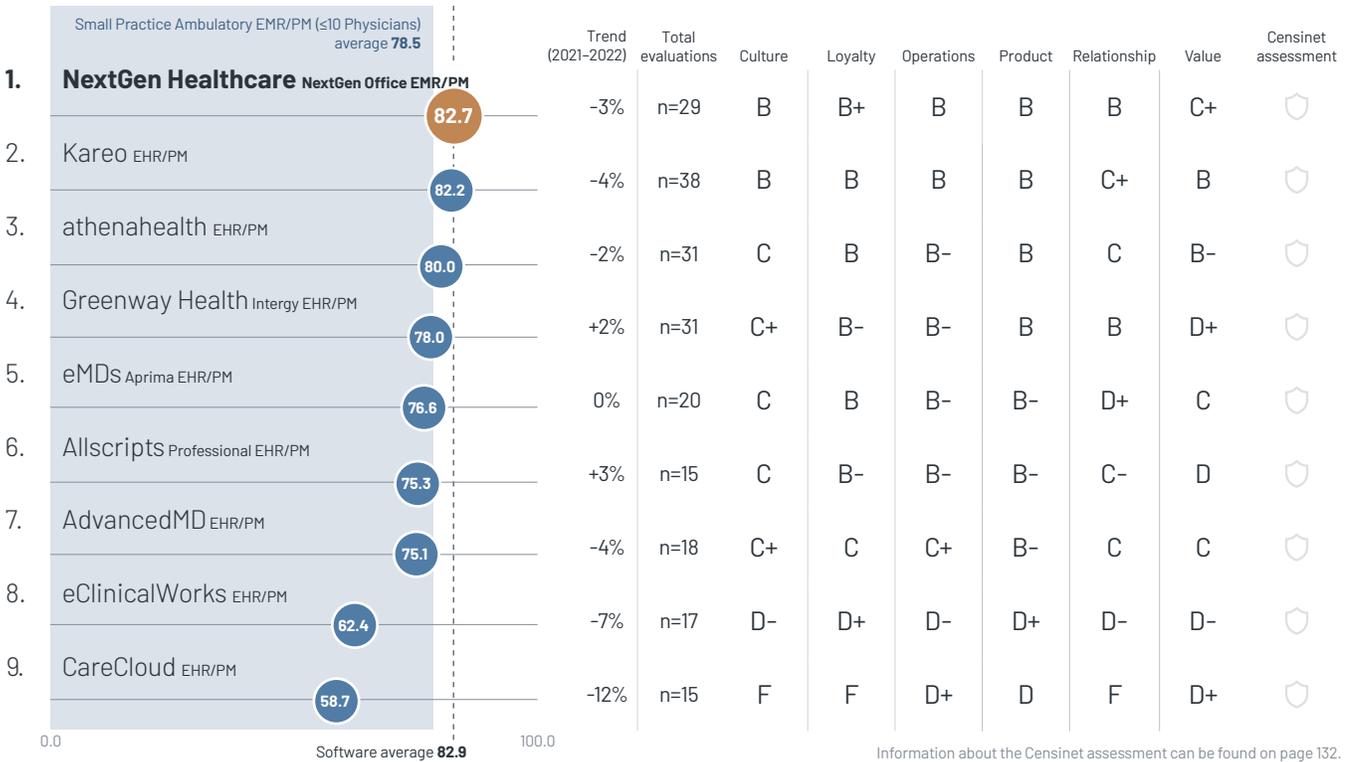
Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
athenahealth athenaPractice EMR/PM [NP]	85.5*	n=11	B*	A-*	B+*	B+*	A*	C+*	
Azalea Health Azalea EHR/PM [NR]	88.7	n=15	B	A	B+	A-	B+	A-	
Cerner PowerChart Ambulatory EMR/PM	78.4*	n=14	B*	C+*	C*	B-*	B-*	C+*	
DrChrono EMR/PM	71.3*	n=12	D-*	C*	C*	B-*	D*	C+*	
Elation Health ElationEMR [C]	89.0*	n=13	A-*	A*	A-*	B*	B+*	A-*	
Epic Community Connect EpicCare Ambulatory EMR [C]	81.1	n=109	B-	B+	C	B	B-	B+	
Practice Fusion EHR [C]	74.9*	n=8	C*	C+*	B*	C*	D*	B-*	

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

Looking for a different Physician Practice-related segment?

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

Home Health (Large: >200 ADC)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

MatrixCare® *by ResMed*

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Home Health (Large: >200 ADC) average **73.6**

	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**MatrixCare** Home Health (EHR) (Brightree)	87.1	-1%	n=17	B+	A-	B	B+	B+	B	
2.	Epic Dorothy (Home Health EHR)	84.9	-2%	n=19	B+	A-	B-	B	B+	B+	
3.	WellSky Home Health (EHR)	76.0	-3%	n=15	C	B+	B-	C+	C-	D	
4.	Homecare Homebase (Home Health EHR)	71.7	-2%	n=48	D+	B-	C	C	D	D	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Netsmart Homecare (Allscripts) (Home Health EHR) [NP]	59.6*	n=8	C+*	F*	D*	F*	D*	F*	
Netsmart Homecare Advisor (Change Healthcare) (Home Health EHR) [NP]	58.8*	n=18	F*	F*	D+*	D*	C*	D+*	
Thornberry NDoc (Home Health EHR) [MS]	77.4*	n=6	B*	D*	C+*	B*	B+*	C+*	●

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

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

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

Avoids charging for every little thing?
None

Keeps all promises?
None

Part of long-term plans?
Epic Dorothy (Home Health EHR)   n=19   **100%**
MatrixCare Home Health (EHR) (Brightree)   n=16   **100%**

Would you buy again?
None

Home Health (Large: >200 ADC) Continued

Recent Insights

Emerging Post-Acute Care Product Suites 2021

An Initial Look at the MatrixCare Suite

Key Findings:

1. Clinical Efficiency and Improved Care Continuity Are Key Outcomes of Product Suite Approach

2. MatrixCare Meets Customers' Current Needs; Navigating Growing Pains and Competing Development Priorities Is Key to the Future

3. Customer-Centric Nature Driving Today's Wins—Successfully Integrating Acquisitions Required for Tomorrow's

An Initial Look at the Netsmart Suite

Key Findings:

1. Integration Is a Bright Spot for Those Seeing Outcomes; One-Third of Respondents Report No Outcomes

2. Need for Workarounds Hampers Success with Netsmart; Most Interviewed Clients Not Optimistic about the Future

3. Portfolio Breadth Is a Plus; Lack of Transparency a Key Barrier to Success

An Initial Look at the PointClickCare Suite

Key Findings:

1. Interoperability and Clinical Efficiency Are Key Outcomes Driven by Enterprise Approach

2. Customers Feel PointClickCare Is Highly Committed to Innovation; Cost of Keeping Up with Development a Challenge

3. Industry Experience Is a Boon; Cost of Development a Barrier

An Initial Look at the WellSky Suite

Key Findings:

1. WellSky's Financial Strengths Drive Outcomes & Boost Efficiency

2. WellSky a Strong Partner for Most Care Settings; Customers Want More Road Map Clarity

3. Longevity & Experience Are Differentiators; Communication & Support Are Suffering

Home Health EHR 2021
A Look at the Experience of Midsize to Large Home Health Agencies

Key Findings:

1. MatrixCare Home Health Top Performer for Midsize Independent Agencies; Epic Provides Strong Experience for Health System-Owned Agencies

2. Homecare Homebase Breadth of Functionality Drives Loyalty; Support Has Declined

3. WellSky Product Meets Needs; Customers Report Dip in Support amid Vendor Growth

4. Netsmart Customers Looking Elsewhere as Product Development Lags and Vendor Focus Shifts to myUnity Platform

Home Health (Small: ≤200 ADC)
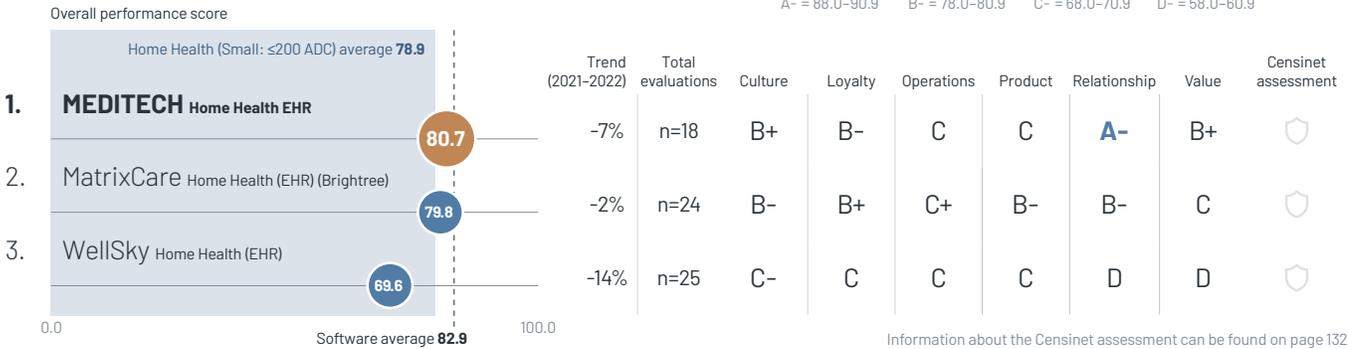
Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

MEDITECH

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Home Health (Small: ≤200 ADC) average **78.9**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **MEDITECH** Home Health EHR	80.7	-7%	n=18	B+	B-	C	C	**A-**	B+	
2. MatrixCare Home Health (EHR) (Brightree)	79.8	-2%	n=24	B-	B+	C+	B-	B-	C	
3. WellSky Home Health (EHR)	69.6	-14%	n=25	C-	C	C	C	D	D	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic Dorothy (Home Health EHR)	89.3*	n=9	A-*	A-*	B*	B+*	A+*	A*	
Homecare Homebase (Home Health EHR)	79.8*	n=6	B*	B*	B*	B+*	C+*	D-*	
Thornberry NDoc (Home Health EHR) [MS]	88.1*	n=14	A-*	A-*	B*	B*	A*	A-*	●

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

⭐ Other notable performances in Home Health (Small: ≤200 ADC)

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

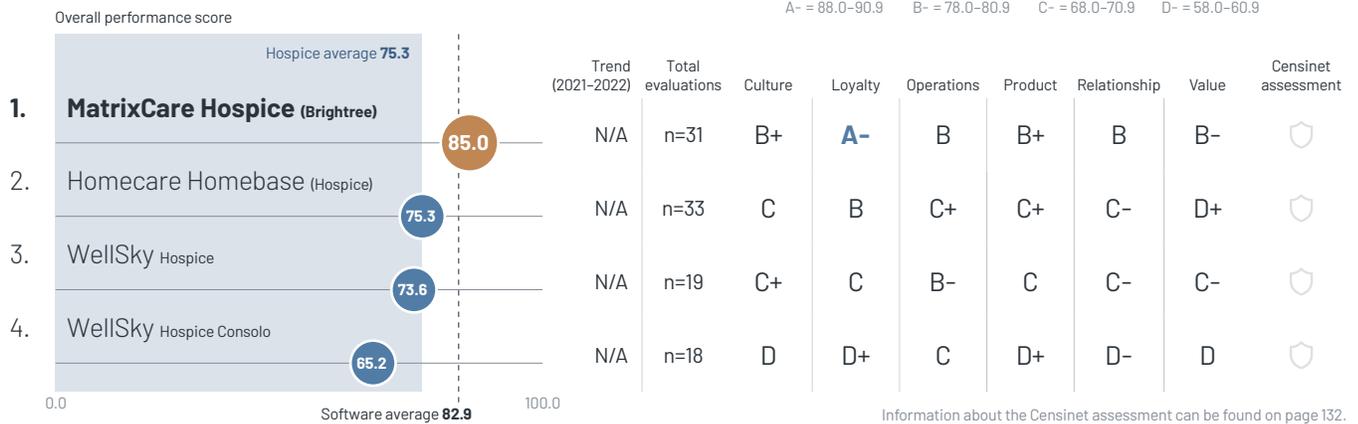| Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
MEDITECH Home Health EHR n=13 **100%**	MEDITECH Home Health EHR n=17 **100%**	MatrixCare Home Health (EHR) (Brightree) n=22 **96%**	None

Hospice

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

MatrixCare® *by ResMed*

Solution Comparison

Overall performance score

Hospice average **75.3**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**MatrixCare Hospice** (Brightree)	85.0	N/A	n=31	B+	**A-**	B	B+	B	B-	
2.	Homecare Homebase (Hospice)	75.3	N/A	n=33	C	B	C+	C+	C-	D+	
3.	WellSky Hospice	73.6	N/A	n=19	C+	C	B-	C	C-	C-	
4.	WellSky Hospice Consolo	65.2	N/A	n=18	D	D+	C	D+	D-	D	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic Comfort (Hospice) [MS]	83.8	n=18	B+	A-	C+	B	B+	B	
Netsmart Homecare Advisor (Change Healthcare) (Hospice) [NP]	53.7*	n=6	D-*	F*	D+*	D*	D+*	F*	
Thornberry NDoc (Hospice) [MS]	75.0*	n=8	D+*	C*	C*	C+*	B*	B-*	

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

⭐ Other notable performances in Hospice

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	MatrixCare Hospice (Brightree) n=27 **96%**	None

Long-Term Care

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

PointClickCare®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Long-Term Care average **80.5**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**PointClickCare** (SNF EHR)	87.6	0%	n=41	A-	A	A-	A-	B	C+	
2.	MatrixCare (SNF EHR)	83.9	+5%	n=35	B	A-	B	B	B	C+	
3.	Cerner PowerChart LTC (SNF EHR)	76.7	0%	n=21	C	C+	C+	C+	B-	C+	●
4.	CPSI American HealthTech (SNF EHR)	75.3	-12%	n=18	C	C	C	C+	B	C	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic LTC (SNF EHR) [MS]	84.2	n=17	B	B	B-	B+	A-	B	
Experience Care NetSolutions (SNF EHR)	87.0*	n=6	A*	B+*	B*	B*	B+*	A-*	
Netsmart myUnity Enterprise (SNF EHR)	55.5*	n=14	F*	F*	D*	D-*	D-*	F*	

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

⭐ Other notable performances in Long-Term Care

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

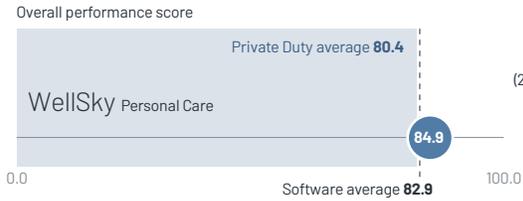| Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	MatrixCare (SNF EHR) n=32 **97%**	PointClickCare (SNF EHR) n=40 **98%**
		PointClickCare (SNF EHR) n=38 **95%**	

Private Duty

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Private Duty average **80.4**

WellSky Personal Care

0.0   Software average **82.9**   100.0

84.9

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
	N/A	n=29	B	A-	B	B	B-	B+	

Information about the Censinet assessment can be found on page 132.

Behavioral Health

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

CREDIBLE

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Behavioral Health average **76.4**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Credible** Behavioral Health Enterprise Software — **77.2**	+2%	n=32	C-	B+	C+	C+	C+	C	
2.	Qualifacts CareLogic EHR — **75.2**	+1%	n=25	D	B+	C+	C	C+	D+	
3.	Cerner Millennium Behavioral Health — **74.5**	-4%	n=18	D+	B	C-	C+	B-	C-	●
4.	Netsmart Behavioral Health — **68.6**	+17%	n=17	D-	C	C	C	C	F	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Core Solutions Cx360	82.2*	n=7	C*	B+*	B*	C+*	B+*	B+*	

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

Definitions can be found on page X.

☆ Other notable performances in Behavioral Health

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

| Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Qualifacts CareLogic EHR n=23 **100%**	Qualifacts CareLogic EHR n=21 **96%**

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- Find ratings on vendor performance
- Learn about new and emerging technology

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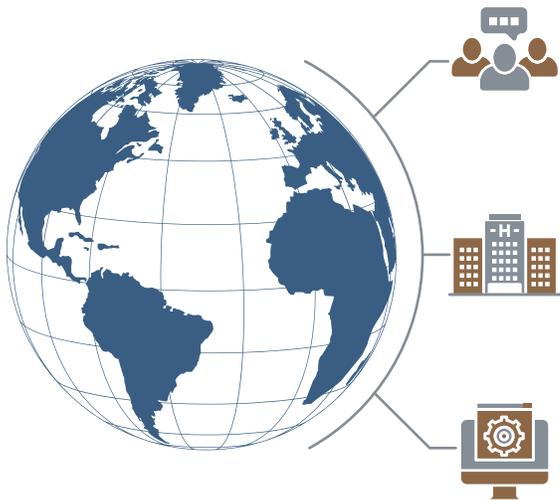
23,735 **evaluations from healthcare professionals** across the globe who shared feedback regarding the software and services they use. The vast majority of these evaluations came from on-the-phone discussions, resulting in deep, insightful feedback.

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KLAS
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Chargemaster Management

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

vitalware®

Solution Comparison

Overall performance score

Chargemaster Management average **91.6**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Vitalware** by Health Catalyst VitalCDM	94.5	0%	n=29	A	A+	A	A+	A	A+	🛡
2.	Craneware Chargemaster Toolkit	91.4	0%	n=39	A	A	A	A-	A	B+	🛡

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
nThrive Revenue Systems CDM Manager [NP]	89.4*	n=6	A*	A*	A-*	A-*	B+*	B*	🛡
nThrive Revenue Systems CDM Master	86.3*	n=12	B+*	B+*	A-*	B*	B+*	A-*	🛡

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

⭐ Other notable performances in Chargemaster Management

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

Avoids charging for every little thing?
Vitalware by Health Catalyst VitalCDM   n=26 **100%**

Keeps all promises?
Craneware Chargemaster Toolkit   n=38 **97%**

Part of long-term plans?
Vitalware by Health Catalyst VitalCDM   n=29 **100%**

Would you buy again?
Vitalware by Health Catalyst VitalCDM   n=29 **97%**

Claims Management

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Quadax

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Claims Management average **86.5**

		Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Quadax** Xpeditor	91.1	+2%	n=40	A	A	A-	A-	A-	A-	
2.	Waystar Claims Management	89.6	0%	n=23	A-	A	B+	A-	B+	A-	
3.	Experian Health ClaimSource	88.8	+6%	n=31	B+	A	B+	A-	B	B+	●
4.	The SSI Group SSI Claims Management	87.0	+2%	n=38	B+	A-	B+	A-	B+	B	
5.	nThrive Revenue Systems Claims Management	85.6	+3%	n=21	B+	B+	B+	B+	B	B	
6.	Change Healthcare Assurance Reimbursement Management	77.9	-9%	n=49	C+	B-	C+	B-	C	C	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

★ Other notable performances in Claims Management

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

Avoids charging for every little thing?

None

Keeps all promises?

Waystar
Claims Management   n=22 **95%**

Part of long-term plans?

Quadax Xpeditor   n=35 **97%**

Experian Health
ClaimSource   n=25 **96%**

Would you buy again?

Waystar
Claims Management   n=22 **100%**

Quadax Xpeditor   n=37 **97%**

Complex Claims Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

REVECORE

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Complex Claims Services average **90.5**
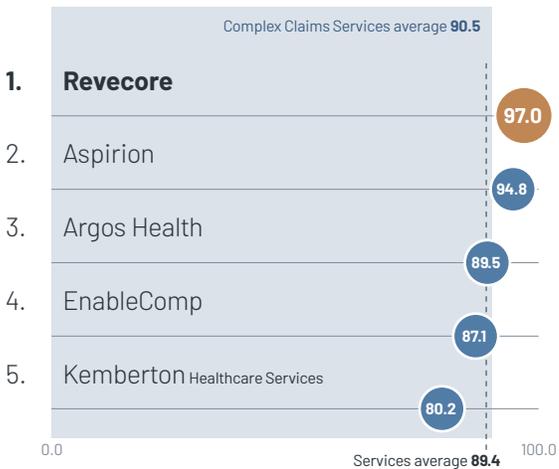
		Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Revecore**	97.0	+1%	n=27	A+	A	A	A	A+	
2.	Aspirion	94.8	+6%	n=23	A+	A	A	A+	A-	
3.	Argos Health	89.5	-3%	n=27	A	B	B+	A-	B	
4.	EnableComp	87.1	N/A	n=17	B+	B	B	B+	B	
5.	Kemberton Healthcare Services	80.2	+5%	n=19	C+	C+	B-	B	C+	

0.0 — 100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Complex Claims Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Argos Health	n=24	**100%**
EnableComp	n=13	**100%**
Revecore	n=23	**100%**

Exceeds expectations?

None

Would you buy again?

Aspirion	n=23	**100%**
Revecore	n=27	**100%**

Contract Management

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Contract Management average **81.0**

Experian Health Contract Management & Analysis

0.0   Software average **82.9**   100.0

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Experian Health Contract Management & Analysis	93.5	N/A	n=20	A	A+	A-	A	A-	A+	🛡

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
nThrive Revenue Systems Contract Management	63.5*	n=15	D-*	D*	C-*	D+*	D*	D-*	🛡

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

⭐ Other notable performances in Contract Management

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

Avoids charging for every little thing?
Experian Health
Contract Management
& Analysis   n=17 **100%**

Keeps all promises?
None

Part of long-term plans?
Experian Health
Contract Management
& Analysis   n=19 **100%**

Would you buy again?
Experian Health
Contract Management
& Analysis   n=20 **100%**

Insurance Discovery

Segment definitions can be found on page 230.

Solution Comparison

Overall performance score

Insurance Discovery average **88.9**

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
TransUnion Healthcare eScan — 90.6	N/A	n=27	A-	A-	A-	A-	A-	A	⬡

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Patient Access

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

PELITAS

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Access average **83.8**

	Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. PELITAS iPAS®	92.6	+1%	n=27	A	A	A-	A	A	A	🛡
2. Waystar Patient Access	89.7	+4%	n=23	A-	A-	A-	A-	B+	A	⬜
3. AccuReg Patient Access	88.1	-4%	n=24	B	A-	B+	B+	A	A-	⬜
4. Experian Health eCare NEXT	80.5	+5%	n=51	C+	B	B-	B	B-	B-	🛡
5. Change Healthcare Clearance Patient Access Suite	75.0	-12%	n=43	C	C+	C+	C	C-	C	⬜

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Imprivata PatientSecure [C]	85.3*	n=11	B+*	B*	B+*	B*	A-*	B+*	⬜
nThrive Revenue Systems CarePricer [C]	76.2*	n=8	D+*	B*	C+*	C+*	C*	B-*	⬜
The SSI Group Access Director	87.5*	n=16	B*	A-*	B+*	B+*	A*	A-*	⬜

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

⭐ Other notable performances in Patient Access

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Waystar Patient Access n=18 **95%**	PELITAS iPAS® n=26 **96%**	None	AccuReg Patient Access n=23 **96%**
	Waystar Patient Access n=21 **95%**		PELITAS iPAS® n=26 **96%**

Patient Access Continued

Recent Insights

Patient Access 2021
How Well Do Enterprise EMR Vendors Meet Organization Needs?

Key Findings:

1. What is Patient Access?
2. High Customer Satisfaction with Epic; Cerner Clients Struggle to Integrate with Third Parties
3. Epic Customers Eager for Future Development; Cerner Customers Unsure of Long-Term Patient Access Needs Being Met
4. Integration, Ease of Use, and Support Drive Epic Customers' Satisfaction
5. Cerner Perceived as Struggling to Deliver New Technology
6. Majority of MEDITECH Customers See Success with Patient Access

Patient Accounting & Patient Management
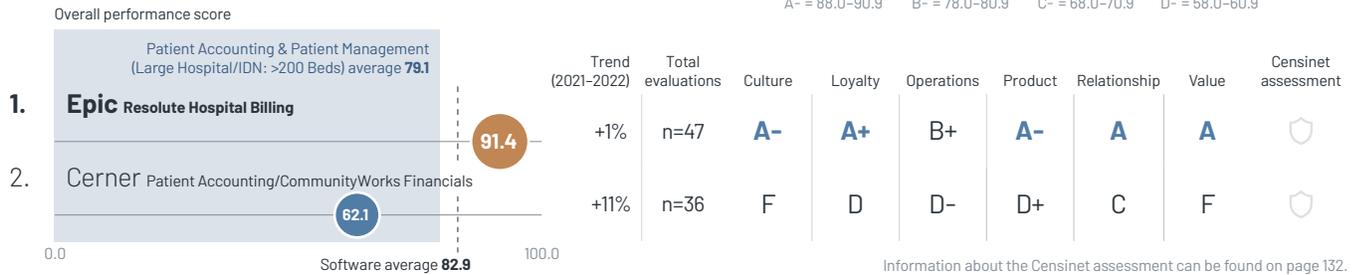## (Large Hospital/IDN: >200 Beds)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Accounting & Patient Management
(Large Hospital/IDN: >200 Beds) average **79.1**

Software average **82.9**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. Epic Resolute Hospital Billing	91.4	+1%	n=47	A-	A+	B+	A-	A	A	⛊
2. Cerner Patient Accounting/CommunityWorks Financials	62.1	+11%	n=36	F	D	D-	D+	C	F	⛊

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Cerner Soarian Financials	73.3*	n=8	B-*	C*	C+*	C+*	C*	D-*	⛊
MEDITECH Expanse Patient Accounting	83.1*	n=11	B*	B*	B-*	B*	B+*	B*	⛊

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

Definitions can be found on page iii.

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

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

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic
Resolute Hospital Billing   n=47 **100%**

Would you buy again?

Epic
Resolute Hospital Billing   n=46 **100%**

Patient Accounting & Patient Management
(Community Hospital: ≤200 Beds)

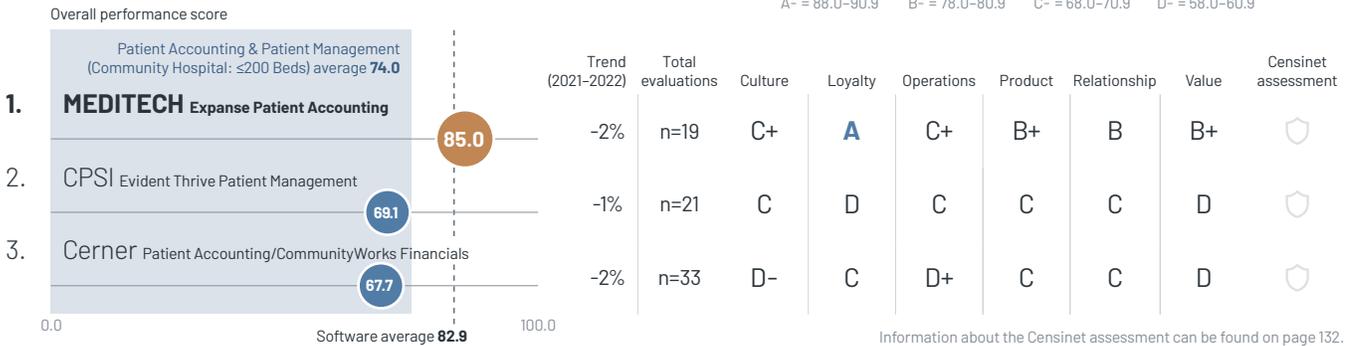Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

MEDITECH

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Accounting & Patient Management
(Community Hospital: ≤200 Beds) average **74.0**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**MEDITECH** Expanse Patient Accounting	85.0	-2%	n=19	C+	A	C+	B+	B	B+	
2.	CPSI Evident Thrive Patient Management	69.1	-1%	n=21	C	D	C	C	C	D	
3.	Cerner Patient Accounting/CommunityWorks Financials	67.7	-2%	n=33	D-	C	D+	C	C	D	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic Community Connect Resolute [C]	85.9*	n=14	B*	A*	B-*	B+*	B*	B+*	
MEDHOST Enterprise Financials	63.6*	n=7	D+*	D*	C*	C-*	D*	F*	

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

⭐ Other notable performances in Patient Accounting & Patient Management (Community Hospital: ≤200 Beds)

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

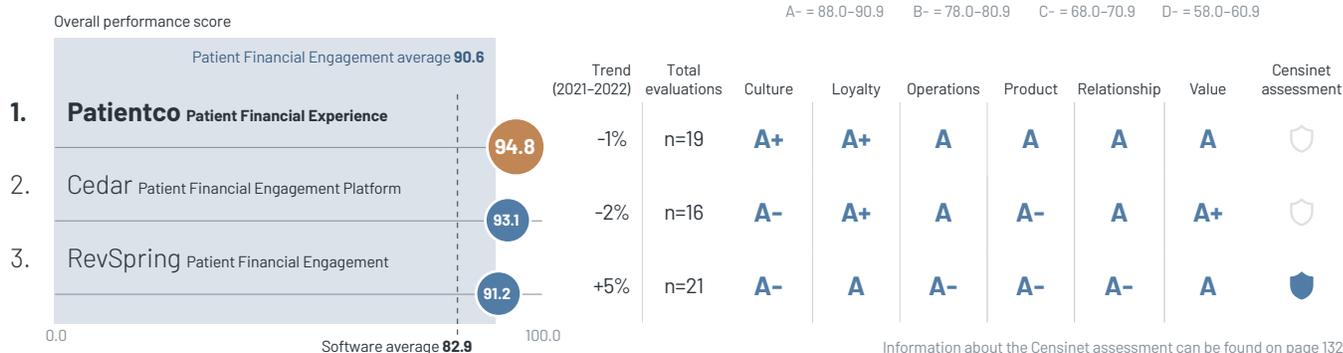| Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	MEDITECH Expanse Patient Accounting n=18 **100%**	MEDITECH Expanse Patient Accounting n=19 **100%**

Patient Financial Engagement

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

PATIENTCO NOW PART OF **WAYSTAR**

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Financial Engagement average **90.6**

		Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Patientco** Patient Financial Experience	94.8	-1%	n=19	A+	A+	A	A	A	A	
2.	Cedar Patient Financial Engagement Platform	93.1	-2%	n=16	A-	A+	A	A-	A	A+	
3.	RevSpring Patient Financial Engagement	91.2	+5%	n=21	A-	A	A-	A-	A-	A	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Flywire Patient Financial Engagement Platform [NR]	89.6*	n=11	B+*	A-*	A*	B+*	A-*	A*	
Flywire (Simplee) Patient Financial Engagement Platform	80.8*	n=13	B-*	B-*	B+*	B-*	B*	C+*	
VisitPay Patient Financial Engagement Platform	88.5*	n=13	A*	A-*	B+*	B+*	B+*	A*	

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

Definitions can be found on page X.

⭐ Other notable performances in Patient Financial Engagement

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

Avoids charging for every little thing?

Cedar Patient Financial Engagement Platform	n=14	**100%**
RevSpring Patient Financial Engagement	n=18	**100%**
Patientco Patient Financial Experience	n=18	**95%**

Keeps all promises?

Patientco Patient Financial Experience	n=18	**100%**
RevSpring Patient Financial Engagement	n=19	**95%**

Part of long-term plans?

Cedar Patient Financial Engagement Platform	n=16	**100%**
Patientco Patient Financial Experience	n=18	**100%**
RevSpring Patient Financial Engagement	n=19	**95%**

Would you buy again?

Cedar Patient Financial Engagement Platform	n=15	**100%**
Patientco Patient Financial Experience	n=19	**100%**

Patient Financial Engagement Continued

Recent Insights

Pulse Check—Patient Financial Engagement 2021
Recent PFE Adopters Realizing Outcomes

Key Findings:

1. Main Reason for Adopting a PFE Solution Is to Improve Patient Financial Experience
2. Majority of Organizations Achieve Key Outcomes & Near-Immediate ROIs
3. Few Organizations Foresee Using PFE Solution from Their EMR Vendor
4. Organizations Achieve Valuable Outcomes with Their PFE Solutions

Patient Financing Services

Segment definitions can be found on page 230.

ClearBalance
HEALTHCARE®

BEST IN KLAS SOFTWARE & SERVICES 2022

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Financing Services average **91.3**

		Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**ClearBalance HealthCare** ClearBalance Patient Financing **92.9**	+2%	n=33	**A**	**A**	**A-**	**A**	**A-**	
2.	AccessOne Patient Financing **90.6**	+3%	n=29	**A-**	B+	B+	**A-**	**A-**	
3.	CarePayment Patient Financing **89.9**	+1%	n=20	**A**	**A-**	**A-**	**A-**	B-	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

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

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

ClearBalance HealthCare
ClearBalance Patient Financing   n=30 **100%**

Exceeds expectations?

None

Would you buy again?

CarePayment Patient Financing   n=19 **100%**

Robotic Process Automation

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

cloudmed™

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Robotic Process Automation average **91.6**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Cloudmed** Automation (Databound)	95.7	–1%	n=22	A+	A+	A	A+	A+	A+	🛡
2. Boston Software Systems Boston Workstation Robotic Process Automation (RPA)	93.8	+3%	n=19	A	A	A-	A	A	A+	🛡

0.0 — Software average **82.9** — 100.0

Information about the Censinet assessment can be found on page 132.
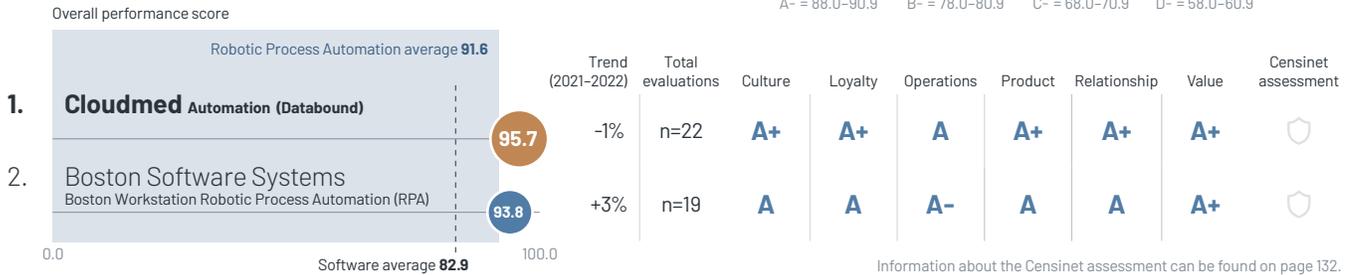
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
CenterX Electronic Prior Authorization [C]	86.5*	n=8	B*	A*	B*	B-*	A*	A-*	🛡
UiPath Robotic Process Automation (RPA)	80.7*	n=13	B*	B+*	C-*	B-*	D*	B+*	🛡

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

⭐ Other notable performances in Robotic Process Automation

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

Avoids charging for every little thing?

