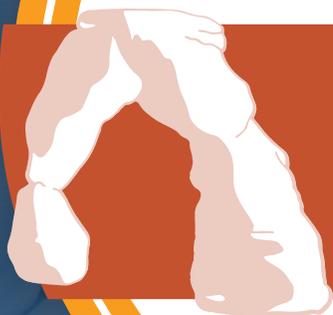




BEST IN  
**KLAS**<sup>®</sup>



**SOFTWARE  
& SERVICES**

**2020**

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

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KLAS is privileged to work with many of the finest and brightest healthcare professionals in the industry. KLAS is especially indebted to the distinguished healthcare leaders that sit on the KLAS Advisory Board. A special thanks to the individuals below for their continued contribution of time, talent, and effort to support KLAS.



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# Introduction

# Executive Overview

## Notable Performances



**Epic** was named the top Overall Software Suite for the tenth consecutive year. Additionally, Epic was named the top Overall Physician Practice Vendor, won Best in KLAS awards in eight segments, and won Category Leader awards in four segments.



**Pivot Point Consulting** was named the top Overall IT Services Firm thanks to consistently strong performance across several market segments, including HIT Implementation Leadership (Small), HIT Advisory Services, HIT Staffing, and Technical Services.



**Accenture** won a Best in KLAS award for Healthcare Management Consulting and was also named the top Overall Healthcare Management Consulting Firm, with above average performance ratings in both Financial Improvement Consulting and Strategy, Growth, and Consolidation Consulting.

## Most Improved Software Product



Evident Thrive Patient Management

Customer satisfaction with **CPSI** Evident Thrive Patient Management has increased 25% since last year, with customers reporting improvements to the training, support responsiveness, and update experience. CPSI's training programs allow new employees to quickly and efficiently get up-to-speed on the solution. A CIO stated, "*CPSI has put a lot of resources into their online offerings. When our new staff members come in, we assign them courses based on their job descriptions, and then they can do online training. There are screenshots and simulated keystrokes, and the training shows the staff members how to do their tasks. The training also tests the new staff members, and it sends the test results to the managers. That has been hugely impactful with my providers.*"

## Most Improved Physician Practice Product



Practice Management

Small physician practices (2–10 physicians) that use **Cerner** Practice Management report a 10% increase in their overall satisfaction, with satisfaction increasing in all areas measured by KLAS. These practices have seen improved relationships with Cerner and describe the system as a solid technology platform with which they can run their practices. Cerner's support personnel are empowered to solve problems and do so in an efficient manner. An office manager explained, "*Cerner's support team is incredible. . . . When I call Cerner support, I get a representative from the US who can help me right then and there. The support people don't send me to tier 3, 4, or 5, and I don't have to wait three days for somebody to call me back. . . . Cerner is there for us, and there aren't any complaints. When we call them, we just get an answer, and when we call other vendors, we don't.*"

## Acquisitions

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:

- Aldera was acquired by Evolent Health
- Aprima was acquired by eMDs
- Arrohealth was acquired by Ciox Health
- Carestream was acquired by Philips
- Corepoint Health and Rhapsody have merged under the new name Lyniate
- DocuTAP was acquired by Experity
- Extension Healthcare was acquired by Vocera
- GSI Health was acquired by Meddecision
- Health Solutions Plus was acquired by Conduent
- Leidos Health was acquired by ettain health
- OpenTempo was acquired by QGenda
- QuadraMed was acquired by Harris Healthcare
- SRS Health was acquired by Nextech
- Tangier was acquired by QGenda
- T2C was acquired by Cognizant
- Wellsoft was acquired by Medsphere

## Changes to Best in KLAS and Category Leader Market Segments

In order to ensure that the Best in KLAS awards remain focused on those market segments with the broadest operational and clinical impact on provider organizations, the segments eligible for Best in KLAS and Category Leader awards are updated each year. Segments are added, removed, consolidated, and renamed, all with the aim of improving relevance and clarity. See the following pages for the new Best in KLAS and Category Leader segments.

# Customer Experience Pillars

In addition to displaying an overall performance score for each product or service, this report also includes grades across various customer experience pillars. Each pillar is comprised of key questions from the standard KLAS evaluation.

Category	Culture 	Loyalty 	Operations 	Product 	Relationship 	Value 
Standard <b>Software, Imaging System &amp; Medical Equipment</b> 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 <b>Services</b> 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 Drive Tangible Outcomes

	Software, Imaging System & Medical Equipment Grading Scale	Services Grading Scale
Letter	Grade Bucket	Grade Bucket
A+	95.0+	97.0+
A	91.0–94.9	93.0–96.9
A-	88.0–90.9	90.0–92.9
B+	85.0–87.9	87.0–89.9
B	81.0–84.9	83.0–86.9
B-	78.0–80.9	80.0–82.9
C+	75.0–77.9	77.0–79.9
C	71.0–74.9	73.0–76.9
C-	68.0–70.9	70.0–72.9
D+	65.0–67.9	67.0–69.9
D	61.0–64.9	63.0–66.9
D-	58.0–60.9	60.0–62.9
F	< 58.0	< 60.0

We believe these grades enable readers to more quickly understand high-level differences in vendor performance and give better context as to how each product or service compares to other offerings in the market. KLAS has developed separate grading scales for different types of healthcare IT offerings. These scales are given on the left.

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



The vendors below have earned the title of 2020 Best in KLAS—a recognition of their **outstanding efforts to help healthcare organizations in their quest to deliver quality patient care.**

The Best in KLAS designation is awarded only in those software and services market segments that have the broadest operational and clinical impact on healthcare organizations.



### Inpatient Clinical Care

ACUTE CARE EMR (LARGE HOSPITAL/IDN)  
**Epic** EpicCare Inpatient EMR **87.8**

ACUTE CARE EMR (COMMUNITY HOSPITAL)  
**MEDITECH** Expance Acute Care EMR **80.3**

AUTOMATED DISPENSING CABINETS  
**BD** Pyxis™ MedStation™ ES **83.9**

SMART PUMPS  
**ICU Medical** Plum 360 (LVP) **87.8**

### Ambulatory & Post-Acute Care

AMBULATORY EMR (OVER 75 PHYSICIANS)  
**Epic** EpicCare Ambulatory EMR **87.5**

AMBULATORY EMR (11–75 PHYSICIANS)  
**Epic** EpicCare Ambulatory EMR **80.7**

AMBULATORY RCM SERVICES  
**athenahealth** RCM Services **83.3**

HOME HEALTH & HOSPICE (LARGE)  
**MatrixCare Brightree** Home Health & Hospice **87.1**

LONG-TERM CARE  
**PointClickCare** **88.4**

PATIENT INTAKE MANAGEMENT  
**Phreesia** **88.2**

### Ambulatory & Post-Acute Care Continued

PRACTICE MANAGEMENT (OVER 75 PHYSICIANS)  
**Epic** Resolute/Prelude/Cadence Ambulatory **88.4**

PRACTICE MANAGEMENT (11–75 PHYSICIANS)  
**NextGen Healthcare** Enterprise PM **83.3**

SMALL PRACTICE AMBULATORY EMR/PM (≤10 PHYSICIANS)  
**athenahealth** EHR/PM **85.2**

### Financial/Revenue Cycle/HIM

ENTERPRISE RESOURCE PLANNING (ERP)  
**Workday** HCM, Financial Management, Supply Chain Management **91.3**

HEALTHCARE BUSINESS INTELLIGENCE & ANALYTICS  
**Dimensional Insight** Diver Platform **93.4**

PATIENT ACCESS  
**PELITAS** Patient Access **88.5**

PATIENT ACCOUNTING & PATIENT MANAGEMENT (LARGE HOSPITAL/IDN)  
**Epic** Resolute Hospital Billing **90.4**

SPEECH RECOGNITION: FRONT-END EMR  
**3M MModal** Fluency Direct **92.4**



## Value-Based Care

PATIENT PORTALS

**Epic MyChart 87.7**

POPULATION HEALTH MANAGEMENT

**Enli Value Navigator 92.4**

VIRTUAL CARE PLATFORMS

**InTouch Health Virtual Care Platform 87.0**

## Security & Privacy

CYBERSECURITY ADVISORY SERVICES

**Meditology Services 95.2**

## Services & Consulting

APPLICATION HOSTING

**Epic 90.1**

EXTENDED BUSINESS OFFICE

**MediRevv 93.4**

FINANCIAL IMPROVEMENT CONSULTING

**PwC 95.2**

HEALTHCARE MANAGEMENT CONSULTING

**Accenture 94.7**

HIT ADVISORY SERVICES

**Huntzinger Management Group 97.5**

HIT IMPLEMENTATION LEADERSHIP (LARGE)

**Impact Advisors 93.9**

HIT STAFFING

**iMethods 98.0**

PARTIAL IT OUTSOURCING

**Stoltenberg Consulting 97.4**

*Services & Consulting Continued*

REVENUE CYCLE OUTSOURCING

**Ensemble Health Partners 86.4**

STRATEGY, GROWTH & CONSOLIDATION CONSULTING

**Navigant: A Guidehouse Company 96.1**

TECHNICAL SERVICES

**J2 Interactive 95.9**

VALUE-BASED CARE CONSULTING

**Deloitte 93.1**

**Navigant: A Guidehouse Company 93.1**

VALUE-BASED CARE MANAGED SERVICES

**Arcadia.io 90.3**

## Imaging Systems

CARDIOLOGY

**Philips IntelliSpace Cardiovascular 76.5**

PACS (LARGE—300K+ STUDIES)

**Sectra PACS 93.9**

PACS (SMALL—<300K STUDIES)

**Sectra PACS 90.2**

VENDOR NEUTRAL ARCHIVE (VNA)

**Fujifilm Synapse VNA (TeraMedica) 85.9**

## Payer Solutions

CARE MANAGEMENT SOLUTIONS

**HMS Essette CM 83.3**

PAYER CLAIMS & ADMINISTRATION PLATFORMS

**Conduent HSP (MediTrac) 76.2**

PAYER QUALITY & RISK ANALYTICS

**MedInsight Platform 79.3**

WORKSITE HEALTH SERVICES

**Marathon Health 94.2**



Separate from the Best in KLAS awards, the Category Leader designation is reserved for use in select market segments that don't qualify for Best in KLAS.

To be eligible for a Category Leader designation, vendors must meet a minimum level of KLAS Confidence. If only one product in a segment meets the minimum KLAS Confidence level, a Category Leader designation may still be awarded if the segment is an established one with several years of previous measurement.