Boston Software Systems Boston Workstation Robotic Process Automation (RPA)	n=16	**100%**
Cloudmed Automation (Databound)	n=18	**95%**

Keeps all promises?

Boston Software Systems Boston Workstation Robotic Process Automation (RPA)	n=19	**100%**
Cloudmed Automation (Databound)	n=22	**100%**

Part of long-term plans?

None

Would you buy again?

Cloudmed Automation (Databound)	n=22	**100%**
Boston Software Systems Boston Workstation Robotic Process Automation (RPA)	n=18	**95%**

Robotic Process Automation Continued

Recent Insights

Robotic Process Automation 2021
Adoption Moving Mainstream

Key Findings:

1. Top Areas of Interest for RPA Use
2. Validated Adoption: Where Are Bots Being Used Today?
3. Databound Excels at Complex Installations/Use Cases; Colburn Hill Group Performs Well in Simpler Settings
4. Databound & Colburn Hill Group Receive High Marks for Relationships; Olive and UiPath Stumble in Key Metrics
5. Most Organizations Expect to Increase RPA Use, with Boston, Databound, UiPath Customers Expanding a Variety of Non-RCM Use Cases

Looking for a different Patient Accounting-related segment?

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

Business Decision Support

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

strata

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Business Decision Support average **86.4**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Strata Decision Technology** StrataJazz Decision Support	92.2	+1%	n=42	A	A+	A-	A	A	A-	
2.	Syntellis Performance Manager (formerly Change Healthcare)	85.9	-1%	n=35	A-	B	B-	B	A-	A-	
3.	EPSi, now part of Strata EPSi Decision Support	80.3	-3%	n=21	B	B-	B-	C+	B+	B	

0.0 — Software average **82.9** — 100.0

Information about the Censinet assessment can be found on page 132.
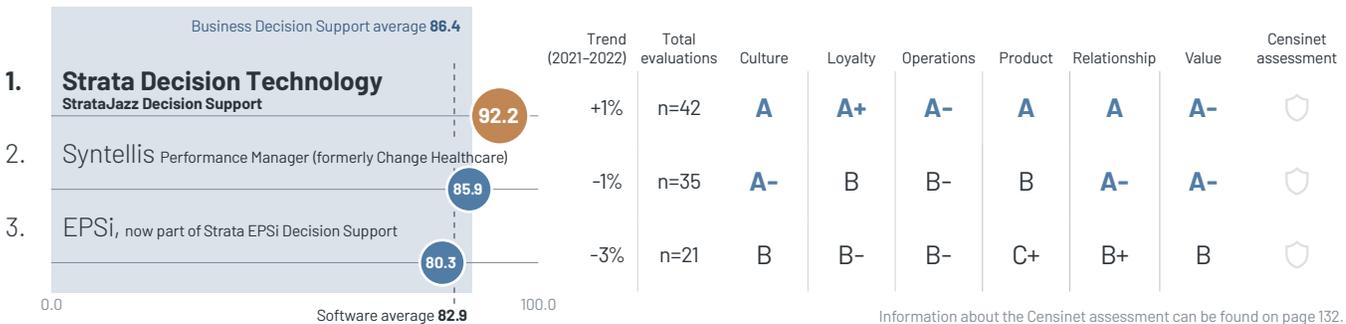
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Harris Healthcare Affinity Decision Support	85.2*	n=8	B+*	B+*	B-*	B*	B+*	A*	
Health Catalyst PowerCosting™	88.4*	n=8	B+*	A*	B*	A-*	A-*	A-*	

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

⭐ Other notable performances in Business Decision Support

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Strata Decision Technology StrataJazz Decision Support n=42 **100%**	Strata Decision Technology StrataJazz Decision Support n=40 **98%**

Data & Analytics Platforms

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

innovaccer

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Data & Analytics Platforms average **86.1**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Innovaccer** Data Platform	92.2	N/A	n=22	A	A	B+	A	A+	A	🛡
2. Dimensional Insight Diver Platform	92.1	0%	n=27	A	A	A-	A	A	A	
3. Epic Cogito (Epic Only)	88.0	+4%	n=25	B	A	B	B+	A	A-	
4. Health Catalyst Analytics Platform	84.1	-5%	n=40	B	B+	B-	B	A-	B	
5. Arcadia.io Data Platform	81.4	N/A	n=17	C-	B+	B-	B-	B	B+	
6. Cerner HealtheIntent Analytics	79.2	N/A	n=30	B-	B+	C+	C+	B	C	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
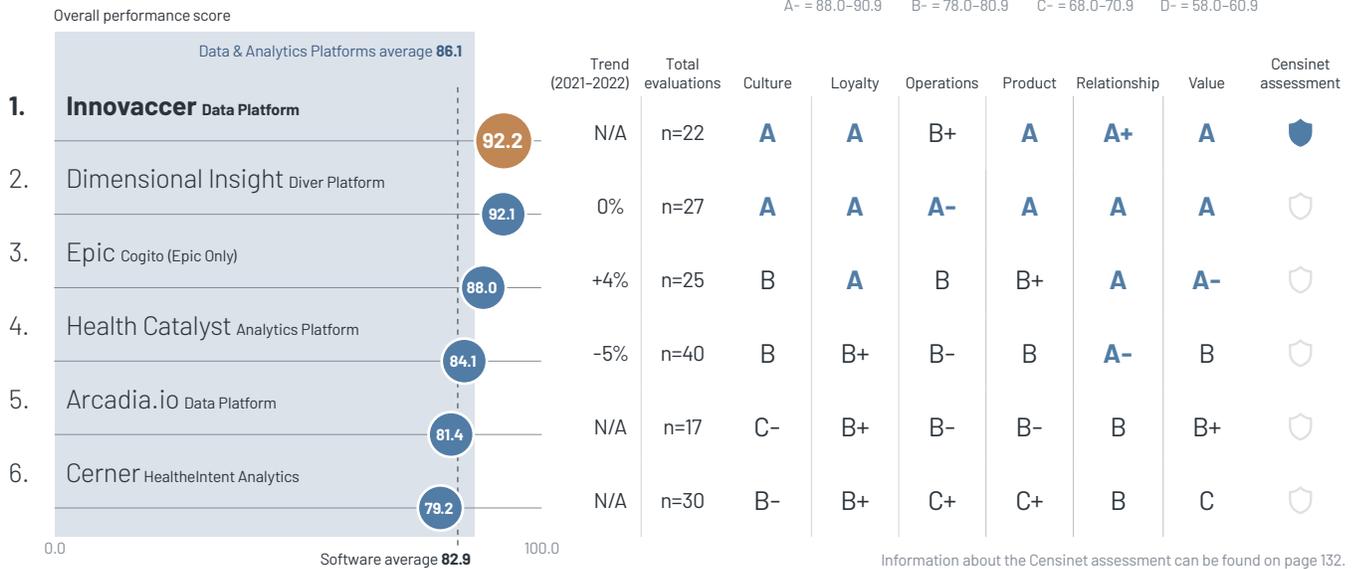
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Alteryx Analytic Process Automation (APA) Platform	91.7*	n=7	A+*	A+*	B*	A-*	A-*	A*	
Clearsense Data Platform-as-a-Service	85.8*	n=6	B*	B+*	B-*	B*	A*	A*	

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

⭐ Other notable performances in Data & Analytics Platforms

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

Avoids charging for every little thing?

| Dimensional Insight Diver Platform | n=25 | **96%** |
| Innovaccer Data Platform | n=20 | **95%** |

Keeps all promises?

| Dimensional Insight Diver Platform | n=24 | **100%** |

Part of long-term plans?

Epic Cogito (Epic Only)	n=63	**100%**
Cerner HealtheIntent Analytics	n=41	**98%**
Innovaccer Data Platform	n=21	**96%**

Would you buy again?

| Epic Cogito (Epic Only) | n=64 | **100%** |
| Innovaccer Data Platform | n=21 | **96%** |

Data & Analytics Platforms Continued

Recent Insights

Data and Analytics Platforms 2021
An Early Look at Deep Adopters

Key Findings:

1. Data and Analytics Platform Framework

2. Cerner, Epic & Health Catalyst See Deepest Adoption among Established Analytics Solutions

3. Among Newcomers, Innovaccer Has Deepest Adoption

4. Partnering, Value Consistently Generate High Satisfaction with Dimensional Insight; Cerner Has Great Potential but Overpromises

5. Among Newcomers, Alteryx Leads in High-Focus Areas of Functionality and Outcomes

Data Visualization & Reporting

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

tableau

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Data Visualization & Reporting average **86.1**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Tableau**	88.9	+4%	n=30	A-	A	B+	B+	B-	A	
2.	Microsoft Power BI	88.7	+2%	n=17	A	A	B-	B	B	A-	
3.	Syntellis Analytics Explorer (formerly Change Healthcare)	86.3	-3%	n=30	A-	A-	B	B+	B	B+	
4.	Qlik Platform	81.8	+2%	n=16	B+	B	B	B-	C-	B+	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
SAP BusinessObjects Business Intelligence Platform	72.3*	n=8	C	D+	C-	C+	D	B+	

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

Definitions can be found on page X.

Other notable performances in Data Visualization & Reporting

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

Avoids charging for every little thing?

Tableau	n=28	**100%**

Keeps all promises?

Microsoft Power BI	n=15	**100%**
Tableau	n=37	**100%**
Syntellis Analytics Explorer (formerly Change Healthcare)	n=28	**96%**

Part of long-term plans?

Microsoft Power BI	n=17	**100%**
Tableau	n=35	**97%**

Would you buy again?

Microsoft Power BI	n=17	**100%**
Tableau	n=37	**97%**

Healthcare Artificial Intelligence: Data Science Solutions

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

ClosedLoop.ai

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Healthcare Artificial Intelligence: Data Science Solutions average 84.0

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **ClosedLoop.ai** Healthcare's Data Science Platform	96.5	+5%	n=20	A+	A+	A	A	A+	A+	●
2. **Epic** Cognitive Computing (Epic Only)	81.2	-4%	n=36	B-	B+	B-	B-	B	B-	○
3. **Cerner** HealtheDataLab/Managed ML Models	78.2	N/A	n=20	C+	B	C+	C	B	C+	○

0.0   Software average 82.9   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Health Catalyst healthcare.ai	93.2*	n=7	A*	A+*	A-*	B+*	A+*	A*	●
Jvion Machine	70.7*	n=14	D*	D+*	C*	C*	B-*	C+*	○

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

⭐ Other notable performances in Healthcare Artificial Intelligence: Data Science Solutions

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

Avoids charging for every little thing?
ClosedLoop.ai
Healthcare's Data Science Platform   n=19 **100%**

Keeps all promises?
ClosedLoop.ai
Healthcare's Data Science Platform   n=20 **100%**

Part of long-term plans?
ClosedLoop.ai
Healthcare's Data Science Platform   n=20 **100%**
Epic Cognitive Computing (Epic Only)   n=33 **97%**

Would you buy again?
ClosedLoop.ai
Healthcare's Data Science Platform   n=20 **100%**

Healthcare Safety, Risk & Compliance Management

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

ORIGAMI RISK

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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

Healthcare Safety, Risk & Compliance Management average **84.3**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Origami Risk** Risk Platform — **92.7**	N/A	n=18	**A**	**A+**	**A-**	**A-**	**A+**	**A**	
2.	Verge Health Safety, Risk and Compliance Solutions — **87.2**	N/A	n=31	B+	**A-**	B+	B+	**A-**	B+	
3.	RLDatix Patient Safety and Risk Solutions — **83.2**	+5%	n=110	B	B+	B-	B	B-	B	
4.	Riskonnect Healthcare — **80.8**	+4%	n=17	C	B+	C	B	B-	B-	
5.	Conduent Midas Safety and Risk Solutions — **78.4**	N/A	n=24	B-	B	B-	C+	C+	C	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
symplr Compliance (formerly ComplyTrack) [NR]	90.4*	n=6	A*	A*	B+*	B*	A-*	A*	

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

⭐ Other notable performances in Healthcare Safety, Risk & Compliance Management

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Origami Risk Risk Platform n=18 **100%**	Origami Risk Risk Platform n=18 **100%**

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 152

Credentialing

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

ASM

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Credentialing average **84.2**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**ASM** MD-Staff	87.0	-2%	n=48	B	A-	B	B+	B+	A-	
2.	Verge Health Credentialing (Primarily Services)	86.7	-2%	n=26	B+	A-	B	B	A	B+	
3.	VerityStream EchoCredentialing Solutions	78.0	-8%	n=21	B-	C	B	B-	B	B-	
4.	symplr Cactus/IntelliSoft	76.6	-9%	n=53	C+	B-	B-	C+	C+	C	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Modio Health OneView (Mostly Ambulatory) [C]	93.8	n=47	A+	A+	A	A-	A	A	
VerityStream MSOW	67.2*	n=15	C*	D+*	D+*	C-*	C-*	F*	

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

⭐ Other notable performances in Credentialing

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Verge Health Credentialing (Primarily Services) n=24 **96%**	None

Enterprise Resource Planning (ERP)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

workday®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Enterprise Resource Planning (ERP) average **81.5**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Workday** HCM, Financial Management and Supply Chain (ERP)	87.8	N/A	n=37	**A-**	**A**	B	B+	**A-**	B	
2.	**Infor** CloudSuite (ERP) (v.11+)	82.0	+23%	n=21	B	B	C+	B	B	B	
3.	**Oracle** Cloud (HCM, ERP, SCM)	79.0	-5%	n=19	B-	B	C-	B-	B-	C+	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
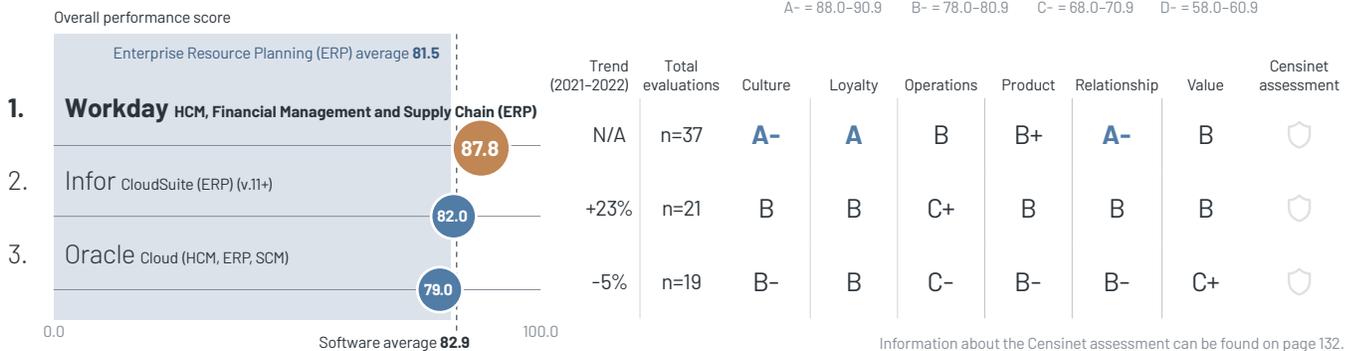
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Infor Healthcare Solutions Suite (v.10 and below) [NP]	69.6	n=19	C+	D	C-	C	C	C-	
Premier ERP [C]	87.1*	n=10	A-*	A-*	B*	B*	B*	A*	
symplr Human Resources and Payroll (formerly API Healthcare) [C]	80.8*	n=14	B-*	B+*	B-*	B-*	B*	C*	
UKG (Ultimate Kronos Group) Workforce HR/Payroll (formerly Kronos) [C]	84.3*	n=11	A-*	A*	B-*	B*	B-*	C*	

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

⭐ Other notable performances in Enterprise Resource Planning (ERP)

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

Avoids charging for every little thing?

None

Keeps all promises?

Workday HCM, Financial Management and Supply Chain (ERP)   n=34   **97%**

Part of long-term plans?

Oracle Cloud (HCM, ERP, SCM)   n=19   **100%**

Workday HCM, Financial Management and Supply Chain (ERP)   n=36   **100%**

Would you buy again?

Workday HCM, Financial Management and Supply Chain (ERP)   n=35   **95%**

Enterprise Resource Planning (ERP) Continued

Recent Insights

Enterprise Resource Planning 2021
Move to the Cloud Prompts Evaluation of All ERP Options (A Decision Insights Report)

Key Findings:

1. Workday Continues to Lead in Mindshare, Followed by Oracle & Infor
2. Large Percentage of Legacy Infor Customers Leaving for New ERP Partners
3. Oracle the Most Likely Choice for Large/Very Large Organizations
4. What's Driving Market Energy? Decision Factors Behind Selections and Replacements
5. Vendor Summaries
6. Other Vendors in the ERP Space

Scheduling: Nurse & Staff

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

QGenda

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Scheduling: Nurse & Staff average **82.5**

	Solution	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**QGenda** Nurse & Staff Scheduling (formerly Schedule360)	90.4	-1%	n=21	**A-**	**A**	B+	B+	**A**	**A**	
2.	Avantas Smart Square	86.7	+1%	n=27	B+	B+	B+	B	**A-**	**A-**	
3.	HealthStream ANSOS Staff Scheduling	84.3	-4%	n=29	B+	B	B	B	**A**	B	
4.	Cerner Clairvia	82.8	+10%	n=21	B+	B	B	B-	B	B+	●
5.	symplr Staffing and Scheduling (formerly API Healthcare)	82.2	+2%	n=31	B-	B+	B-	B	B	B-	
6.	ShiftWizard, a HealthStream company, ShiftWizard Scheduling	80.2	-3%	n=26	C+	B-	B-	B-	B+	B+	
7.	symplr ShiftSelect (formerly API Healthcare)	79.9	-1%	n=21	B-	B	B-	C+	C+	B	
8.	UKG (Ultimate Kronos Group) Workforce Scheduler (formerly Kronos)	77.9	-1%	n=26	C+	B	C	B-	C+	C-	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
OnShift (Long-Term Care Only) [C]	80.1	n=27	B-	B-	B	C+	B-	B	

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

Scheduling: Nurse & Staff Continued

⭐ **Other notable performances in Scheduling: Nurse & Staff**

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

Avoids charging for every little thing?			Keeps all promises?			Part of long-term plans?			Would you buy again?
Avantas Smart Square	n=22	**100%**	QGenda Nurse & Staff Scheduling (formerly Schedule360)	n=20	**100%**	Cerner Clairvia	n=18	**95%**	None
QGenda Nurse & Staff Scheduling (formerly Schedule360)	n=18	**100%**				QGenda Nurse & Staff Scheduling (formerly Schedule360)	n=20	**95%**	
ShiftWizard, a HealthStream company ShiftWizard Scheduling	n=18	**95%**							

Recent Insights

Nurse & Staff Scheduling 2021

First Look at Workload Balancing

Key Findings:

1. symplr ShiftSelect & HealthStream ANSOS Lead in Handling Complexity of Short-Term Analytics; Cerner Excels with Same-Day Data
2. Vast Majority See Positive Outcomes with Workload Balancing, Especially with Avantas & symplr ShiftSelect
3. Avantas Customers Report Significant Improvements to Training/Support
4. Flexible Solution & Exceptional Support from HealthStream ANSOS Drive Customer Success with Workload Balancing
5. UKG Customers Say Success Is Mostly Self-Driven, Due in Part to Rocky Implementations
6. Avoiding Common Workload Balancing Pitfalls—Advice from Current Users
7. Vendor Insights

Scheduling: Physician

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

QGenda

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Scheduling: Physician average **88.8**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**QGenda** Shift Admin Scheduling — **92.5**	-1%	n=23	A	A	A-	A-	A	A+	
2.	PerfectServe Lightning Bolt Scheduling — **91.8**	+3%	n=38	A	A	A-	A-	A	A	
3.	QGenda Advanced Scheduling — **91.6**	+4%	n=30	A	A+	A-	B+	A	A	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
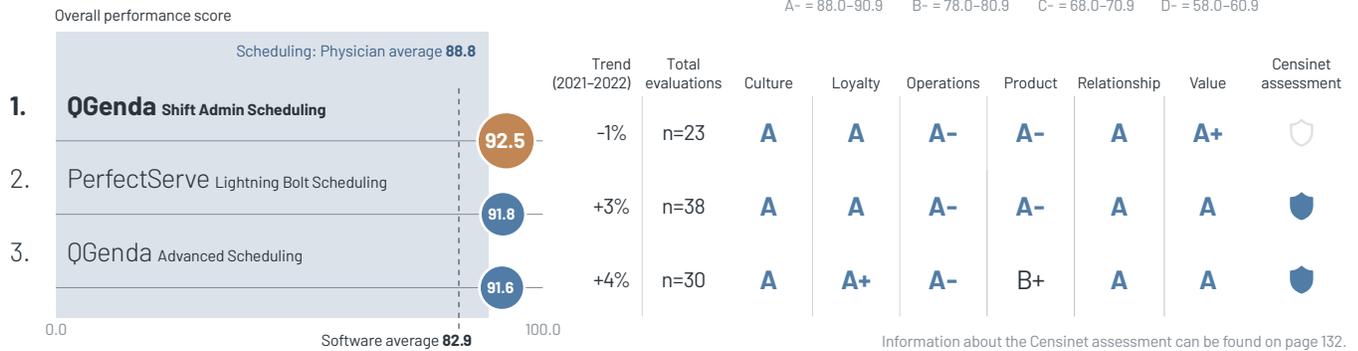
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Amion Physician Scheduling [C]	78.2	n=19	B	C+	C	C	B-	A-	
UKG (Ultimate Kronos Group) EZCall (formerly Kronos)	82.9*	n=13	B-*	B*	B*	B*	B-*	B+*	

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

⭐ Other notable performances in Scheduling: Physician

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

Avoids charging for every little thing?

PerfectServe Lightning Bolt Scheduling	n=32	**97%**
QGenda Advanced Scheduling	n=23	**96%**
QGenda Shift Admin Scheduling	n=18	**95%**

Keeps all promises?

QGenda Advanced Scheduling	n=29	**96%**

Part of long-term plans?

QGenda Advanced Scheduling	n=30	**100%**
QGenda Shift Admin Scheduling	n=19	**95%**

Would you buy again?

QGenda Advanced Scheduling	n=28	**100%**
QGenda Shift Admin Scheduling	n=22	**96%**

Scheduling: Physician Continued

Recent Insights

Enterprise Physician Scheduling 2021
Who Delivers Best for Enterprise Customers?

Key Findings:

1. For True Enterprise Scheduling, QGenda Advanced Scheduling and Lightning Bolt Are the Most Proven
2. Lightning Bolt Drives Broad Outcomes Most Consistently
3. More Complex Deployments Result in Greater Difficulty with Reporting & Dashboards
4. Most Vendors Seen as Partners; UKG (Kronos) Less Consistent
5. Vendor Bottom Lines

Talent Management

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

workday®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Talent Management average **84.0**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Workday** Human Capital Management (Talent Management) — 90.3	+2%	n=30	**A**	**A**	B	**A-**	**A-**	B	🛡
2.	symplr Talent Management (formerly HealthcareSource) — 85.9	+18%	n=24	B+	**A-**	B	B	B+	B	🛡

0.0   100.0
Software average **82.9**

Information about the Censinet assessment can be found on page 132.
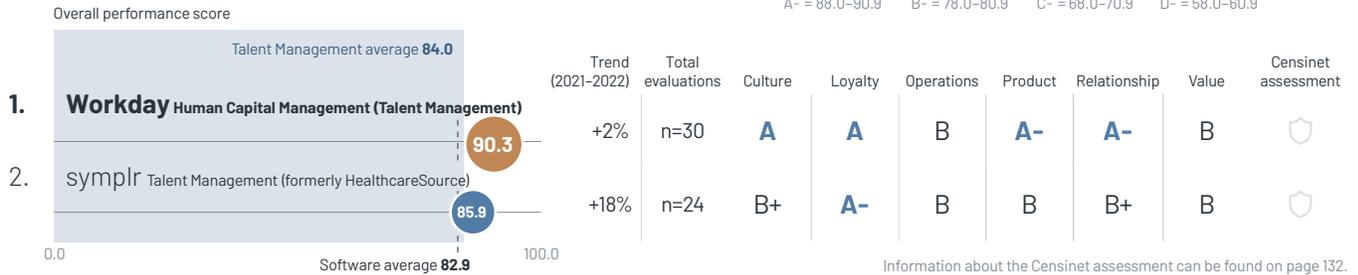
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
HealthStream Learning Center [C]	80.7*	n=12	B-*	B-*	B*	B*	B-*	C+*	🛡
Infor Talent Management	60.3*	n=6	D*	F*	F*	D+*	D-*	D-*	🛡

*Limited data   [C] Component   [MS] Limited market share   [NP] Not primary   [NR] Newly rated   [R] Regional   Definitions can be found on page X.
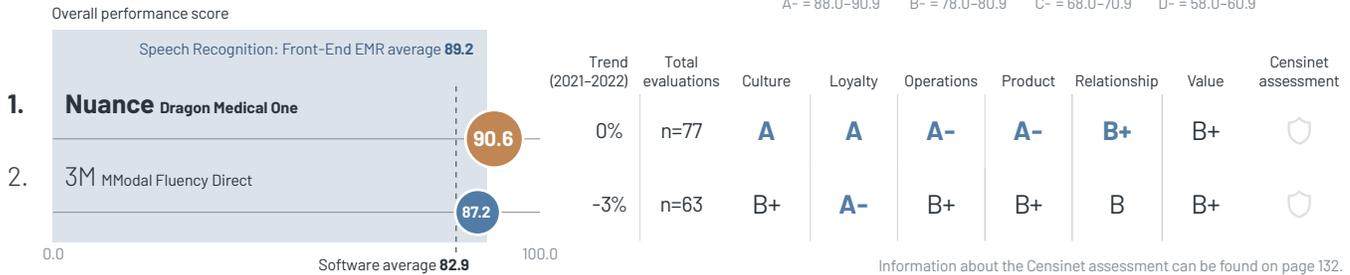
⭐ Other notable performances in Talent Management

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Workday Human Capital Management (Talent Management) n=28 **100%**	Workday Human Capital Management (Talent Management) n=30 **100%**	Workday Human Capital Management (Talent Management) n=29 **97%**
			symplr Talent Management (formerly HealthcareSource) n=18 **95%**

Time & Attendance

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

symplr

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Time & Attendance average **81.4**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**symplr** Time and Attendance (formerly API Healthcare) — **83.3**	+2%	n=38	B	B+	B	B	B+	B-	🛡
2.	UKG (Ultimate Kronos Group) Workforce Timekeeper (formerly Kronos) — **80.8**	+4%	n=24	B-	B+	C+	B	B-	C	🛡

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
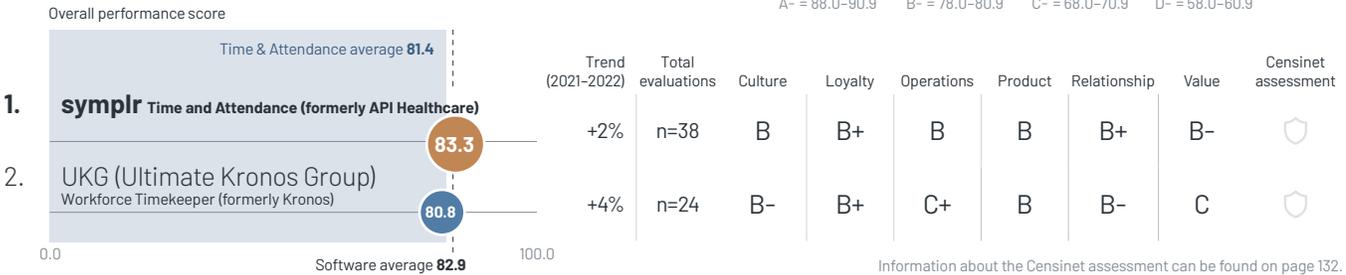
Looking for a different ERP & Human Capital Management-related segment?

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

Clinical Documentation Integrity

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

iodine

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Clinical Documentation Integrity average **87.4**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Iodine Software** AwareCDI — 91.2	-1%	n=26	A-	A	A	B+	A	A	●
2.	Nuance CDI — 90.4	+5%	n=25	A	A-	A-	B+	A	A-	○
3.	ChartWise CDI — 89.2	-3%	n=28	A	B+	A-	B+	A	A	●
4.	3M 360 Encompass CDI — 83.1	+1%	n=51	B-	A-	B+	B+	B-	C	○
5.	3M MModal CDI Collaborate — 81.2	-5%	n=19	C+	B	B	B-	B+	B	○

0.0   100.0
Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Dolbey Fusion CDI [NR]	89.5*	n=8	B*	A*	A-*	B+*	B+*	A*	○
Optum 360 CDI 3D	83.8*	n=12	B*	B*	A*	B*	B-*	B-*	○

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

★ Other notable performances in Clinical Documentation Integrity

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

Avoids charging for every little thing?

ChartWise CDI   n=22 **96%**

Iodine Software AwareCDI n=23 **96%**

Keeps all promises?

ChartWise CDI   n=25 **96%**

Part of long-term plans?

3M 360 Encompass CDI   n=49 **96%**

Nuance CDI   n=23 **96%**

Iodine Software AwareCDI n=20 **95%**

Would you buy again?

None

Clinical Documentation Integrity Continued

Recent Insights

Clinical Documentation Improvement 2021
Who Excels with Both Technology and Relationships?

Key Findings:

1. Vendor Landscape
2. Iodine's Full Solution Gaining Momentum; Energy Remains High for 3M 360 Encompass CDI
3. ChartWise Generates Positive Outcomes, Mostly for Midsize/Small Organizations
4. 3M 360 Encompass CDI Delivers Strong Technology; Other Aspects of the Customer Experience Less Positive
5. Strong Training from Nuance Leads to Good Outcomes; Lack of Expected Functionality Causing Some to Look Elsewhere
6. Optum Customers Generally Satisfied, Looking for More Proactive Direction
7. ChartWise & Iodine Stand Out for High-Quality Training

Computer-Assisted Coding (CAC)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

DOLBEY SINCE 1914

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Computer-Assisted Coding (CAC) average **86.4**

		Overall perf. score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Dolbey** Fusion CAC	91.9	-1%	n=27	A	A	A	A-	A-	A	
2.	Optum 360 Enterprise CAC	84.4	+3%	n=18	B+	B	A-	B+	B	C	
3.	3M 360 Encompass System (CAC)	83.5	+2%	n=58	B-	A-	B+	B	B	C	

0.0 — Software average **82.9** — 100.0

Information about the Censinet assessment can be found on page 132.
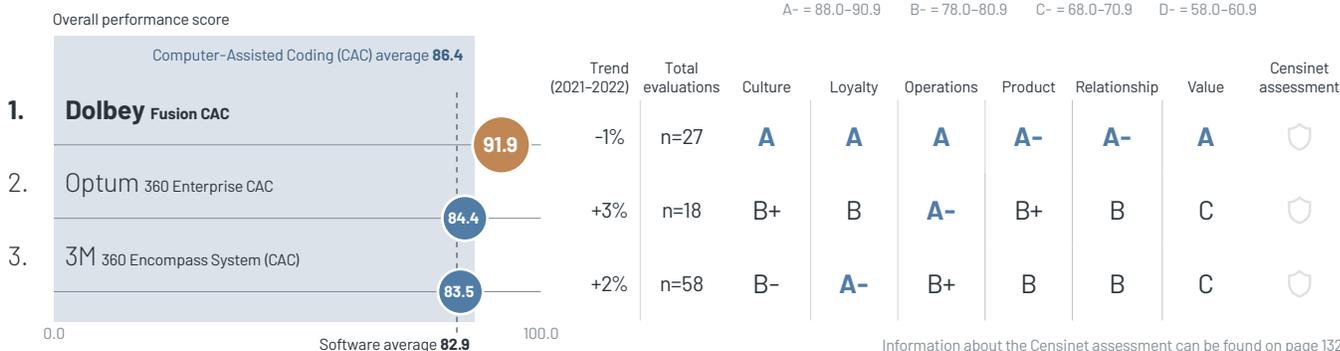
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
EZDI (An AGS Health Company) EZDI (CAC) (An AGS Health Company) [NR]	95.6*	n=10	A+*	A+*	A*	A*	A+*	A*	

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

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

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

Avoids charging for every little thing?

Dolbey Fusion CAC   n=22 **96%**

Keeps all promises?

None

Part of long-term plans?

3M 360 Encompass System (CAC)   n=56 **100%**

Dolbey Fusion CAC   n=24 **96%**

Would you buy again?

Dolbey Fusion CAC   n=27 **100%**

Computer-Assisted Coding (CAC) Continued

Recent Insights
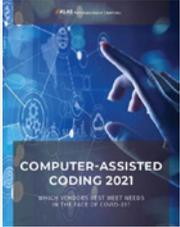
Computer-Assisted Coding 2021
Which Vendors Best Meet Needs in the Face of COVID-19?

Key Findings:

1. Dolbey Updates Are Met with High Customer Satisfaction
2. Updates from Optum & 3M Draw Mixed Reviews
3. Dolbey, 3M & Optum All Helpful in Their Response to COVID-19
4. Dolbey's Service & Support Continue to Set the Bar; 3M Customers Report Improvement & Optimism
5. Customers Say 3M's Licensing Fees Create Frequent, Unexpected Charges

Computer-Assisted Physician Documentation (CAPD)
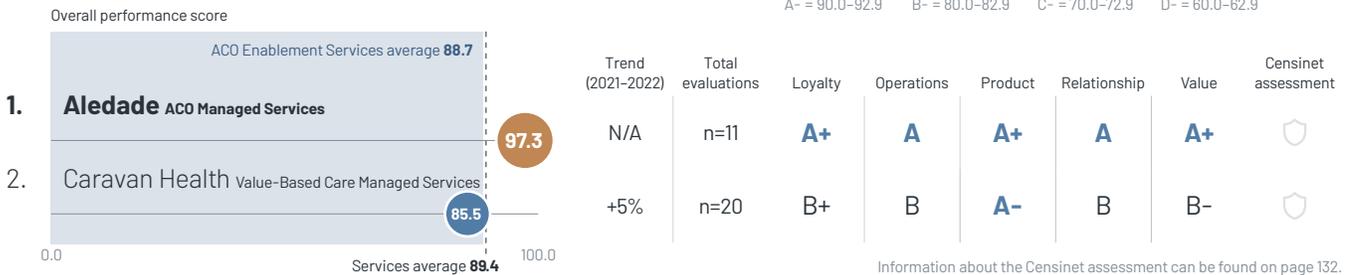
Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Computer-Assisted Physician Documentation (CAPD) average **83.6**

Solution		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
3M MModal CDI Engage (CAPD)	77.5	N/A	n=20	C	C+	B-	C	B+	B	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
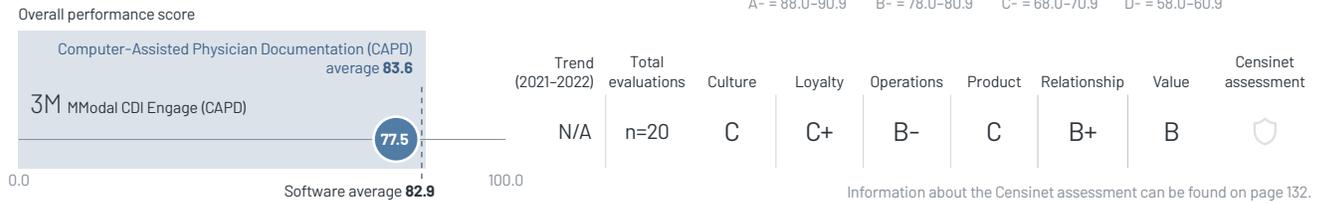
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Nuance CAPD	91.5*	n=15	A*	A*	A*	A-*	A*	B*	

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

Speech Recognition: Front-End EMR

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

NUANCE®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Speech Recognition: Front-End EMR average **89.2**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Nuance** Dragon Medical One	90.6	0%	n=77	**A**	**A**	**A-**	**A-**	**B+**	B+	
2.	3M MModal Fluency Direct	87.2	-3%	n=63	B+	**A-**	B+	B+	B	B+	

0.0 — Software average **82.9** — 100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Dolbey Fusion Narrate [C]	90.8	n=26	A	A-	A-	A	A+	A-	
Dolbey Fusion SpeechEMR	88.1*	n=8	A*	B+*	A-*	B+*	B+*	A-*	

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

Definitions can be found on page X.

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

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

Avoids charging for every little thing?

None

Keeps all promises?

Nuance
Dragon Medical One   n=68 **97%**

Part of long-term plans?

Nuance
Dragon Medical One   n=76 **100%**

3M MModal Fluency Direct   n=54 **95%**

Would you buy again?

Nuance
Dragon Medical One   n=70 **96%**

Speech Recognition: Front-End EMR Continued

Recent Insights

Microsoft Acquisition of Nuance 2021

Nuance Customer Perceptions of Acquisition's Impact

Key Findings:

1. Majority of Respondents Report Neutral or Favorable Reaction toward Acquisiton
2. Handful of Organizations Expect to Increase their Engagement with Nuance
3. Customers Highlight Opportunity for Increased Innovation, Note Concerns about Potential for Support to Slip
4. Nuance Customers to Microsoft: Don't Lose Focus on Relationships or Nuance's Core Products
5. Statement from Microsoft

Looking for a different HIM-related segment?

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

Patient Flow

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Flow average **85.6**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	Epic Grand Central Patient Flow — 89.9	-2%	n=46	B+	A	B+	A-	A-	A-	
2.	TeleTracking Capacity Management Suite — 83.4	-4%	n=28	B-	A-	B	B	B	B	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
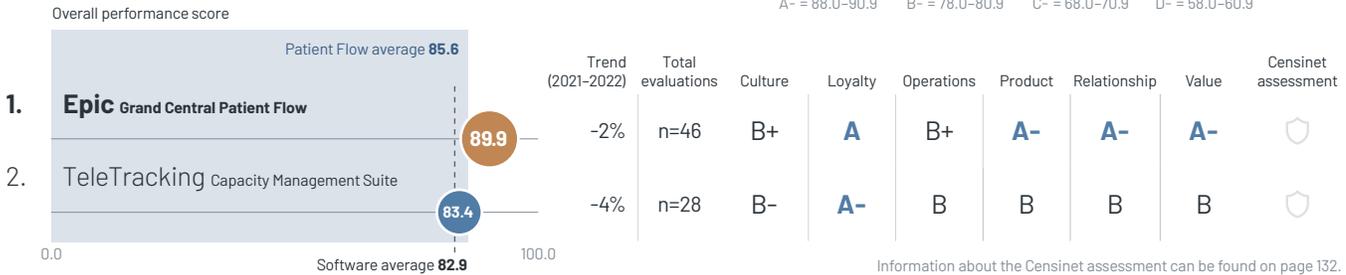
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Care Logistics Hospital Operating System	93.2*	n=10	A+*	A+*	A-*	A*	A*	A*	
Central Logic (ABOUT Healthcare) Transfer Center [C]	81.2*	n=13	B-*	B-*	B*	B*	B-*	B-*	
Cerner CareAware Patient Flow	73.3*	n=6	D+*	B-*	D+*	C*	B-*	C*	●
HealthStream Enterprise Visibility (formerly Change Healthcare)	79.5*	n=16	B*	B-*	B*	B*	C+*	C*	

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

☆ Other notable performances in Patient Flow

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Epic Grand Central Patient Flow n=59 **100%**	Epic Grand Central Patient Flow n=54 **95%**

Real-Time Location Systems (RTLS)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Cetani

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Real-Time Location Systems (RTLS) average **79.8**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Cetani** RTLS (Software Only) — **84.7**	-1%	n=16	B-	B+	B	B+	B-	**A-**	
2.	Midmark RTLS (Hardware & Software) — **83.4**	+2%	n=18	B	B+	B+	B-	B-	B-	
3.	STANLEY Healthcare MobileView (Hardware & Software) — **82.8**	-5%	n=26	B	**A-**	B-	B-	B	C+	
4.	CenTrak RTLS (Hardware Only) — **78.7**	-9%	n=39	C	B	C+	B	C	C+	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.
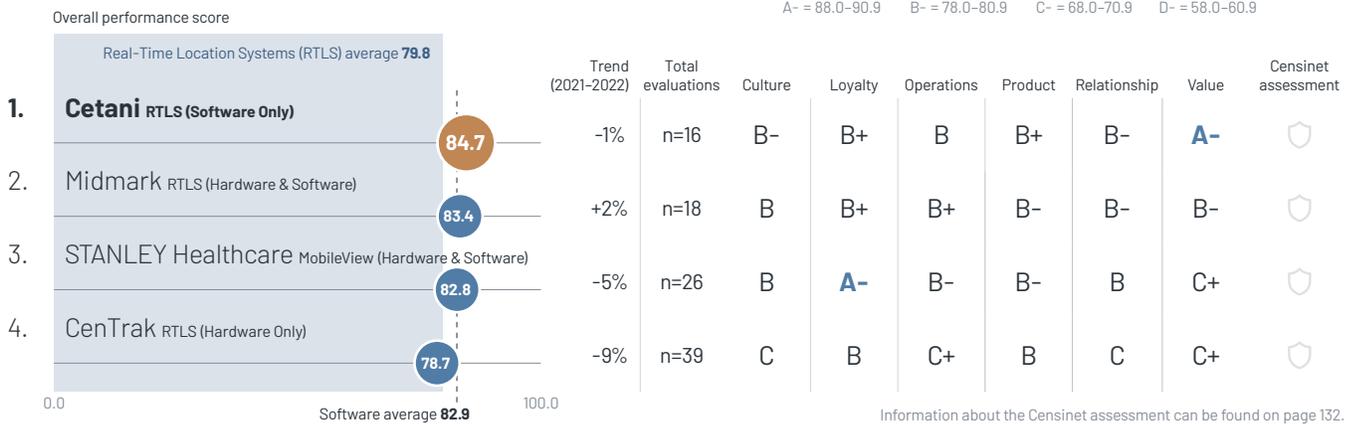
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Infor Location Based Intelligence (Software Only)	64.1*	n=8	D-*	D+*	D+*	C-*	F*	D*	
Sonitor RTLS (Hardware Only)	85.0*	n=18	B+*	B+*	B*	B*	B+*	B*	
TeleTracking RTLS (Software Only)	74.7*	n=14	C*	C+*	C*	C+*	C+*	C*	

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

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

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

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Midmark RTLS (Hardware & Software)   n=17 **100%**

CenTrak RTLS (Hardware Only)   n=35 **97%**

STANLEY Healthcare MobileView (Hardware & Software)   n=25 **96%**

Would you buy again?

STANLEY Healthcare MobileView (Hardware & Software)   n=24 **100%**

Looking for a different Locating & Tracking-related segment?

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

Investing in the Future of Healthcare

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Sales retention analysis	Purchase and replacement trends	Targeted outreach	And more!

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—Managing partner, private equity firm

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KLAS RESEARCH

ACO Enablement Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Aledade

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

ACO Enablement Services average **88.7**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Aledade** ACO Managed Services	97.3	N/A	n=11	A+	A	A+	A	A+	🛡
2.	Caravan Health Value-Based Care Managed Services	85.5	+5%	n=20	B+	B	A-	B	B-	🛡

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Imperium Health ACO Managed Services	80.6*	n= 4	C+*	C+*	B*	B+*	C+*	🛡

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

⭐ Other notable performances in ACO Enablement Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Aledade ACO Managed Services   n=11 **100%**

Exceeds expectations?

Aledade ACO Managed Services   n=11 **100%**

Would you buy again?

Aledade ACO Managed Services   n=11 **100%**

Recent Insights

ACO Enablement Services 2021
Enabling Risk and Delivering Outcomes

Key Findings:

1. Aledade, Evolent Health & Imperium Health Bolster Financial Outcomes through Data, Expertise & Going At-Risk
2. Imperium Health & Premier Clients Seek Additional Follow-Up to Help Organizations Stay Accountable to Recommendations
3. Aledade, Caravan Health Fastest to Outcomes for (Respectively) Primary Care and Community Providers
4. Clients of Evolent Health, Imperium Health & Premier Want More Data for More Complex Risk Agreements
5. Evolent Health and Premier Currently Support the Greatest Downside Risk

Population Health Management

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

HealthEC®

Solution Comparison

Overall performance score

Population Health Management average **86.0**

		Overall	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**HealthEC** Population Health Management Suite	93.5	+2%	n=20	A	A+	A-	A-	A+	A	
2.	Azara Healthcare DRVS (primarily ambulatory and FQHC)	93.3	N/A	n=21	A	A+	A	A-	A+	A-	
3.	Cedar Gate Technologies Value Navigator	91.9	+1%	n=22	A	A	A	A-	A	A	
4.	Salient Healthcare	91.8	+4%	n=22	A	A+	B+	B+	A	A	●
5.	NextGen Healthcare Population Health Analytics	90.6	+6%	n=23	A-	A+	A-	A-	A	B+	
6.	Innovaccer Data Activation Platform	89.6	-4%	n=38	B+	A	B	A-	A-	A	
7.	Health Catalyst Population Health Applications	86.8	0%	n=29	B	A-	B	B	A-	A-	●
8.	Lightbeam Population Health Management	85.7	0%	n=18	B	B+	B	B	A-	A-	
9.	Epic Healthy Planet	84.1	-2%	n=49	B	A-	B	B-	A-	B-	
10.	Arcadia.io Arcadia Analytics	82.3	-5%	n=31	C-	B+	C+	B	B+	A-	●
11.	Cerner HealtheIntent Suite	77.8	-1%	n=56	C	B	C	C+	B	C+	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts CareInMotion	78.7*	n=13	B-*	C+*	B-*	B-*	C+*	C+*	
Optum Population Health Solutions	73.9*	n=7	B-*	C*	C+*	C*	C*	C*	
Relevant Healthcare Analytics (Regional - West) [C]	92.0*	n=12	A*	A+*	B+*	B+*	A*	A*	

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

Population Health Management Continued

⭐ Other notable performances in Population Health Management

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

Avoids charging for every little thing?

Cedar Gate Technologies Value Navigator	n=23	**96%**
Health Catalyst Population Health Applications	n=26	**96%**
Salient Healthcare	n=18	**95%**

Keeps all promises?

HealthEC Population Health Management Suite	n=19	**100%**
Salient Healthcare	n=22	**100%**
Azara Healthcare DRVS (primarily ambulatory and FQHC)	n=20	**95%**
NextGen Healthcare Population Health Analytics	n=22	**95%**

Part of long-term plans?

Epic Healthy Planet	n=49	**100%**
HealthEC Population Health Management Suite	n=18	**100%**
Innovaccer Data Activation Platform	n=54	**100%**
Salient Healthcare	n=20	**100%**
Arcadia.io Arcadia Analytics	n=27	**96%**
Health Catalyst Population Health Applications	n=24	**96%**
NextGen Healthcare Population Health Analytics	n=21	**96%**
Azara Healthcare DRVS (primarily ambulatory and FQHC)	n=19	**95%**
Cerner HealtheIntent Suite	n=78	**95%**

Would you buy again?

Azara Healthcare DRVS (primarily ambulatory and FQHC)	n=20	**100%**
HealthEC Population Health Management Suite	n=20	**100%**
NextGen Healthcare Population Health Analytics	n=22	**100%**
Salient Healthcare	n=21	**100%**
Cedar Gate Technologies Value Navigator	n=36	**97%**
Epic Healthy Planet	n=46	**96%**
Health Catalyst Population Health Applications	n=27	**96%**

Recent Insights

Population Health Vendor Overview 2021
Matching Vendor Capabilities to PHM Needs

Key Findings:

1. Innovaccer's Collaborative Development Drives Deep Partnership with Customers
2. Arcadia & Innovaccer Generate Energy with Highly Customizable Platforms
3. Cerner & Epic Outpace Other EMR Vendors Due to Stronger Focus on Clinician Engagement; HealthEC Offers Broadest Capabilities among Ambulatory Vendors

PHM Downside Risk 2021
Guiding Principles from Successful Organizations

Key Findings:

1. Outcomes Achieved with Downside Risk
2. Principles Mastered by Deep Adopters of Downside Risk
3. Top Advice for Peers: Contract Management Is Crucial with Downside Risk
4. Biggest Pitfall to Be Aware Of: Despite Good Progress, Additional Functionality Still Needed for Data Aggregation and Advanced Analytics
5. Strong Integration & Configurable Functionality Can Make or Break a Downside Risk Strategy
6. Azara & HealthEC (for Smaller Organizations) and Innovaccer (for Large) Deliver Key Insights for VBR

Social Determinants of Health Networks

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

findhelp

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Social Determinants of Health Networks average **87.7**

1. **findhelp** (Aunt Bertha) — **89.4**
2. Unite Us Platform — **84.3**

0.0 ——— Software average **82.9** ——— 100.0

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
findhelp (Aunt Bertha)	N/A	n=18	B+	A	A-	B	A	A	🛡
Unite Us Platform	N/A	n=15	B-	A-	B+	C+	A-	B	🛡

Information about the Censinet assessment can be found on page 132.
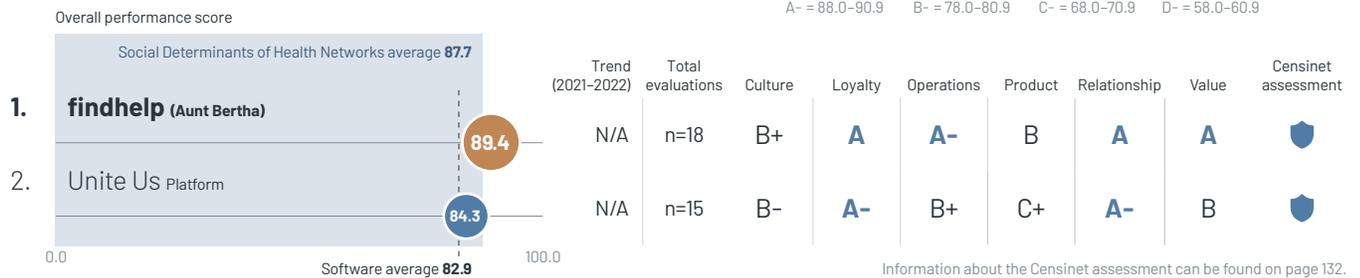
⭐ Other notable performances in Social Determinants of Health Networks

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

Avoids charging for every little thing?
findhelp (Aunt Bertha)   n=18   **100%**

Keeps all promises?
None

Part of long-term plans?
findhelp (Aunt Bertha)   n=16   **100%**

Would you buy again?
findhelp (Aunt Bertha)   n=18   **100%**
Unite Us Platform   n=13   **100%**

Recent Insights

SDOH Referral Networks 2021
A First Look at Connecting Providers with Community Resources

Key Findings:

1. Industry Insights
2. Customer Experience Insights
3. Cross-Industry Experience of Aunt Bertha and Unite Us Drives Adoption and Outcomes
4. Delivery of New Technology: Aunt Bertha Updates Are Timely & Tailored to Customer Requests
5. Product Functionality: NowPow Customers Seek Better Analytics
6. Integration: Early Signify Health Customers Report Strong EMR Interfacing
7. Aunt Bertha, NowPow, Signify Health, and Unite Us Adopted for a Large Majority of SDOH Capabilities
8. Vendor Bottom Lines

Looking for a different Population Health-related segment?

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

Customer Relationship Management (CRM)

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Customer Relationship Management (CRM) average **83.3**

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Salesforce CRM — 83.2	–1%	n=20	B	A	B-	B+	B-	C-	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
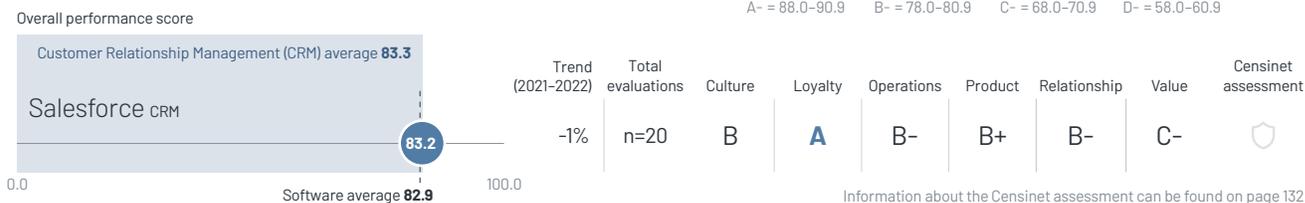
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic Customer Relationship Management/Call Management [C]	88.8	n=17	A	A	B	B+	A-	B+	
Evariant, a Healthgrades company, Patient Engagement	64.9*	n=9	D-*	D*	D*	D+*	D*	C+*	
Innovaccer Patient Relationship Management [NR]	88.1*	n=7	B*	A+*	B-*	B+*	A-*	A-*	

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

⭐ Other notable performances in Customer Relationship Management (CRM)

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Salesforce CRM n=19 **100%**	Salesforce CRM n=18 **95%**

Digital Rounding

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

CipherHealth

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Digital Rounding average **89.6**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	CipherHealth CipherRounds — 89.3	+4%	n=26	A-	A-	A	B+	A-	A-	
2.	Get Well GetWell Rounds+ — 85.3	-1%	n=32	B+	B	B+	B+	B+	B	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
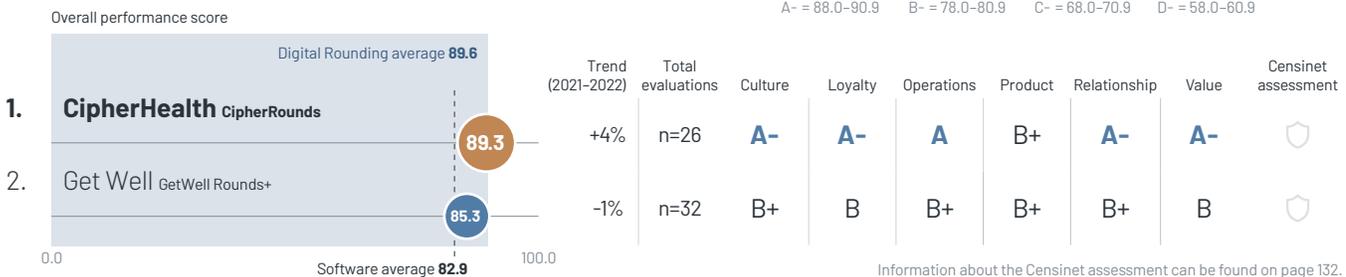
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Huron MyRounding	93.9*	n=6	A+*	A+*	A-*	A*	A+*	A*	
Nobl Rounding Platform	96.3*	n=7	A+*	A+*	A+*	A*	A+*	A+*	
pCare TruthPoint Rounds	97.1*	n=13	A+*	A+*	A+*	A+*	A+*	A+*	
Vocera Care Rounds	85.6*	n=6	A-*	B+*	B+*	B*	B+*	B*	

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

★ Other notable performances in Digital Rounding

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

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

Interactive Patient Systems

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

pCare

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Interactive Patient Systems average **87.6**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**pCare**	90.1	-3%	n=30	A-	A	A	A-	A	B+	
2.	Epic MyChart Bedside	88.9	+1%	n=24	A-	A	B	B+	A	B	
3.	TeleHealth Services TigrPX Patient Engagement & Education System	87.7	+2%	n=22	A-	A-	B+	B+	A-	B+	
4.	SONIFI Health Interactive Patient Engagement Solutions	86.3	-1%	n=23	A-	B+	B	B	B+	B+	
5.	Get Well GetWell Inpatient	84.2	-1%	n=42	B+	B+	B	B	B+	B-	

0.0 — Software average **82.9** — 100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
eVideon Patient Experience Platform	94.7*	n=15	A+*	A+*	A*	A-*	A+*	A+*	

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

⭐ Other notable performances in Interactive Patient Systems

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

Avoids charging for every little thing?
SONIFI Health Interactive Patient Engagement Solutions   n=19 **95%**

Keeps all promises?
SONIFI Health Interactive Patient Engagement Solutions   n=23 **100%**

Epic MyChart Bedside   n=22 **95%**

TeleHealth Services TigrPX Patient Engagement & Education System   n=20 **95%**

Part of long-term plans?
Epic MyChart Bedside   n=22 **100%**

pCare   n=24 **96%**

TeleHealth Services TigrPX Patient Engagement & Education System   n=18 **95%**

Would you buy again?
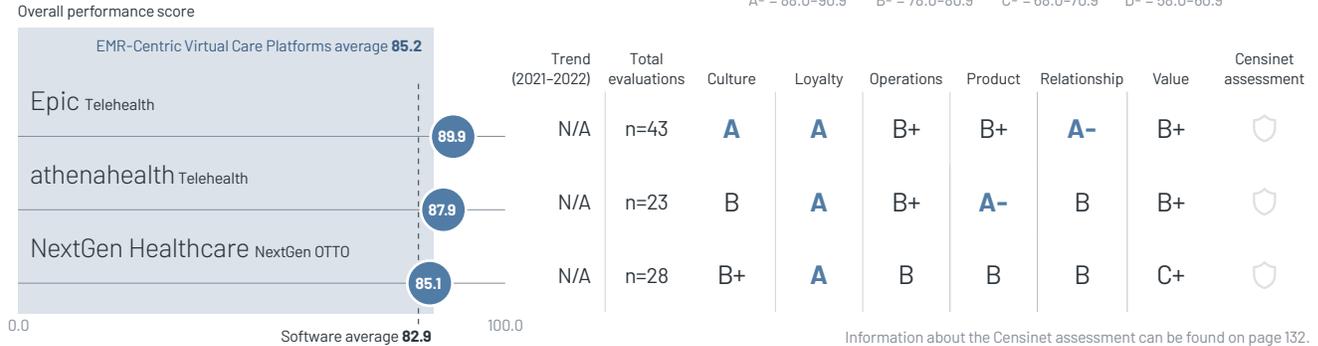Epic MyChart Bedside   n=23 **100%**

pCare   n=25 **96%**

Patient Education

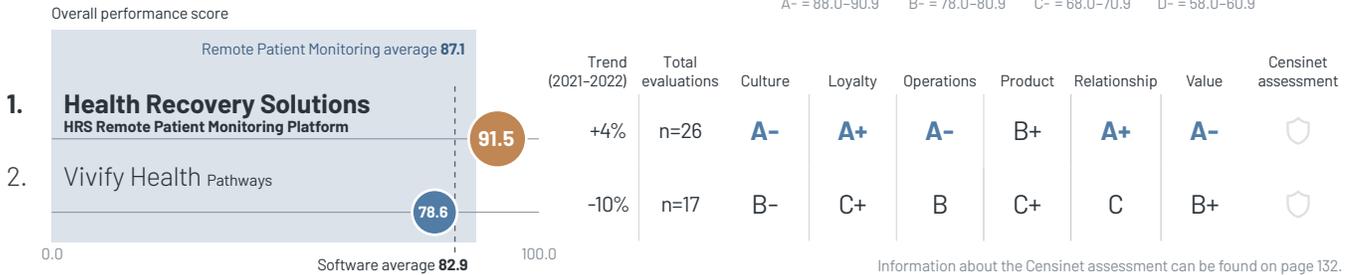Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Patient Education average **86.5**

Elsevier Interactive Patient Education

85.5

0.0   Software average **82.9**   100.0

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
	N/A	n=20	B+	A-	B+	B	B	B-	🛡

Information about the Censinet assessment can be found on page 132.
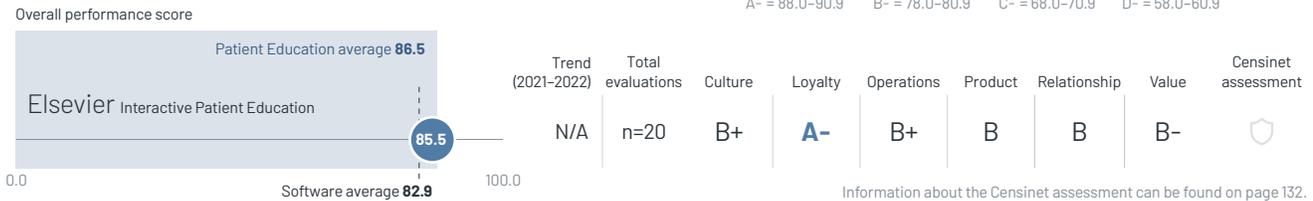
★ Other notable performances in Patient Education

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?
None	None	Elsevier Interactive Patient Education	n=19 **95%**	None

Recent Insights

Patient Engagement Ecosystem 2021

How Has the Industry Progressed?

Key Findings:

1. GetWellNetwork, Vocera, Salesforce & CipherHealth Show Large Capability Growth through Development & Acquisitions
2. Epic, Allscripts & R1 Report Broadest Capabilities among Acute Care–Focused Vendors
3. For Ambulatory Practices, athenahealth, NextGen Healthcare, Luma Health & Mend Offer Broadest Patient Engagement Capabilities
4. Vendors Not Yet Measured in Patient Engagement
5. Industry Progress
6. Patient Engagement Capabilities Index

Patient Experience Improvement

Segment definitions can be found on page 230.

PRESS GANEY®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Experience Improvement average **90.4**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **Press Ganey** Patient Experience	90.1	N/A	n=21	**A-**	**A**	B+	B+	**A-**	**A-**	🛡
2. Qualtrics Experience Management (XM) Platform	88.0	N/A	n=22	B+	**A**	B	B+	**A-**	B	🛡
3. NRC Health	86.5	N/A	n=26	B+	B+	B	B	**A-**	**A-**	🛡

0.0 — Software average **82.9** — 100.0

Information about the Censinet assessment can be found on page 132.
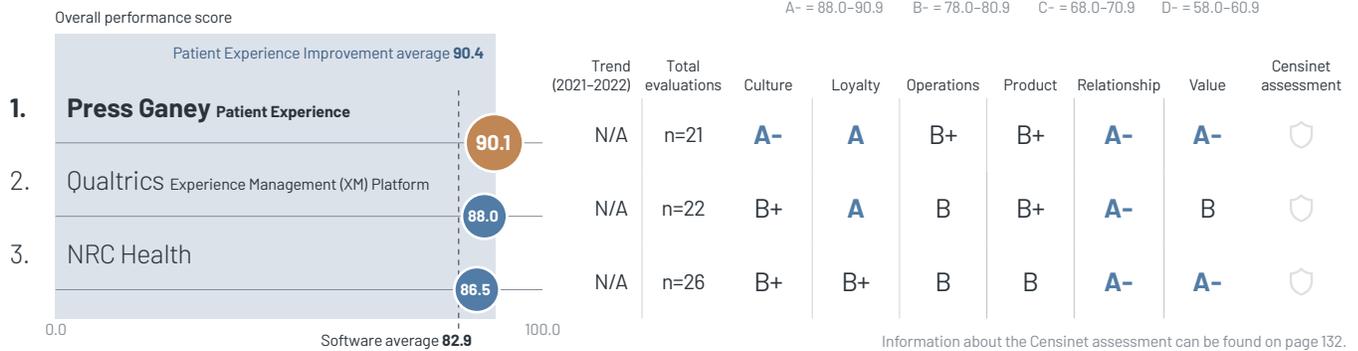
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Feedtrail Healthcare XM	94.7*	n=13	A+*	A+*	A-*	A*	A+*	A+*	🛡
Quality Reviews Q-Reviews	94.1*	n=14	A+*	A+*	A*	A*	A*	A+*	🛡

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

⭐ Other notable performances in Patient Experience Improvement

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

Avoids charging for every little thing?

NRC Health	n=24	**96%**
Press Ganey Patient Experience	n=19	**95%**

Keeps all promises?

None

Part of long-term plans?

Press Ganey Patient Experience	n=20	**100%**
NRC Health	n=24	**96%**
Qualtrics Experience Management (XM) Platform	n=21	**96%**

Would you buy again?

Press Ganey Patient Experience	n=21	**100%**
Qualtrics Experience Management (XM) Platform	n=21	**95%**

Patient Experience Improvement Continued

Segment definitions can be found on page 230.

Recent Insights

Patient Engagement Ecosystem 2021
How Has the Industry Progressed?

Key Findings:

1. GetWellNetwork, Vocera, Salesforce & CipherHealth Show Large Capability Growth through Development & Acquisitions
2. Epic, Allscripts & R1 Report Broadest Capabilities among Acute Care–Focused Vendors
3. For Ambulatory Practices, athenahealth, NextGen Healthcare, Luma Health & Mend Offer Broadest Patient Engagement Capabilities
4. Vendors Not Yet Measured in Patient Engagement
5. Industry Progress
6. Patient Engagement Capabilities Index

Patient Experience Improvement 2021
Increased Consumerism Driving Need for Customized, Real-Time Feedback

Key Findings:

1. Patient Experience Improvement Technology
2. Qualtrics, Feedtrail & Quality Reviews Enable Prompt Responses by Bringing Patient Needs Front and Center
3. Customers Generally Satisfied with Industry Mainstays Press Ganey & NRC Health; Opportunities Exist for Better Usability, More Customization
4. Data Is King—Led by Qualtrics, Feedtrail, and Quality Reviews, Top Outcomes Center around Faster, Better Decision-Making
5. Vendors At a Glance
6. Voice of the Customer

Patient Outreach

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

WƏLL

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Outreach average **87.9**

Rank	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**WELL Health** WELL	92.0	0%	n=31	A	A+	A-	A-	A-	A	
2.	PatientBond	91.6	N/A	n=25	A	A	A-	B+	A	A	●
3.	Twistle by Health Catalyst Twistle	90.5	–1%	n=29	A	A	B+	B+	A	A-	●
4.	CipherHealth CipherOutreach	89.4	0%	n=37	A-	A-	A-	B+	A-	A-	
T5.	Get Well GetWell Loop (HealthLoop)	88.2	N/A	n=30	A-	A-	B+	B	A-	A-	
T5.	Wolters Kluwer EmmiEngage	88.2	0%	n=31	A	B+	B+	B+	A	B+	
7.	Luma Health	86.8	+3%	n=28	A-	A-	B	B+	B	A-	
8.	RevSpring Patient Engagement (Talksoft)	85.8	–2%	n=20	A-	B+	B-	B	B	A-	●
9.	Relatient Patient Engagement Platform	84.6	–5%	n=30	B	B+	B	B+	B-	B+	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Patient Outreach Continued

📊 Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts FollowMyHealth Mobile Patient Experience (HealthGrid)	71.5*	n=6	D+*	C*	B*	C-*	C+*	D*	⬡
IBM Watson Health Outreach (Phytel)	81.2*	n=8	C+*	B*	B+*	B-*	B-*	B-*	⬡
Intrado House Calls Pro	88.8*	n=7	B*	A*	B+*	A-*	B-*	A*	⬡
Klara [NR]	92.7	n=21	A+	A+	A-	A-	A-	A	⬡
SR Health by Solutionreach SR Health Platform	84.1*	n=9	B*	B+*	B-*	B-*	B*	A-*	⬡
Upfront	88.9*	n=13	A*	A-*	B+*	B*	A+*	A-*	⬡
Wellbe	94.3*	n=7	A*	A+*	A*	A*	A+*	A*	⬡

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

⭐ Other notable performances in Patient Outreach

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

Avoids charging for every little thing?

PatientBond	n=25	**100%**
WELL Health WELL	n=24	**96%**
Wolters Kluwer EmmiEngage	n=25	**96%**

Keeps all promises?

RevSpring Patient Engagement (Talksoft)	n=19	**100%**
Twistle by Health Catalyst Twistle	n=27	**100%**
Wolters Kluwer EmmiEngage	n=29	**100%**
PatientBond	n=24	**96%**
WELL Health WELL	n=28	**96%**

Part of long-term plans?

Twistle by Health Catalyst Twistle	n=28	**97%**
WELL Health WELL	n=27	**96%**

Would you buy again?

WELL Health WELL	n=31	**100%**
Twistle by Health Catalyst Twistle	n=28	**97%**
PatientBond	n=24	**96%**

Recent Insights

Patient Engagement Ecosystem 2021
How Has the Industry Progressed?