## Inpatient Clinical Care

340B MANAGEMENT SYSTEMS  
**Verity Solutions Verity 340B 88.3**

ANTIMICROBIAL STEWARDSHIP  
**Vigilanz Antimicrobial Stewardship 93.3**

CLINICAL DECISION SUPPORT—CARE PLANS & ORDER SETS  
**Elsevier Care Planning 84.3**

CLINICAL DECISION SUPPORT—POINT-OF-CARE CLINICAL REFERENCE  
**Wolters Kluwer UpToDate 88.4**

DATA ARCHIVING  
**Harmony Healthcare IT HealthData Archiver 92.8**

DRUG DIVERSION MONITORING  
**Kit Check Bluesight for Controlled Substances 93.9**

EMERGENCY DEPARTMENT  
**Medsphere Wellsoft EDIS 91.6**

EMR-BASED INTEROPERABILITY SOLUTIONS  
**Epic Care Everywhere 91.6**

INFECTION CONTROL & MONITORING  
**Vigilanz Dynamic Infection Control Monitor (ICM) 92.7**

INTEGRATION ENGINES  
**Lyniate Corepoint 97.2**

INTEROPERABILITY PLATFORMS  
**InterSystems HealthShare Unified Care Record 91.0**

IV ROBOTS  
**Omniceil i.v.STATION 80.9**

IV WORKFLOW MANAGEMENT  
**Grifols PharmacyKeeper Verification 81.3**

LABORATORY (LARGE HOSPITAL/IDN)  
**Epic Beaker 88.9**

LABORATORY (COMMUNITY HOSPITAL/AMBULATORY)  
**Orchard Harvest LIS 90.4**

MEDICATION CAROUSELS  
**BD Pyxis Logistics (Carousel) 80.7**

MEDICATION INVENTORY MANAGEMENT  
**BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics) 80.4**

MOBILE CHARGE CAPTURE  
**MedAptus Pro Charge Capture 93.0**

*Inpatient Clinical Care Continued*

PHARMACY ROBOTS (ORAL SOLID)  
**Omniceil ROBOT-Rx 79.0**

PHARMACY SURVEILLANCE  
**Vigilanz Dynamic Pharmacovigilance (DPV) 92.8**

## Ambulatory & Post-Acute Care

AMBULATORY SPECIALTY EMR  
**PCC EHR (Pediatrics) 96.1**

BEHAVIORAL HEALTH  
**Cerner Millennium Behavioral Health 75.4**

CLAIMS & CLEARINGHOUSE  
**Waystar Clearinghouse 89.5**

HOME HEALTH & HOSPICE (SMALL)  
**Thornberry NDoc 90.4**

## Financial/Revenue Cycle/HIM

BUSINESS DECISION SUPPORT  
**Strata Decision Technology StrataJazz Decision Support 90.6**

CHARGEMASTER MANAGEMENT  
**VitalWare VitalCDM 93.5**

CLAIMS MANAGEMENT  
**SSI Group SSI Claims Management 93.0**

CLINICAL DOCUMENTATION IMPROVEMENT (CDI) SOFTWARE  
**3M MModal CDI collaborate 91.7**

COMPUTER-ASSISTED CODING (CAC)  
**Dolbey Fusion CAC 90.7**

CONTRACT MANAGEMENT  
**Experian Health Contract Management & Analysis 90.9**

CREDENTIALING  
**ASM MD-Staff 93.6**

## Financial/Revenue Cycle/HIM Continued

PATIENT ACCOUNTING & PATIENT MANAGEMENT  
(COMMUNITY HOSPITAL)

**MEDITECH** Expanse Patient Accounting **86.3**

PATIENT FINANCING SERVICES

**AccessOne** Patient Financing **94.5**

PATIENT FLOW

**Epic** Grand Central **89.3**

QUALITY MANAGEMENT

**Nuance** Quality Solutions **93.3**

REAL-TIME LOCATION SYSTEMS (RTLs)

**STANLEY Healthcare** MobileView **88.9**

SCHEDULING—NURSE & STAFF

**ShiftWizard** **89.2**

SCHEDULING—PHYSICIAN

**Shift Admin** Scheduling **95.3**

TALENT MANAGEMENT

**Workday** Human Capital Management **88.5**

TIME & ATTENDANCE

**API Healthcare, part of symplr** Time and Attendance **85.4**

## Value-Based Care

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

**Salesforce** CRM **83.3**

DIGITAL ROUNDING

**CipherHealth** CipherRounds **90.7**

INTERACTIVE PATIENT SYSTEMS

**pCare (TVR Communications)** **92.6**

PATIENT OUTREACH

**Relatient** Patient Engagement Platform **96.1**

REMOTE PATIENT MONITORING

**Health Recovery Solutions** Remote Patient Monitoring Platform **94.5**

## Security & Privacy

IDENTITY & ACCESS MANAGEMENT

**Identity Automation** IAM Suite **86.6**

PATIENT PRIVACY MONITORING

**Protenus** Patient Privacy Monitoring **95.8**

SECURE COMMUNICATIONS

**Telmediq** **91.3**

## Services & Consulting

BUSINESS SOLUTIONS IMPLEMENTATION SERVICES

**Healthcare IT Leaders** **95.0**

CLINICAL DOCUMENTATION IMPROVEMENT (CDI) SERVICES

**Claro Healthcare** **94.1**

CLINICAL OPTIMIZATION

**Chartis Group** **96.9**

## Services & Consulting Continued

ELIGIBILITY ENROLLMENT SERVICES

**Change Healthcare** **92.4**

GO-LIVE SUPPORT

**CSI Healthcare IT** **96.2**

HIT IMPLEMENTATION LEADERSHIP (SMALL)

**Galen Healthcare** **96.5**

OUTSOURCED CODING

**HCTec** **93.9**

RELEASE OF INFORMATION

**MRO Corp** **92.5**

REVENUE CYCLE OPTIMIZATION

**Softek** **98.3**

REVENUE INTEGRITY/UNDERPAYMENT SERVICES

**Triage Consulting Group** **96.9**

TRANSCRIPTION SERVICES

**AQuity (MModal)** **94.4**

## Imaging Systems

ADVANCED VISUALIZATION

**TeraRecon** Aquarius iNtuition Enterprise **88.8**

CARDIOLOGY HEMODYNAMICS

**IBM Watson Health** Merge Hemo **81.3**

IMAGE EXCHANGE

**Ambra** DG Suite **91.4**

ONCOLOGY—MEDICAL

**Epic** Beacon **82.6**

ONCOLOGY—RADIATION

**Elekta** MOSAIQ **80.6**

ONCOLOGY TREATMENT PLANNING

**Varian** Eclipse **85.0**

RADIATION THERAPY—EQUIPMENT

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

SPEECH RECOGNITION: FRONT-END IMAGING

**3M MModal** Fluency for Imaging **90.0**

UNIVERSAL VIEWER (IMAGING)

**Philips** Carestream Vue Motion **82.7**

## Payer Solutions

PAYER IT CONSULTING SERVICES

**FlexTech** **94.4**



# 2020 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. Additional detail is provided below as to how each vendor performs against the other enterprise suites and in the various ancillary markets in which a vendor has a product offering currently rated by KLAS.

<b>1. Epic</b>	<b>85.9</b>
2. MEDITECH <small>C/S</small>	77.1
3. Allscripts <small>Paragon</small>	71.5
4. Cerner	70.6
5. Allscripts	67.6
6. CPSI <small>Evident Thrive</small>	66.9

## How the suites perform against all other enterprise suites

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

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

	1	2	3	4	5	6
<b>Culture</b>	B+	B-	C-	D+	D	C-
<b>Loyalty</b>	A	C+	C	C+	D+	D
<b>Operations</b>	B-	C	C+	C-	C	C
<b>Product</b>	B	C+	C	C	C	D+
<b>Relationship</b>	B+	B-	C	C	C-	C
<b>Value</b>	B	B-	D	D	D	D

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

○ Hollow circle = Limited data

[C] Component

Definitions can be found on page 143.

† Unless specified, represents data from all organization/practice sizes.

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

	1	2	3	4	5	6
Acute Care EMR	●	●	●	●	●	●
Patient Accounting & Patient Mgmt.	●	●	●	●		●
Ambulatory EMR (>10 Physicians)	●			●	●	
Practice Management (>10 Physicians)	●			●	●	
Small Practice Ambulatory EMR/PM (≤ 10 Physicians)				●	●	
Cardiology	● [C]					
Emergency Department	●	○		●	○	
Health Information Exchange (HIE)	●			○	●	
Home Health	●	●		○		
Laboratory	●	○		●		
Patient Portals	●			●	●	
Population Health	●			●	●	



# 2020 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 meets the minimum KLAS Konfidence level in multiple practice size groups. Additional detail has been provided around how each vendor performs against all other vendors and against the various practice size groups in which a vendor has a product offering currently rated by KLAS.

<b>1. Epic</b>	<b>86.7</b>
2. athenahealth	79.6
3. NextGen Healthcare	79.4
4. eMDs (Aprima)	77.9
T5. Greenway Health Intergy	73.2
T5. Virence Health	73.2
7. Cerner	70.5
8. Allscripts	65.7
9. eClinicalWorks	62.6

- Well Above Average
- Above Average
- Average
- Below Average
- Well Below Average
- Hollow circle = Limited data

Definitions can be found on page 143.

## How the suites perform against all other enterprise suites

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

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

	1	2	3	4	T5	T5	7	8	9
<b>Culture</b>	B+	C+	C+	C+	C	C-	D+	D	F
<b>Loyalty</b>	<b>A</b>	B	B	B-	C+	C	C	D+	D
<b>Operations</b>	B	B-	B-	C+	B-	C+	D+	C-	C-
<b>Product</b>	B+	B-	B-	B-	C	C	C	C-	D+
<b>Relationship</b>	B+	C	B	C+	C+	C+	C+	D+	D
<b>Value</b>	B	B	C	C+	D	D+	D	F	F

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

	1	2	3	4	T5	T5	7	8	9
Over 75 Physicians	<span style="color: #c00000;">●</span>	<span style="color: #ff9900;">●</span>	<span style="color: #ff6600;">●</span>			<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">A/B</span>	<span style="color: #666666;">●</span>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">C/D</span>	<span style="color: #666666;">●</span>
11–75 Physicians	<span style="color: #c00000;">●</span>	<span style="color: #c00000;">●</span>	<span style="color: #ff6600;">●</span>	<span style="color: #ff9900;">●</span>	<span style="color: #cccccc;">●</span>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">A/B</span>	<span style="color: #ff9900;">●</span>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">D/E</span>	<span style="color: #666666;">●</span>
Small Practices (2–10 Physicians)		<span style="color: #c00000;">●</span>	<span style="color: #ff6600;">●</span>	<span style="color: #ff9900;">●</span>	<span style="color: #ff6600;">●</span>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">B</span>	<span style="color: #ff9900;">●</span>	<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">E</span>	<span style="color: #cccccc;">●</span>

- A** Virence Health Centricity EMR & Centricity Business
- B** Virence Health Centricity Practice Solution EMR/PM
- C** Allscripts Sunrise Ambulatory Care & PM
- D** Allscripts TouchWorks EHR & PM
- E** Allscripts Professional EHR & PM



# 2020 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 meet the minimum KLAS Confidence level in three separate market segments. Additional detail has been provided around how each firm performs against all other IT services firms and against the various IT services markets in which a firm has a service offering currently rated by KLAS.

<b>1. Pivot Point Consulting, a Vaco Company</b>	<b>94.6</b>
2. Oxford Global Resources	93.8
T3. Optimum Healthcare IT	93.7
T3. S&P Consultants	93.7
5. Healthcare IT Leaders	93.3
6. Divergent	93.2
7. Impact Advisors	92.7
T8. CSI Healthcare IT	92.4
T8. Navin, Haffty & Associates (NHA)	92.4
10. Huron Consulting	91.8
T11. ettain health	91.5
T11. Nordic	91.5
13. Engage	88.4
14. HCTec	88.3
15. Cerner	78.6

- Well Above Average
- Above Average
- Average
- Below Average
- Well Below Average
- Hollow circle = Limited data

Definitions can be found on page 143.

## How the suites perform against all other enterprise suites

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

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

	1	2	T3	T3	5	6	7	T8	T8	10	T11	T11	13	14	15
<b>Loyalty</b>	A+	A	A	A	A	A	A	A	A	A-	A	A	A-	B+	B
<b>Operations</b>	A	A	A	A	A-	A	A-	A	A-	A-	A	A-	B+	B	C+
<b>Services</b>	A-	A-	A-	A-	B+	A-	A-	B+	A-	B+	B+	B+	B	B-	C+
<b>Relationship</b>	A	A	A	A	A	A	A-	A	A-	A-	B+	B+	B+	B+	B
<b>Value</b>	A	A	A	A	A-	A	A	A-	A-	A	A	A-	B	A-	C-

## How the firms perform in the segments listed below

	1	2	T3	T3	5	6	7	T8	T8	10	T11	T11	13	14	15
Application Hosting															
Business Solutions Implementation Services		●			●										
Extensive IT Outsourcing															●
Go-Live Support			●			●	●				●		○	●	
HIT Implementation Leadership (Large)			●	●			●		●		○	●	●		○
HIT Implementation Leadership (Small)	●	●	●	●	●	●	●	●	●	●	●	●	○	●	●
HIT Implementation Support & Staffing	●	●	●	●	●	●	●	●	●	●	●	●		●	
IT Advisory Services	●		●			●	●		○	●	●	●			
Partial IT Outsourcing											●	●	○	●	●
Technical Services	○			●					●		○		●		



## 2020 Overall Healthcare Management Consulting Firm Rankings

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

<b>1. Accenture</b>	<b>94.7</b>
2. PwC	93.6
3. ECG Management Consultants	93.0
4. Chartis Group	92.2
5. Navigant: A Guidehouse Company	91.8
6. Premier	91.6
7. Deloitte	86.8
8. Optum	86.2

### How the suites perform against all other enterprise suites

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

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

	1	2	3	4	5	6	7	8
<b>Loyalty</b>	A	A	A	A	A-	A	B+	B
<b>Operations</b>	A	B+	A	A	A-	B+	B	B
<b>Services</b>	A-	A-	A-	A-	A-	A-	B+	B+
<b>Relationship</b>	A	A	A	A	A	B+	B+	B
<b>Value</b>	A	A	A-	B+	A-	A-	B	B

- Well Above Average
- Above Average
- Average
- Below Average
- Well Below Average
- Hollow circle = Limited data

Definitions can be found on page 143.