Key Findings:

1. GetWellNetwork, Vocera, Salesforce & CipherHealth Show Large Capability Growth through Development & Acquisitions
2. Epic, Allscripts & R1 Report Broadest Capabilities among Acute Care–Focused Vendors
3. For Ambulatory Practices, athenahealth, NextGen Healthcare, Luma Health & Mend Offer Broadest Patient Engagement Capabilities
4. Vendors Not Yet Measured in Patient Engagement
5. Industry Progress
6. Patient Engagement Capabilities Index

Patient Portals

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Patient Portals average **78.5**

	Solution	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	Epic MyChart	89.4	+1%	n=66	A-	A	B	A-	A-	B+	
2.	athenahealth athenaCommunicator	79.9	-1%	n=43	B	B	C+	C+	C+	B	
3.	Greenway Health Greenway Patient Portal	77.9	+6%	n=22	C	B-	B	B	B	C-	
4.	Cerner HealtheLife	77.6	+6%	n=23	C-	B	B-	C+	B	C+	●
5.	NextGen Healthcare Medfusion Patient Portal	67.1	-22%	n=19	D+	D+	D+	D+	C-	C-	
6.	Allscripts FollowMyHealth	60.2	-8%	n=25	F	F	D+	D	D+	D-	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
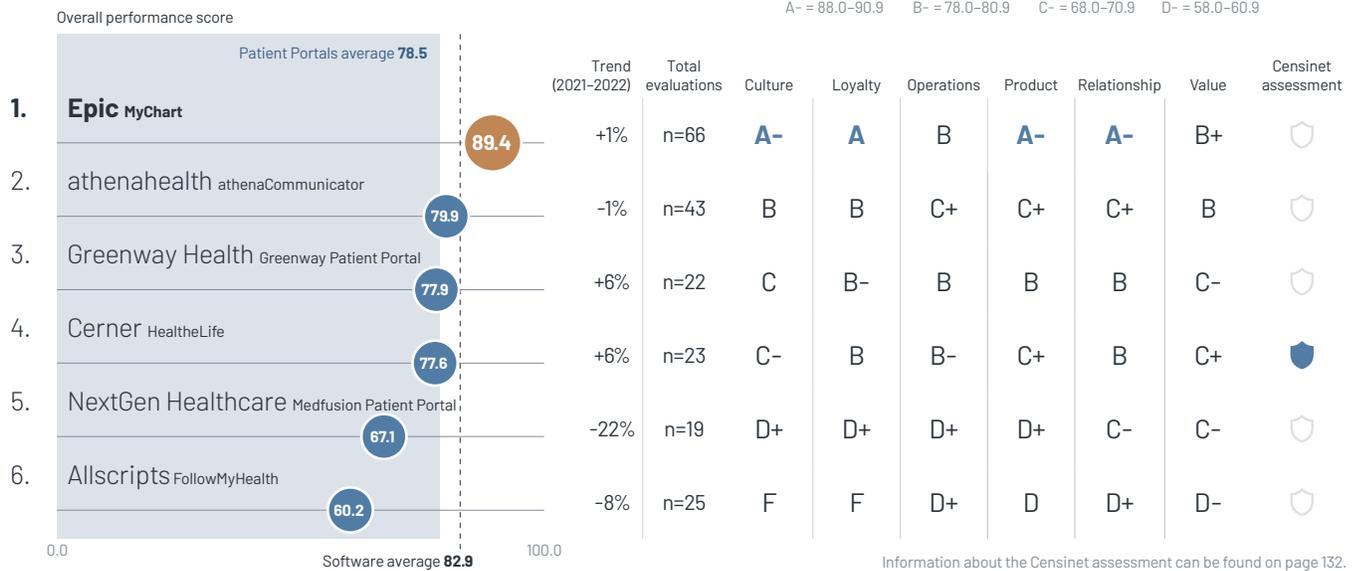
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
eClinicalWorks Patient Portal	73.4*	n=12	D+*	C+*	B-*	C+*	C-*	C-*	
MEDITECH Patient and Consumer Health Portal	91.0*	n=6	A*	A*	A-*	A-*	A-*	A-*	

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

⭐ Other notable performances in Patient Portals

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Epic MyChart n=67 **100%**	Epic MyChart n=66 **99%**

Patient Portals Continued

Recent Insights

Digital Front Door 2021
A View Through the Eyes of Market Leaders

Key Findings:

1. What Is a Digital Front Door?
2. Competing with EMR Vendors and Homegrown Capabilities, Kyruus, Zoom, Krames Carve Out Niches
3. Most Epic EMR Customers Turn to Epic First for Digital Front Door Tools; Cerner EMR Customers More Likely to Use Vendor Partners
4. Drivers for Creating a Digital Front Door Often Patient-Centric; Initial Outcomes Often Provider-Centric
5. Advice from Your Peers
6. Additional Insights

EMR-Centric Virtual Care Platforms

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

EMR-Centric Virtual Care Platforms average **85.2**

	Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic Telehealth	89.9	N/A	n=43	A	A	B+	B+	A-	B+	
athenahealth Telehealth	87.9	N/A	n=23	B	A	B+	A-	B	B+	
NextGen Healthcare NextGen OTTO	85.1	N/A	n=28	B+	A	B	B	B	C+	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
eClinicalWorks healow Telehealth Solutions [NR]	63.8*	n=9	F*	C*	D*	D+*	D*	F*	

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

⭐ Other notable performances in EMR-Centric Virtual Care Platforms

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

Avoids charging for every little thing?

None

Keeps all promises?

NextGen Healthcare NextGen OTTO	n=27	**100%**
Epic Telehealth	n=40	**97%**

Part of long-term plans?

Epic Telehealth	n=43	**100%**
NextGen Healthcare NextGen OTTO	n=25	**100%**
athenahealth Telehealth	n=22	**96%**

Would you buy again?

Epic Telehealth	n=43	**100%**
athenahealth Telehealth	n=20	**95%**

Recent Insights

[EMR-Centric Virtual Care Platforms 2021, Part 1](#)
Vendor-Reported Capabilities

Remote Patient Monitoring

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

HRS | Health Recovery Solutions

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Remote Patient Monitoring average **87.1**

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. Health Recovery Solutions HRS Remote Patient Monitoring Platform — **91.5**	+4%	n=26	**A-**	**A+**	**A-**	B+	**A+**	**A-**	🛡
2. Vivify Health Pathways — **78.6**	-10%	n=17	B-	C+	B	C+	C	B+	🛡

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Remote Patient Monitoring

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	None	Health Recovery Solutions HRS Remote Patient Monitoring Platform n=35 **100%**

Video Conferencing Platforms

Segment definitions can be found on page 230.

doximity

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Video Conferencing Platforms average **85.8**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Doximity** Dialer — **92.3**	+1%	n=29	**A**	**A-**	**A**	**A-**	**A**	**A+**	○
2.	Doxy.me — **85.7**	+9%	n=36	B+	B+	B+	B	C	**A**	○
3.	Microsoft Teams — **85.2**	+2%	n=18	B+	B+	B-	B+	C	**A-**	○
4.	Zoom for Healthcare — **83.5**	+2%	n=38	B	B+	B-	B	C+	B+	○
5.	Vidyo Cloud — **76.1**	+17%	n=15	B-	C-	B-	C+	C+	B-	○

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

☆ Other notable performances in Video Conferencing Platforms

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

Avoids charging for every little thing?

Doximity Dialer	n=27	**100%**
Doxy.me	n=32	**100%**

Keeps all promises?

Doximity Dialer	n=28	**100%**

Part of long-term plans?

None

Would you buy again?

Doximity Dialer	n=28	**100%**

Virtual Care Platforms (Non-EMR)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

caregility Connecting Care Everywhere

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Virtual Care Platforms (Non-EMR) average **83.9**

#	Solution	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Caregility** Platform	90.2	-2%	n=32	A-	A	A-	A-	A-	A	
2.	SOC Telemed Telemed IQ	86.5	N/A	n=27	B+	B+	B	B+	B+	A-	
3.	Teladoc Health Virtual Care Platform (InTouch)	83.3	-2%	n=39	B	B+	B	B	B+	C+	
4.	Updox Telehealth	82.9	N/A	n=31	B+	B	B	B	B-	B	
5.	MDLIVE Virtual Visits	77.7	-1%	n=15	B	B-	B-	C	C	B-	
6.	Amwell Platform	76.2	+4%	n=42	C	C+	B-	C+	C+	C+	

0.0   100.0
Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Andor Health ThinkAndor [NR]	87.0*	n=6	B*	B+*	B*	B+*	A-*	A-*	
Bluestream Health Bluestream	82.3*	n=7	C+*	B*	C+*	B*	B+*	B*	
Bright.md [C]	85.9*	n=16	A-*	B+*	B+*	B*	A-*	B-*	
Martti by Uphealth Martti Telehealth	89.0*	n=9	B+*	A-*	A-*	B+*	A-*	A-*	
Mend	75.0*	n=12	C*	C*	C+*	C*	B*	C*	
swyMed Telemedicine	95.1*	n=8	A*	A+*	A-*	A*	A+*	A+*	
Teladoc Health Licensed Platform	85.1*	n=11	B*	A-*	B+*	B+*	A-*	B-*	
ViTel Net vCareCommand	93.0*	n=6	A*	A+*	B+*	A-*	A+*	A*	
VSee Simple Health	83.9*	n=9	A*	B*	B*	B*	C+*	B+*	
Zipnosis	85.8*	n=12	A-*	A-*	A-*	B*	B*	B-*	

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

Definitions can be found on page iii.

Virtual Care Platforms (Non-EMR) Continued

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

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

Avoids charging for every little thing?			Keeps all promises?			Part of long-term plans?	Would you buy again?
SOC Telemed Telemed IQ	n=23	**96%**	Updox Telehealth	n=26	**96%**	None	None

Recent Insights

Telehealth Ecosystem 2021

Understanding the Rapidly Evolving Landscape

Key Findings:

1. What Is the Telehealth Ecosystem?
2. Virtual Care Platforms (Non-EMR): Broadly Deployed Amwell & Teladoc Report Feature-Rich Solutions; swyMed Grows beyond Early Emergent Transport Focus
3. Remote Patient Monitoring: In Still-Emerging Market, Remote Patient Monitoring Vendors—Led by Health Recovery Solutions—Report Surprisingly Broad Capabilities
4. Video Conferencing Platforms: Doxy.me Workflows Stand Out among Video Conferencing Platforms
5. EMR-Centric Virtual Care Platforms: Epic's Workflows & Varied Use Cases Lead to Deep Customer Adoption; NextGen Healthcare Supports Multi-Specialties, Refocuses on Own Customer Base
6. Other Types of Telehealth Vendors
7. Vendors Not Yet Measured in Telehealth
8. Telehealth Overview
9. Telehealth Capabilities Index

Are Your Vendor Partners Ready for . . .

Malware?	Phishing?	Data breach attempts?	Ransomware?	Denial of service attacks?

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

How the Censinet Assessment Works

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

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

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

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

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

Are Your Vendors Ready for a Cybersecurity Breach?

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

Share your list here:
klasresearch.com/buyingtrends

CENSINET®

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

KLAS RESEARCH

Access Management

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

imprivata®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Access Management average **86.6**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Imprivata** IAM Suite — **87.7**	+1%	n=47	B	A-	B	B	B	B+	🛡
2.	Identity Automation IAM Suite (Mostly Single Sign-On) — **83.4**	-5%	n=19	B-	B	B-	C+	B	B	🛡

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Duo Trusted Access (Mostly MFA)	90.4*	n=11	A-*	A-*	A+*	A-*	C+*	A-*	🛡

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

⭐ Other notable performances in Access Management

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Imprivata IAM Suite n=47 **100%**	Imprivata IAM Suite n=44 **96%**

Identity Management

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Imprivata IAM Suite	90.0*	n=13	B+*	A-*	B+*	B+*	A*	A-*	

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

Definitions can be found on page iii.

Information about the Censinet assessment can be found on page 132.

Healthcare IoT Security

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

MEDIGATE
by Claroty

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Healthcare IoT Security average **91.7**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Medigate** IoMT Solutions — 95.3	-1%	n=30	A	A+	A	A	A	A+	
2.	Ordr Platform — 90.8	-3%	n=24	A-	A	A-	A-	A	A	
3.	Palo Alto Networks IoT Security — 82.2	-5%	n=16	B-	B+	B	B-	C+	B	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
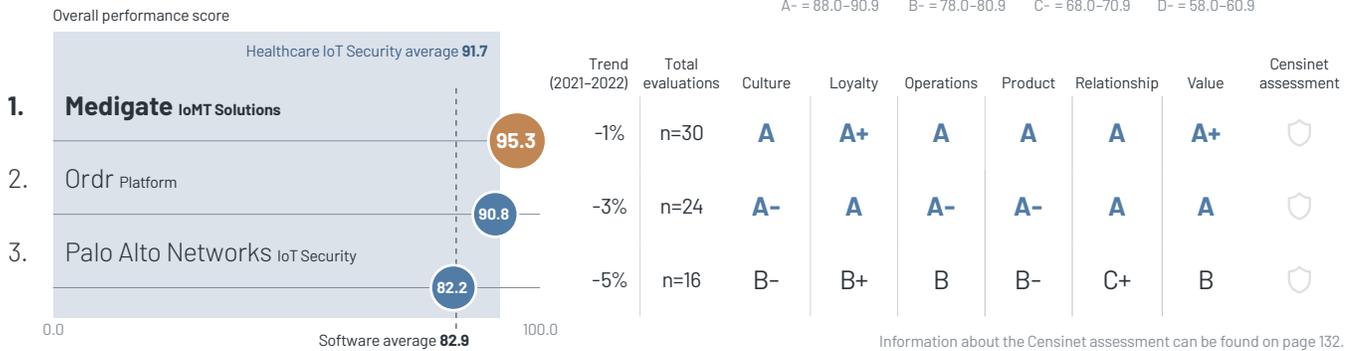
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Armis IoT Solutions	90.4*	n=7	B+*	A*	A-*	B+*	A+*	A-*	
Asimily IoMT Solutions	95.3*	n=11	A+*	A+*	A*	A*	A+*	A+*	●
Cynerio IoMT Solutions	94.8*	n=8	A+*	A+*	A*	A*	A+*	A+*	
Sensato Cybersecurity Solutions [R]	95.5*	n=8	A+*	A+*	A*	A*	A+*	A+*	

*Limited data   [C] Component   [MS] Limited market share   [NP] Not primary   [NR] Newly rated   [R] Regional   Definitions can be found on page iii.
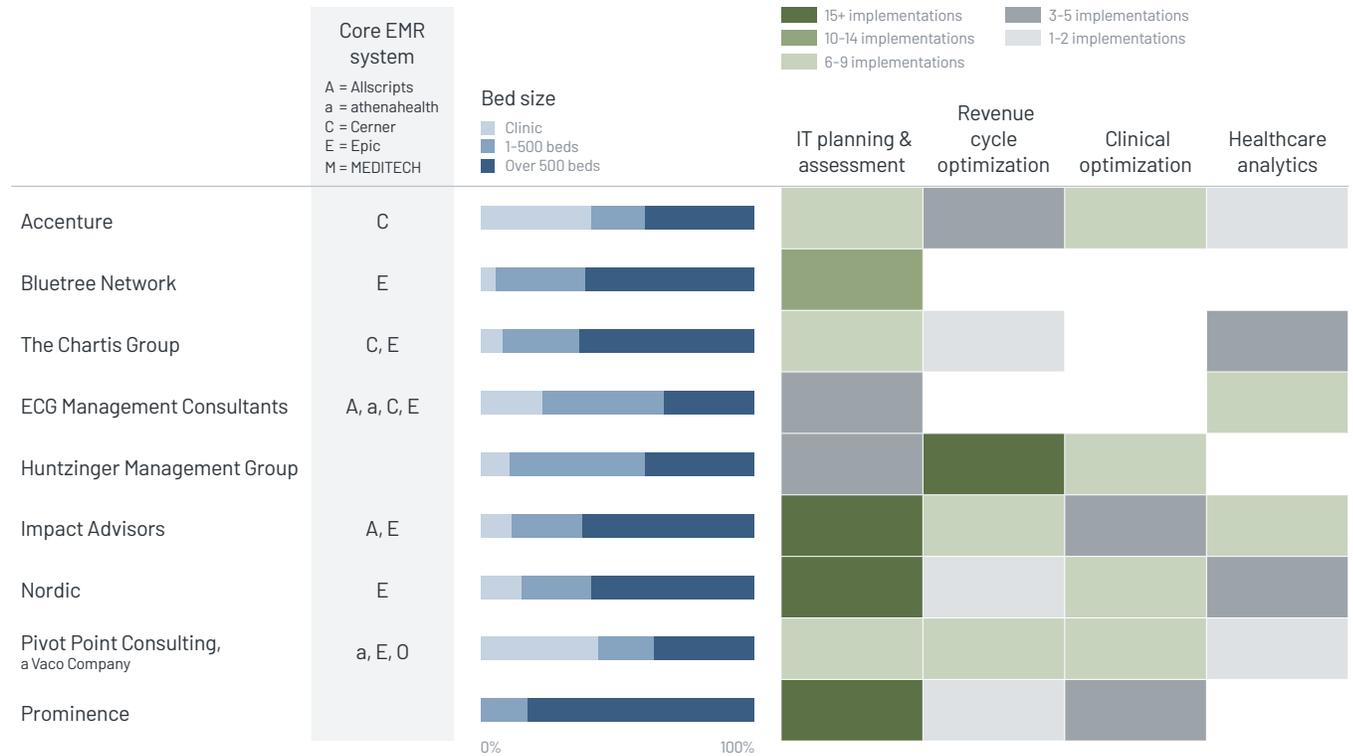
⭐ Other notable performances in Healthcare IoT Security

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

Avoids charging for every little thing?

Medigate IoMT Solutions   n=27 **100%**

Ordr Platform   n=22 **96%**

Keeps all promises?

Medigate IoMT Solutions   n=29 **96%**

Part of long-term plans?

Medigate IoMT Solutions   n=30 **100%**

Ordr Platform   n=23 **96%**

Would you buy again?

Medigate IoMT Solutions   n=29 **100%**

Ordr Platform   n=22 **96%**

Security & Privacy Consulting Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Impact advisors

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Security & Privacy Consulting Services average **88.5**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Impact Advisors**	98.8	0%	n=8	A+	A+	A+	A+	A+	
2.	First Health Advisory Solutions	96.5	+6%	n=9	A+	A+	A	A	A	
3.	Clearwater	93.9	+7%	n=16	A	A	A	A	B+	●
4.	tw-Security	90.3	-2%	n=10	B+	A-	B+	A-	A-	
5.	Fortified Health Security	89.5	+12%	n=17	A	B	B+	A	B	
6.	Intraprise Health	85.4	-5%	n=6	A-	B-	B-	A-	B-	
7.	CynergisTek	84.5	-1%	n=14	B	B	B	B	B-	●
8.	Meditology Services	80.6	+6%	n=11	B-	B	B-	B-	C+	

0.0   100.0
Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Guidehouse (formerly Navigant)	95.7*	n=3	A+*	A+*	A-*	A*	A*	
Optiv	89.2*	n=3	A*	B+*	B+*	B*	B*	

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

Security & Privacy Consulting Services Continued

⭐ **Other notable performances in Security & Privacy Consulting Services**

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?			Would you buy again?		
Clearwater	n=16	**100%**	Impact Advisors	n=8	**100%**	Clearwater	n=16	**100%**
First Health Advisory Solutions	n=9	**100%**				First Health Advisory Solutions	n=9	**100%**
Fortified Health Security	n=17	**100%**				Fortified Health Security	n=17	**100%**
Impact Advisors	n=8	**100%**				Impact Advisors	n=8	**100%**
Intraprise Health	n=6	**100%**				Intraprise Health	n=6	**100%**

Recent Insights

Security & Privacy Consulting Services 2021

Market Perceptions vs. Client Reality

Key Findings:

1. Most Common Types of Security & Privacy Consulting Services
2. Healthcare-Focused Meditology, Clearwater & CynergisTek Most Often Seen as Partners
3. Impact Advisors' High Client Satisfaction Contrasts with Low Market Perception; Strong Perceptions of Meditology Not Always Born Out by Actual Performance
4. Historically Audit-Focused Firms Deloitte, EY & PwC Less Likely to Be Engaged in Future; Slips in Delivery from Deloitte Also Create Client Frustrations
5. Industry Insights: Majority of Organizations Felt Prepared for COVID-19 Security Challenges
6. Firms At a Glance
7. The Bottom Line on Firms

Security & Privacy Managed Services

Segment definitions can be found on page 230.

Fortified HEALTH SECURITY

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Security & Privacy Managed Services average **89.0**

1. Fortified Health Security — 92.7

2. CynergisTek — 83.8

0.0 — 100.0

Services average **89.4**

	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
	N/A	n=20	A+	A-	A-	A	B+	
	N/A	n=9	B	B	B+	B-	B	

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Security & Privacy Managed Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Fortified Health Security — n=19 **100%**

Exceeds expectations?

None

Would you buy again?

Fortified Health Security — n=20 **100%**

Clinical Communications

Segment definitions can be found on page 230.

BEST IN KLAS — SOFTWARE & SERVICES — 2022

symplr

Solution Comparison

Overall performance score

Clinical Communications average 86.6

#	Solution	Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	symplr Clinical Communications (formerly Halo Health)	92.9	+3%	n=35	A	A	A	A-	A	A+	
2.	PerfectServe Telmediq	90.5	-2%	n=31	A-	A	A-	B+	A	A	●
3.	Epic Secure Chat	90.1	0%	n=48	A	A	A-	B+	A	A-	
4.	Vocera Edge	88.7	0%	n=21	B+	A	A-	B+	B+	A-	
5.	TigerConnect TigerText	88.3	-4%	n=34	A-	A-	A-	B+	A-	B+	
6.	Vocera Platform	87.8	-2%	n=26	A-	A	B+	B+	B+	B	●
7.	PerfectServe	87.5	+2%	n=40	A-	A-	B	B+	B+	B+	●
8.	Hillrom Voalte Platform	82.9	-7%	n=38	C+	B+	B	B	C+	A-	
9.	Cerner CareAware Connect	69.4	-10%	n=26	D	C+	D+	C-	C-	D	●

0.0 — **Software average 82.9** — 100.0
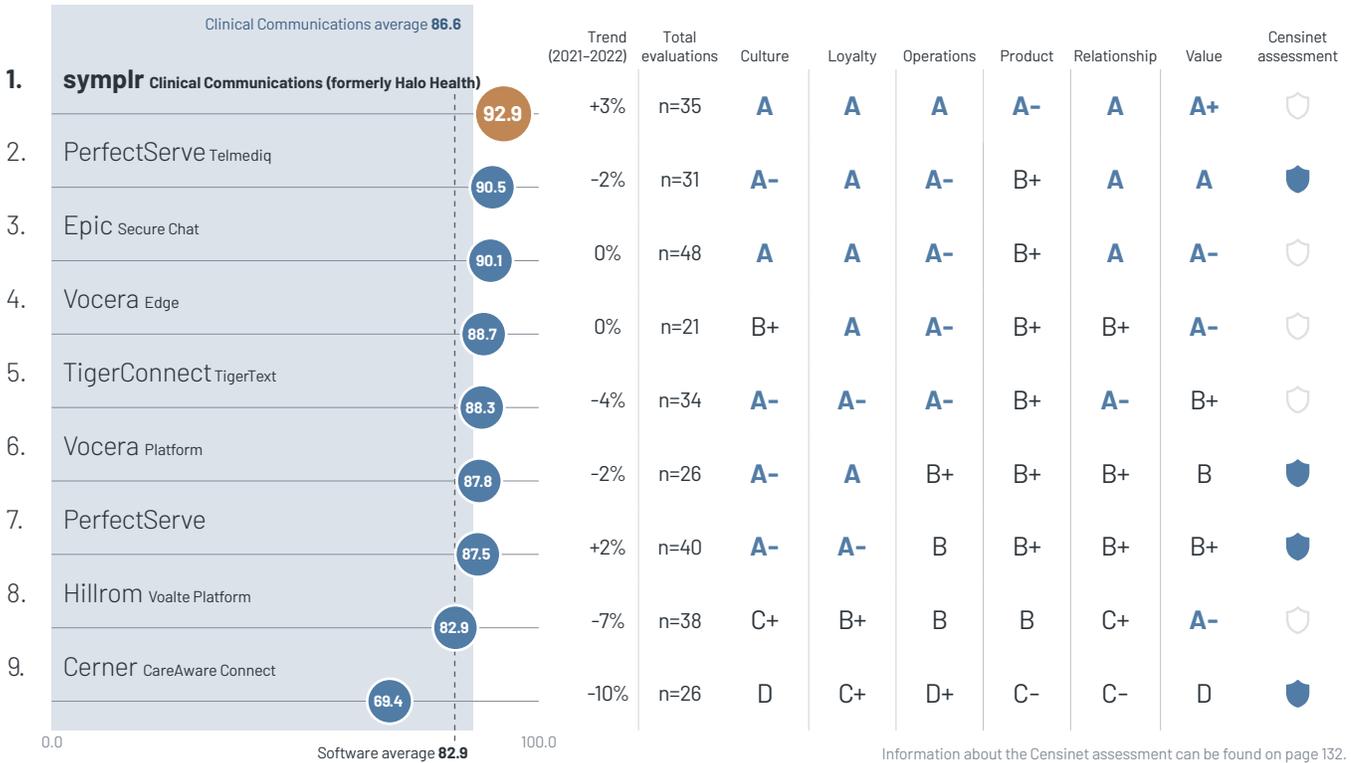
Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Imprivata Cortext [C]	81.3*	n=8	B*	B+*	B-*	B*	C+*	C*	
QliqSOFT Qliq Secure Texting [C]	89.3	n=19	B+	A-	B+	B+	A	A	
Spok Mobile	73.2*	n=13	C*	C*	C+*	C*	B*	D+*	

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

Clinical Communications Continued

⭐ **Other notable performances in Clinical Communications**

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

Avoids charging for every little thing?			Keeps all promises?			Part of long-term plans?			Would you buy again?		
symplr Clinical Communications (formerly Halo Health)	n=28	**100%**	Epic Secure Chat	n=47	**100%**	Epic Secure Chat	n=47	**100%**	Epic Secure Chat	n=45	**98%**
Hillrom Voalte Platform	n=55	**97%**	symplr Clinical Communications (formerly Halo Health)	n=32	**97%**	PerfectServe Telmediq	n=30	**100%**	PerfectServe	n=37	**95%**
PerfectServe Telmediq	n=28	**97%**				Vocera Platform	n=21	**100%**			

Recent Insights

Clinical Communication Platforms 2021
Improved Efficiency Leading to Concrete Outcomes

Key Findings:

1. 100% of Respondents Report Improved Communication Efficiency
2. Proactive Collaboration from Halo Health Leads to Strong Communication Workflows; TigerConnect Delivers Efficiency across Base of Large Customers
3. Hillrom's & Vocera's Focus on Integrated Workflows Results in Broad Adoption across Clinician and Non-Clinician Roles
4. Development from Halo Health, PerfectServe Telmediq Engenders Strong Confidence in Future Delivery
5. PerfectServe Telmediq & TigerConnect Making Inroads with Patient Communication

Patient Privacy Monitoring

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

SecureLink®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Patient Privacy Monitoring average **88.6**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**SecureLink** SecureLink Privacy Monitor (formerly Maize)	95.5	0%	n=18	A+	A+	A	A	A+	A+	
2.	Protenus Patient Privacy Monitoring	92.3	-2%	n=33	A	A	A	A-	A	A	
3.	Imprivata Patient Privacy Intelligence	86.7	-2%	n=33	B+	B+	B+	B+	B	A-	
4.	Iatric Systems Haystack Solutions (formerly Security Audit Manager)	83.5	-3%	n=27	B	B	B	B	B	B+	●

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

★ Other notable performances in Patient Privacy Monitoring

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

Avoids charging for every little thing?

SecureLink
SecureLink Privacy Monitor (formerly Maize)   n=15   **100%**

Protenus
Patient Privacy Monitoring   n=28   **97%**

Iatric Systems Haystack Solutions (formerly Security Audit Manager)   n=24   **96%**

Keeps all promises?

SecureLink
SecureLink Privacy Monitor (formerly Maize)   n=18   **100%**

Part of long-term plans?

SecureLink
SecureLink Privacy Monitor (formerly Maize)   n=17   **100%**

Would you buy again?

SecureLink
SecureLink Privacy Monitor (formerly Maize)   n=18   **100%**

Protenus
Patient Privacy Monitoring   n=32   **97%**

Patient Privacy Monitoring Continued

Recent Insights

Patient Privacy Monitoring 2021
Many High-Performing Options for Keeping Records Safe

Key Findings:

1. Amid Rapid Growth, Maize Analytics & Protenus Maintain Very High Customer Satisfaction

2. Market Pioneer Imprivata (FairWarning) Drives New Wins with References & Functionality; Challenges Continue for Customers Not Using Managed Privacy Services

3. iatricSystems Largely Selected because of Preexisting Relationships; Technology Not Yet Seen as On Par with Market Leaders

4. Solid Options Abound Regardless of Current EMR Vendor; Experiences Vary for Epic & MEDITECH Organizations Using Imprivata (FairWarning)

5. Vendors at a Glance

Discover Which Technologies & Services Your Peers Are Purchasing

Decision Insights data answers the questions:

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

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

See more at
klasresearch.com/decision-insights

KLAS Now Provides Decision Insights for HIT Services

In 2020, KLAS began collecting Decision Insights on HIT services. Our first report on the topic takes a high-level look at 349 services firm engagement decisions made by 245 healthcare organizations. Check out the report to discover which firms and services have the highest market energy today.

Check out KLAS' recent **Healthcare Services 2021 Decision Insights report**

"When my imaging director was deciding on a new PACS, I asked whether he'd looked at 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

KLAS
RESEARCH

Services & Consulting

Clinical Optimization

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

GALEN
HEALTHCARE SOLUTIONS

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Clinical Optimization average **93.2**

	Solution	Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Galen Healthcare**	98.6	N/A	n=10	A+	A+	A+	A	A+	●
2.	Bluetree Network	97.6	N/A	n=7	A+	A	A	A+	A+	○
T3.	The Chartis Group	95.7	-2%	n=7	A+	A-	A-	A	A+	○
T3.	Nordic	95.7	0%	n=8	A+	A	A	A	A	○
5.	Atos	90.4	-2%	n=9	A-	A-	B+	A	B+	○

0.0   Services average **89.4**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Impact Advisors	95.7*	n=7	A*	A*	A-*	A+*	A+*	○
Navin Haffty	96.2*	n=4	A+*	B+*	A*	A+*	A+*	○

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

★ Other notable performances in Clinical Optimization

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

Avoids charging for every little thing?

Bluetree Network	n=7	**100%**
The Chartis Group	n=6	**100%**
Galen Healthcare	n=9	**100%**
Nordic	n=8	**100%**

Exceeds expectations?

Bluetree Network	n=7	**100%**
The Chartis Group	n=7	**100%**
Galen Healthcare	n=10	**100%**

Would you buy again?

Bluetree Network	n=7	**100%**
The Chartis Group	n=7	**100%**
Galen Healthcare	n=10	**100%**
Nordic	n=8	**100%**

HIT Advisory Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES 2022

THE CHARTIS GROUP

Solution Comparison

Overall performance score

HIT Advisory Services average **92.2**

		Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	The Chartis Group	96.2	+2%	n=27	A+	A	A	A	A	
2.	Huntzinger Management Group HMG	95.7	–1%	n=12	A+	A	A-	A	A	
3.	Nordic	94.2	+1%	n=20	A+	A	A-	A	A-	
4.	Accenture	92.9	–1%	n=10	A	B	B+	A-	A	
5.	Bluetree Network	92.7	N/A	n=25	A	A	A-	A	A-	
6.	Impact Advisors	92.4	+1%	n=69	A	B+	A-	A	A-	
7.	Pivot Point Consulting, a Vaco Company	91.8	–2%	n=21	A	B+	A-	A	B+	
8.	Prominence	87.9	–4%	n=16	B+	B+	B+	A-	B	
9.	ECG Management Consultants	86.7	–4%	n=20	B+	B	B	B+	B	

0.0   100.0
Services average **89.4**

Information about the Censinet assessment can be found on page 132.

HIT Advisory Services Continued

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Atos	90.4*	n=9	A-*	A-*	B+*	A*	B+*	
Cerner	78.5*	n=9	B-*	B-*	C*	B*	C-*	
Cumberland	94.5*	n=8	A+*	A*	A-*	A+*	A-*	
Divurgent	96.1*	n=7	A+*	A*	A*	A*	A*	
Experis Health (formerly ettain health)	91.5*	n=9	A*	A-*	A-*	B+*	A-*	
Guidehouse (formerly Navigant)	93.5*	n=6	A+*	A-*	A*	A*	B+*	
Huron	90.1*	n=8	B+*	B+*	B+*	A*	A-*	
Navin Haffty	94.7*	n=10	A+*	A-*	A-*	A*	A*	
Optimum Healthcare IT	96.5*	n=6	A+*	A-*	A*	A*	A+*	
PwC IT Advisory Services	92.3*	n=8	A+*	A*	A*	A*	B*	

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

⭐ Other notable performances in HIT Advisory Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Accenture	n=10	**100%**
Bluetree Network	n=28	**100%**
The Chartis Group	n=32	**100%**
Huntzinger Management Group HMG	n=12	**100%**
Impact Advisors	n=75	**100%**
Pivot Point Consulting, a Vaco Company	n=23	**100%**
Prominence	n=17	**100%**

Exceeds expectations?

Accenture	n=9	**100%**

Would you buy again?

Accenture	n=10	**100%**
The Chartis Group	n=34	**100%**
Huntzinger Management Group HMG	n=12	**100%**
Pivot Point Consulting, a Vaco Company	n=23	**100%**

HIT Advisory Services Continued

HIT Advisory Reference Guide
Firms ordered alphabetically

Core EMR system
A = Allscripts
a = athenahealth
C = Cerner
E = Epic
M = MEDITECH

Bed size
- Clinic
- 1–500 beds
- Over 500 beds

Legend:
- 15+ implementations
- 10–14 implementations
- 6–9 implementations
- 3–5 implementations
- 1–2 implementations

Firm	Core EMR system	IT planning & assessment	Revenue cycle optimization	Clinical optimization	Healthcare analytics
Accenture	C	6–9	3–5	6–9	1–2
Bluetree Network	E	10–14			
The Chartis Group	C, E	6–9	1–2		3–5
ECG Management Consultants	A, a, C, E	3–5			6–9
Huntzinger Management Group		3–5	15+	6–9	
Impact Advisors	A, E	15+	6–9	3–5	6–9
Nordic	E	15+	1–2	6–9	3–5
Pivot Point Consulting, a Vaco Company	a, E, O	6–9	6–9	6–9	1–2
Prominence		15+	1–2	3–5	

Revenue Cycle Optimization

Segment definitions can be found on page 230.