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

	1	2	3	4	5	6	7	8
Financial Improvement Consulting	<span style="color: #ff9900;">●</span>	<span style="color: #c00000;">●</span>			<span style="color: #ffcc99;">●</span>	<span style="color: #ffcc99;">●</span>	<span style="color: #666666;">●</span>	<span style="color: #cccccc;">●</span>
Strategy, Growth, and Consolidation Consulting	<span style="color: #c00000;">●</span>	<span style="color: #ffcc99;">●</span>	<span style="color: #ffcc99;">●</span>	<span style="color: #ffcc99;">●</span>	<span style="color: #ff9900;">●</span>	<span style="color: #ff9900;">●</span>	<span style="color: #cccccc;">●</span>	<span style="color: #cccccc;">●</span>
Value-Based Care Consulting		<span style="color: #ffcc99;">●</span>	<span style="color: #ff9900;">●</span>	<span style="color: #ff9900;">●</span>	<span style="color: #ffcc99;">●</span>	<span style="color: #ffcc99;">●</span>	<span style="color: #ffcc99;">●</span>	<span style="color: #ffcc99;">●</span>

# Inpatient Clinical Care

## 14 EMR Solutions

- 🏥 Acute Care EMR (Large Hospital/IDN)
- 🏥 Acute Care EMR (Community Hospital)
- Data Archiving

## 17 Ancillary Solutions

- Emergency Department
- Laboratory (Large Hospital/IDN)
- Laboratory (Community Hospital/Ambulatory)

## 19 Pharmacy Solutions

- 🏥 Automated Dispensing Cabinets
- 🏥 Smart Pumps
- 340B Management Systems
- Drug Diversion Monitoring
- IV Robots
- IV Workflow Management
- Medication Carousels
- Medication Inventory Management
- Pharmacy Robots (Oral Solid)
- Retail Pharmacy—Outpatient

## 25 Clinical Care Support Tools

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

## 29 Interoperability & Middleware

- EMR-Based Interoperability Solutions
- Integration Engines
- Interoperability Platforms

# Acute Care EMR (Large Hospital/IDN)

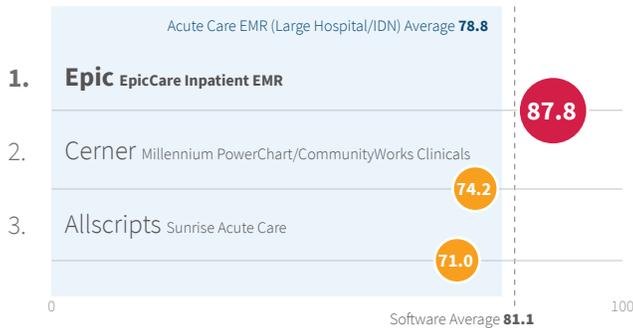


## How do vendor solutions compare?

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

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

### Overall Score



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
0%	✓✓✓	B+	A	B	B+	A-	B
-3%	✓✓✓	C-	B-	C-	C+	C+	D+
-2%	✓✓	D	C-	C-	C	B-	C

### Solutions Not Ranked

*Limited Data Products	Score
MEDITECH Expanse Acute Care EMR	82.1*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Epic Community Connect EpicCare EMR [C] (Part of IDN Purchase)	76.2*
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	75.6

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Acute Care EMR (Large Hospital/IDN) is available in the following areas online at [KLASresearch.com](http://KLASresearch.com):

- ✓ Decision Insights
- ✓ Industry Report(s)
  - US Hospital EMR Market Share 2019
  - Emerging Acute Care EMRs 2019
- ✓ User Commentary

# Acute Care EMR (Community Hospital)

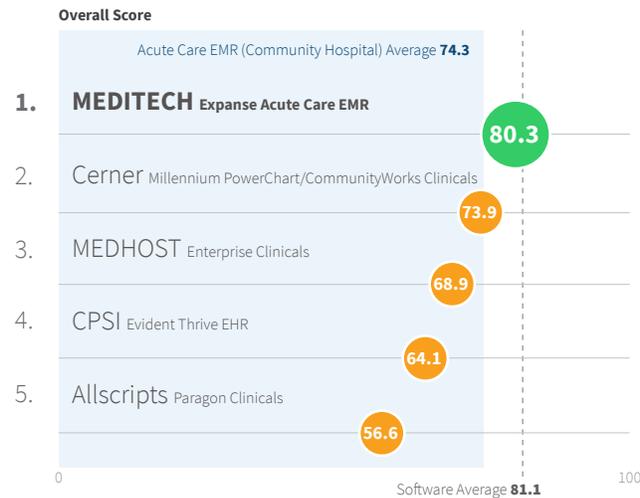


## MEDITECH

### How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-2%	✓	C	B+	C	B-	C+	B
-1%	✓✓✓	C-	B-	C-	C+	C+	D
+1%	✓	C-	D+	C+	C	C	F
+12%	✓	D	D-	C-	D	C	D-
+10%	✓✓	F	F	D	D	D-	F

#### Solutions Not Ranked

*Limited Data Products	Score
Allscripts Sunrise Acute Care	72.0*
Epic EpicCare Inpatient EMR	92.9*
Component [C], Not Primary [NP], or Regional [R]	
athenahealth athenaClinicals for Hospitals & Health Systems [NP]	79.1
Epic Community Connect EpicCare EMR [C]	82.5
MEDITECH C/S Enterprise Medical Record v.5 and v.6 [NP]	76.0

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Acute Care EMR (Community Hospital) is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- ✓ Decision Insights
- ✓ Industry Report(s)
  - US Hospital EMR Market Share 2019
  - Emerging Acute Care EMRs 2019
- ✓ User Commentary



# Other EMR Solutions

Data Archiving

How do **Data Archiving** solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)  
 A+ = 95.0+    B+ = 85.0-87.9    C+ = 75.0-77.9    D+ = 65.0-67.9    F = <58.0  
 A = 91.0-94.9    B = 81.0-84.9    C = 71.0-74.9    D = 61.0-64.9  
 A- = 88.0-90.9    B- = 78.0-80.9    C- = 68.0-70.9    D- = 58.0-60.9



**Solutions Not Ranked**

*Limited Data Products	Score
Galen Healthcare VitalCenter Online Archival	88.3*
Legacy Data Access LegacyVault	75.6*

Component [C], Not Primary [NP], or Regional [R]	Score
Triyam Fovea (Mostly Small Acute Facilities) [C]	94.1

Definitions can be found on page 143.

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

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

Related Segment	Section
Application Hosting	IT Outsourcing, Page 111
Behavioral Health	Post-Acute Care Solutions, Page 49
Go-Live Support	Implementation Services, Page 109
HIT Implementation Leadership	Implementation Services, Pages 103 & 110
HIT Staffing	Implementation Services, Page 105



# Ancillary Solutions

- 🏥 Emergency Department
- 🏥 Laboratory (Large Hospital/IDN)
- 🏥 Laboratory (Community Hospital/Ambulatory)

How do **Emergency Department** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
Allscripts Sunrise Emergency Care	63.6*
Component [C], Not Primary [NP], or Regional [R]	
MEDITECH C/S EDM [NP]	79.6

Definitions can be found on page 143.

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

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

## How do **Laboratory (Large Hospital/IDN)** solutions compare?

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

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

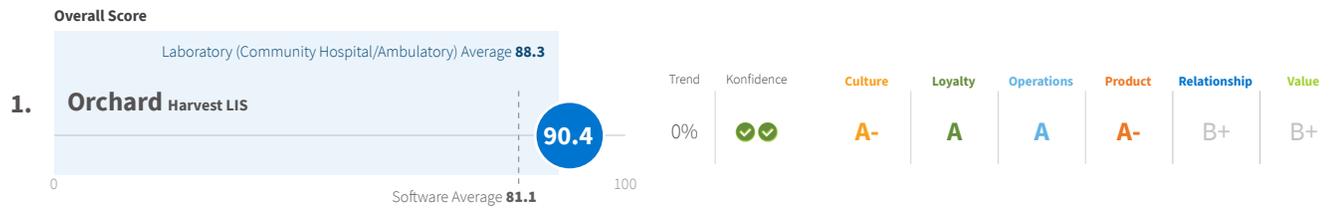


**Solutions Not Ranked**

*Limited Data Products	Score
AllScripts Lab	76.1*
Cerner PathNet	74.6*
SCC SoftLab	83.9*

Definitions can be found on page 143.

## How do **Laboratory (Community Hospital/Ambulatory)** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
Sunquest Lab	80.8*

Definitions can be found on page 143.

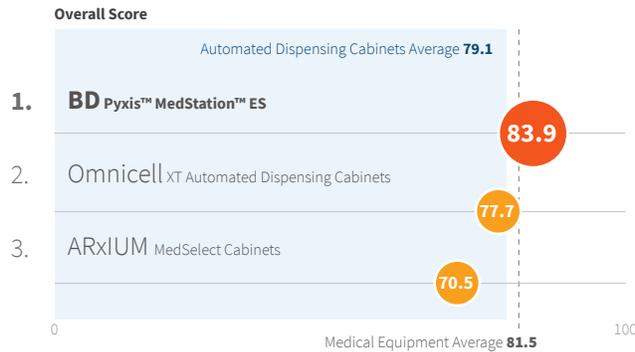
# Automated Dispensing Cabinets



## How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
+5%	✓✓✓	B	A-	B	B	B-	B-
NA	✓✓✓	C	B-	B-	B-	C+	C
-4%	✓	C-	D	C+	C-	C	C+

### Solutions Not Ranked

*Limited Data Products	Score
Cerner RxStation	72.2*
Component [C], Not Primary [NP], or Regional [R]	
Omnicell AcuDose-Rx [NP]	78.4*
Omnicell OmniRx [NP]	83.4*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Automated Dispensing Cabinets is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- ✓ Decision Insights
- ✓ Industry Report(s)
  - Medication Inventory Management 2019
- ✓ User Commentary

# Smart Pumps

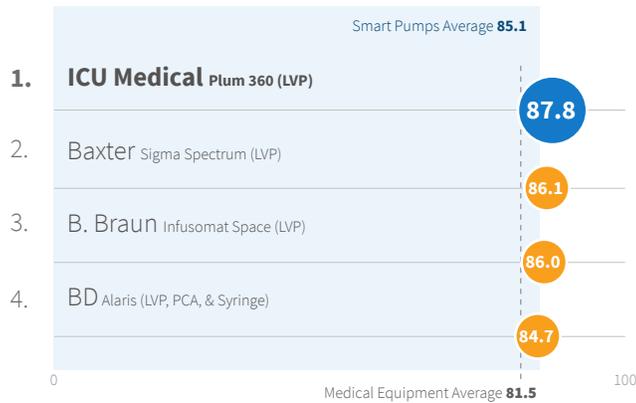


## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
+1%	✓✓	A-	A-	B+	B	B	A-
-1%	✓✓✓	B+	A-	A-	B	B	B
+6%	✓✓	B+	A-	B+	B	B	B
0%	✓✓✓	B	A	B	B	B	B-

**Solutions Not Ranked**

Non-LVP Products	Score
B. Braun Perfusor Space (PCA, Syringe)	88.0
ICU Medical LifeCare PCA (PCA)	82.5
Smiths Medical CADD-Solis (PCA)	71.5
Smiths Medical Medfusion (Syringe Only)	87.6