BEST IN KLAS — SOFTWARE & SERVICES — 2022

N⊕RDIC™

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Revenue Cycle Optimization average **91.5**

		Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Nordic**	96.8	-1%	n=7	A+	A	A	A	A	
2.	Impact Advisors	96.4	+4%	n=8	A+	A-	A-	A+	A+	
3.	Softek	95.1	-3%	n=7	A+	A-	A	A-	A	
4.	Bluetree Network	91.0	N/A	n=18	A-	A-	B+	A	B+	
5.	athenahealth	88.2	0%	n=9	A-	A-	A-	A-	B-	

0.0 — 100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
ECG Management Consultants	92.1*	n=4	A*	B*	A-*	B+*	A*	
Guidehouse (formerly Navigant)	90.1*	n=4	A+*	B*	A-*	A-*	B*	

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

⭐ Other notable performances in Revenue Cycle Optimization

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
Bluetree Network	n=17	**100%**
Impact Advisors	n=7	**100%**
Nordic	n=7	**100%**
Softek	n=7	**100%**

Exceeds expectations?		
Impact Advisors	n=8	**100%**
Nordic	n=7	**100%**
Softek	n=7	**100%**

Would you buy again?		
Impact Advisors	n=7	**100%**
Nordic	n=7	**100%**
Softek	n=7	**100%**

Digital Transformation Consulting

Segment definitions can be found on page 230.

Solution Comparison

Overall performance score

Digital Transformation Consulting average **94.4**

1.	**The Chartis Group**	98.2
2.	Accenture	97.4
3.	ECG Management Consultants	93.6

0.0   100.0

Services average **89.4**

Grading scale (Grading methodology can be found on pages ii–iii)

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	

	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
	N/A	n=8	A+	A	A	A+	A+	
	N/A	n=7	A+	A	A	A+	A	
	N/A	n=8	A+	A+	A	A	B+	

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Digital Transformation Consulting

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Accenture	n=6	**100%**
The Chartis Group	n=8	**100%**

Exceeds expectations?

Accenture	n=6	**100%**
The Chartis Group	n=8	**100%**

Would you buy again?

Accenture	n=6	**100%**
The Chartis Group	n=8	**100%**
ECG Management Consultants	n=8	**100%**

Financial Improvement Consulting

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

THE CHARTIS GROUP

Solution Comparison

Overall performance score

Financial Improvement Consulting average **90.7**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**The Chartis Group**	97.1	+1%	n=10	A+	A	A+	A	A	
2.	Guidehouse (formerly Navigant)	93.2	+1%	n=11	A	B+	A-	A	A-	
3.	ECG Management Consultants	90.8	0%	n=17	A-	B+	A-	A-	B+	
4.	PwC	86.0	-6%	n=12	B+	B-	B	B+	B	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Accenture	86.1*	n=6	B+*	B-*	B+*	B+*	B*	
Impact Advisors [NR]	96.7	n=6	A+	A	A-	A+	A+	
Optum	90.2*	n=5	A-*	A-*	A-*	A-*	B+*	

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

⭐ Other notable performances in Financial Improvement Consulting

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

Avoids charging for every little thing?

The Chartis Group	n=10	**100%**
Guidehouse (formerly Navigant)	n=11	**100%**

Exceeds expectations?

The Chartis Group	n=10	**100%**

Would you buy again?

The Chartis Group	n=10	**100%**
Guidehouse (formerly Navigant)	n=11	**100%**

Healthcare Management Consulting

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

THE CHARTIS GROUP

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Healthcare Management Consulting average **91.2**

Rank	Solution	Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**The Chartis Group**	95.1	+1%	n=25	A+	A-	A	A	A	
2.	Premier	94.7	+4%	n=12	A+	A	A-	A-	A	
3.	Guidehouse (formerly Navigant)	92.9	+1%	n=28	A	B+	A-	A	A-	
4.	Accenture	92.0	-1%	n=20	A	B+	A-	A	B+	
5.	Optum	90.5	+6%	n=12	A-	A-	A-	B+	B+	
6.	ECG Management Consultants	89.7	-1%	n=64	A-	B+	B+	A-	B+	
7.	PwC	87.2	-2%	n=26	A-	B	B	A-	B	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Capgemini [NR]	91.2*	n=4	A*	B*	B-*	B+*	A*	
Deloitte [NR]	93.3	n=11	A	B+	A-	A	A-	

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

Healthcare Management Consulting Continued

☆ Other notable performances in Healthcare Management Consulting

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

The Chartis Group	n=26	**100%**
Guidehouse (formerly Navigant)	n=30	**100%**
Premier	n=14	**100%**

Exceeds expectations?

None

Would you buy again?

The Chartis Group	n=26	**100%**
Guidehouse (formerly Navigant)	n=30	**100%**
Premier	n=14	**100%**

Recent Insights

Healthcare Consulting and Services 2021

What Challenges Lie Ahead, and Who Can Help?

Key Findings:

1. Top Market Drivers: COVID-19, Consolidation & Financial Pressure
2. Healthcare Organizations Tackling Emerging & Evolving Challenges Alongside the Usual Suspects
3. Executives View Many Firms as Well Positioned to Tackle the Future
4. In Emerging Areas, No Clear Mindshare Leaders; In Established Areas, Impact Advisors, PwC, Deloitte & Nordic Mentioned Most Often
5. PwC, Impact Advisors Most Often Deliver Great Experiences; Deloitte Most Likely to Miss Expectations
6. Non-IT C-Suite More Focused on Strategy & VBC; IT Counterparts Aim to Address Implementation & Staffing Challenges

Healthcare Services 2021

(A Decision Insights Report)

Key Findings:

1. Long-Established, HIT-Focused Services Continue to Have High Decision Energy
2. A Look at Firms Considered Most Often
3. Who Is Considered & Selected in the Highest-Energy Segments?
4. Selections Often Based on Expertise & Prior Experience; Cost the Most Common Reason for Not Selecting

Healthcare Management Consulting Continued

KLAS-Validated Consulting Areas

Firms ordered alphabetically

- ■ 6+ validations
- ■ 3-5 validations
- ▢ 1-2 validations

Broad HMC firms	Total unique engagements	Value-based care	Financial improvement	Strategy, growth & consolidation	Human capital	Digital transformation
Accenture	17		3-5	3-5	3-5	6+
The Chartis Group	22		6+	6+	1-2	6+
Deloitte	8	6+				
ECG Management Consultants	52	6+	6+	6+	6+	6+
Guidehouse (formerly Navigant)	24	6+	6+	6+		1-2
Optum	12	6+	3-5	1-2		
Premier	12	6+	1-2	3-5	1-2	
PwC	21		6+	3-5	1-2	

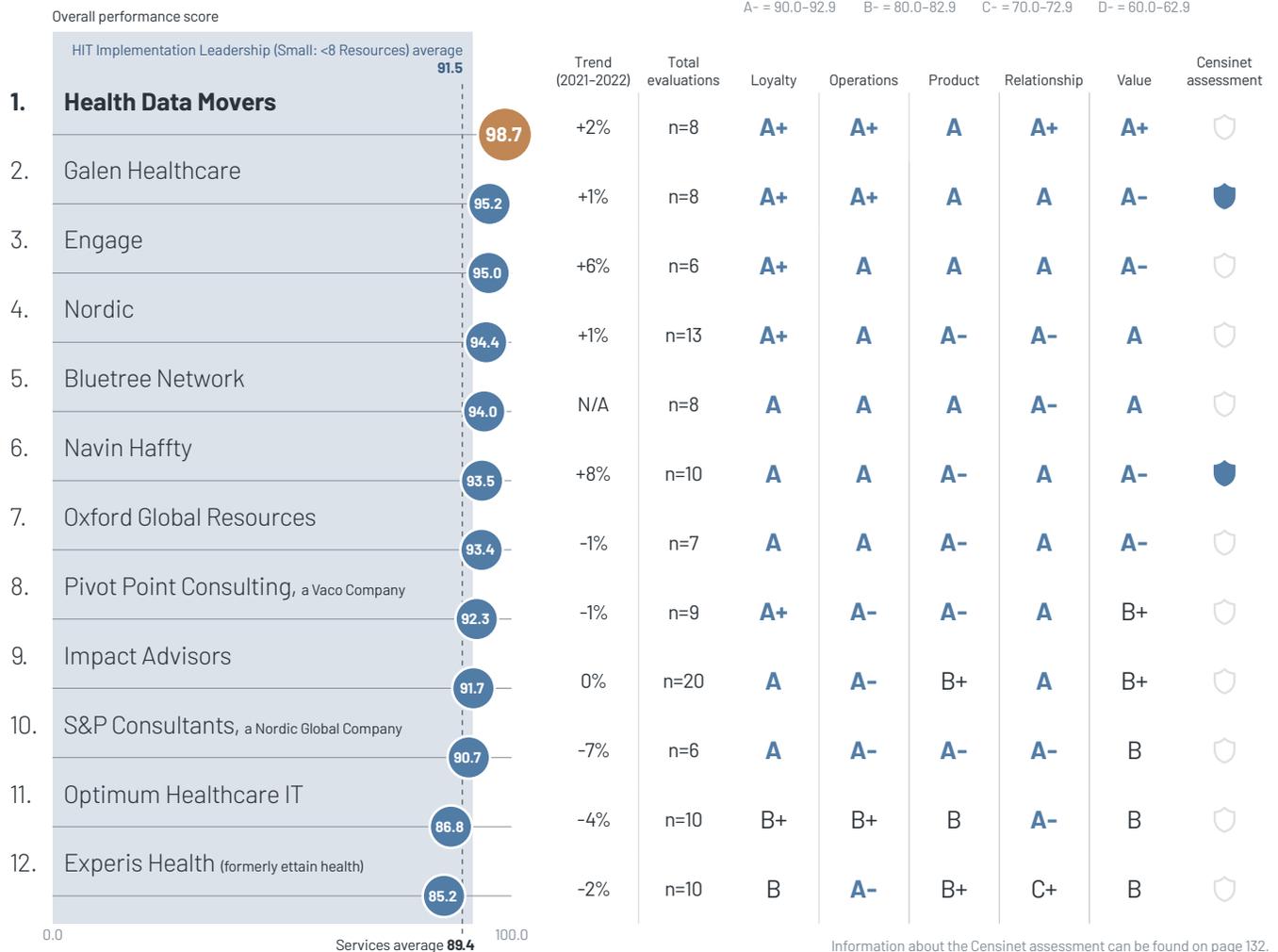| Focused HMC firms	Total unique engagements	Value-based care	Financial improvement	Strategy, growth & consolidation	Human capital	Digital transformation
Huron	3		1-2	1-2		
Lumeris	1	1-2				
Milliman	2	1-2				

Human Capital Consulting

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Human Capital Consulting average **88.8**

ECG Management Consultants

85.8

0.0   100.0

Services average **89.4**

	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
	N/A	n=15	B+	B	B	B+	B-	

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Accenture	92.2*	n=4	A*	B+*	A-*	A*	A-*	

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

Strategy, Growth & Consolidation Consulting

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Guidehouse
formerly Navigant

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Strategy, Growth & Consolidation Consulting average **91.3**

		Overall score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Guidehouse** (formerly Navigant)	97.3	+1%	n=8	A+	A	A	A+	A+	
2.	ECG Management Consultants	93.5	0%	n=24	A	A	A	A	A-	
3.	The Chartis Group	87.7	-4%	n=6	A	B	A-	A-	C+	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Accenture	85.2*	n=4	A-*	B*	B+*	A-*	C*	
Premier	95.6*	n=5	A+*	A+*	A+*	A*	A-*	
PwC	86.7*	n=5	B+*	B*	B+*	A-*	B-*	

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

⭐ Other notable performances in Strategy, Growth & Consolidation Consulting

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

The Chartis Group	n=6	**100%**
Guidehouse (formerly Navigant)	n=8	**100%**

Exceeds expectations?

Guidehouse (formerly Navigant)	n=8	**100%**

Would you buy again?

The Chartis Group	n=6	**100%**
Guidehouse (formerly Navigant)	n=8	**100%**

Value-Based Care Consulting

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

PREMIER

Solution Comparison

Overall performance score

Value-Based Care Consulting average **91.9**

		Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Premier**	95.6	+3%	n=6	A+	A	A-	A-	A	
2.	Optum	95.0	+6%	n=6	A+	A-	A	A	A	
3.	Deloitte	93.3	-1%	n=11	A	B+	A-	A	A-	
4.	ECG Management Consultants	90.3	-7%	n=14	A-	B+	B+	A-	A-	
5.	Guidehouse (formerly Navigant)	90.1	-1%	n=11	A	B	B+	A	B	

0.0   Services average **89.4**   100.0

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Value-Based Care Consulting

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

Avoids charging for every little thing?		
Deloitte	n=10	**100%**
ECG Management Consultants	n=14	**100%**
Guidehouse (formerly Navigant)	n=11	**100%**
Premier	n=6	**100%**

Exceeds expectations?		
Optum	n=6	**100%**
Premier	n=5	**100%**

Would you buy again?		
Deloitte	n=11	**100%**
Guidehouse (formerly Navigant)	n=11	**100%**
Optum	n=6	**100%**
Premier	n=6	**100%**

Outsourced Coding

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

UASi
United Audit Systems Inc.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Outsourced Coding average **89.6**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**UASI**	93.4	+3%	n=11	A	A-	A-	A	A-	
2.	Guidehouse (formerly Navigant)	92.7	–1%	n=16	A-	A-	A-	A	A-	
3.	Oxford Global Resources HIM	91.5	+1%	n=11	A	A-	A-	A	B	
4.	Aquity Solutions	90.1	–2%	n=17	B+	A	A	A	B	
5.	GeBBS Healthcare Solutions	89.8	0%	n=11	B+	B	B+	A-	B+	
6.	CorroHealth	88.7	–4%	n=18	A-	B+	A-	A-	B	
7.	Ciox Health	87.3	–2%	n=14	B+	B+	B+	A-	B-	
8.	AGS Health	86.8	–10%	n=13	A-	B	B-	B	B	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.
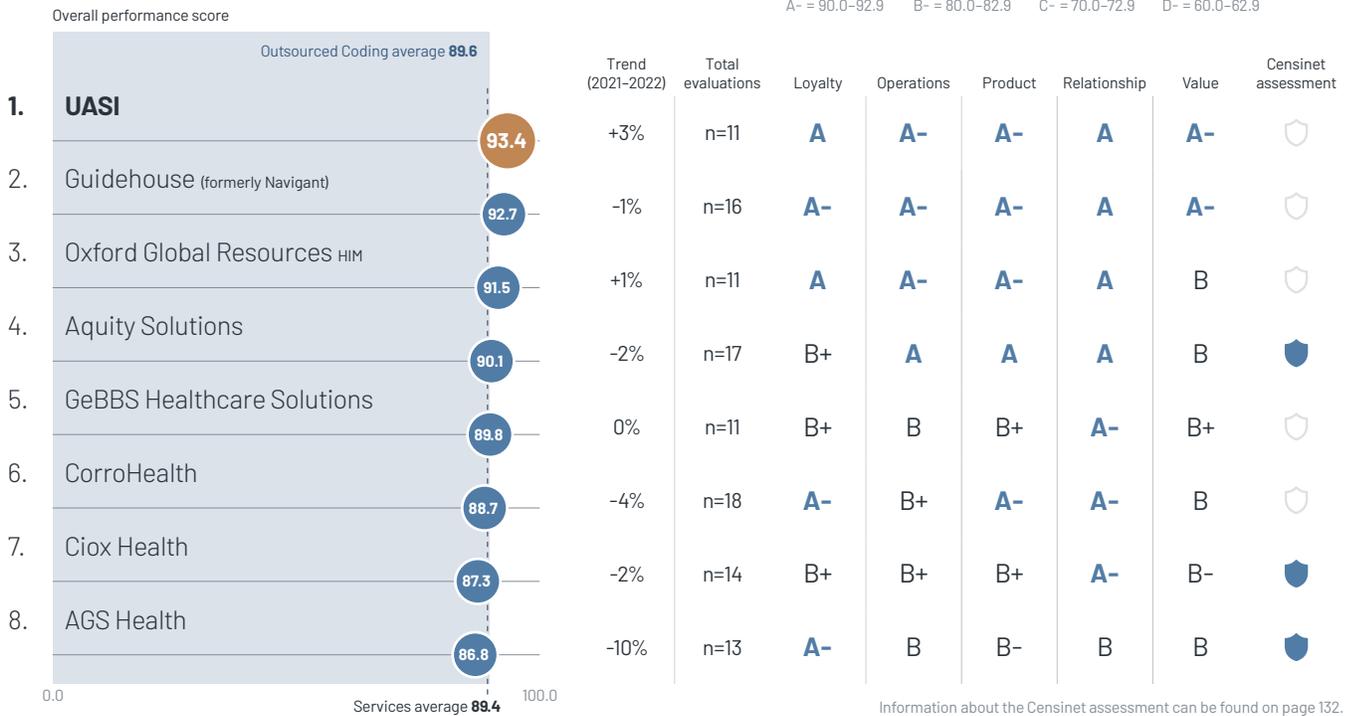
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
AMN Healthcare Revenue Cycle Solutions (MedPartners and Peak)	86.1*	n=8	B+*	B*	B+*	A-*	B-*	
Aviacode (A GeBBS Company) Aviacode	90.0*	n=7	A-*	B+*	B*	A-*	A-*	
himagine	89.3*	n=7	A*	B+*	A-*	B+*	B*	
Savista RCM (nThrive)	88.3*	n=7	B+*	B-*	B-*	B+*	A-*	

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

Definitions can be found on page iii.

Outsourced Coding Continued

⭐ **Other notable performances in Outsourced Coding**

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?		
AGS Health	n=12	**100%**	None	AGS Health	n=12	**100%**
GeBBS Healthcare Solutions	n=11	**100%**		Oxford Global Resources HIM	n=11	**100%**
Guidehouse (formerly Navigant)	n=15	**100%**				
UASI	n=11	**100%**				

Release of Information

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

MRO

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Release of Information average **89.3**

Rank	Solution	Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**MRO Corp**	91.4	+2%	n=41	A	A-	A-	A	B+	
2.	Sharecare	89.9	N/A	n=29	A-	A-	A-	A	B	
3.	Ciox Health	85.7	0%	n=47	B	B	B	A-	B	●

0.0   100.0
Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
HealthMark Group HealthMark [C]	88.6	n=32	B+	B+	B+	A-	B+	
Verisma	91.6*	n=21	A*	A-*	A-*	A*	B*	

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

Definitions can be found on page iii.

Recent Insights

Release of Information 2021
Differentiating Firms in a High-Satisfaction Market

Key Findings:

1. Ciox Health Shows Improvement; MRO Continues High Satisfaction

2. Sharecare & Verisma Show Promise

3. Sharecare Executes High Retrieval Accuracy/Quality (for Mostly Midsize Hospitals); MRO Sees Occasional Misses

4. Ciox Health, MRO & Verisma Foster Positive Interactions with Third-Party Requesters

5. Inconsistent Staff Quality a Struggle for Some Ciox Health, Verisma Clients

Transcription Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

AQuity Solutions

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Transcription Services average **88.7**

1. **Aquity Solutions** — **90.3**
2. DeliverHealth (Nuance) — **86.0**

0.0 — 100.0

Services average **89.4**
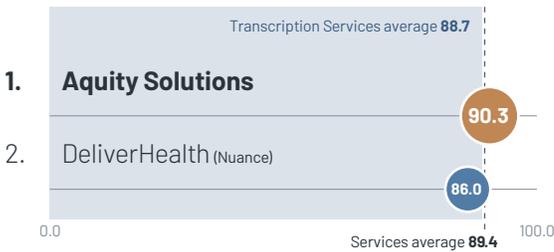
	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Aquity Solutions	0%	n=44	A	A-	B+	A-	B+	🛡
DeliverHealth	-1%	n=27	B	B	B	B	B	🛡

Information about the Censinet assessment can be found on page 132.

ERP Business Transformation & Implementation Leadership

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

HURON

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

ERP Business Transformation & Implementation
Leadership average **82.1**

		Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Huron**	88.3	N/A	n=10	B+	B+	B+	B+	B+	
2.	Accenture	87.7	N/A	n=7	**A-**	**A-**	B+	**A**	C+	
3.	PwC	78.4	N/A	n=12	C+	B-	B-	**A-**	D+	
4.	KPMG	70.8	N/A	n=9	C	C+	C+	B+	F	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Avaap	90.3*	n=4	A*	A-*	A-*	A+*	B*	
Deloitte	75.1*	n=4	B*	C+*	C+*	B+*	F*	

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

⭐ Other notable performances in ERP Business Transformation & Implementation Leadership

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?		
Huron	n=8	**100%**	None	Accenture	n=7	**100%**

ERP Business Transformation & Implementation Leadership
Continued

Recent Insights

ERP Implementation 2021
Which Consulting Partners Foster ERP Success?

Key Findings:

1. Firm Landscape
2. ERP Software Vendors
   a. Workday's Extensive Software Knowledge a Strength; Lack of Leadership/Guidance Creates Some Issues on More Complex Projects
   b. Infor Making Early Improvements to Implementation Process; Some Continued Inconsistency in Consultant Knowledge
3. ERP Business Transformation & Implementation Leadership Firms
   a. Accenture and Huron Strategically Guide Clients through Transformation, Consistently Drive Positive Outcomes
   b. Deloitte Missteps across ERP Solutions Lead to Dissatisfaction and Frustration; Occasional Workday Misses from KPMG Create Inconsistency
4. ERP Implementation Leadership Firms
   a. Avaap, Bails & ROI Bring Best Practices, Exceeding Expectations
   b. The Chartis Group and Impact Advisors—New to ERP Implementation—Show Early Success
5. ERP Staffing Firms
   a. Most ERP Staffing Firms Have Needed Experience, Leading to High Value

Enterprise Resource Planning 2021
Move to the Cloud Prompts Evaluation of All ERP Options (A Decision Insights Report)

Key Findings:

1. Workday Continues to Lead in Mindshare, Followed by Oracle & Infor
2. Large Percentage of Legacy Infor Customers Leaving for New ERP Partners
3. Oracle the Most Likely Choice for Large/Very Large Organizations
4. What's Driving Market Energy? Decision Factors Behind Selections and Replacements
5. Vendor Summaries
6. Other Vendors in the ERP Space

ERP Implementation Leadership

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

roi

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

ERP Implementation Leadership average **90.8**

		Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**ROI Healthcare Solutions** — 93.4	N/A	n=6	A	B+	B+	A	A	
2.	Bails, a Nordic Global Company — 92.7	N/A	n=17	A	A-	A-	A	B+	
3.	Apex Systems — 89.3	N/A	n=8	A	B+	A-	A-	B	
4.	Workday — 86.0	N/A	n=6	B+	A-	B	A-	B-	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
The Chartis Group [NR]	98.8*	n=3	A+*	A+*	A+*	A+*	A+*	
Impact Advisors [NR]	94.8	n=7	A+	A-	A	A	A-	

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

⭐ Other notable performances in ERP Implementation Leadership

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Apex Systems	n=8	**100%**
ROI Healthcare Solutions	n=6	**100%**

Exceeds expectations?

ROI Healthcare Solutions	n=6	**100%**

Would you buy again?

Apex Systems	n=8	**100%**
Bails, a Nordic Global Company	n=17	**100%**
ROI Healthcare Solutions	n=6	**100%**

ERP Implementation Leadership Continued

Recent Insights

ERP Implementation 2021
Which Consulting Partners Foster ERP Success?

Key Findings:

1. Firm Landscape
2. ERP Software Vendors
   a. Workday's Extensive Software Knowledge a Strength; Lack of Leadership/Guidance Creates Some Issues on More Complex Projects
   b. Infor Making Early Improvements to Implementation Process; Some Continued Inconsistency in Consultant Knowledge
3. ERP Business Transformation & Implementation Leadership Firms
   a. Accenture and Huron Strategically Guide Clients through Transformation, Consistently Drive Positive Outcomes
   b. Deloitte Missteps across ERP Solutions Lead to Dissatisfaction and Frustration; Occasional Workday Misses from KPMG Create Inconsistency
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   a. Avaap, Bails & ROI Bring Best Practices, Exceeding Expectations
   b. The Chartis Group and Impact Advisors—New to ERP Implementation—Show Early Success
5. ERP Staffing Firms
   a. Most ERP Staffing Firms Have Needed Experience, Leading to High Value

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Key Findings:

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2. Large Percentage of Legacy Infor Customers Leaving for New ERP Partners
3. Oracle the Most Likely Choice for Large/Very Large Organizations
4. What's Driving Market Energy? Decision Factors Behind Selections and Replacements
5. Vendor Summaries
6. Other Vendors in the ERP Space

Go-Live Support

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

CSI Healthcare IT

Solution Comparison

Overall performance score

Go-Live Support average **93.1**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**CSI Healthcare IT**	96.5	+2%	n=32	A+	A	A	A	A	🛡
2.	Experis Health (formerly ettain health)	93.9	0%	n=33	A+	A	A-	A	A-	
T3.	DeliverHealth (Nuance)	93.6	+9%	n=7	A	A	A-	A-	A	
T3.	Medasource	93.6	0%	n=12	A+	A	A-	A	A-	
5.	Optimum Healthcare IT	92.8	0%	n=17	A	A-	B+	A	A-	
6.	medSR (MedMatica and Santa Rosa Staffing)	91.4	+5%	n=11	A	A-	A-	A+	B	
7.	Divurgent	91.3	-1%	n=12	A	A-	B	A-	B+	🛡
8.	The HCI Group	90.9	+7%	n=9	A-	B+	B+	A	A-	
9.	Medix	87.8	+2%	n=8	B+	B+	B+	A	B	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Engage	96.9*	n=4	A+*	A*	A*	A+*	A*	
HCTec	92.5*	n=5	A*	A-*	A-*	A+*	B+*	

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

Go-Live Support Continued

⭐ Other notable performances in Go-Live Support

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

CSI Healthcare IT	n=31	**100%**
The HCI Group	n=7	**100%**
Medasource	n=12	**100%**
Medix	n=8	**100%**
Optimum Healthcare IT	n=16	**100%**

Exceeds expectations?

DeliverHealth (Nuance)	n=7	**100%**

Would you buy again?

CSI Healthcare IT	n=32	**100%**
DeliverHealth (Nuance)	n=7	**100%**
Divurgent	n=12	**100%**
Experis Health (formerly ettain health)	n=33	**100%**
Medasource	n=12	**100%**
medSR (MedMatica and Santa Rosa Staffing)	n=10	**100%**
Optimum Healthcare IT	n=17	**100%**

HIT Implementation Leadership (Large: 8+ Resources)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

NORDIC™

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

HIT Implementation Leadership (Large: 8+ Resources) average 90.0

Rank	Solution	Overall score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Nordic**	96.8	0%	n=12	A+	A	A-	A+	A+	
2.	Impact Advisors	93.8	–1%	n=28	A	A	A-	A	A-	
3.	Medix	93.4	+1%	n=10	A+	A	B+	A	A-	
4.	Pivot Point Consulting, a Vaco Company	92.0	+2%	n=9	A	A-	B+	A-	A-	
5.	Engage	90.8	–7%	n=9	A-	A-	B+	A-	A-	
6.	medSR (MedMatica and Santa Rosa Staffing)	89.8	N/A	n=7	A	B+	B+	A	B	
7.	Cerner	73.2	+6%	n=7	B-	C	C+	B-	F	

0.0   Services average **89.4**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Accenture	91.3*	n=5	A*	A*	B+*	B+*	A-*	
Cumberland	89.5*	n=9	A*	B*	B+*	A-*	B*	
Deloitte	64.2*	n=5	D-*	C+*	D*	C*	F*	
Epic	93.3*	n=3	A*	B+*	B+*	A*	A*	
Experis Health (formerly ettain health)	92.6*	n=5	A*	B*	B+*	A*	A*	
Huron	87.9*	n=6	A*	B*	B+*	A*	C+*	
Navin Haffty	84.9*	n=3	A*	A*	B*	C+*	C+*	●
Optimum Healthcare IT	90.0*	n=5	A*	B+*	B+*	A-*	B*	

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

Definitions can be found on page iii.

HIT Implementation Leadership (Large: 8+ Resources) Continued

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

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Engage	n=8	**100%**
Medix	n=9	**100%**
Nordic	n=12	**100%**

Exceeds expectations?

Nordic	n=12	**100%**
Pivot Point Consulting, a Vaco Company	n=9	**100%**

Would you buy again?

Cerner	n=7	**100%**
Medix	n=10	**100%**
medSR (MedMatica and Santa Rosa Staffing)	n=7	**100%**
Nordic	n=12	**100%**
Pivot Point Consulting, a Vaco Company	n=9	**100%**

Recent Insights

MEDITECH Implementation Services 2021
How Well Do Firms Drive Successful Implementations?

Key Findings:

1. Navin Haffty & Huron Seen as Experienced, though Client Satisfaction Varies
2. Early MEDITECH Clients Report Above Average Performance
3. Consistent Execution from Engage & ettain health Drives High Satisfaction for Small Clients
4. Pre-Implementation Planning Highly Important to Overall Project Satisfaction

Which Vendors Did Firms Implement?

Firms ordered alphabetically

Bed size: Clinic, 1-500 beds, Over 500 beds

10+ implementations, 6-9 implementations, 3-5 implementations, 1-2 implementations

Firm	Total unique engagements	Allscripts	Cerner	Epic	MEDITECH	Other
Cerner	8					
Engage	8					
Impact Advisors	17					
Medix	6					
medSR (MedMatica and Santa Rosa Staffing)	6					
Nordic	11					
Pivot Point Consulting, a Vaco Company	8					

HIT Implementation Leadership (Small: <8 Resources)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

HealthDataMovers

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

HIT Implementation Leadership (Small: <8 Resources) average **91.5**

Rank	Company	Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Health Data Movers**	98.7	+2%	n=8	A+	A+	A	A+	A+	
2.	Galen Healthcare	95.2	+1%	n=8	A+	A+	A	A	A-	●
3.	Engage	95.0	+6%	n=6	A+	A	A	A	A-	
4.	Nordic	94.4	+1%	n=13	A+	A	A-	A-	A	
5.	Bluetree Network	94.0	N/A	n=8	A	A	A	A-	A	
6.	Navin Haffty	93.5	+8%	n=10	A	A	A-	A	A-	●
7.	Oxford Global Resources	93.4	-1%	n=7	A	A	A-	A	A-	
8.	Pivot Point Consulting, a Vaco Company	92.3	-1%	n=9	A+	A-	A-	A	B+	
9.	Impact Advisors	91.7	0%	n=20	A	A-	B+	A	B+	
10.	S&P Consultants, a Nordic Global Company	90.7	-7%	n=6	A	A-	A-	A-	B	
11.	Optimum Healthcare IT	86.8	-4%	n=10	B+	B+	B	A-	B	
12.	Experis Health (formerly ettain health)	85.2	-2%	n=10	B	A-	B+	C+	B	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

HIT Implementation Leadership (Small: <8 Resources) Continued

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Cerner	67.1*	n=5	C*	C*	D*	C-*	F*	○
The Chartis Group	94.6*	n=5	A*	A-*	A*	A*	A*	○
CSI Healthcare IT	96.4*	n=5	A+*	A+*	A*	A*	A*	●
Cumberland	84.9*	n=6	B*	B+*	B-*	B+*	B-*	○
Divurgent	89.5*	n=3	A*	A-*	B*	A-*	B*	●
The HCI Group	87.3*	n=3	B-*	A*	A-*	C-*	A*	○
HCTec	98.1*	n=4	A+*	A+*	A+*	A+*	A*	○
Healthcare IT Leaders	98.6*	n=4	A+*	A+*	A+*	A+*	A+*	○
Healthcare Triangle	84.6*	n=3	C+*	B-*	B*	A*	B*	○
Huron	91.5*	n=4	A*	A*	A-*	A-*	B+*	○
Medasource	90.8*	n=3	A-*	A-*	A-*	A*	B+*	○
medSR (MedMatica and Santa Rosa Staffing)	82.2*	n=4	A-*	B*	B*	A+*	D*	○
Prominence	97.2*	n=5	A+*	A*	A*	A*	A+*	○

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

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

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Bluetree Network	n=8	**100%**
Experis Health (formerly ettain health)	n=10	**100%**
Health Data Movers	n=8	**100%**
Impact Advisors	n=19	**100%**
Navin Haffty	n=10	**100%**
Nordic	n=12	**100%**
Optimum Healthcare IT	n=10	**100%**
Oxford Global Resources	n=7	**100%**
Pivot Point Consulting, a Vaco Company	n=9	**100%**
S&P Consultants, a Nordic Global Company	n=6	**100%**

Exceeds expectations?

Health Data Movers	n=8	**100%**

Would you buy again?

Bluetree Network	n=8	**100%**
Engage	n=6	**100%**
Galen Healthcare	n=8	**100%**
Health Data Movers	n=8	**100%**
Impact Advisors	n=20	**100%**
Navin Haffty	n=9	**100%**
Nordic	n=13	**100%**
Oxford Global Resources	n=7	**100%**
Pivot Point Consulting, a Vaco Company	n=9	**100%**
S&P Consultants, a Nordic Global Company	n=6	**100%**

HIT Implementation Leadership (Small: <8 Resources) Continued

Which Vendors Did Firms Implement?
Firms ordered alphabetically

	Total unique engagements	Bed size	Allscripts	Cerner	Epic	MEDITECH	Other
Bluetree Network	8				6-9		1-2
Engage	6					6-9	1-2
Experis Health (formerly ettain health)	8		1-2		1-2	3-5	1-2
Galen Healthcare	7		3-5	1-2	3-5		
Health Data Movers	6				6-9		3-5
Impact Advisors	18				10+	1-2	1-2
Navin Haffty	10					10+	
Nordic	13				10+		
Optimum Healthcare IT	7				3-5		
Oxford Global Resources	6				3-5		1-2
Pivot Point Consulting, a Vaco Company	8				3-5		1-2
S&P Consultants, a Nordic Global Company	6			6-9			

Bed size: Clinic · 1–500 beds · Over 500 beds

10+ implementations · 6–9 implementations · 3–5 implementations · 1–2 implementations

0% — 100%

HIT Staffing

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

GALEN
HEALTHCARE SOLUTIONS

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

HIT Staffing average **92.7**

#	Solution	Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Galen Healthcare**	96.7	0%	n=9	A+	A+	A+	A	A	●
2.	Futura Mobility	95.9	-2%	n=11	A+	A	A-	A	A	○
3.	Prominence	95.6	-1%	n=14	A	A	A	A-	A	○
T4.	Epic	95.4	N/A	n=11	A+	A	A	A	A	○
T4.	iMethods	95.4	0%	n=13	A+	A	A-	A+	A	○
T4.	S&P Consultants, a Nordic Global Company	95.4	+2%	n=9	A+	A	A	A	A	○
7.	Medix	95.0	0%	n=32	A	A	A-	A	A	○
8.	Health Data Movers	94.8	0%	n=17	A+	A	A-	A	A	○
9.	medSR (MedMatica and Santa Rosa Staffing)	94.7	+4%	n=10	A	A-	A-	A	A	○
10.	Apex Systems	94.6	N/A	n=10	A+	A	A	A	A-	○
11.	Navin Haffty	94.4	+2%	n=15	A+	A-	A-	A-	A	●
12.	CSI Healthcare IT	93.9	+1%	n=34	A	A-	A-	A	A	●
13.	Bluetree Network	93.7	+9%	n=28	A	A	A-	A	A-	○
14.	Optimum Healthcare IT	92.6	0%	n=33	A	A	B+	A	A-	○

0.0   Services average **89.4**   100.0

Information about the Censinet assessment can be found on page 132.