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Smart Pumps is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



# Other Pharmacy Solutions

- ☑ 340B Management Systems
- ☑ Medication Carousels
- ☑ Drug Diversion Monitoring
- ☑ Medication Inventory Management
- ☑ IV Robots
- ☑ Pharmacy Robots (Oral Solid)
- ☑ IV Workflow Management
- Retail Pharmacy—Outpatient

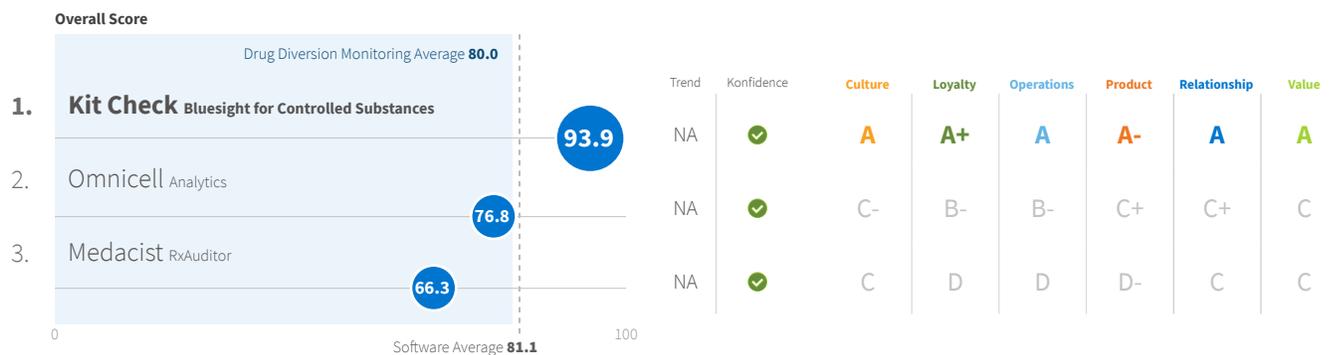
**Score Breakdown** (Grading methodology can be found on page 4)

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

## How do **340B Management Systems** compare?



## How do **Drug Diversion Monitoring** solutions compare?



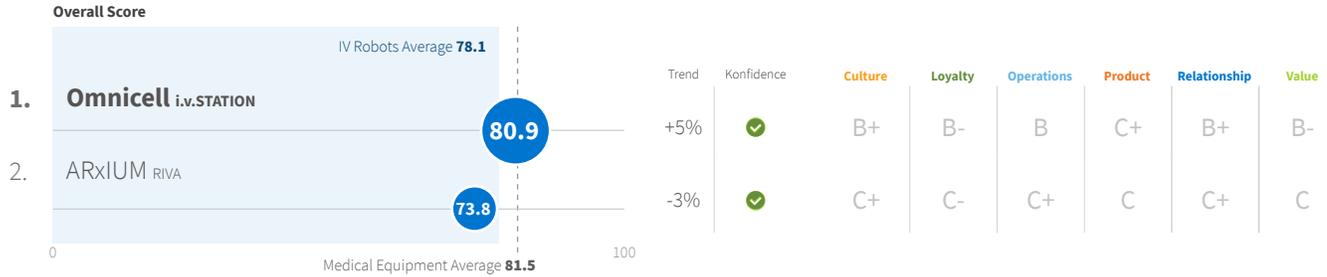
**Solutions Not Ranked**

*Limited Data Products Component [C], Not Primary [NP], or Regional [R]	Score
Omnicell Pandora Analytics [NP]	78.4*

Definitions can be found on page 143.

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	

## How do **IV Robots** compare?



## How do **IV Workflow Management** solutions compare?



### Solutions Not Ranked

**\*Limited Data Products** Score  
 BD Pyxis IV Prep (CATO) 76.3\*

**Component [C], Not Primary [NP], or Regional [R]** Score  
 Epic IV Dispense Prep (Limited Reporting and Verification) [C] 83.6\*

Definitions can be found on page 143.

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	

## How do Medication Carousels compare?

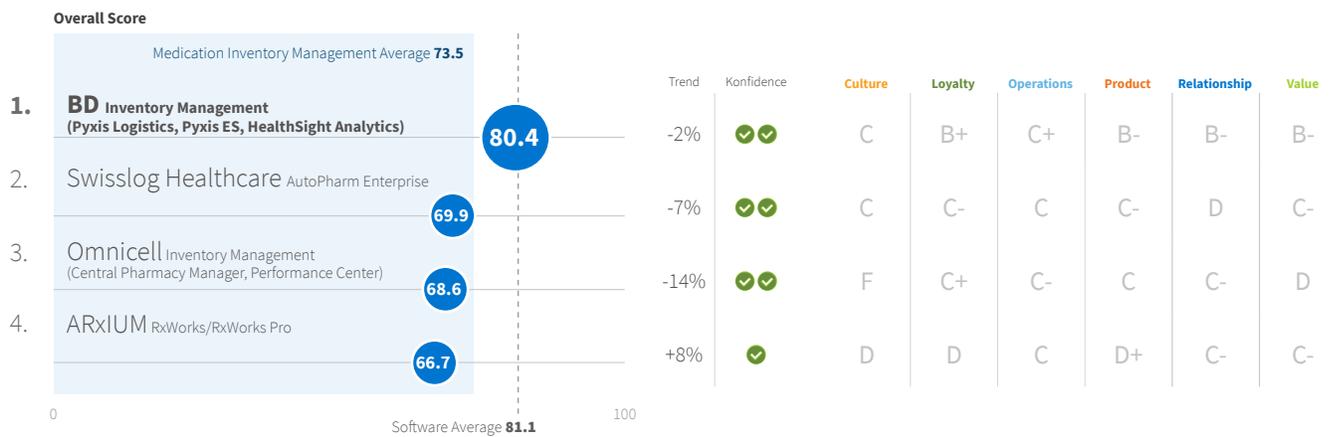


**Solutions Not Ranked**

Component [C], Not Primary [NP], or Regional [R]	Score
Omnicell MedCarousel [NP]	81.9

Definitions can be found on page 143.

## How do Medication Inventory Management solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
Epic Willow Inventory (Inpatient)	87.4*

Definitions can be found on page 143.

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	

## How do **Pharmacy Robots (Oral Solid)** compare?



## How do **Retail Pharmacy—Outpatient** solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score
Epic Willow Ambulatory	86.9*
McKesson EnterpriseRx (Outpatient)	74.8*

Definitions can be found on page 143.



# Clinical Care Support Tools

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

How do **Antimicrobial Stewardship** solutions compare?

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

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



**Solutions Not Ranked**

\*Limited Data Products

BD MedMined Surveillance Advisor (Antimicrobial Stewardship)	Score
	79.5*

Definitions can be found on page 143.

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	

## How do **Clinical Decision Support—Care Plans & Order Sets** solutions compare?

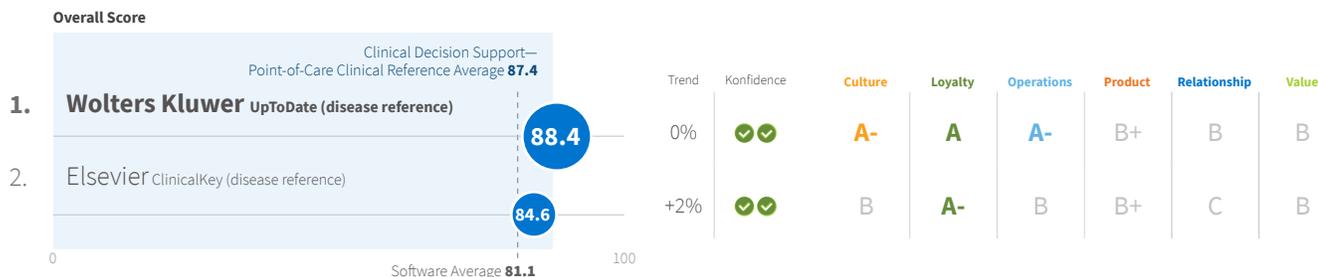


**Solutions Not Ranked**

*Limited Data Products	Score
ProVation Care Plans (care plans)	77.9*
Zynx Health ZynxOrder (order sets)	77.2*

Definitions can be found on page 143.

## How do **Clinical Decision Support—Point-of-Care Clinical Reference** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
EBSCO Health DynaMed and DynaMed Plus (disease reference)	94.4*
EBSCO Health Nursing Reference Center (nursing reference)	90.7*

Definitions can be found on page 143.

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	

## How do **Infection Control & Monitoring** solutions compare?

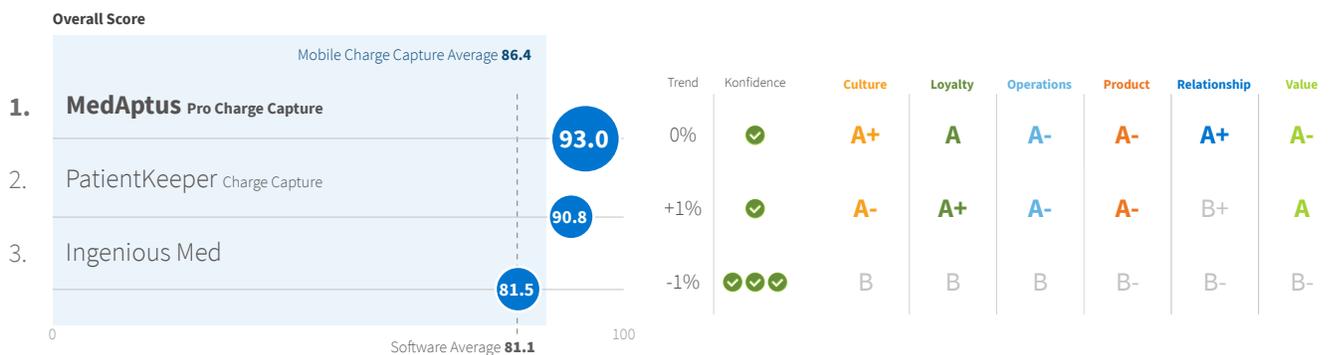


**Solutions Not Ranked**

*Limited Data Products	Score
Cerner Infection Control	70.1*

Definitions can be found on page 143.

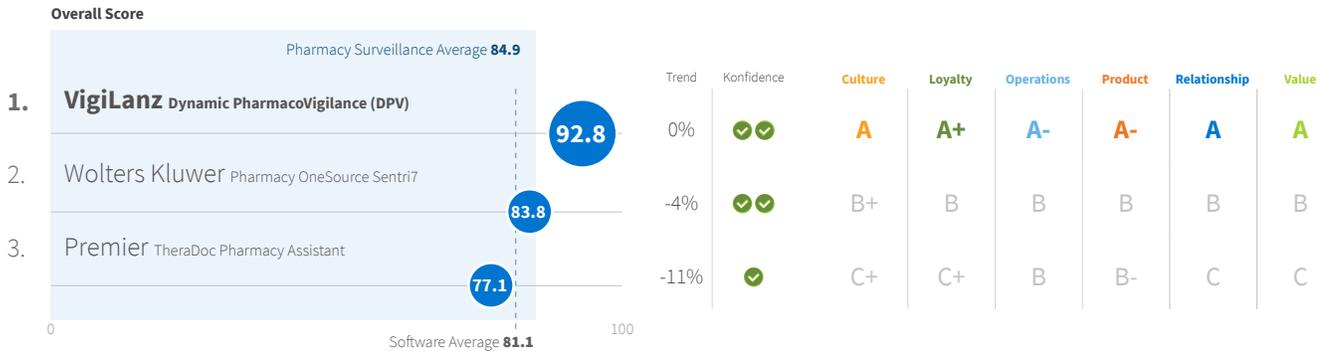
## How do **Mobile Charge Capture** solutions compare?



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

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

## How do **Pharmacy Surveillance** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
BD MedMined Surveillance Advisor (Pharmacy Surveillance)	78.1*

Definitions can be found on page 143.