Continued on next page

HIT Staffing Continued

Solution Comparison

Overall performance score

HIT Staffing average **92.7**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
T15.	Impact Advisors	92.1	0%	n=18	A	A	A-	A	B+	
T15.	TEKsystems	92.1	+12%	n=16	A	A	B+	A-	A-	
T17.	314e	91.5	+1%	n=10	A+	A	A-	A	B	
T17.	Nordic	91.5	+1%	n=40	A	A	A-	B+	A-	
19.	Medasource	91.2	+2%	n=26	A	B+	B+	A-	B+	
20.	Oxford Global Resources	91.0	0%	n=26	A	A-	A-	B+	B+	
21.	Experis Health (formerly ettain health)	90.6	+1%	n=45	A	A-	B+	A-	B+	
22.	Pivot Point Consulting, a Vaco Company	90.4	0%	n=21	A-	A-	B	A-	B+	
T23.	Divurgent	89.6	-2%	n=14	A-	B+	B+	B+	B+	●
T23.	HCTec	89.6	+3%	n=20	A	A-	B+	B	B+	
25.	Atos	88.8	-3%	n=9	B+	A-	B+	B+	B+	
T26.	Cumberland	88.6	N/A	n=6	A	B+	B-	B+	B+	
T26.	Healthcare IT Leaders	88.6	-3%	n=12	A	B+	B	B+	B	
28.	The HCI Group	77.5	-7%	n=10	C	B-	B	C	C	

0.0   100.0

Services average **89.4**
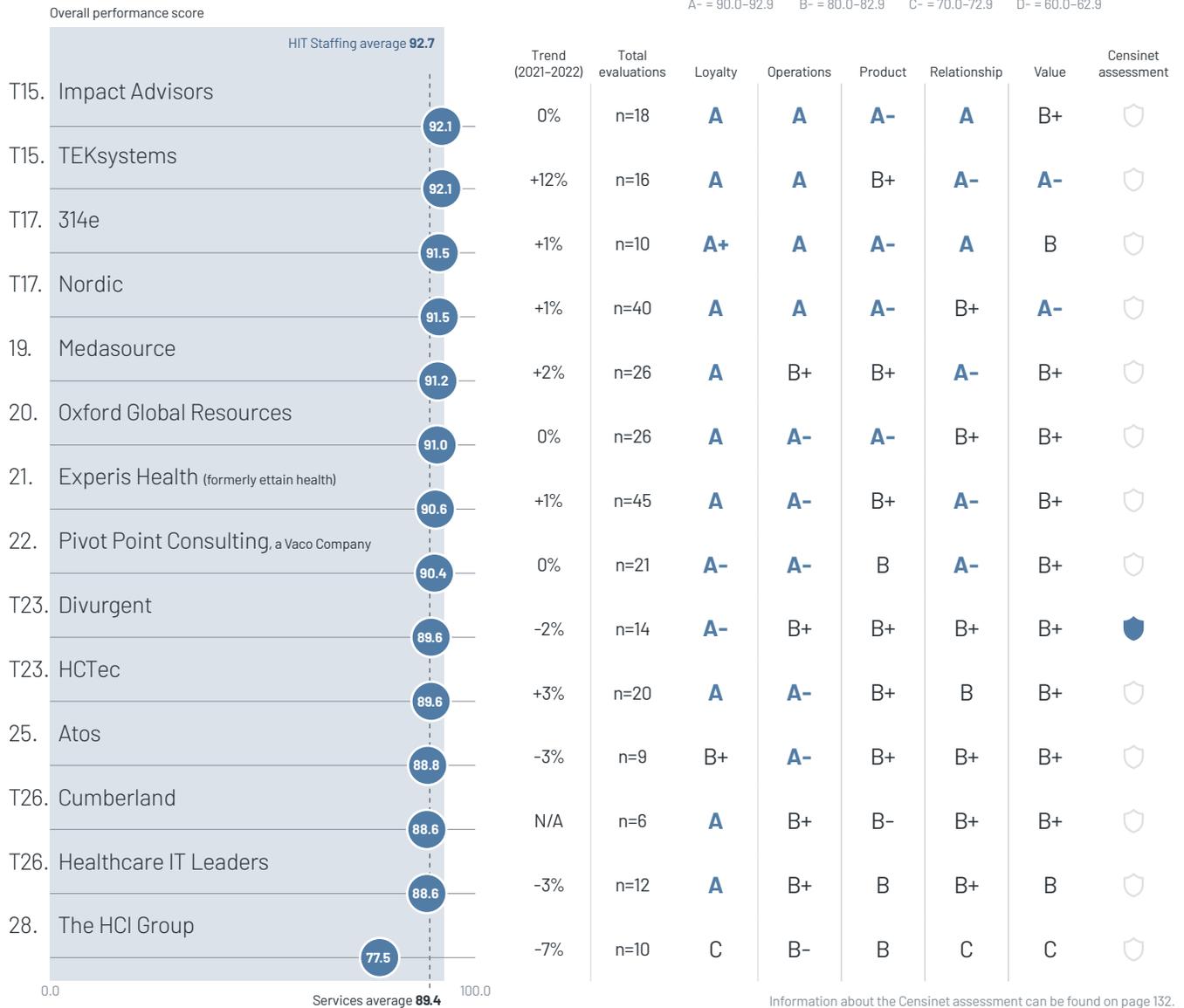
Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Avaap	94.6*	n=4	A*	A+*	A*	A*	A-*	
Bails, a Nordic Global Company	79.4*	n=5	B*	B*	B*	C+*	C-*	
The Chartis Group	100.0*	n=3	A+*	A+*	A+*	A+*	A+*	

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

HIT Staffing Continued

⭐ Other notable performances in HIT Staffing

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
CSI Healthcare IT	n=34	**100%**
Cumberland	n=5	**100%**
Divurgent	n=14	**100%**
Epic	n=11	**100%**
Futura Mobility	n=10	**100%**
Galen Healthcare	n=8	**100%**
HCTec	n=19	**100%**
The HCI Group	n=9	**100%**
Healthcare IT Leaders	n=12	**100%**
Health Data Movers	n=16	**100%**
iMethods	n=12	**100%**
Impact Advisors	n=18	**100%**
Medix	n=31	**100%**
medSR (MedMatica and Santa Rosa Staffing)	n=9	**100%**
Navin Haffty	n=14	**100%**
Prominence	n=14	**100%**
S&P Consultants, a Nordic Global Company	n=9	**100%**
TEKsystems	n=16	**100%**

Exceeds expectations?		
Futura Mobility	n=10	**100%**
medSR (MedMatica and Santa Rosa Staffing)	n=10	**100%**
Prominence	n=14	**100%**

Would you buy again?		
314e	n=10	**100%**
Apex Systems	n=10	**100%**
CSI Healthcare IT	n=33	**100%**
Cumberland	n=6	**100%**
Epic	n=11	**100%**
Futura Mobility	n=11	**100%**
Galen Healthcare	n=9	**100%**
HCTec	n=20	**100%**
Health Data Movers	n=17	**100%**
iMethods	n=13	**100%**
Medasource	n=26	**100%**
Medix	n=32	**100%**
medSR (MedMatica and Santa Rosa Staffing)	n=10	**100%**
Navin Haffty	n=15	**100%**
Oxford Global Resources	n=24	**100%**
Prominence	n=14	**100%**
S&P Consultants, a Nordic Global Company	n=9	**100%**
TEKsystems	n=16	**100%**

Recent Insights

HIT Staffing 2021
Which Firms Consistently Deliver?

Key Findings:

1. iMethods, CSI, Medix & Optimum Able to Quickly Deliver High-Quality Resources for Large Projects
2. Less Consistent Execution Brings Down Overall Satisfaction with HCI Group, TEKsystems, and HCTec
3. Futura Mobility and Prominence Stand Out for Smaller Engagements
4. Collaborative Partnership from Divurgent, Navin Haffty, Nordic & Oxford Global Resources Leads to Less Resource Churn
5. Medix & Medasource Quick to Place Resources; Some Turnover Reported
6. Strong Partnership a Factor in Tangible Outcomes from Health Data Movers and Galen Healthcare Solutions

Application Hosting

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Application Hosting average **80.5**

Services average **89.4**

	Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. Epic	92.8	+3%	n=26	A+	A	B+	A	A-	
2. Cerner	83.4	0%	n=27	A-	B	B-	B	C	

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Allscripts	55.8*	n=10	F*	F*	D-*	D*	F*	
Engage	81.0*	n=17	B*	B*	B*	B*	C*	
NTT DATA	57.0*	n=9	F*	C-*	D+*	D*	F*	

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

Other notable performances in Application Hosting

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

None

Exceeds expectations?

None

Would you buy again?

Cerner	n=26	**100%**
Epic	n=26	**100%**

Extensive IT Outsourcing

Segment definitions can be found on page 230.

Solution Comparison

Overall performance score

	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Extensive IT Outsourcing average 80.2								
Cerner — 78.7	N/A	n=15	B	C+	B	B	D+	

0.0 — 100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
NTT DATA	67.6*	n=3	D+*	C*	D+*	C+*	F*	

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

Partial IT Outsourcing

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

TALON
PART OF HCTEC

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Partial IT Outsourcing average 88.4

	Solution	Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Talon Healthy IT Services,** part of HCTec	97.8	N/A	n=10	A+	A+	A	A+	A+	
2.	Pivot Point Consulting, a Vaco Company	96.6	N/A	n=11	A+	A	A-	A	A+	
3.	ROI Healthcare Solutions	95.3	-2%	n=6	A+	A	A	A	A	
4.	Nordic	94.9	+1%	n=19	A	A-	B+	A	A	
5.	Experis Health (formerly ettain health)	93.6	0%	n=10	A+	A	B	A	A	
6.	Involta	92.6	N/A	n=7	A	A-	B+	B+	A	
7.	Bluetree Network	90.8	N/A	n=13	A	A-	A-	A-	B	
8.	Cerner	88.1	+9%	n=12	A	B-	B	A-	B	
9.	PDS	87.8	N/A	n=15	A	B	B	B	B	
10.	Nuance	84.6	-3%	n=6	A-	C+	B+	B	C+	
11.	Engage	83.3	+11%	n=6	B	B-	B-	B	B	
12.	HCTec	81.4	-8%	n=9	B+	B	C+	B+	C	
13.	NTT DATA	76.7	-3%	n=10	C+	B-	C+	B-	C-	
14.	HTC Global	72.8	-16%	n=8	C	C+	C	C+	D	

0.0   100.0

Services average 89.4

Information about the Censinet assessment can be found on page 132.

Partial IT Outsourcing Continued

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
CTG	93.7*	n=3	A*	A-*	B*	A*	A*	○
Cumberland	83.3*	n=4	A-*	B+*	B-*	A-*	C-*	○
Futura Mobility	92.3*	n=3	A*	A-*	B+*	A*	B+*	○
GuideIT	85.2*	n=7	B*	A-*	B*	B+*	B-*	○
Stoltenberg Consulting	77.0*	n=3	D+*	–	B*	A*	D+*	○

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

Other notable performances in Partial IT Outsourcing

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Experis Health (formerly ettain health)	n=9	**100%**
Involta	n=6	**100%**
Nordic	n=18	**100%**
Nuance	n=5	**100%**
PDS	n=15	**100%**
Pivot Point Consulting, a Vaco Company	n=10	**100%**
ROI Healthcare Solutions	n=6	**100%**
Talon Healthy IT Services, part of HCTec	n=10	**100%**

Exceeds expectations?

Experis Health (formerly ettain health)	n=9	**100%**
Involta	n=7	**100%**
Nordic	n=18	**100%**
Pivot Point Consulting, a Vaco Company	n=11	**100%**
Talon Healthy IT Services, part of HCTec	n=10	**100%**

Would you buy again?

Bluetree Network	n=13	**100%**
Cerner	n=12	**100%**
Experis Health (formerly ettain health)	n=10	**100%**
Involta	n=7	**100%**
Nordic	n=19	**100%**
Nuance	n=6	**100%**
Pivot Point Consulting, a Vaco Company	n=11	**100%**
ROI Healthcare Solutions	n=6	**100%**
Talon Healthy IT Services, part of HCTec	n=10	**100%**

Recent Insights

Application Management & Help Desk Services 2021
COVID-19 Rapidly Accelerates the Need for End-User Services

Key Findings:

Types of AMS & Help Desk Partners

1. Expansive Firms
   a. Stellar Communication & Customer Service Lead to Strong Execution for Nordic Engagements
   b. NTT DATA Clients Struggle with Firm's Internal Changes; Good Relationships & Support Boost Satisfaction with Cerner
2. Broad Firms
   a. Innovation from ettain health & GuideIT Drives Strong Outcomes
3. Niche Firms
   a. Talon Healthy IT Services Delivers Strategic Mind-Set & Solid Help Desk Execution
4. Industry Insights and Context
   a. With Patient-Facing Solutions on the Rise, More Will Be Asked of Help Desk Providers

Eligibility Enrollment Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

firstsource®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Eligibility Enrollment Services average **89.3**

	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. Firstsource — 89.0	+9%	n=12	A-	B+	B+	A	B	
2. Change Healthcare Eligibility and Enrollment Advocate — 88.8	0%	n=17	A-	B+	B+	B+	B	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Eligibility Enrollment Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?	
None	None	Firstsource	n=12 **100%**

Extended Business Office

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

pwc

Solution Comparison

Overall performance score

Extended Business Office average **84.2**

#	Solution	Score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**PwC**	92.3	-5%	n=21	A	B+	A-	A	A-	
2.	Guidehouse (formerly Navigant)	88.4	-4%	n=12	A	A-	A-	A-	B-	
3.	MediRevv	87.3	-1%	n=19	A	B	B	A	B-	
4.	GeBBS Healthcare Solutions	87.0	-8%	n=13	B+	B	B-	A-	B	
5.	Acclara Solutions	86.8	N/A	n=9	B	B	B	A	B	
6.	Parallon	86.2	-8%	n=21	B+	B	B	B+	B	
7.	AGS Health	80.3	-11%	n=13	B-	B-	C+	B-	C+	🛡
8.	Savista RCM (nThrive)	68.8	+57%	n=10	D	C-	C-	D+	C-	

0.0   Services average **89.4**   100.0
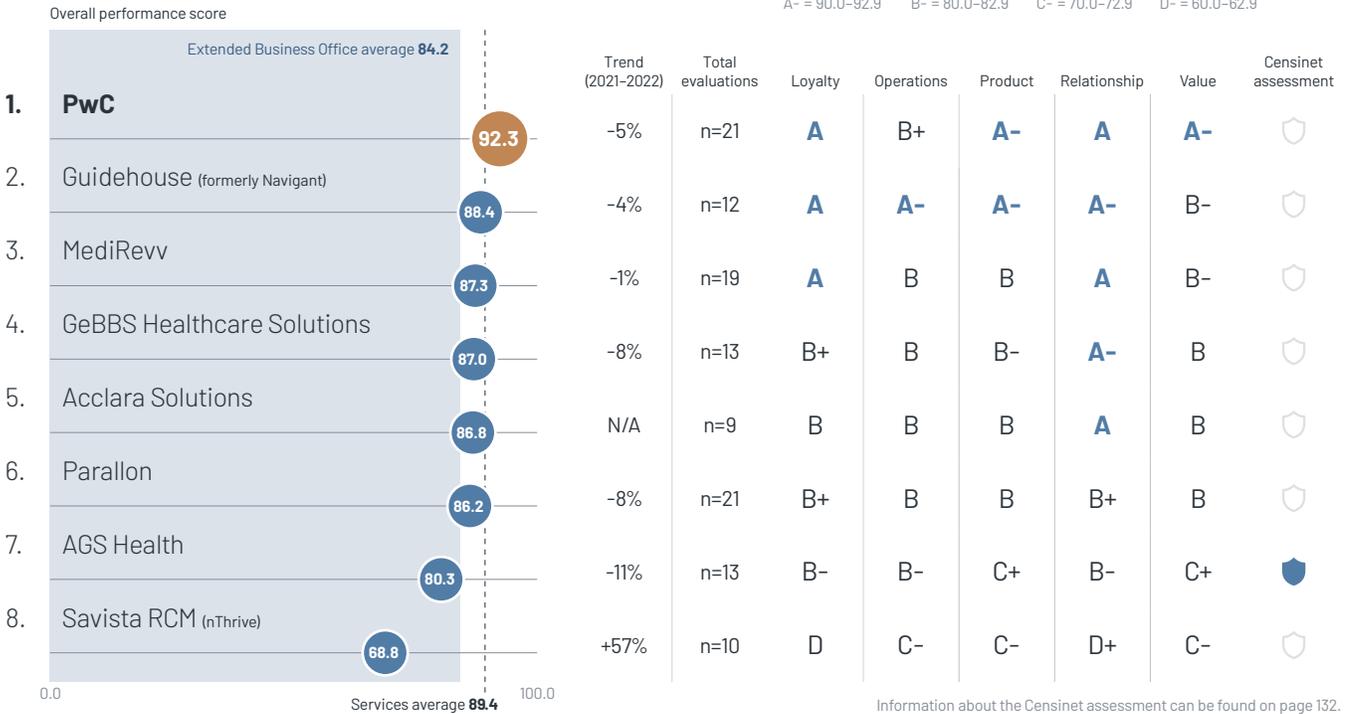
Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Avadyne Health	94.1*	n=3	A*	B+*	A-*	A*	A*	
Cognizant	70.1*	n=5	C*	C*	C-*	D+*	D*	
HRG	94.3*	n=6	A+*	A-*	A-*	A+*	A-*	
Firstsource	72.7*	n=5	C*	C-*	C*	B-*	D*	

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

Extended Business Office Continued

⭐ Other notable performances in Extended Business Office

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?		
Acclara Solutions	n=9	**100%**	None	Guidehouse (formerly Navigant)	n=12	**100%**
AGS Health	n=13	**100%**		MediRevv	n=17	**100%**
GeBBS Healthcare Solutions	n=13	**100%**		PwC	n=20	**100%**
MediRevv	n=18	**100%**				
PwC	n=21	**100%**				

Recent Insights
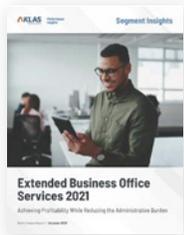
Extended Business Office Services 2021

Achieving Profitability While Reducing the Administrative Burden

Key Findings:

1. GeBBS Healthcare Solutions, PwC & Guidehouse Demonstrate Strong Partnership
2. Savista (nThrive) and Cognizant Fall Significantly Short of Expectations
3. PwC Stands Out for Applying Equally Strong Effort in Commercial & Government Contracts
4. Robust, Transparent Reporting Leads to High Client Satisfaction with PwC and Parallon
5. AGS Health, GeBBS, and MediRevv Most Likely to Improve the Patient Financial Experience
6. COVID-19 Has Had Little Impact on EBOS Operations

Physician Advisory Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

SOUND PHYSICIANS™

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Physician Advisory Services average **95.1**

1. **Sound Physicians** — 94.2

2. R1 RCM — 94.1

0.0   Services average **89.4**   100.0

	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
	+5%	n=12	A+	A	A	A	A-	🛡
	+5%	n=12	A	A-	A	A	A-	🛡

Information about the Censinet assessment can be found on page 132.
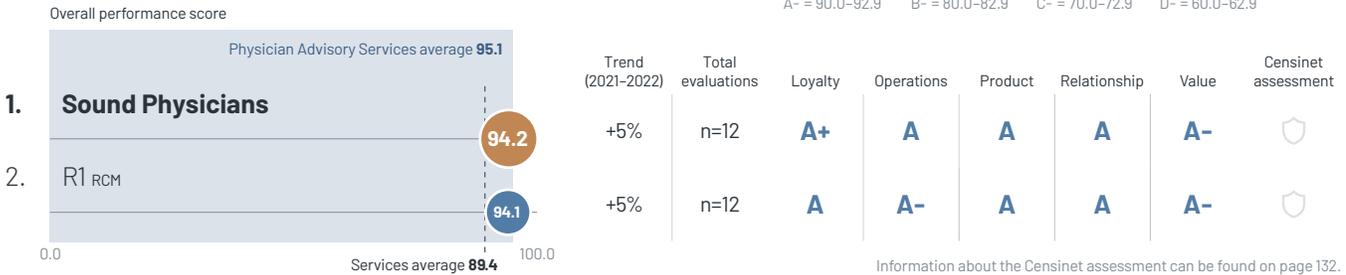
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
XSOLIS	97.8*	n=8	A+*	A+*	A*	A+*	A+*	🛡

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

Definitions can be found on page iii.

⭐ Other notable performances in Physician Advisory Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

R1 RCM   n=12   **100%**

Exceeds expectations?

None

Would you buy again?

R1 RCM   n=12   **100%**

Sound Physicians   n=12   **100%**

Recent Insights

Physician Advisory Services 2021
Physicians Helping Physicians

Key Findings:

1. XSOLIS' Standout CORTEX Technology Drives High Satisfaction
2. All Firms' On-Site Advisors Execute Very Well; Strategic Ability of Sound Physicians' Remote Advisors Can Be Hit or Miss

Revenue Cycle Outsourcing

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

ENSEMBLE HEALTH PARTNERS

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Revenue Cycle Outsourcing average **75.2**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Ensemble Health Partners**	92.9	+2%	n=16	**A+**	**A-**	**A-**	**A**	B+	
2.	Guidehouse (formerly Navigant)	84.2	+8%	n=10	B+	B	B-	**A-**	C+	
3.	R1 RCM	68.5	-16%	n=23	D	D	C-	C	D	
4.	Conifer Health Solutions	66.8	-13%	n=8	C-	D	C-	C-	D-	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Savista RCM (nThrive)	57.4*	n=4	F*	D*	D+*	C*	F*	

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

Definitions can be found on page iii.

⭐ Other notable performances in Revenue Cycle Outsourcing

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
None	None	Ensemble Health Partners n=15 **100%**

Revenue Cycle Outsourcing Continued

Recent Insights

Revenue Cycle Outsourcing 2021
Choosing A Strategic Partner

Key Findings:

1. Ensemble Excels in Delivering Tangible Outcomes to Midsized Organizations; R1 Clients Optimistic for the Future
2. nThrive No Longer Seen as Trusted Partner for RCO
3. Conifer Health Solutions' Ongoing Execution Misses & R1's Early Implementation Missteps Have Reduced Client Perceptions of Value
4. Ensemble Health Partners & R1 Clients Most Likely to Buy Again, Due in Part to High Strategic Ability
5. What Motivates Organizations to Outsource Revenue Cycle Management?
6. Reasons Firms Are Selected (or Not Selected)

Sizing Spread of RCO Firms' Client Organizations

Firms ordered alphabetically
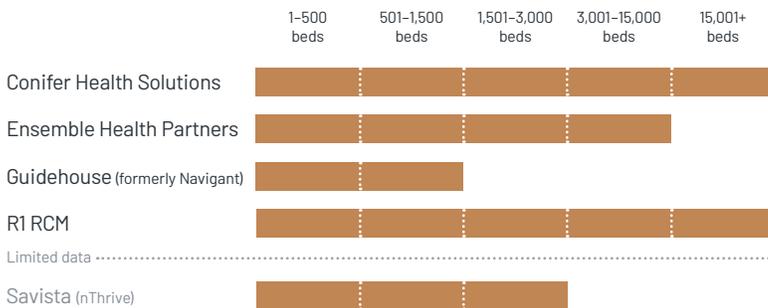
	1–500 beds	501–1,500 beds	1,501–3,000 beds	3,001–15,000 beds	15,001+ beds
Conifer Health Solutions					
Ensemble Health Partners					
Guidehouse (formerly Navigant)					
R1 RCM					
Limited data					
Savista (nThrive)					

Revenue Integrity/Underpayment Services

Segment definitions can be found on page 230.

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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

Revenue Integrity/Underpayment Services average **92.8**

		Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Aspirion** (SHP) — **96.7**	N/A	n=18	A+	A	A	A+	A	
2.	BESLER — **93.7**	+1%	n=21	A	A	A	A-	A	●
3.	Revecore (BLS) — **93.6**	0%	n=31	A+	A-	A-	A	A-	
4.	Cloudmed — **92.4**	N/A	n=48	A	A	A-	A-	A-	
5.	TransUnion Healthcare — **88.2**	-2%	n=28	A-	A-	B+	B+	B	

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Revenue Integrity/Underpayment Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Aspirion (SHP)	n=18	**100%**
BESLER	n=21	**100%**

Exceeds expectations?

None

Would you buy again?

Aspirion (SHP)	n=18	**100%**
BESLER	n=20	**100%**
Revecore (BLS)	n=30	**100%**

Revenue Integrity/Underpayment Services Continued

Recent Insights

Revenue Integrity/Underpayment Services 2021
Do Deeper Engagements Lead to Better Outcomes?

Key Findings:

1. BESLER Delivers High Value for Deep Adopters; Strong Partnership Less Likely for Standard Clients
2. Deep Adopters Feel Past Revint (now Cloudmed) Acquisitions More Deeply
3. Cloudmed (Triage) Maintains Tight Partnerships amid Merger
4. Revecore's Flexibility Sets Them Apart
5. TransUnion Brings Industry Experience; More Transactional Than Some Would Like

RPA Managed Services

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

RPA Managed Services average **78.2**

Olive Automation Managed Services

78.2

0.0

Services average **89.4**

100.0

Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
N/A	n=18	B	C	B-	B	D+	

Information about the Censinet assessment can be found on page 132.

Value-Based Care Managed Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

ARCADIA

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Value-Based Care Managed Services average **84.5**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	Arcadia.io	88.2	-4%	n=10	A	B+	B+	A	B-	🛡
2.	Conifer Health Solutions	75.4	-13%	n=6	C+	C+	C	C+	D+	⬡
3.	Evolent Health	75.1	+26%	n=11	C+	B-	B	C	D+	⬡

0.0   Services average **89.4**   100.0

Information about the Censinet assessment can be found on page 132.
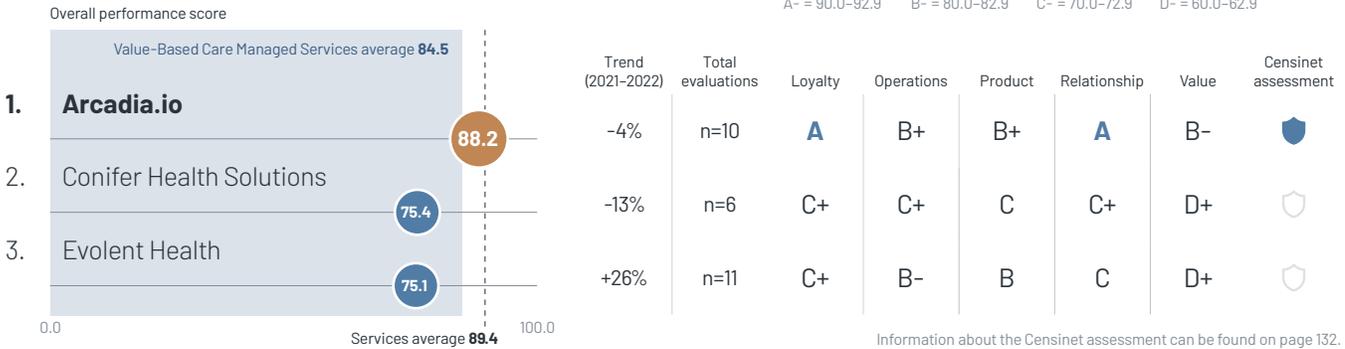
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Health Catalyst [C]	95.7	n=6	A	A	A	A	A	⬡
HealthEC [C]	87.9	n=7	B+	B+	A	B+	B-	⬡
Lightbeam [C]	88.5*	n=5	A*	B-*	B*	A*	B*	⬡
Lumeris	72.9*	n=4	C-*	C+*	B*	B*	D-*	⬡
Premier [C]	84.1	n=6	B	B	B	B+	B-	⬡

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

Definitions can be found on page iii.

⭐ Other notable performances in Value-Based Care Managed Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?		
Conifer Health Solutions	n=6	**100%**	None	Arcadia.io	n=10	**100%**

Technical Services

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

S&P™
A Nordic Global Company

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Technical Services average **92.6**

		Overall performance score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**S&P Consultants,** a Nordic Global Company	96.6	+5%	n=15	A+	A	A	A	A	
2.	Prominence	96.5	0%	n=18	A+	A	A	A+	A	
3.	Galen Healthcare	96.2	0%	n=25	A+	A	A	A	A	■
4.	314e	96.1	0%	n=11	A+	A-	A	A	A	
5.	Engage	93.3	+2%	n=15	A	A	A	A	B+	
6.	Bluetree Network	93.1	N/A	n=11	A	A-	B+	A	A	
7.	Pivot Point Consulting, a Vaco Company	92.7	+3%	n=13	A	A-	A-	A-	A-	
8.	Nordic	92.1	-2%	n=13	A+	B+	B+	A-	B+	
9.	Navin Haffty	88.6	-1%	n=20	A-	A-	B+	B+	B	■

0.0   Services average **89.4**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Apex Systems [NR]	96.9*	n=6	A+*	A*	A-*	A+*	A*	
Cerner	83.1*	n=5	B-*	B*	C+*	A*	B-*	
Experis Health (formerly ettain health)	92.2*	n=6	A-*	A*	A-*	A-*	A-*	
The HCI Group	71.1*	n=5	C+*	C+*	B-*	C-*	F*	

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

Technical Services Continued

⭐ Other notable performances in Technical Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?		
314e	n=11	**100%**	None	314e	n=11	**100%**
Bluetree Network	n=11	**100%**		Bluetree Network	n=11	**100%**
Galen Healthcare	n=25	**100%**		Engage	n=14	**100%**
Nordic	n=13	**100%**		Galen Healthcare	n=25	**100%**
Pivot Point Consulting, a Vaco Company	n=12	**100%**		Nordic	n=13	**100%**
Prominence	n=16	**100%**		Pivot Point Consulting, a Vaco Company	n=13	**100%**
S&P Consultants, a Nordic Global Company	n=14	**100%**		Prominence	n=18	**100%**
				S&P Consultants, a Nordic Global Company	n=15	**100%**

Vendor Excellence Research

Vendors, do you know the universal best practices that consistently yield high customer success?

KLAS' Vendor Excellence research series explores various areas of vendor delivery to discover the differentiating practices of high-performing companies. What insights can you replicate from the industry's top performers?

Findings are currently available from the series' first area of focus—**customer success managers (CSMs)**.

Key Takeaways from CSM Research

Healthcare organizations rate their vendor higher when:

Vendors pair a low-pressure sales culture with **sales incentives** that are tied to revenue/growth metrics.

Vendors provide **strong CSM training**, most commonly 8–12 weeks of training.

CSMs are empowered to help customers themselves without having to pass requests up the chain of command.

Future topics of research will include:
- Upgrade best practices
- Training that drives adoption
- Mergers & acquisitions
- Professional services firm excellence

For more information,
please watch the Customer Success Management Principles webinar

KLAS RESEARCH

Imaging Systems

Cardiology

Segment definitions can be found on page 230.

FUJIFILM

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Cardiology average **78.6**

	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Fujifilm** Synapse Cardiovascular	83.6	+13%	n=36	B-	B+	B	B	B+	B	
2.	Siemens Healthineers syngo Dynamics	79.7	+4%	n=17	C+	B	B	B-	B-	C	
3.	IBM Watson Health Merge Cardio	78.6	-1%	n=34	B-	B-	B-	B-	B-	C	●
4.	Change Healthcare Cardiology Solutions	77.5	+3%	n=40	B-	B-	B-	C+	B-	D+	●
5.	Philips IntelliSpace Cardiovascular	73.4	0%	n=28	D+	C+	C+	C	C	C	
6.	GE Healthcare Centricity Cardiology Enterprise Solution	65.4	-20%	n=20	D	D	C	C-	C-	F	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.
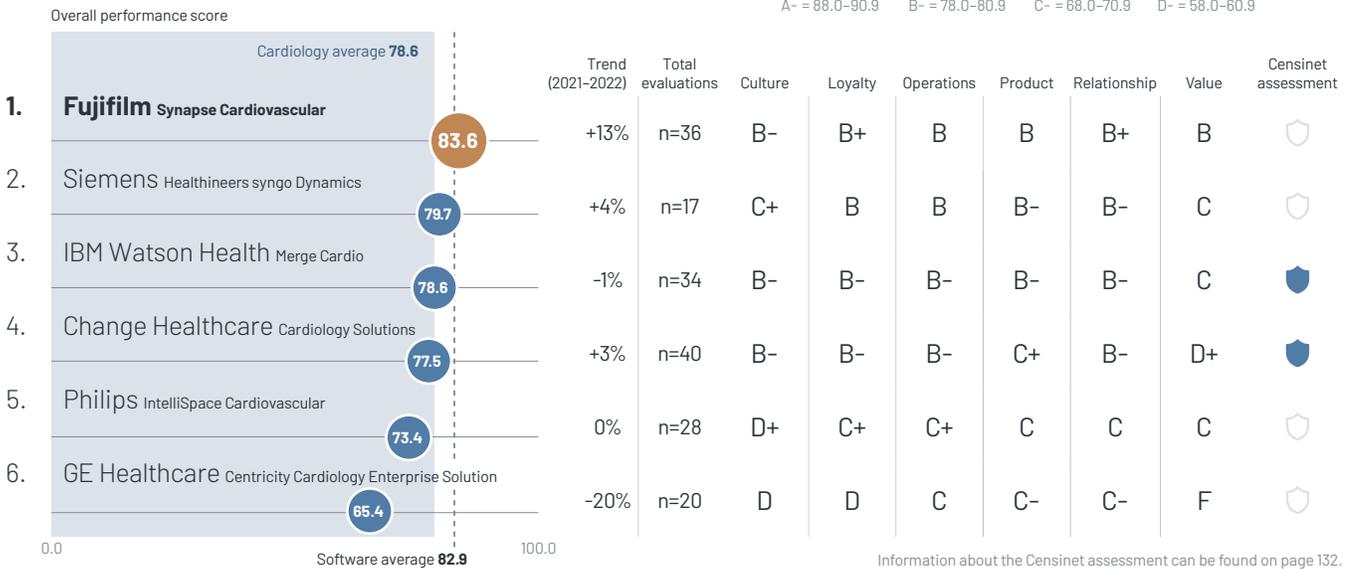
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Epic Cupid [C]	86.0	n=23	B+	B+	B	B+	B+	B+	
INFINITT Cardiology Suite	87.1*	n=16	A-*	A-*	B*	B+*	B+*	B*	
Intelerad Apollo Advance (Lumedx)	77.2*	n=11	C+*	C*	B-*	B-*	B*	C*	
Intelerad DigiView (Digisonics)	74.9*	n=6	D+*	C-*	B+*	C+*	B*	C-*	

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

Cardiology Continued

⭐ **Other notable performances in Cardiology**

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?			Would you buy again?
None	None	Siemens Healthineers syngo Dynamics	n=16	**100%**	None
		Fujifilm Synapse Cardiovascular	n=33	**97%**	

Recent Insights

Cardiology 2021
Opportunity for Market Disruption (A Decision Insights Report)

Key Findings:

1. Philips, IBM Watson Health & Fujifilm Most Often Considered
2. Agfa HealthCare, GE Healthcare & Change Healthcare See Less Momentum
3. Philips, Epic, IBM Watson Health Selected Most by Large Organizations
4. Integration, Functionality & Cardiologist Preference Drive Selections & Replacements
5. When Considered, Epic & ScImage Often Selected (Usually in Combination with Other Vendors)
6. Vendor Summaries
7. Other Vendors in the Cardiology Space

Cardiology Hemodynamics

Segment definitions can be found on page 230.