## Looking for a different **clinical care support-related** segment?

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

Related Segment	Section
Interactive Patient Systems .....	Patient Engagement, Page 78
Patient Flow .....	Locating & Tracking, Page 70



# Interoperability & Middleware Solutions

- EMR-Based Interoperability Solutions
- Integration Engines
- Interoperability Platforms

How do **EMR-Based Interoperability Solutions** compare?

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

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



### Solutions Not Ranked

Limited Data Products	Score
Cerner Network	76.5*
eClinicalWorks Electronic Health eXchange (eEHX)	55.3*

Definitions can be found on page 143.

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

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

## How do **Integration Engines** compare?



**Solutions Not Ranked**

Component [C], Not Primary [NP], or Regional [R]	Score
INTERFACWARE IGUANA (Mostly Comm. Hosp & Ambulatory) [C]	93.5

Definitions can be found on page 143.

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

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

## How do **Interoperability Platforms** compare?



**Solutions Not Ranked**

Component [C], Not Primary [NP], or Regional [R]	Score
Change Healthcare Clinical Exchange HIE (RelayHealth)	62.2*
NextGen Healthcare Results CDR	76.2*

Definitions can be found on page 143.





# Ambulatory & Post-Acute Care

## 34 Physician Practice Solutions

- 🏠 Ambulatory EMR (Over 75 Physicians)
- 🏠 Ambulatory EMR (11-75 Physicians)
- 🏠 Ambulatory RCM Services
- 🏠 Patient Intake Management
- 🏠 Practice Management (Over 75 Physicians)
- 🏠 Practice Management (11-75 Physicians)
- 🏠 Small Practice Ambulatory EMR/PM (<10 Physicians)
  - Ambulatory Specialty EMR
  - Ambulatory Therapy/Rehab
  - Claims & Clearinghouse

## 46 Post-Acute Care Solutions

- 🏠 Home Health & Hospice (Large)
- 🏠 Long-Term Care
  - Home Health & Hospice (Small)

## 49 Behavioral Health

- Behavioral Health

# Ambulatory EMR (Over 75 Physicians)

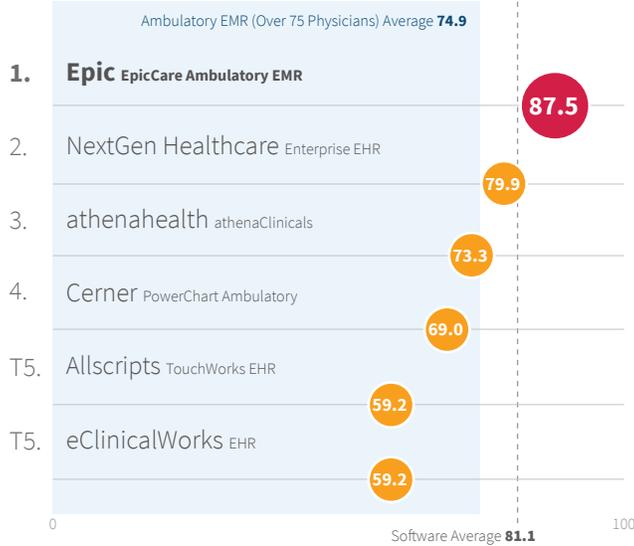


## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
0%	✓✓✓	A-	A	B	B+	A-	B
+7%	✓✓✓	B	B-	B-	B-	B	C+
-6%	✓✓	C-	C-	C+	C	C	B-
-5%	✓✓✓	D	C	D+	C	C	D
-4%	✓✓	F	F	D+	D	D	F
+3%	✓✓	F	F	C-	D	D-	F

**Solutions Not Ranked**

*Limited Data Products	Score
Allscripts Sunrise Ambulatory Care	77.1*
MEDITECH Expanse Ambulatory EHR	85.7*
Virence Health Centricity Practice Solution EMR	63.6*
Component [C], Not Primary [NP], or Regional [R]	
Virence Health Centricity EMR [NP]	55.4*

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Ambulatory EMR is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

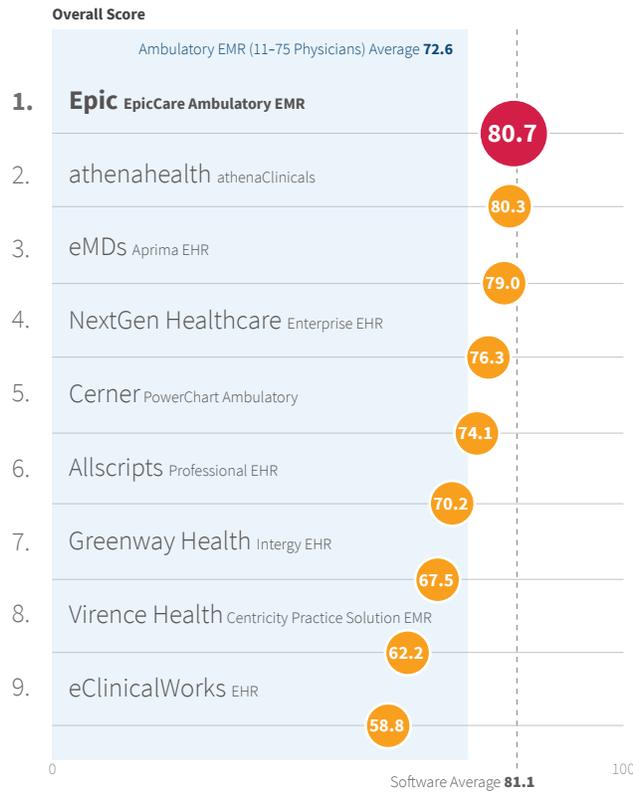
# Ambulatory EMR (11-75 Physicians)



## How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-7%	✓✓	B	B+	C-	B-	B-	B-
-6%	✓✓✓	C	B+	B-	B-	C	B
0%	✓	C+	B	C	B-	B-	C+
0%	✓✓✓	C	B-	C	C+	B-	C-
+2%	✓	C-	B-	C	C+	C+	D
+4%	✓✓	D+	C+	C	C	D+	F
-14%	✓	D	D+	C+	C-	C	D-
-7%	✓✓	F	D+	D+	D+	D+	F
-3%	✓✓	F	F	D+	D	D-	D-

### Solutions Not Ranked

*Limited Data Products	Score
AdvancedMD EHR	73.8*
Allscripts TouchWorks EHR	66.3*
MEDITECH Expanse Ambulatory EHR	78.1*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Greenway Health Prime Suite [NP]	60.3*
Virence Health Centricity EMR [NP]	49.9*

Definitions can be found on page 143.



Want **more insights** into this segment?

More information about Ambulatory EMR is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Other Ambulatory EMR Solutions

## How do **Ambulatory EMR (150+ PHYSICIANS)** solutions compare?

The subset below includes products that meet at least early trending levels when the data set in the Ambulatory EMR 75+ Physicians market segment is narrowed to those practices with over 150 physicians.

In Alphabetical Order

	Score
Allscripts TouchWorks EHR	<b>51.2</b>
athenahealth athenaClinicals	<b>75.3</b>
Cerner PowerChart Ambulatory	<b>70.8</b>
eClinicalWorks EHR	<b>61.9</b>
Epic EpicCare Ambulatory EMR	<b>87.7</b>
NextGen Healthcare Enterprise EHR	<b>79.8</b>
MEDITECH Expanse Ambulatory EHR	<b>90.4*</b>
Virence Health Centricity EMR [NP]	<b>52.2*</b>
Virence Health Centricity Practice Solution EMR	<b>66.3*</b>

Definitions can be found on page 143.

\*Limited data products [NP] Not Primary

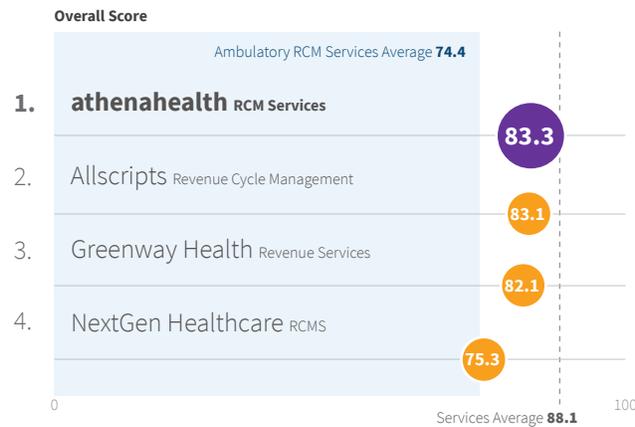
# Ambulatory RCM Services



## How do vendor solutions compare?

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

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



Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
+3%	✓	B+	B-	B-	C+	B
-3%	✓	B	B-	B	B-	B
-7%	✓✓	B-	C-	B	B	B-
+3%	✓	C	C-	C+	C	C

### Solutions Not Ranked

*Limited Data Products	Score
CareCloud Concierge RCM	62.1*
Cerner RevWorks Ambulatory Services	50.3*
eMDs Aria RCM	56.7*

Definitions can be found on page 143.



## Want **more insights** into this segment?

More information about Ambulatory RCM Services is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Patient Intake Management



## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-1%	✓✓✓	A-	A	B+	B+	B+	B+
-3%	✓	B	B+	B+	B-	B+	B+
+9%	✓	C+	B-	B+	B	C+	C

**Solutions Not Ranked**

*Limited Data Products	Score
GetWellNetwork <small>getwell Practice</small>	89.8*
Tonic Health <small>Tonic</small>	89.2*

Component [C], Not Primary [NP], or Regional [R]	Score
Epic Welcome (Epic Only) [C]	90.6
Epion Health <small>Epion Check-In (athenahealth only) [C]</small>	88.7*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Patient Intake Management is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

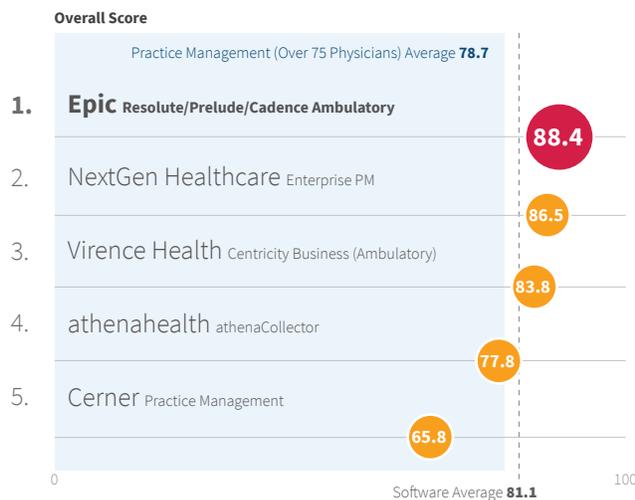
# Practice Management (Over 75 Physicians)



## How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-2%	✓✓✓	A-	A	B+	B+	B+	B+
+5%	✓✓	B	A-	B	B+	B+	B
+7%	✓	B	B	B+	B	B+	B
-1%	✓	C	C+	B-	B-	C+	B
+20%	✓	D-	C-	D	D+	C+	D

### Solutions Not Ranked

*Limited Data Products	Score
Allscripts PM	64.0*
eClinicalWorks PM	68.1*
MEDITECH Expanse Ambulatory PM	83.1*
Virence Health Centricity Practice Solution PM	70.7*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Practice Management is available in the following areas online at [KLASresearch.com](http://KLASresearch.com):

- ✓ Decision Insights
- ✓ Industry Report(s)
  - Practice Management (11+ Physicians) 2019
- ✓ User Commentary

# Practice Management (11-75 Physicians)

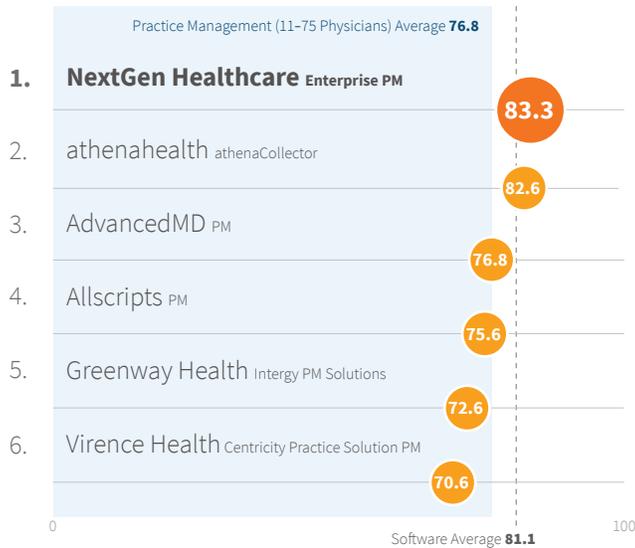


## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
+2%	✓✓✓	B-	<b>A-</b>	B	B	B	C+
+1%	✓✓✓	C+	<b>A-</b>	B-	B	C	B
+6%	✓	C+	B-	B	B-	C-	D+
+6%	✓✓	D+	B	B-	B-	C	D+
-10%	✓✓	D+	C+	B-	C	C+	D-
-4%	✓✓	D+	C	C	C	C	D

**Solutions Not Ranked**

*Limited Data Products	Score
CareCloud Central	55.4*
Cerner Practice Management	69.9*
eClinicalWorks PM	63.3*
eMDs Aprima PM	76.2*
Epic Resolute/Prelude/Cadence Ambulatory	74.8*
MEDITECH Expanse Ambulatory PM	83.1*

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Practice Management is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- ✓ Decision Insights
- ✓ Industry Report(s)
  - Practice Management (11+ Physicians) 2019
- ✓ User Commentary

# Other Practice Management Solutions

How do **Practice Management (150+ PHYSICIANS)** solutions compare?

The subset below includes products that meet at least early trending levels when the data set in the Practice Management 75+ Physicians market segment is narrowed to those practices with over 150 physicians.

In Alphabetical Order

	Score
athenahealth <small>athenaCollector</small>	<b>77.9</b>
Cerner <small>Practice Management</small>	<b>65.6</b>
Epic <small>Resolute/Prelude/Cadence Ambulatory</small>	<b>89.5</b>
NextGen Healthcare <small>Enterprise PM</small>	<b>85.7</b>
Virence Health <small>Centricity Business (Ambulatory)</small>	<b>82.8</b>
eClinicalWorks <small>PM</small>	<b>71.8*</b>

Definitions can be found on page 143.

\*Limited data products

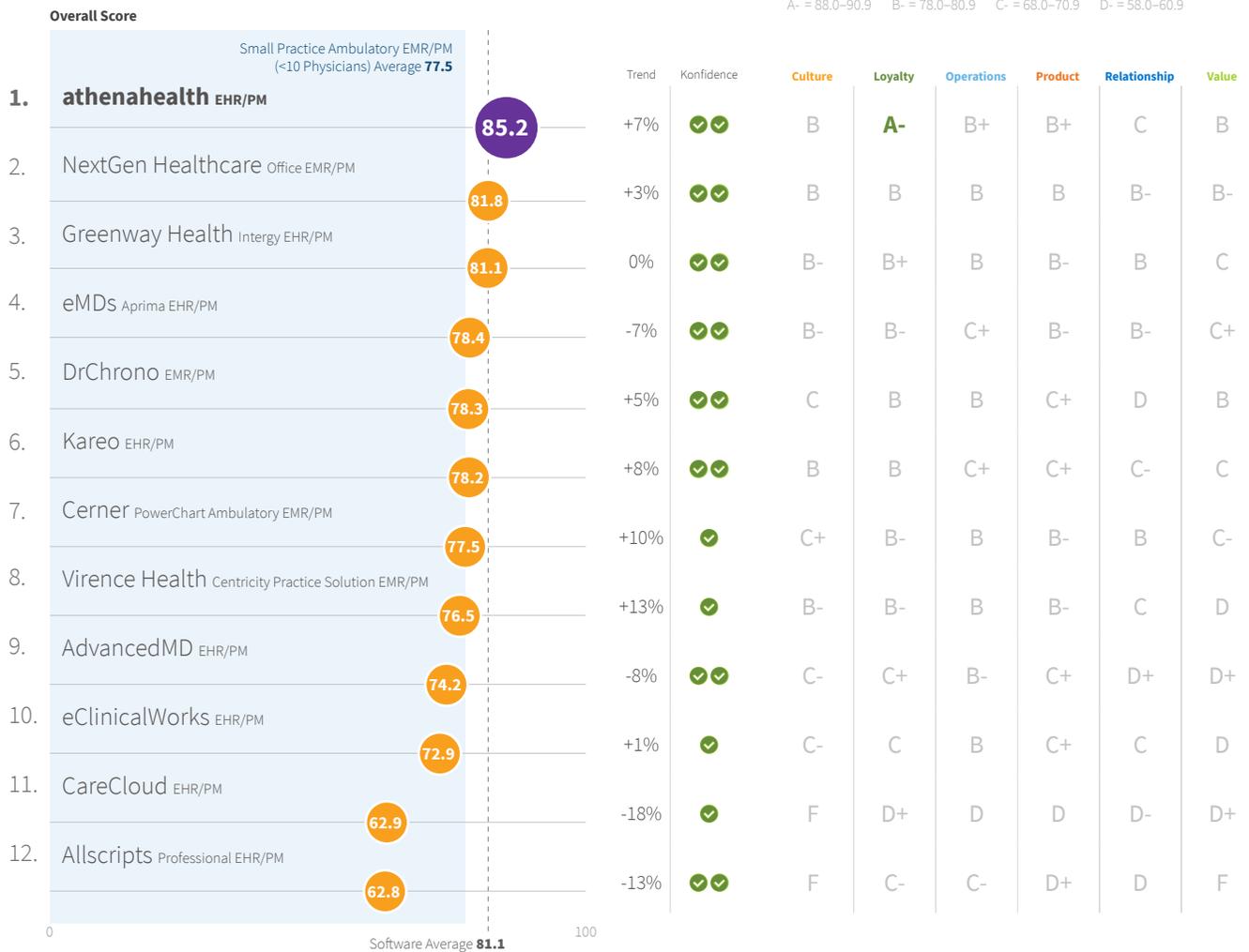
# Small Practice Ambulatory EMR/PM (≤10 Physicians)



## How do vendor solutions compare?

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

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



# Small Practice Ambulatory EMR/PM (<10 Physicians) Continued

## Solutions Not Ranked

*Limited Data Products Component [C], Not Primary [NP], or Regional [R]	Score
Amazing Charts EMR (EMR Only) [C]	74.7*
Elation Health ElationEMR (EMR Only) [C]	89.8
eMDs EHR/PM [NP]	70.1*
Greenway Health Prime Suite EHR/PM [NP]	72.8*
NextGen Healthcare Enterprise EHR/EPM [NP]	78.1

Definitions can be found on page 143.



Want **more insights** into this segment?

More information about Small Practice Ambulatory EMR/PM is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):



Decision Insights



Industry Report(s)

● Small Practice Ambulatory EMR/PM (10 or Fewer Physicians) 2019



User Commentary



# Other Physician Practice Solutions

- Ambulatory Specialty EMR
- Ambulatory Therapy/Rehab
- Claims & Clearinghouse

How do **Ambulatory Specialty EMR** solutions compare?

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

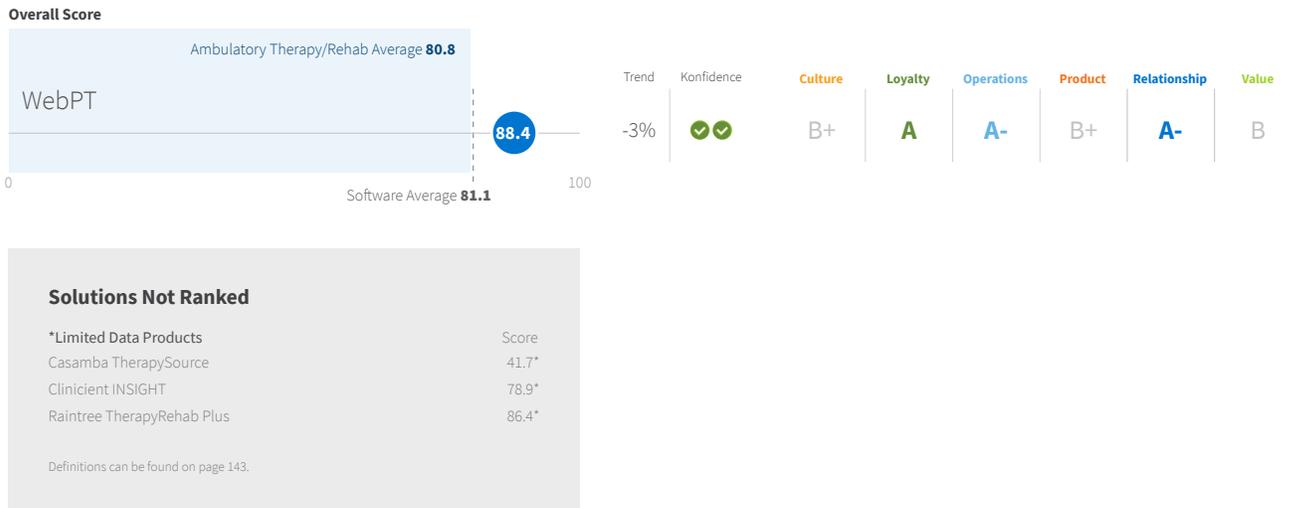
A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



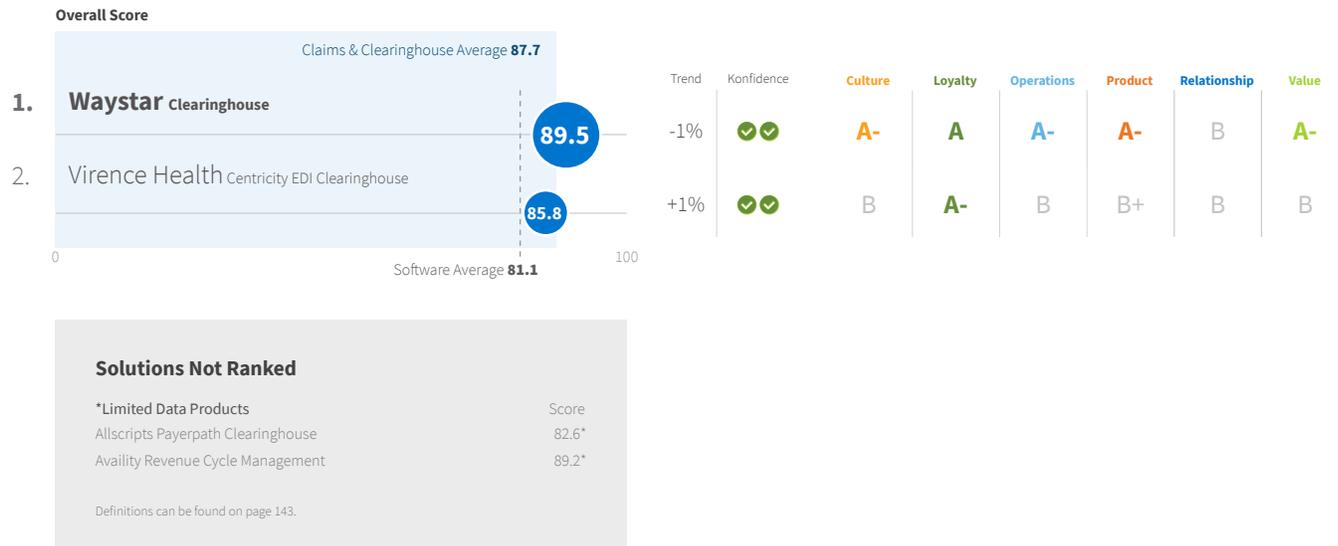
**Score Breakdown** (Grading methodology can be found on page 4)