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Cardiology Hemodynamics average **79.3**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**GE Healthcare** Mac-Lab	84.0	+6%	n=23	B	B+	B	B	B-	B	⬡
2.	IBM Watson Health Merge Hemo	83.4	+1%	n=27	B	**A-**	B	B	B-	C	⬢
3.	Philips Xper Hemodynamics	77.3	+4%	n=26	C	B-	B-	B-	B-	C	⬡
4.	Change Healthcare Cardiology Hemo	73.3	-2%	n=27	C+	C	C+	C	C+	D+	⬢

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

⭐ **Other notable performances in Cardiology Hemodynamics**

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?
None	None	IBM Watson Health Merge Hemo	n=25 **96%**	None
		Philips Xper Hemodynamics	n=21 **96%**	

Image Exchange

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Intelerad. Making a difference in healthcare

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Image Exchange average **84.3**

1. **Intelerad** DG Suite (Ambra) — **92.3**
2. Nuance PowerShare — **90.1**
3. IBM Watson Health IBM iConnect Access (Image Exchange) — **76.0**
4. lifeIMAGE — **65.5**

0.0 — Software average **82.9** — 100.0

	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	-3%	n=28	A-	A+	A-	A	B+	A	
2.	+1%	n=59	A-	A	A-	A-	B	A-	
3.	-4%	n=16	C	C	B-	C+	B	C	
4.	-15%	n=25	F	D-	C	C	F	C	

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Image Exchange

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

Avoids charging for every little thing?

None

Keeps all promises?

Intelerad DG Suite (Ambra)   n=26 **96%**

Nuance PowerShare   n=57 **95%**

Part of long-term plans?

Intelerad DG Suite (Ambra)   n=27 **100%**

Nuance PowerShare   n=59 **100%**

Would you buy again?

Intelerad DG Suite (Ambra)   n=28 **100%**

Oncology: Medical

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

Epic

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Oncology: Medical average **81.1**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Epic** Beacon	89.4	+3%	n=29	A-	A	B	A-	A-	A-	
2.	Ontada (McKesson) iKnowMed (Mostly Ambulatory)	83.7	+8%	n=15	C+	A-	B	B-	B+	B+	
3.	Flatiron OncoEMR (Mostly Ambulatory)	79.9	-4%	n=31	C+	B	B	B-	B	C+	
4.	Cerner PowerChart Oncology	77.8	+2%	n=23	C+	B	C	B-	C	C	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Elekta MOSAIQ	73.2*	n=7	C-*	C-*	B-*	C*	B-*	C*	
Varian (A Siemens Healthineers Company) ARIA	77.5*	n=11	B-*	C*	B-*	C*	B*	B-*	

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

⭐ Other notable performances in Oncology: Medical

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

Avoids charging for every little thing?

Ontada (McKesson) iKnowMed (Mostly Ambulatory)   n=14   **100%**

Keeps all promises?

None

Part of long-term plans?

Epic Beacon   n=29   **100%**

Would you buy again?

Epic Beacon   n=28   **100%**

Cerner PowerChart Oncology   n=18   **95%**

Oncology: Radiation

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

varian

Solution Comparison

Overall performance score

Oncology: Radiation average **82.7**

		Overall score	Trend (2021-2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Varian** (A Siemens Healthineers Company) ARIA	84.9	+3%	n=32	B	**A**	B	B+	B	B-	
2.	Elekta MOSAIQ	80.0	-4%	n=26	B	B	B-	C+	B	C	

0.0 — 100.0
Software average **82.9**

Information about the Censinet assessment can be found on page 132.
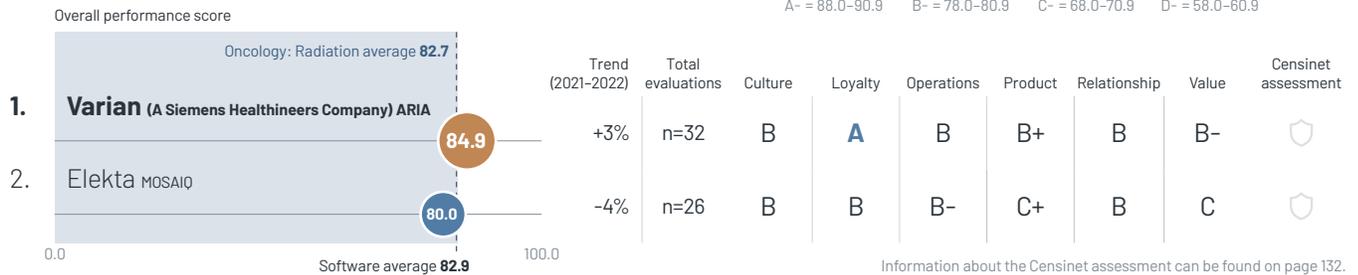
⭐ Other notable performances in Oncology: Radiation

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Varian (A Siemens Healthineers Company) ARIA n=30 **97%**	Varian (A Siemens Healthineers Company) ARIA n=31 **97%**

PACS (Large: >300K Studies)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

SECTRA

Knowledge and passion

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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 (Large: >300K Studies) average **78.1**

	Solution	Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Sectra** PACS	88.5	-2%	n=23	**A-**	**A**	B+	B+	B+	B	●
2.	Fujifilm Synapse	84.4	+10%	n=30	B	B+	B	B	B+	B	○
3.	IBM Watson Health Merge PACS	82.3	+3%	n=20	B	B+	B	B	B	C	●
4.	Change Healthcare Radiology Solutions	80.5	+4%	n=25	B-	B	B+	B	C+	C-	●
5.	GE Healthcare Centricity PACS	58.6	-3%	n=20	D-	F	D-	D-	C-	F	○

0.0 Software average **82.9** 100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Agfa HealthCare Enterprise Imaging for Radiology	73.9*	n=17	C+*	C*	C*	C*	B*	D+*	●
Agfa HealthCare IMPAX [NP]	73.8*	n=11	C*	C-*	B-*	C*	C+*	C*	○
INFINITT PACS	88.0*	n=10	B+*	A*	B+*	B+*	B+*	B*	○
Intelerad IntelePACS (Mostly Imaging Centers)	78.8*	n=17	B-*	B*	B-*	B-*	C+*	C-*	○
Philips IntelliSpace PACS [NP]	66.2	n=25	D-	D-	C	C-	C	C-	○
Philips Vue PACS (Carestream)	79.0*	n=8	B*	C+*	B*	B-*	B+*	C-*	○

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

⭐ Other notable performances in PACS (Large: >300K Studies)

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?	
None	None	Sectra Sectra PACS	n=22 **100%**	Sectra Sectra PACS	n=21 **96%**
		Fujifilm Synapse	n=27 **96%**	IBM Watson Health Merge PACS	n=18 **95%**
		IBM Watson Health Merge PACS	n=19 **95%**		

PACS (Large: >300K Studies) Continued

Recent Insights

Imaging in the Cloud 2021
Early Adoption Shows Promising Results

Key Findings:

1. Fujifilm and INFINITT Lead in Successfully Moving Organizations (Small to Midsize) to Cloud-Based Production Environment

2. Philips and IBM Watson Health Make Strides in Cloud Imaging Adoption, with Some Bumps along the Way

3. Cloud PACS Production Primarily Done by Smaller Organizations; IBM Watson Health, Sectra Validated for Larger Volumes

4. Making the Transition to Imaging in the Cloud

PACS (Small: ≤300K Studies)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

SECTRA

Knowledge and passion

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

PACS (Small: ≤300K Studies) average **81.9**

	Solution	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Sectra** PACS	92.8	+1%	n=32	A	A+	A	A	A	B	●
2.	Novarad NovaPACS	87.9	+11%	n=16	B+	A-	A-	B+	B+	A-	○
3.	Philips Vue PACS (Carestream)	87.1	+1%	n=31	B+	A-	B+	A-	B	B	○
4.	INFINITT PACS	85.2	+9%	n=29	B+	B+	B	B+	B	B+	○
5.	Fujifilm Synapse	81.8	+1%	n=36	C+	B	B-	B	B	B	○
6.	Change Healthcare Radiology Solutions	81.6	+2%	n=38	B	B	B+	B	B	C	●
7.	IBM Watson Health Merge PACS	78.4	+1%	n=17	B-	C+	B-	B-	B-	C	●
8.	Intelerad IntelePACS (Mostly Imaging Centers)	74.2	-10%	n=23	C	C+	C+	B-	D	C-	○
9.	GE Healthcare Centricity PACS	70.9	-3%	n=24	C-	D+	C+	C	C-	D+	○

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Agfa HealthCare Enterprise Imaging for Radiology	78.5*	n=8	B*	B+*	B*	B-*	C+*	D*	●
PaxeraHealth PaxeraUltima [C]	89.7*	n=7	A-*	A-*	B+*	B+*	A*	A+*	○
Philips IntelliSpace PACS [NP]	75.4	n=24	C+	C	C+	C+	C+	C+	○

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

Definitions can be found on page iii.

PACS (Small: ≤300K Studies) Continued

⭐ **Other notable performances in PACS** (Small: ≤300K Studies)

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?	
None	None	Sectra PACS	n=31 **100%**	Sectra PACS	n=32 **100%**

Speech Recognition: Front-End Imaging

Segment definitions can be found on page 230.

Solution Comparison

Overall performance score

Speech Recognition: Front-End Imaging average **87.9**

		Score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**3M** MModal Fluency for Imaging	89.0	+1%	n=28	A-	A-	A-	A-	A-	B+	
2.	Dolbey Fusion Expert	88.7	+1%	n=19	A	A-	A-	B+	A-	B+	
3.	Nuance PowerScribe 360/One	86.9	-1%	n=63	B+	A-	A-	A-	B	B	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
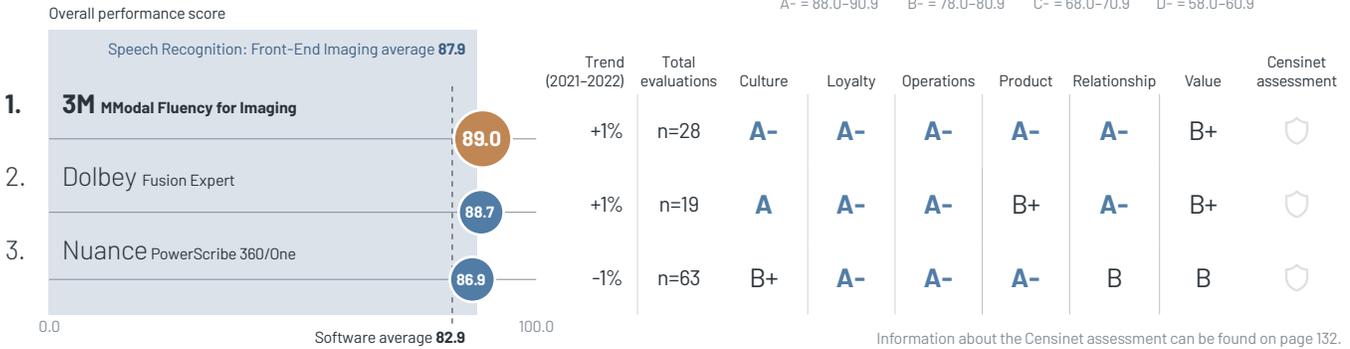
⭐ Other notable performances in Speech Recognition: Front-End Imaging

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

Avoids charging for every little thing?	Keeps all promises?		Part of long-term plans?		Would you buy again?
None	Dolbey Fusion Expert	n=18 **100%**	Dolbey Fusion Expert	n=16 **100%**	None

Universal Viewer (Imaging)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

PHILIPS

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Universal Viewer (Imaging) average **82.2**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Philips** Vue Motion (Carestream)	86.0	-1%	n=19	B+	**A-**	B+	B	B	B	◯
2.	Mach7 Technologies eUnity	85.3	N/A	n=26	B-	B	B+	B+	B+	**A-**	◯
3.	IBM Watson Health IBM iConnect Access (Universal Viewer)	85.2	+4%	n=29	B	**A-**	B+	B+	B	B-	⬤
4.	Agfa HealthCare Enterprise Imaging XERO Viewer	83.2	+1%	n=22	B	B+	B	B+	B+	C+	⬤
5.	GE Healthcare Universal Viewer	72.8	-3%	n=30	C-	C	C	C	C+	C	◯

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
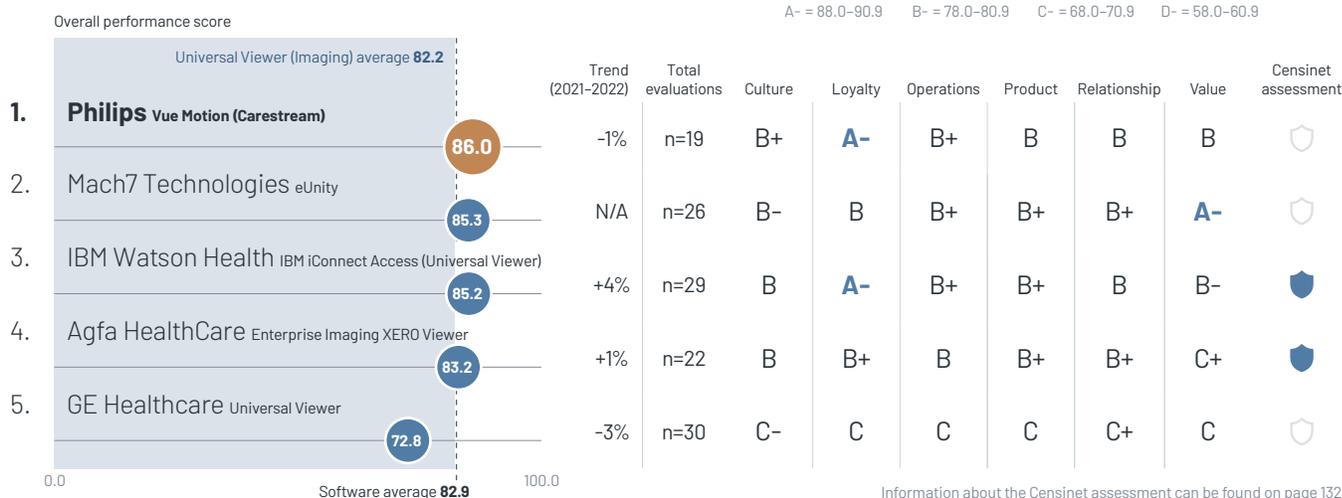
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Hyland NilRead	82.1*	n=14	C+*	B+*	B*	B*	B-*	C+*	◯
Visage Imaging Visage 7	88.8*	n=13	B*	A*	A-*	A-*	B+*	B+*	◯

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

⭐ Other notable performances in Universal Viewer (Imaging)

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	None	Mach7 Technologies eUnity n=20 **95%**

Universal Viewer (Imaging) Continued

Recent Insights

Enterprise Imaging 2021
A Deep Dive on the Market Landscape

Key Findings:

1. Relationships Improving from Market Share Leader IBM Watson Health; GE Healthcare Sees Waning Loyalty from Poor Relationships

2. Agfa HealthCare's Scalability Attracts High-Volume Customers; Fujifilm and Philips Mainly Validated for Small/Midsize Organizations

3. Universal Viewer: Visage Has Highest Proportion Using Diagnostic Viewing; Hyland Validated for Most Service-Line Connections (Primarily Referential)

4. VNA: Fuji's Strong Service-Line Integration Drives Broad Deployments; Lingering Issues Connecting to Other Fuji Solutions

5. Growth beyond Radiology & Cardiology: POC Ultrasound, Wound Care, Pathology Most Broadly Adopted across Vendors

Vendor Neutral Archive (VNA)

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

FUJIFILM

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Vendor Neutral Archive (VNA) average **80.9**

		Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Fujifilm** Synapse VNA (TeraMedica)	86.3	+1%	n=32	B	**A-**	B	B+	B+	B+	
2.	IBM Watson Health IBM iConnect Enterprise Archive	84.8	+7%	n=34	B-	**A-**	B	B+	B	B-	
3.	Mach7 Technologies Mach7 Vendor Neutral Archive	80.1	+3%	n=18	B-	B-	B-	B-	B-	B+	
4.	Hyland Acuo	75.2	-5%	n=30	C-	C+	C	B-	C	C+	
5.	Agfa HealthCare Enterprise Imaging VNA	74.8	-12%	n=22	C	C+	C+	B-	B-	D+	●
6.	GE Healthcare Centricity Clinical Archive Solution	73.8	-1%	n=19	C-	C	C+	B-	C	C-	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
InsiteOne Unified Clinical Archive	72.7*	n=12	C+*	D*	C+*	C+*	C*	C+*	
Philips Vue Archive (Carestream)	84.9*	n=16	B+*	B*	B*	B+*	B-*	B*	
Sectra VNA	93.9*	n=12	A+*	A+*	A*	A-*	A+*	A*	●

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

★ Other notable performances in Vendor Neutral Archive (VNA)

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	**Fujifilm** Synapse VNA (TeraMedica) n=30 **97%**	**IBM Watson Health** IBM iConnect Enterprise Archive n=32 **97%**
		IBM Watson Health IBM iConnect Enterprise Archive n=32 **97%**	

Vendor Neutral Archive (VNA) Continued

Recent Insights
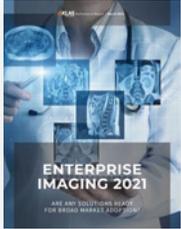
Enterprise Imaging 2021
Are Any Solutions Ready for Broad Market Adoption?

Key Findings:

1. Track Records of Agfa, Fujifilm, Hyland, IBM Indicate They Are Most Ready for Future EI Adopters—but Not without Caveats

2. Agfa HealthCare Sees the Most—and the Most Satisfied—Recent Go-Live Validations

3. IBM Watson Health Leads in Scalability; Small Philips Customers Report Positive ROI

4. Agfa HealthCare, Philips, GE Healthcare, IBM Watson Health Best at Providing Strategic Guidance

5. Referential Viewing—GE Customers Often Using Third Party or Not Adopting at All

6. Vendor Summaries

Payer/Provider Points of Light

How can points of friction be reduced?

Process inefficiencies between payer and provider organizations take a huge financial and administrative toll on the healthcare industry.

Points of Light

The KLAS "Points of Light" report and awards (planned for May 2022) will highlight provider, payer, and vendor organizations that have collaborated to reduce waste and improve the patient experience. These success stories, or "points of light," will be shared with the market to illustrate what's possible when stakeholders work together toward a common goal.

Improvements being achieved through collaboration and innovation:

Automation of prior authorization process via vendor interoperability

Technology-enabled clinical data exchange that facilitates payer and provider access to patient data

Reduction in credentialing turnaround time

Reduction in denials

Consolidation of hospital bill and payer EOB

Automation of chart-retrieval process

Join us in reducing payer/ provider friction and improving the patient experience.

Submit your success stories!

Send the following to
POLCollaboration@KLASResearch.com:

- **A brief project overview and description**
- **Contact information (name, title, email, and phone #) for the involved parties**

KLAS
RESEARCH

Payer Solutions

Care Management Solutions (Payer)

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

zeomega®

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Care Management Solutions (Payer) average **80.9**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **ZeOmega** Jiva	82.7	+1%	n=13	C+	A	B-	B	B	C+	
2. HealthEdge Care Management Solutions	82.1	N/A	n=14	B-	B+	B-	B-	B	B	
3. Casenet TruCare	80.4	-2%	n=13	B-	B	B-	C+	B-	B	

0.0   100.0

Software average **82.9**

Information about the Censinet assessment can be found on page 132.
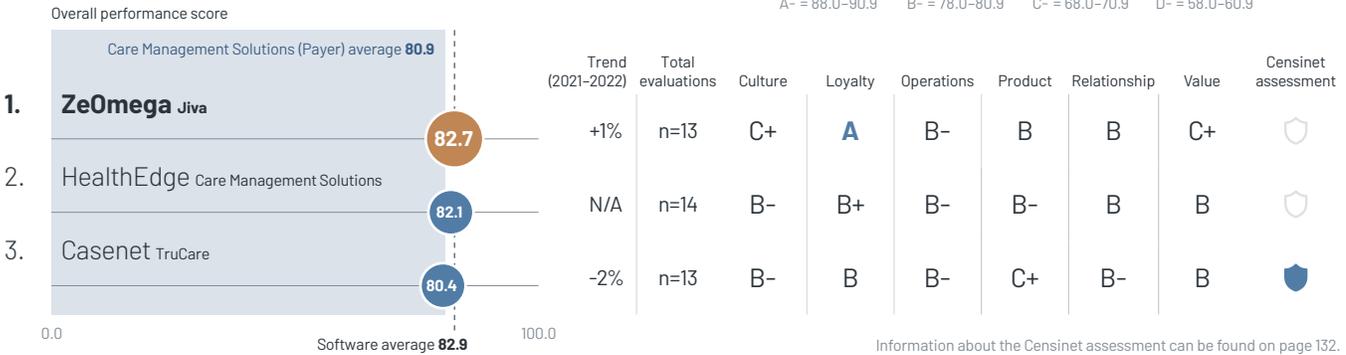
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Cognizant CareAdvance Enterprise (TriZetto)	64.6*	n=10	C*	D-*	D+*	D+*	C*	F*	
EXL Healthcare	76.5*	n=8	C*	C*	B*	C*	B*	B*	
HMS Holdings Corp Essette CM	70.8*	n=7	C*	C-*	C*	C-*	C*	C-*	
Livongo Health Livongo (Chronic Care Management, Mostly Employer) [C]	89.6	n=21	A	A	A-	B+	B	A-	
Medecision Aerial (for Payer Care Management)	66.1*	n=10	D-*	D*	C*	D+*	D+*	C-*	
VirtualHealth HELIOS	87.4*	n=5	A-*	A-*	B+*	B+*	A-*	A-*	

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

⭐ Other notable performances in Care Management Solutions (Payer)

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?		Would you buy again?	
None	None	Casenet TruCare	n=12 **100%**	ZeOmega Jiva	n=13 **100%**
		ZeOmega Jiva	n=13 **100%**		

Care Management Solutions (Payer) Continued

Recent Insights

Payer Care Management 2021
Amid Shifts in the Market, Who Will Step Up?

Key Findings:

1. ZeOmega Leading with Strong Product; Optimism Growing with HealthEdge Acquisition of Altruista
2. Missed Promises and Delivery Hamper Medecision Clients; Once a Mainstay, EXL Loses Traction
3. Casenet's Painful Upgrade Improves Usability; HMS and VirtualHealth Easy to Use
4. Lower-Performing Cognizant Improves Service Experience
5. Vendor Overview

Payer Claims & Administration Platforms

Segment definitions can be found on page 230.

BEST IN KLAS SOFTWARE & SERVICES 2022

HEALTHEDGE

Solution Comparison

Overall performance score

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Payer Claims & Administration Platforms average **75.7**

	Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1. **HealthEdge** HealthRules Payor	78.1	+2%	n=17	C-	B+	C+	C+	B-	C	
2. Cognizant Trizetto Core Claims/Administration Solutions	70.8	-9%	n=28	C-	C	C+	C	C-	D	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.
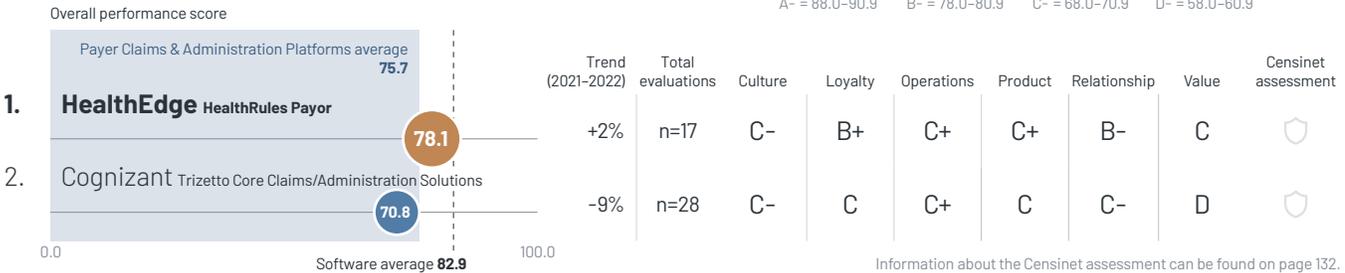
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Advantasure Core Administration Solutions	66.3*	n=11	D-*	C*	D*	D*	C-*	D*	
Conduent HSP (MediTrac)	90.3*	n=6	A*	A+*	A-*	B+*	A-*	B+*	
Epic Tapestry [C]	83.4	n=20	B	B+	B	B-	B+	B-	

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

Definitions can be found on page iii.

⭐ Other notable performances in Payer Claims & Administration Platforms

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

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

HealthEdge
HealthRules Payor   n=17 **100%**

Would you buy again?

None

Payer Claims & Administration Platforms Continued

Recent Insights

HealthEdge Core Payer Administration Platform 2021
Newfound Energy in a Stagnant Market

Key Findings:

1. HealthEdge Leads the Market in New Wins
2. Technology's Robust Flexibility Creates New Efficiencies—and Some Complications
3. HealthEdge Has Improved Engagement & Delivery; Frustration Persists in a Few Areas
4. HealthEdge Viewed as Best Technology Option; Ability to Consistently Deliver Not Yet Proven
5. System Information Provided by HealthEdge

Payer Quality Analytics

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

Milliman MedInsight®

Solution Comparison

Overall performance score

Payer Quality Analytics average **80.0**

Software average **82.9**

		Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**MedInsight** Quality Analytics — 85.5	+3%	n=22	B	A-	B	B	A-	B	🛡
2.	Cotiviti Quality Intelligence — 75.0	+2%	n=21	C	C+	C	C	C	C+	⬡

Information about the Censinet assessment can be found on page 132.
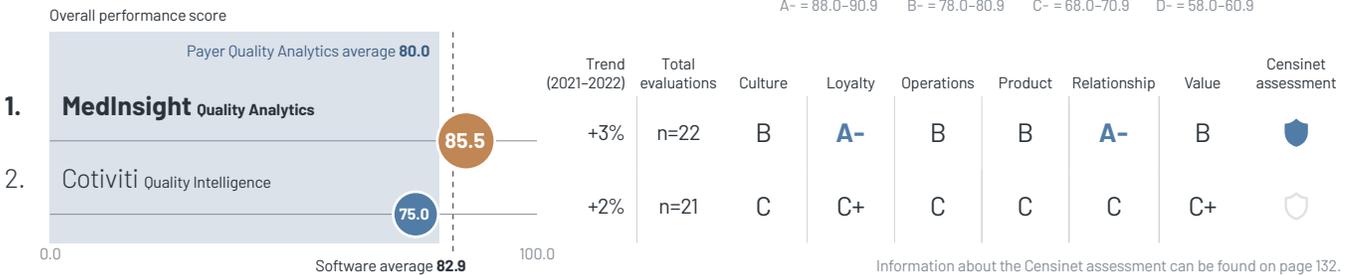
Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Change Healthcare Quality Performance Advisor	89.7*	n=5	A+*	B*	A-*	A*	A-*	A*	⬡
Inovalon Quality & Reporting Solutions	67.0*	n=10	D+*	C-*	C-*	D*	B-*	F*	⬡

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

⭐ Other notable performances in Payer Quality Analytics

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

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

Payer Quality Analytics Continued

Recent Insights

Risk Adjustment 2021
Which Vendors Deliver Best?

Key Findings:

1. Vendor Snapshots & Customer-Validated Usage
2. Inovalon and Optum Are Compelling for Their Comprehensive Offerings but Fall Short in Meeting Expectations
3. EXL's Strong Analytics Offering Expanding to Broader Capabilities; Advantasure's Technology Lacking
4. Apixio's AI Capabilities and Client Success Program Drive Accuracy, Efficiency; Health Fidelity's Difficult Implementations Causing Struggles
5. Pulse8 & Optum Customers Most Likely to Consider Leaving
6. Pareto's Analytics and Proactive Partnership Lead to High Satisfaction; Overall MedInsight Experience Improving
7. Risk Adjustment Pillar Definitions

Risk Adjustment

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

EXL

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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

Overall performance score

Risk Adjustment average **84.6**

		Overall score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**EXL** Clarity™	93.2	0%	n=15	A	A	A-	A	A+	A	●
2.	Apixio HCC Identifier	91.2	-3%	n=23	A	A-	A	B+	A	A+	○
3.	Pareto Intelligence Risk Solutions	90.5	N/A	n=16	A	A	B+	B+	A	A	○
4.	MedInsight Risk Analytics	89.6	+11%	n=23	A	A	B+	B+	A-	A-	●
5.	Episource Risk Adjustment and Analytics	87.0	N/A	n=20	B	A-	B+	B	B+	A-	○
6.	Ciox Health Risk Adjustment Solution	81.8	-4%	n=19	B-	B	B-	B-	B	B	●
7.	Change Healthcare Risk View (Risk Analytics)	78.6	N/A	n=12	C+	C+	B	C	B	B	○
8.	Inovalon ONE Platform Risk	60.0	N/A	n=16	F	D	D	D	D+	F	○

0.0   Software average **82.9**   100.0
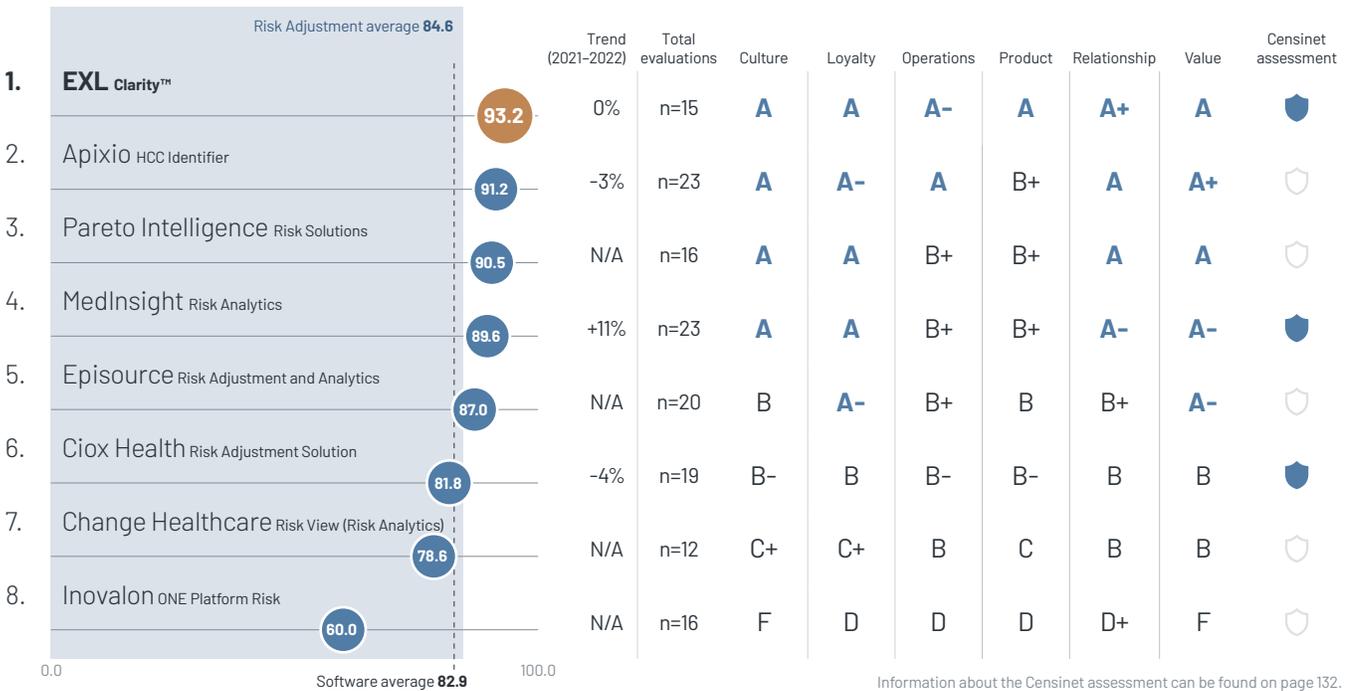
Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Advantmed ELEVATE Risk Adjustment Insights	77.3*	n=6	C+*	C*	C*	B-*	B-*	B+*	○
Arcadia.io Arcadia Risk Navigator Plus	84.5*	n=6	B*	A-*	C+*	B*	B*	B+*	○
Cotiviti Risk Adjustment Solutions	70.4*	n=8	D+*	C-*	D+*	D+*	C-*	B+*	○
Health Fidelity Lumanent	79.0*	n=11	C-*	B-*	B-*	C+*	B*	B*	○
Optum Risk Adjustment Solutions	65.9*	n=6	D+*	D*	D*	D*	C+*	C-*	○
Pulse8 Illumin8 Risk Analytics	72.9*	n=7	C+*	D+*	C+*	C+*	B-*	C*	○
Talix Risk Adjustment and Analytics Solutions	89.8*	n=10	A-*	A*	B+*	B+*	A*	A*	○
Vatica Health Risk Adjustment and Quality of Care Solution	89.2*	n=6	A*	A*	B*	B-*	A+*	A*	○

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

Risk Adjustment Continued

⭐ Other notable performances in Risk Adjustment

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

Avoids charging for every little thing?		
Apixio HCC Identifier	n=24	**100%**
Episource Risk Adjustment and Analytics	n=21	**100%**

Keeps all promises?		
Apixio HCC Identifier	n=24	**100%**
EXL Clarity™	n=15	**100%**
Pareto Intelligence Risk Solutions	n=16	**100%**
MedInsight Risk Analytics	n=22	**95%**

Part of long-term plans?		
MedInsight Risk Analytics	n=22	**96%**
Episource Risk Adjustment and Analytics	n=18	**95%**

Would you buy again?		
EXL Clarity™	n=15	**100%**
Episource Risk Adjustment and Analytics	n=19	**95%**
MedInsight Risk Analytics	n=20	**95%**

Recent Insights

Risk Adjustment 2021
Which Vendors Deliver Best?