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

## How do **Ambulatory Therapy/Rehab** solutions compare?



## How do **Claims & Clearinghouse** solutions compare?



## Looking for a different **physician practice-related** segment?

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

Related Segment

Section

Patient Portals ..... Patient Engagement, Page 76

# Home Health & Hospice (Large)

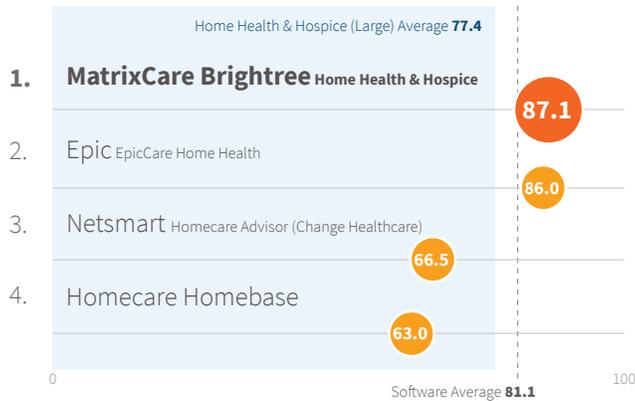


## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
NA	✓	A-	A	B	B+	B+	B-
NA	✓✓	B+	A-	B-	B	A-	B
NA	✓	D-	D+	D-	C-	C+	D
NA	✓	D-	D	D	D+	D-	F

**Solutions Not Ranked**

*Limited Data Products	Score
Cerner Home and Community Care	47.7*
MEDI/TECH Home Care	79.9*
Netsmart Homecare (Allscripts)	64.3*
Thornberry NDoc	88.7*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Home Health & Hospice is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Long-Term Care

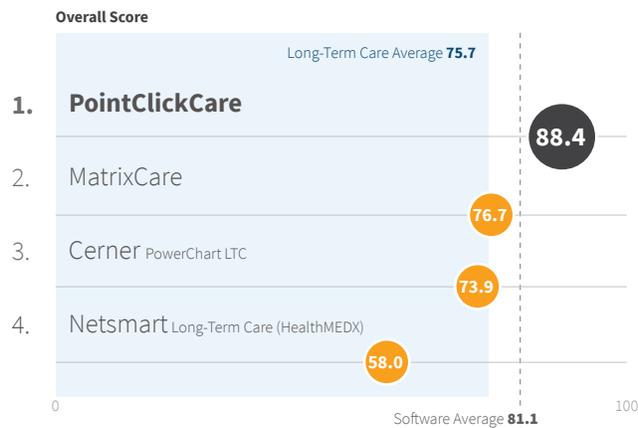


## PointClickCare®

### How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
+5%	✓✓✓	A-	A+	A-	B+	B	C+
-12%	✓✓✓	C	B-	C+	B-	B-	C
-6%	✓	C-	C+	C	C	B-	C-
-14%	✓	F	D	D	D	F	F

#### Solutions Not Ranked

*Limited Data Products	Score
Cantata Health NetSolutions	57.9*
CPSI American HealthTech	64.4*

Definitions can be found on page 143.



### Want **more insights** into this segment?

More information about Long-Term Care is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



# Other Post-Acute Care Solutions

Home Health & Hospice (Small)

How do **Home Health & Hospice (Small)** solutions compare?

**Score Breakdown** (Grading methodology can be found on page 4)  
 A+ = 95.0+    B+ = 85.0-87.9    C+ = 75.0-77.9    D+ = 65.0-67.9    F = <58.0  
 A = 91.0-94.9    B = 81.0-84.9    C = 71.0-74.9    D = 61.0-64.9  
 A- = 88.0-90.9    B- = 78.0-80.9    C- = 68.0-70.9    D- = 58.0-60.9



**Solutions Not Ranked**

*Limited Data Products	Score
Cerner Home and Community Care	57.6*
Netsmart Homecare Advisor (Change Healthcare)	65.8*

Definitions can be found on page 143.

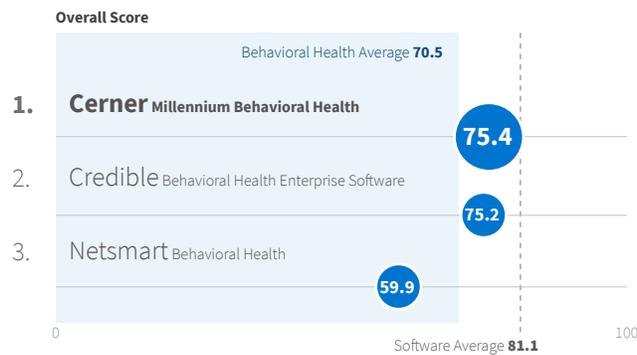


# Behavioral Health

How do **Behavioral Health** solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-3%	✓	C+	B-	C-	C+	B-	C-
-5%	✓	D+	B	C+	C+	C-	C
-20%	✓	F	D-	D	D	C-	F

**Solutions Not Ranked**

<b>*Limited Data Products</b>	Score
Core Solutions Cx360	63.6*
Harris Healthcare CoCENTRIXccp	55.6*
Qualifacts CareLogic EHR	71.0*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Cerner Community Behavioral Health (Anasazi) [NP]	80.5*

Definitions can be found on page 143.



# Financial/Revenue Cycle/HIM

## 52 Patient Accounting

- 📍 Patient Access
- 📍 Patient Accounting & Patient Management (Large Hospital/IDN)
  - Chargemaster Management
  - Claims Management
  - Contract Management
  - Insurance Discovery
- 📍 Patient Accounting & Patient Management (Community Hospital)
- 📍 Patient Financial Experience
- 📍 Patient Financing Services

## 58 Business Analytics

- 📍 Healthcare Business Intelligence & Analytics
  - Business Decision Support
  - Healthcare Artificial Intelligence
  - Quality Management

## 61 ERP & Human Capital Management

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

## 67 HIM Solutions

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

## 70 Locating & Tracking

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

# Patient Access

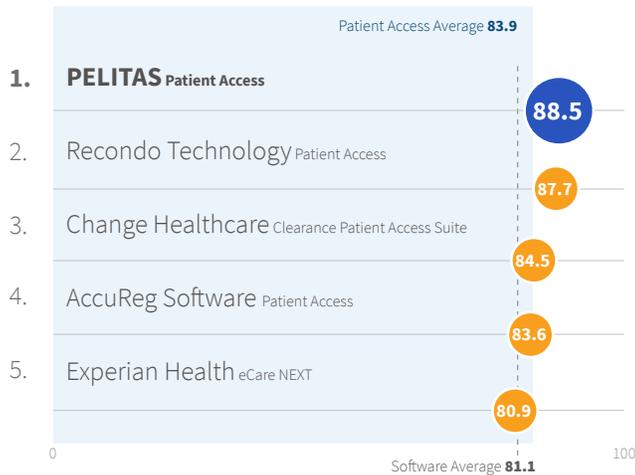


## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-1%	✓✓	A-	A-	B+	B+	A-	A-
+7%	✓✓	B+	A-	B	B+	A-	A-
-1%	✓	B	B+	B+	B	B-	B
-4%	✓	B-	B+	B	B	B	B+
-1%	✓✓✓	C	B+	C+	B	C+	B

**Solutions Not Ranked**

<b>*Limited Data Products</b>	Score
Imprivata PatientSecure	87.6*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
nThrive CarePricer [C]	66.2*

Definitions can be found on page 143.



### Want **more insights** into this segment?

More information about Patient Access is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Patient Accounting & Patient Management (Large Hospital/IDN)



## How do vendor solutions compare?



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

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

Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
+1%	✓✓✓	A	A	B+	A-	A-	B+
-10%	✓✓✓	F	D	F	D-	D+	F

### Solutions Not Ranked

*Limited Data Products	Score
MEDITECH Expanse Patient Accounting	82.5*
Virence Health Centricity Business (Hospital)	85.0*

Component [C], Not Primary [NP], or Regional [R]	Score
Cerner Soarian Financials [NP]	70.7*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Patient Accounting & Patient Management is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



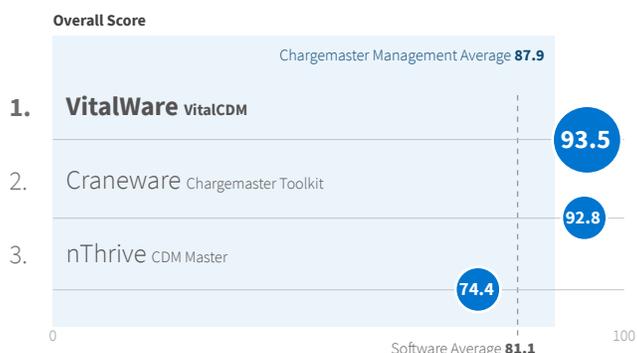
# Other Patient Accounting Solutions

- **Chargemaster Management**
- **Patient Accounting & Patient Management (Community Hospital)**
- **Claims Management**
- **Patient Financial Experience**
- **Contract Management**
- **Patient Financing Services**
- **Insurance Discovery**

## How do **Chargemaster Management** solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-1%	✓✓	A+	A+	A-	A	A	A
+4%	✓✓✓	A	A	A	A-	A	A
-10%	✓	C	C	B	C+	C	C+

### Solutions Not Ranked

*Limited Data Products Component [C], Not Primary [NP], or Regional [R]	Score
nThrive CDM Manager [NP]	81.1*

Definitions can be found on page 143.

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	

## How do **Claims Management** solutions compare?

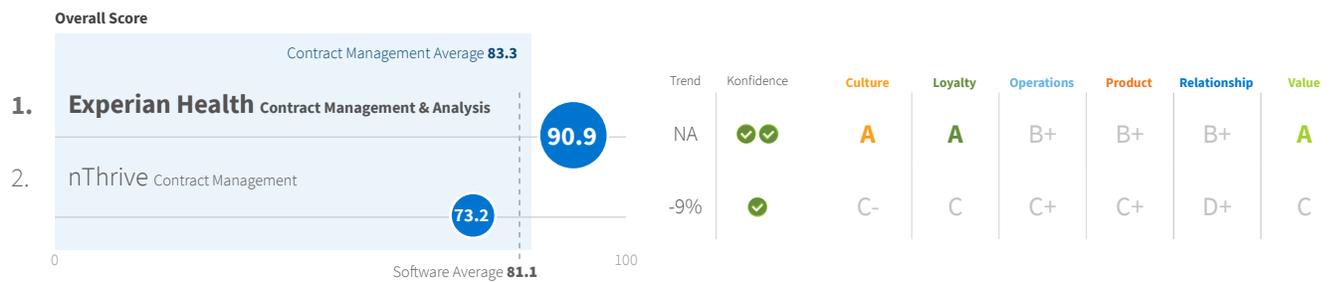


**Solutions Not Ranked**

*Limited Data Products	Score
Recondo Technology ClaimStatusPlus	87.3*
Component [C], Not Primary [NP], or Regional [R] Waystar Claims Management (Mostly Community Hospitals) [C]	90.3

Definitions can be found on page 143.