Key Findings:

1. Vendor Snapshots & Customer-Validated Usage
2. Inovalon and Optum Are Compelling for Their Comprehensive Offerings but Fall Short in Meeting Expectations
3. EXL's Strong Analytics Offering Expanding to Broader Capabilities; Advantasure's Technology Lacking
4. Apixio's AI Capabilities and Client Success Program Drive Accuracy, Efficiency; Health Fidelity's Difficult Implementations Causing Struggles
5. Pulse8 & Optum Customers Most Likely to Consider Leaving
6. Pareto's Analytics and Proactive Partnership Lead to High Satisfaction; Overall MedInsight Experience Improving
7. Risk Adjustment Pillar Definitions

Payer IT Consulting Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

CHANGE HEALTHCARE

Solution Comparison

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score

Payer IT Consulting Services average **90.0**

		Overall score	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
1.	**Change Healthcare**	97.2	+2%	n=8	**A+**	**A+**	**A**	**A**	**A+**	
2.	FlexTech	91.0	-1%	n=14	**A**	**A-**	**A-**	B+	B	
3.	Accenture	88.3	0%	n=8	**A**	**A-**	B	B+	B	
4.	Cumberland	87.7	-5%	n=10	**A-**	B+	B+	B	B	

0.0   100.0
Services average **89.4**

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
NTT DATA	91.4*	n=3	A	B+	B	A-	A	

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

⭐ Other notable performances in Payer IT Consulting Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Accenture Accenture	n=8	**100%**
Change Healthcare	n=8	**100%**

Exceeds expectations?

Change Healthcare	n=8	**100%**

Would you buy again?

Accenture Accenture	n=8	**100%**
Change Healthcare Change Healthcare	n=8	**100%**
FlexTech FlexTech	n=13	**100%**

Employer Sponsored Healthcare Services

Segment definitions can be found on page 230.

BEST IN KLAS
SOFTWARE & SERVICES
2022

everside HEALTH™

Solution Comparison

Overall performance score

Employer Sponsored Healthcare Services average **88.5**

1. Everside Health — 93.6

2. Cerner — 89.5

3. Marathon Health — 89.2

4. Premise Health — 85.3

5. QuadMed — 84.1

0.0 — Services average **89.4** — 100.0

Grading scale (Grading methodology can be found on pages ii–iii)

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	

	Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
	+13%	n=10	A	A	A-	A	A	○
	+6%	n=10	A	B+	B+	A-	B	●
	-3%	n=29	A-	B+	B+	B+	B+	○
	-5%	n=18	A	B+	B+	B+	C	○
	+21%	n=11	A-	B+	B	B	C	○

Information about the Censinet assessment can be found on page 132.

Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Vera Whole Health	93.5*	n=4	A+*	A*	A*	A-*	A-*	○

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

⭐ Other notable performances in Employer Sponsored Healthcare Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

None

Exceeds expectations?

Everside Health   n=12 **100%**

Would you buy again?

Cerner	n=8	**100%**
Everside Health	n=12	**100%**
Premise Health	n=16	**100%**
QuadMed	n=11	**100%**

Emerging Technology

It seems there's a new healthcare tech startup trying to catch your attention every week.

Which are worth the time and investment?

Don't jump into new tech without first hearing from the early adopters.

KLAS' Emerging Technology Insights offer first looks at new and newly energized markets, including:

Continuous performance management

Automated update/ upgrade testing

Remote patient monitoring

Data management as a service

"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. The reports are always helpful for us."
—CMIO, midsize acute care facility

See the latest at
klasresearch.com/etech

KLAS RESEARCH

Emerging & Other KLAS-Validated Solutions

Segment definitions can be found on page 230.

Software Performance

Ordered alphabetically

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score	Trend (2021–2022)	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Radix Health DASH — 85.3	N/A	n=18	B	B	B	B+	B+	A-	
Real Time Medical Systems — 92.1	N/A	n=26	A	A	A-	A-	A	A	
Strata Decision Technology StrataJazz Financial Planning — 89.8	N/A	n=26	A	A	B+	B+	A-	B+	
Vyne Medical Trace — 87.2	N/A	n=34	A-	B+	B	B+	A-	B+	
XSOLIS Cortex — 90.2	N/A	n=32	A-	A	A-	A-	A-	A-	

0.0   Software average **82.9**   100.0

Information about the Censinet assessment can be found on page 132.

Solutions with limited data or other designations

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Enterprise Health COVID Vaccine Module	94.0*	n=8	A*	A+*	A-*	A*	A*	A-*	
Force Therapeutics Force	93.3*	n=3	A*	A+*	A*	A-*	A+*	A*	
Gozio	93.5*	n=11	A*	A+*	A*	B+*	A+*	A*	
MDsave	95.1*	n=11	A+*	A+*	A*	A*	A*	A+*	
MedeAnalytics Revenue Cycle Management	84.2*	n=9	B+*	B*	B*	B*	B+*	B-*	
PatientPing	95.7*	n=4	A+*	A+*	A*	A*	A*	A+*	
RxNT BPO/MSO [NR]	84.1	n=15	B	B+	B	B	B	B	
Secure Exchange Solutions [NR]	92.8	n=18	A	A	A-	A	A	A	
Socially Determined SocialScape	92.8*	n=11	A+*	A*	A-*	A-*	A+*	A*	
Suki Digital Assistant	95.0*	n=5	A*	A+*	A*	A*	A+*	A+*	
Swellbox Request Wizard	98.3*	n=9	A+*	A+*	A+*	A+*	A+*	A+*	
symplr Directory (formerly Phynd)	82.6*	n=13	B-*	B*	A-*	B-*	B+*	B-*	
VisiQuate RCM Analytics	92.1*	n=9	A-*	A*	A-*	A-*	A*	A*	
WellSky Rehabilitation (IRF)	86.3*	n=9	B*	A*	B*	B+*	B*	B+*	
Xealth	90.5*	n=4	A*	A+*	B*	B+*	A-*	A*	

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

Emerging & Other KLAS-Validated Solutions Continued

⭐ Other notable performances in Emerging & Other KLAS-Validated Software

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

Avoids charging for every little thing?			Keeps all promises?			Part of long-term plans?			Would you buy again?		
Real Time Medical Systems	n=21	**100%**	Real Time Medical Systems	n=26	**100%**	XSOLIS Cortex	n=28	**97%**	Strata Decision Technology StrataJazz Financial Planning	n=24	**100%**
			Vyne Medical Trace	n=30	**96%**	Real Time Medical Systems	n=22	**96%**	XSOLIS Cortex	n=30	**97%**
			XSOLIS Cortex	n=28	**96%**	Strata Decision Technology StrataJazz Financial Planning	n=25	**96%**	Real Time Medical Systems	n=22	**96%**
			Strata Decision Technology StrataJazz Financial Planning	n=23	**95%**						

Services Performance

Ordered alphabetically

Grading scale (Grading methodology can be found on pages ii–iii)

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	

Overall performance score		Trend (2021–2022)	Total evaluations	Loyalty	Operations	Product	Relationship	Value	Censinet assessment
Algorex Healthcare Technologies Algorex SDoH Services	93.9	N/A	n=8	**A**	B	**A-**	**A**	**A**	🛡
SYNERGEN Health RCM Transformation & DOCTRIX	85.5	N/A	n=7	B	B-	B	B+	B	🛡

0.0   100.0

Services average **89.4**

Information about the Censinet assessment can be found on page 132.

⭐ Other notable performances in Emerging & Other KLAS-Validated Services

Solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?			Would you buy again?		
Algorex Healthcare Technologies Algorex SDoH Services	n=8	**100%**	Algorex Healthcare Technologies Algorex SDoH Services	n=8	**100%**	Algorex Healthcare Technologies Algorex SDoH Services	n=8	**100%**

Recent Insights

Emerging Technology Spotlights 2021

Atlas Health

AvaSure

Bluesight Insights

Bright.md

CareSimple

CenterX Electronic Prior Authorization (ePA)

CenterX Real-Time Prescription Benefits (RTPB)

DeliverHealth Gemini

Enterprise Health

Emerging Technology Spotlights continued on next page

Emerging & Other KLAS-Validated Solutions Continued

Emerging Technology Spotlights, continued

Gozio Health

Hart

Iodine Software Artifact

Laudio

Nuance DAX

Omnicell XR2

PatientBond

Quil

Smile CDR

SOC Telemed

SureTest

Swellbox

SYNERGEN Health

Upfront

Vatica Health

Verata Health

VisiQuate

XSOLIS

First Looks 2021

Alpha II ClaimStaker

Armis

Avaap

Capgemini

ClinIntell

Cloudbreak

Cognizant Healthcare BPaaS

DeliverHealth (MIST) Ambulatory Services

DrFirst Backline

DrFirst MedHx

ECP

eHealth Exchange

Enjoin

Everbridge

Futura Mobility

GetWellNetwork GetWell Loop

Hayes MDaudit

HealthMark Group

Imprivata

Infor FHIR Bridge

Intrado HouseCalls Pro

First Looks continued on next page

Emerging & Other KLAS-Validated Solutions Continued

First Looks, continued

Klara

MDsave

Pareto Intelligence

Pexip Health

Real Time Medical Systems

Redox

Relevant

RRS Medical

RXNT

Secure Exchange Solutions

Spectralink Versity

Streamline Health

Surescripts Interoperability Solutions
(Direct Provider Customers)

uPerform by ANCILE

VIDAL (Non-US)

Virtus Informatics Derwaza

ViTel Net

Zebra Technologies

ERP Implementation Transparency

Get the 360° view of your ERP implementation

One in three ERP implementations fail, but with KLAS' help, that doesn't have to happen to you.

KLAS strives to provide accurate, honest, and impartial data on healthcare IT products and services. Historically, we have collected these insights *after* IT systems are already in place.

Implementation Success Assessment

2017—2021
(n=80 implementations)

Borderline disasters **16%**

Unsuccessful

34%

Went poorly **18%**

66% **Successful**
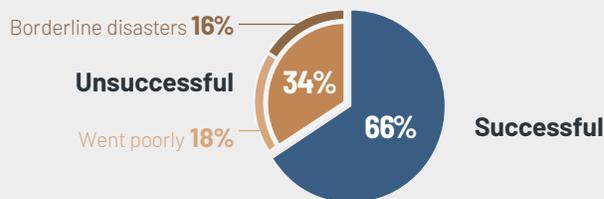
Improving the Probability of ERP Success by Measuring Satisfaction Earlier

Current timing of KLAS satisfaction measurement

Too late to change implementation results

| ERP implementation timeline | Preliminary planning | Vendor selection | Planning | Configuration/ process design | Testing | Go-live | Production environment |

New proposed timing of KLAS satisfaction measurement

Measuring satisfaction earlier and regularly to improve the probability of a successful implementation

KLAS' ERP Implementation Transparency services aim to prevent disasters *before* they happen by providing healthcare organizations the key insights they need to succeed *throughout* the implementation process. With this service, we increase your visibility into potential problems through:
- Passionate, independent investigation of the truth
- Custom, confidential reporting to healthcare executives to help organizations successfully leverage their ERP

Designed to help increase the likelihood of a successful ERP implementation, KLAS' services:

1. Clarify stakeholder accountability via a 360° perspective on implementation status
2. Provide early warning indicators and visual dashboards
3. Give ERP leadership the time, resources, and flexibility needed to address problems
4. Leverages KLAS' research reporting and benchmarking capabilities[†]

If you are in the middle of a large ERP implementation or are about to embark on one, we want to help.

Contact us at
implementation.transparency@klasresearch.com

† KLAS does not provide implementation consulting services and is not a replacement for other firms you may use.

KLAS RESEARCH

Index

Index
Segments & Definitions

Hospitals that qualify for the 340B federal drug-discount program can use these products to track and maintain their outpatient and ED pharmaceutical inventories.

Identity and access management refers to the processes, technologies, and policies for managing digital identities and controlling how identities can be used to access resources. Identify and access management products enable the right individuals to access the right resources at the right times for the right reasons.

Value-based care services that enable the creation and maintenance of an accountable care organization (ACO). May include services for risk adjustment, care management, data aggregation, analytics, governance, and more.

Software products that provide core inpatient functionality, including a clinical data repository, order entry, results reporting, and/or clinician charting and documentation.

Clinical software that provides functionality for charting, order entry, prescription orders/refills, and more.

Services provided to a physician practice or group so they can outsource some or all billing responsibilities to a third-party billing company.

Products that provide clinical solutions for medical specialties and do not offer family practice, general practice, or internal medicine functionality.

Solutions designed for the outpatient workflow to allow physicians and administrators to document clinical data, optimize revenue, increase operational efficiency, and maintain compliance standards.

Best-of-breed vendors that provide comprehensive clinical and billing solutions to organizations ranging from small therapy/rehab clinics to large hospital-affiliated therapy centers.

When a third-party firm hosts an organization's applications. Firm must be hosting major applications (e.g., EMR, ERP system, patient accounting system) for six unique clients in order to appear in this segment without a component [C] designation.

Products providing both software and hardware (e.g., cabinets) to organize, control, and monitor the dispensing of medications in nursing units.

Software products offering clinical and/or financial management for behavioral health facilities.

Products that provide financial decision support and budgeting tools. This category does not include products that focus on clinical decision support.

Products that provide digital image management for cardiovascular modalities.

Systems that measure and monitor blood flow, pressure, and circulation during heart catheterizations and other cardiovascular procedures.

Standalone vendor solutions that provide analytics and workflow capabilities to help healthcare payers manage and improve member/patient health conditions.

Tools that manage the chargemaster file in order to ensure regulatory compliance and maximize revenue.

Software that helps provider organizations manage the claims submission process between them and payer organizations.

Tools that help reduce the number of denied claims.

HIPAA compliant, asynchronous communication platforms used on smart phones, laptops or computer stations via a web browser or downloaded application. Often provide functionality to support the workflows of physicians, nurses, and others including, administration, IT, transport teams, housekeeping, environmental services, etc. In acute care, these applications frequently interface or are integrated with the enterprise directory, EMR, electronic physician scheduling, phone system for voice calls, nurse call systems, and alarm management middleware and are built to enable push notifications to patient care teams.

Clinical Decision Support: Care Plans & Order Sets 36

Solutions that help create treatment plans primarily for nursing. Solutions also create physician order sets to guide care delivery. Content is maintained and updated based on current medical evidence.

Clinical Decision Support: Point-of-Care Clinical Reference 37

Solutions that provide clinicians with insights on drugs or disease conditions at the point of care; insights are from evidence-based research and/or clinical collaboration.

Clinical Documentation Integrity 99

Software designed to improve the quality of clinical documentation. CDI software usually provides workflows that assist clinical documentation specialists with queries and/or communication with clinicians.

Clinical Optimization 146

Projects focused on improving the way in which clinical systems operate and are used by clinicians. Projects often result in higher physician adoption, improved patient care, and an improved ROI.

Complex Claims Services 72

Includes firms that assist health systems with complex and time-consuming claims, including workers' compensation, motor vehicle accident claims, out-of-state Medicaid claims, and VA claims.

Computer-Assisted Coding (CAC) 101

Software that uses natural language processing (NLP) to analyze clinical documentation and produce appropriate medical codes.

Computer-Assisted Physician Documentation (CAPD) 103

NLP empowered tools that make documentation suggestions to clinicians.

Contract Management 73

Tools that assist in managing contract provisions and calculating expected reimbursement.

Credentialing 90

Software designed to help healthcare organizations streamline, automate, and track the credentialing and re-credentialing process for managing appointments as well as assigning and tracking privileges. The software also helps manage Primary Source Verification, manage the application process, maintain expirable records, track organizational records such as compliance training or immunizations, and monitor ongoing performance (OPPE/FPPE) and peer reviews.

Customer Relationship Management (CRM) 117

Systems that manage patients' contact data by organizing and managing current patients and potential/acquired patients, much like sales organizations do. These tools are also used for improving care collaboration.

Data & Analytics Platforms 85

Software that provides enterprise analytics and reporting on clinical, operational, and financial data. Products ingest, analyze, and display results using formats like dashboards or scorecards to help non-IT users reasonably understand the data.

Data Archiving 22

Allows healthcare organizations to access old data from legacy systems and be compliant with regulations around preserving healthcare data. Data can then be used for business use cases, legal needs, analytics, or predictive modeling.

Data Visualization & Reporting 87

Analytics solutions that provide front-end graphical, visual, and tabular displays of different kinds of data (e.g., clinical, operational, financial) to inform end users' and analysts' decisions.

Digital Rounding 118

Tools that help measure, track, and improve the patient experience and that are typically used as clinicians make their rounds in inpatient settings. Tools may also help with service recovery needs and can provide reports on rounding frequency and effectiveness.

Digital Transformation Consulting 151

Services that help with integrating digital technology into all areas of their business, resulting in health systems, employers, retailers, or payers fundamentally changing how they operate and deliver value to patients.

Drug Diversion Monitoring 27

Solutions that monitor data sources to detect and identify people who should be investigated for potentially diverting drugs.

Eligibility Enrollment Services 181

Firms that support healthcare providers' cash flow by providing patient advocacy services to help uninsured patients be eligible for and enroll in insurance or other benefits.

Emerging & Other KLAS-Validated Solutions 226

KLAS uses this general category to display performance data on any healthcare IT software vendors or services/consulting firms that belong to market segments where KLAS isn't actively measuring more than one solution.

Employer Sponsored Healthcare Services 223

Healthcare services provided directly to employer organizations by a dedicated third-party vendor; these vendor-staffed services are offered on-site at the employer offices or at a nearby location (i.e., near-site) and typically include primary and/or urgent care and pharmacy, imaging, laboratory, occupational health, wellness coaching, behavioral health, and telehealth services.

EMR-Centric Virtual Care Platforms 127

EMR-centric telehealth tools; may be driven through a patient portal. Typically allow for scheduling, documentation, and billing, either natively or through integration with an EMR. Video capabilities may be facilitated via third-party technology.

Enterprise Resource Planning (ERP) 91

Products that provide at least two of the following functionalities: financials (GL and A/P), HR/payroll, and supply chain management.

ERP Business Transformation & Implementation Leadership 163

Firms acting as the overall implementation leader for highly complex ERP projects. To qualify for this segment, firms must offer three core services: business transformation, overall ERP implementation

management (i.e., they are the general contractor), and provision of experienced consultants.

ERP Implementation Leadership 165

Firms acting as the overall implementation leader for ERP projects. To qualify for this segment, firms must offer two core services: overall ERP implementation management (i.e., they are the general contractor) and provision of experienced consultants. Firms in this segment do not include organization-wide business transformation in their engagements.

Extended Business Office 182

Third-party firms that manage the ongoing collection services for hospital business offices. Includes collection work for the following areas: self-pay, third-party insurance, CMS, and workers' compensation.

Extensive IT Outsourcing 178

Engagements in which a hospital outsources more than 50% of its IT department and generally includes most or all of the following areas: IT leadership, application management, data center management, help desk support, desktop management, network management, disaster recovery, and security services.

Financial Improvement Consulting 152

Engagements focused on improving a healthcare organization's financial performance (e.g., reducing costs, increasing net revenue, increasing efficiency).

Go-Live Support 167

Includes projects where consultants are brought in to assist during the go-live phase of an HIT product implementation. Services include at-the-elbow support that lasts at least one week in duration and has a minimum of 10 go-live resources on the project.

Healthcare Artificial Intelligence: Data Science Solutions 88

Software that provides machine learning (ML) or natural language processing (NLP) capabilities in clinical, operational, and financial focus areas. ML products learn algorithms and statistical models to effectively perform tasks without explicit instructions while relying on patterns and inference to determine outcomes. NLP is a form of AI that processes large amounts of natural language data.

Healthcare IoT Security 136

Software that helps detect, identify, classify, segment, secure, and visualize the activity of medical devices, internet of things (IoT) devices, and sometimes operational technology (OT) connected to a health system's network. Products also help stratify risk and enforce policies.

Healthcare Management Consulting 153

Firms that help organizations evaluate their strategy and improve their performance, operating primarily through the analysis of existing organizational problems and the development and execution of strategic plans for improvement. Firms are often used for value-based care transformation, financial improvement, growth and consolidation, consumer engagement, and human capital management.

Healthcare Safety, Risk & Compliance Management 89

Healthcare solutions that provide capabilities around risk management, patient safety solutions, and compliance management

to help healthcare organizations better understand their risk initiatives while improving their quality of care.

HIT Advisory Services 147

Includes projects in the following areas: IT assessments, IT strategic plans, meaningful use assessments, system selections, pre-implementation planning, and interim IT management. This segment also includes clinical transformation/optimization, revenue cycle redesign/optimization, healthcare analytics advisory services, and security and privacy advisory services projects. Firms must be performing work in at least three of the areas listed above in order to show up in this segment without a component [C] designation.

HIT Implementation Leadership (Large: 8+ Resources) 169

Firms that provide HIT implementation services, project leadership (overall or at the project management level), eight or more consultants for an engagement, and a methodology. Projects last six months or longer. Firms must have at least three unique core clinical implementation engagements that participate with KLAS in order to appear in this segment without a component [C] designation.

HIT Implementation Leadership (Small: <8 Resources) 171

All implementation projects where the firm takes a leadership or project management role with fewer than eight resources.

HIT Staffing 174

Includes staffing projects, including implementations, without any leadership or project management in the project scope.

Home Health (Large: >200 ADC) 60

Home Health (Small: ≤200 ADC) 62

Vendor solutions providing core clinical and back office support for agencies providing home health services.

Hospice 63

Vendor solutions providing clinical and/or financial support for agencies providing hospice services.

Human Capital Consulting 156

Engagements that help organizations better manage their people and culture by attracting great talent, improving retention, and improving employee performance.

Identity Management 135

Identity and access management refers to the processes, technologies, and policies for managing digital identities and controlling how identities can be used to access resources. Identify and access management products enable the right individuals to access the right resources at the right times for the right reasons.

Image Exchange 199

A hosted or cloud-based platform that enables images to be exchanged between provider organizations.

Infection Control & Monitoring 39

Software used for the monitoring and prevention of infectious disease.

Insurance Discovery 74

Products that help provider organizations search for and identify patient insurance coverage through Medicare, Medicaid, or other insurance providers. These tools help reroute many accounts that might otherwise have been diverted into charity pathways or designated as write-offs.

Integration Engines 41

Products used to interface systems from one or more vendors.

Interactive Patient Systems 119

Solutions that provide functionality for education and entertainment on a patient's in-room monitor.

Interoperability Platforms 42

Solutions that facilitate the use of shared patient records at the point of care and aggregate the data for innovative uses (e.g., analytics, population health management).

IV Workflow Management 29

Products that control, standardize, and document the process of manually compounding IVs.

Long-Term Care 64

Products that provide some or all of the core management software (clinical and financial) needed by long-term care facilities.

Medication Inventory Management 31

Software solutions that provide healthcare organizations with end-to-end medication inventory counts from the drug wholesaler to the patient across multiple hospitals, hospital departments, clinics, or pharmacies.

Oncology: Medical 200

Systems used to manage patient data and orders in regard to medical oncology care. Sometimes referred to as oncology information systems (OIS).

Oncology: Radiation 201

Systems used to manage patient data and orders in regard to radiation oncology care. Sometimes referred to as oncology information systems (OIS).

Outsourced Coding 159

Outsourcing of some or all of a healthcare organization's medical record coding to a third-party firm.

PACS (Large: >300K Studies) 202

PACS (Small: ≤300K Studies) 204

Picture archiving and communication system (PACS) software that archives digital images and provides a platform for displaying and transmitting images for physician review.

Partial IT Outsourcing 179

Outsourcing engagements in which less than 50% of the IT department is outsourced and that include one or more of the following offerings: application management services, data center management, help desk support services, desktop management services, network management, disaster recovery, upgrade management, and secure managed services.

Patient Access 75

Solutions designed to help with the tasks associated with patient registration, including determination of insurance eligibility, determination of propensity to pay or charity care needs, preauthorization, estimation of patient responsibility costs, and point-of-service collections.

Patient Accounting & Patient Management (Community Hospital: ≤200 Beds) 78

Patient Accounting & Patient Management (Large Hospital/IDN: >200 Beds) 77

Software products that provide core inpatient functionality, including patient management (ADT), patient accounting (billing and A/R), basic scheduling, and general financials.

Patient Education 120

Systems that provide healthcare organizations with an array of patient educational materials.

Patient Experience Improvement 121

Solutions that help provider organizations monitor a patient's overall healthcare experience or their experience with specific clinicians and healthcare facilities.

Patient Financial Engagement 79

Technology that supports the financial aspects of patient engagement by facilitating patient payments via a patient portal. Tools may also provide predictive modeling, segmentation, business rules, inbound/outbound IVR, and appointment reminders. Primarily patient-facing tools that benefit provider organizations by accelerating cash collections and reducing resource burden for business offices.

Patient Financing Services 81

Vendor services offered by provider organizations (through vendor/provider agreement) that give patients additional healthcare financing options. Services are typically offered by provider organizations that do not want to carry large patient account balances or finance patient debt for extensive periods of time.

Patient Flow 106

Systems employed to monitor bed/room status and facilitate patient throughput.

Patient Intake Management 55

Software solutions specifically designed to digitize the patient intake process with electronic and online forms. Solutions also focus on facilitating the collection of insurance information, patient payments, and other information. To be considered a complete solution, vendors must provide integration across multiple PM/EMR vendors.

Patient Outreach 123

Solutions that encourage patient adherence to care plans, appointments, treatments, and interactions with care providers.

Patient Portals 125

Systems that allow patients to view personal health and billing information and/or schedule appointments.

Patient Privacy Monitoring 142

Technology deployed to monitor and detect privacy breach events that occur as a result of hospital employees or others inappropriately accessing patient records.

Payer Claims & Administration Platforms 216

Core claims/administration systems used by health plans to process and pay (adjudicate) claims, enroll health plan members, and manage payer product lines (i.e., benefit/plan offerings).

Payer IT Consulting Services 222

Consulting services offered by software vendors and services firms to help payer organizations with things such as assessment/advisory needs, strategy work, and implementations.

Payer Quality Analytics 218

Vendor solutions used by health plans to measure and report performance on quality of care (i.e., fulfilling regulatory reporting such as HEDIS and identifying/analyzing gaps in care).

Pharmacy Automation: Dispensing Robotics 32

Technology that automates and controls medication processing, storage, and inventory in the pharmacy.

Pharmacy Automation: IV Robots 33

Technology that automates and controls the preparation and processing of intravenous medications.

Pharmacy Surveillance 40

Third-party (i.e., best-of-breed) solutions that assist pharmacists and other clinicians by monitoring the conditions of patients and providing important information on drug utilization and resistance. Products are typically used by inpatient pharmacies and often include analytics and reporting capabilities.

Physician Advisory Services 184

Services that help organizations with their physician and utilization review.

Population Health Management 113

Pre-packaged IT solutions that provide analytics and care management functions for analyzing, understanding, and proactively managing patient populations.

Practice Management (>75 Physicians) 56

Practice Management (11–75 Physicians) 57

Solutions that focus on practice billing and scheduling and that accommodate the needs of broad-market primary care practices as well as multispecialty groups.

Private Duty 65

Vendor solutions that offer scheduling, billing, and documentation support for agencies that provide private duty services.

Real-Time Location Systems (RTLS) 107

Systems that use a variety of technologies to locate and track assets and people in real time.

Release of Information 161

Services involving release or disclosure of patient record information and all associated tasks, such as obtaining patient consent, tracking and fulfilling requests, collecting fees, etc. Release of information is governed by both individual organizational requirements and HIPAA standards.

Remote Patient Monitoring 128

Solutions that acquire, store, transmit, and display electronic health information from patients outside of conventional clinical settings, most often their homes. Data may include biometric device readings (such as vital signs, weight, blood sugar, and oxygen levels) as well as patient-reported data (such as mood, comfort level, and medication adherence).

Revenue Cycle Optimization 150

Engagements focused on improving the way revenue cycle systems operate and are used by health system professionals, with the goal of improving practices, coordination, tracking, and financial performance.

Revenue Cycle Outsourcing 185

Ongoing engagements in which provider organizations outsource all or key components of their patient access, HIM, or business office departments to a third-party firm. Firms must have at least three unique outsourced business office engagements in order to be measured in this segment without being marked as a component offering.

Revenue Integrity/Underpayment Services 187

Services that help healthcare organizations ensure they get reimbursed correctly for services provided. Includes charge capture/audit, underpayment recovery, pricing/contract validation, audit risk prevention, and denial management.

Risk Adjustment 220

Products that provide methods and techniques for identifying high-risk members/patients along with improving gaps in HCC coding and CMS reimbursement.

Robotic Process Automation 82

Technology that enables software to automate repetitive and rule-based tasks normally performed by humans. This segment focuses on technology designed to automate tasks and workflows within revenue cycle management.

RPA Managed Services 189

Ongoing digital transformation services that help hospitals, health systems, and physicians automate manual processes, particularly those in revenue cycle management. Vendors in this segment provide the management, support, and development for automation software and initiatives and offer them as managed services.

Scheduling: Nurse & Staff 93

Products that provide comprehensive employee and nurse scheduling and reporting tools.

Scheduling: Physician 95

Software that uses rules and algorithms to help schedule physicians and providers.

Security & Privacy Consulting Services 137

Consulting engagements that help organizations assess, enhance, and develop security and privacy programs through technical or advisory work.

Security & Privacy Managed Services 139

Engagements in which all or part of an organization's security or privacy program is outsourced and managed by a third-party firm. May include managed detection and response (MDR), SOC monitoring,

software managed services, third-party risk management, medical device security management, incident response services, managed privacy services, and other managed work.

Small Practice Ambulatory EMR/PM (≤10 Physicians) 58

Vendor solutions providing both an electronic medical record (EMR) and practice management solution used by practices with 10 physicians or less. EMR solutions provide charting, orders, prescriptions, and/or other EMR functionality; practice management solutions focus on patient registration, scheduling, and billing.

Smart Pumps (EMR-Integrated) 34

Equipment used for large volume infusions (LVPs), infusion of patient-controlled analgesia (PCA) medications and epidurals, and infusion of small-volume medications dispensed via a syringe; includes a drug library and dose-error reduction system to establish drug limits and prevent IV medication errors. Ratings collected only from customer organizations with at least one hospital live with bidirectional pump-EMR interoperability (auto-programming and auto-documentation). Solutions that offer only a PCA or syringe pump are not eligible for Best in KLAS ranking.

Smart Pumps (Traditional) 35

Equipment used for large volume infusions (LVPs), infusion of patient-controlled analgesia (PCA) medications and epidurals, and infusion of small-volume medications dispensed via a syringe; includes a drug library and dose-error reduction system to establish drug limits and prevent IV medication errors. Ratings collected from customer organizations with all elements of smart pump technology in place but no bidirectional EMR integration. Solutions that offer only a PCA or syringe pump are not eligible for Best in KLAS ranking.

Social Determinants of Health Networks 115

Software that supports the development of social determinant referral networks and ongoing SDOH collaboration between patients, providers, and community resources.

Speech Recognition: Front-End EMR 104

Systems clinicians use for real-time voice-to-text conversion, enabling them to start, edit, complete, and sign off on notes or reports without using transcription services.

Speech Recognition: Front-End Imaging 206

Systems clinicians use for real-time voice-to-text conversion, enabling them to start, edit, complete, and sign off on notes or reports without using transcription services.

Strategy, Growth & Consolidation Consulting 157

Engagements focused on growth, innovation, and consolidation, e.g., projects focused on growing strategies organically or through acquisition, enhancing integration between providers/payers, and improving leveraged growth.

Talent Management 97

Software used to automate processes and help with business objectives related to workers and their skills, such as hiring, learning/training, goal management, compensation, and career planning.

Technical Services 191

Projects in the following areas: data migration/conversion, interfacing/integration, report writing, system design/build, and system testing. System design/build includes programming, database development, web portal design and implementation, hardware and network installations, interim database/network administrators, healthcare analytics technical work (such as installing a data warehouse/data mart), implementing an HIE, and setting up a security and privacy infrastructure. System testing includes security testing (such as penetration testing), ICD-10 testing, etc.

Time & Attendance 98

Products that provide comprehensive tools for tracking and reporting on employee time and attendance.

Transcription Services 162

Engagements in which provider organizations outsource all or a portion of their medical transcription and/or editing to a medical transcription services organization (MTSO).

Universal Viewer (Imaging) 207

Solutions that can be used for referential and/or diagnostic viewing; that support multiple media types (e.g., DICOM, JPEG, MPEG, Cine clip); and that do so across multiple service lines (e.g., radiology, cardiology, pathology, wound care).

Value-Based Care Consulting 158

Engagements focused on helping organizations shift from fee-for-service to fee-for-value, which should result in improved quality and patient care, reduced population risk, and better patient outcomes and experiences.

Value-Based Care Managed Services 190

Ongoing operational engagements that help hospitals, health systems, payers, and physicians more effectively manage patient populations. Vendors in this segment offer a complete suite of solutions (both software and ongoing services) that empower provider organizations or payers as they transition to value-based care and embrace alternative payments models.

Vendor Neutral Archive (VNA) 209

An enterprise clinical imaging repository.

Video Conferencing Platforms 129

Video platforms, often cross-industry, that offer basic healthcare workflows; typically used primarily to enable video conferencing. Sometimes used for general business functions, though customer satisfaction data is for clinical use cases only.

Virtual Care Platforms (Non-EMR) 130

Typically healthcare focused; enable multiple visit types and offer multiple healthcare workflows, such as virtual waiting rooms, patient check-in, and scheduling. May include physician network services and proprietary equipment. KLAS ratings come from provider, payer, and employer organizations.

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Solutions