## How do **Contract Management** solutions compare?

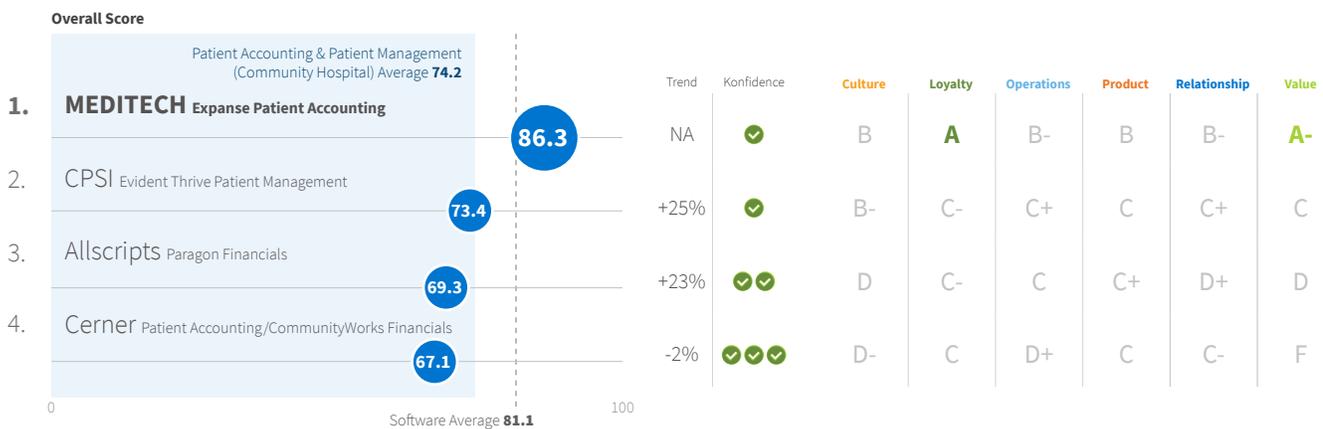


A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	

## How do Insurance Discovery solutions compare?



## How do Patient Accounting & Patient Management (Community Hospital) solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score
MEDHOST Enterprise Financials	62.1*
Component [C], Not Primary [NP], or Regional [R]	
athenahealth athenaCollector for Hospitals & Health Systems [NP]	74.6
Epic Community Connect Resolute [C] (Not Sold Directly)	82.4

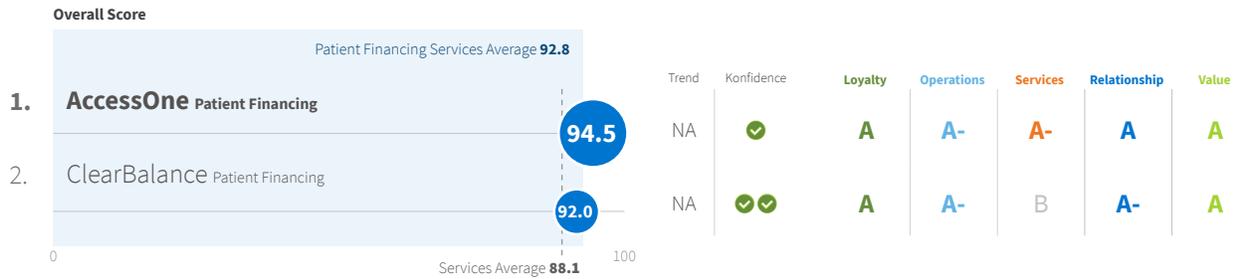
Definitions can be found on page 143.

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	

## How do **Patient Financial Experience** solutions compare?



## How do **Patient Financing Services** solutions compare?



## Looking for a different **patient accounting-related** segment?

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

Related Segment	Section
Eligibility Enrollment Services .....	Revenue Cycle Services, Page 118
Extended Business Office .....	Revenue Cycle Services, Page 115
Revenue Cycle Outsourcing .....	Revenue Cycle Services, Page 116

# Healthcare Business Intelligence & Analytics

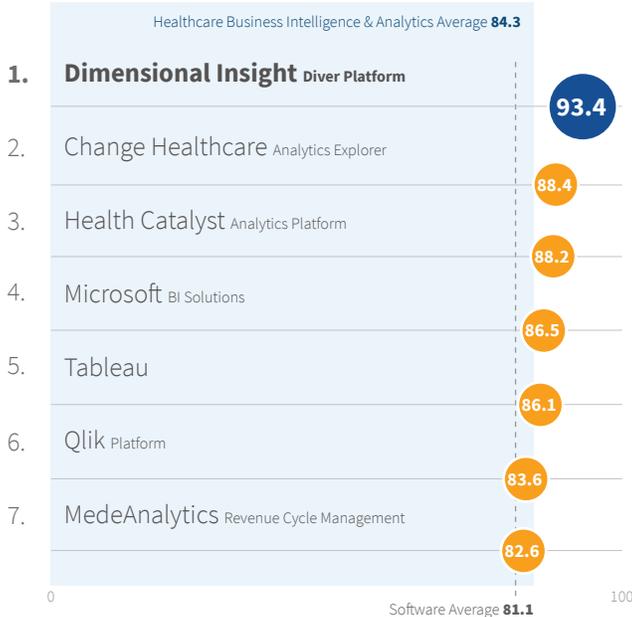


## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
+2%	✓✓	A	A+	A-	A	A	A
+3%	✓	A	A-	B+	B+	A-	B+
-2%	✓✓✓	A-	A-	B	B+	A-	A-
+2%	✓✓	B+	A	B	B+	C	A-
0%	✓✓✓	A-	A-	B	B+	C+	B+
+8%	✓✓	B	A-	B-	B	C	B
NA	✓✓✓	B	B	B	B-	B-	B+

**Solutions Not Ranked**

*Limited Data Products	Score
Cerner HealtheEDW	80.7*
IBM Cognos Enterprise	64.9*
Information Builders Healthcare Data Management and Analytics Platform	81.3*
SAP BusinessObjects Business Intelligence Platform	65.6*

Component [C], Not Primary [NP], or Regional [R]	Score
Epic Cogito [C]	87.8
HBI Solutions Spotlight Data Solution [R]	89.8*

Definitions can be found on page 143.



### Want **more insights** into this segment?

More information about Healthcare Business Intelligence & Analytics is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



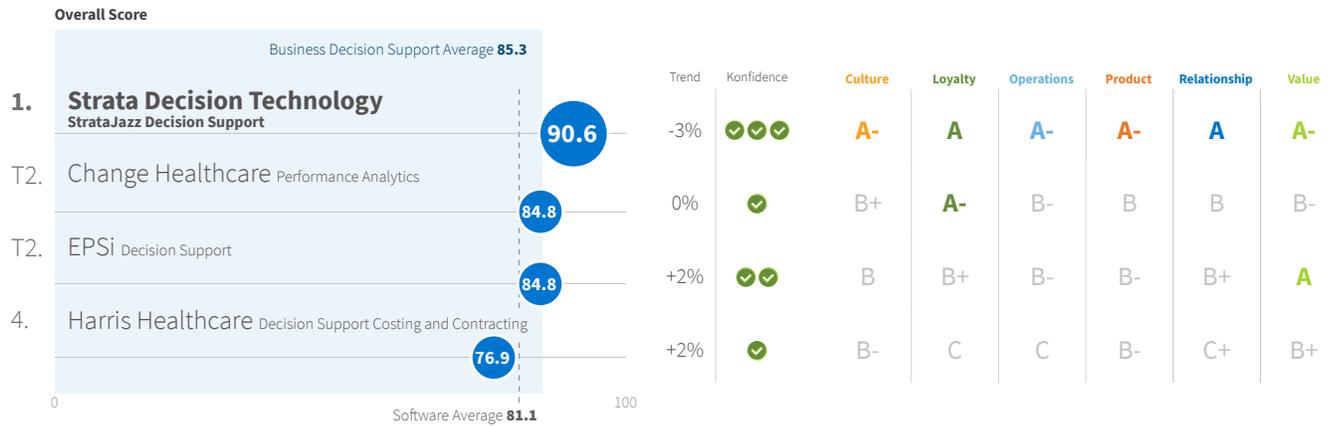
# Other Business Analytics Solutions

- Business Decision Support
- Healthcare Artificial Intelligence
- Quality Management

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

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

How do **Business Decision Support** solutions compare?



How do **Healthcare Artificial Intelligence** solutions compare?



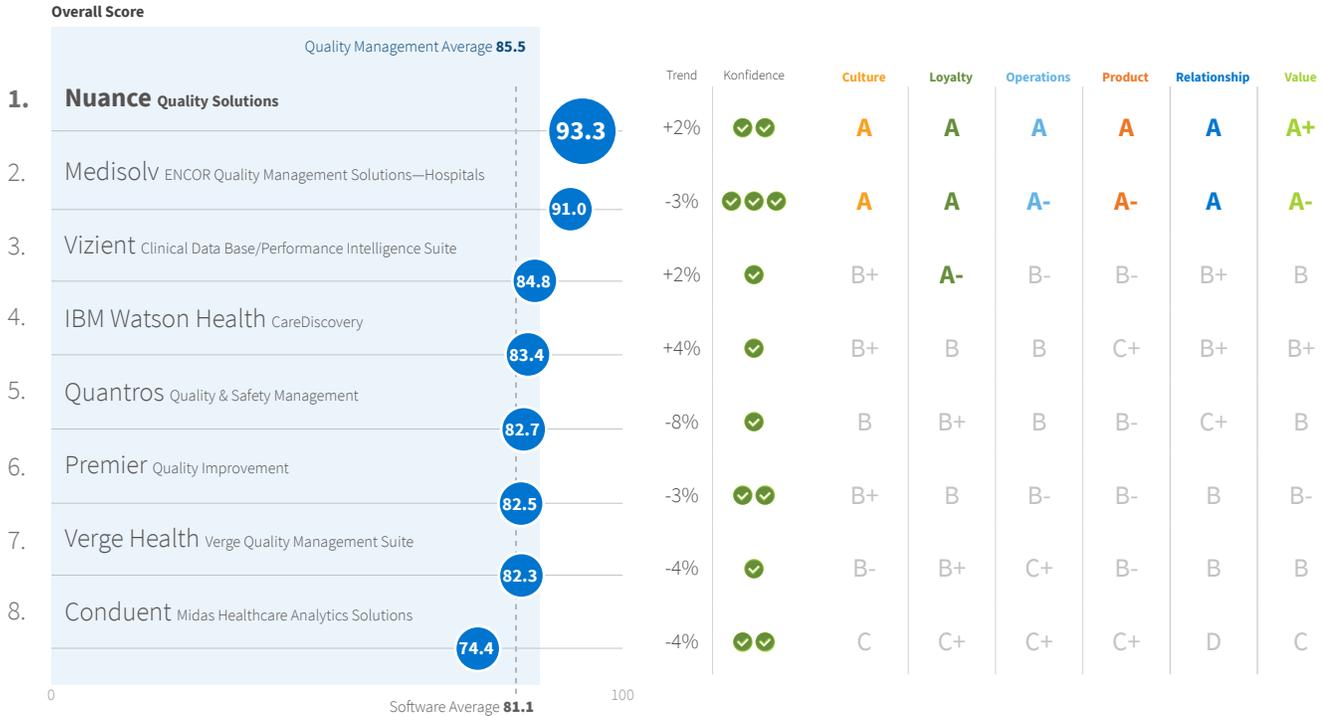
**Solutions Not Ranked**

*Limited Data Products	Score
Clinithink CLIX	84.9*
DataRobot AI Platform	94.3*
Epic Cogito—Cognitive Computing Platform	89.5*
Health Catalyst healthcare.ai	85.5*
IBM Watson Artificial Intelligence	86.2*
KenSci.AI	93.5*

Definitions can be found on page 143.

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	

## How do **Quality Management** solutions compare?



### Solutions Not Ranked

*Limited Data Products	Score
Datix Quality Management Suite	79.1*
RL Solutions RL6 Suite	81.5*

Definitions can be found on page 143.

## 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 97

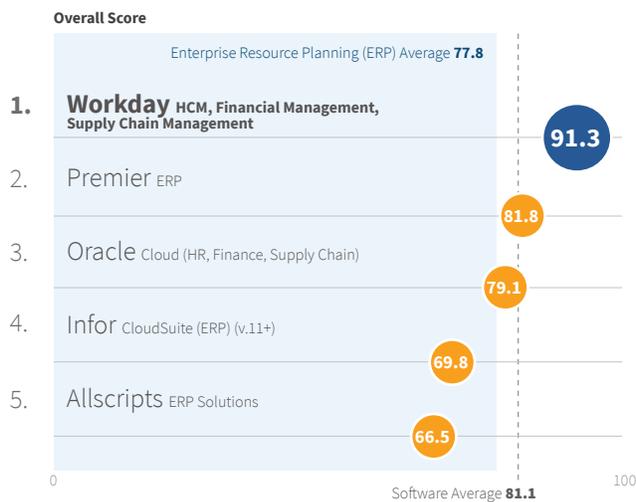
# Enterprise Resource Planning (ERP)



## How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
+2%	✓✓	A	A+	B	A-	A-	A-
-5%	✓	B+	B	B	B-	B-	B
NA	✓	B-	B+	C+	C+	C+	C+
NA	✓	D+	C-	D+	C-	C	C+
NA	✓	D+	D-	C-	C	C-	C-

### Solutions Not Ranked

*Limited Data Products Component [C], Not Primary [NP], or Regional [R]	Score
API Healthcare, part of symplr Human Resources and Payroll [C]	83.7*
Infor Healthcare Solutions Suite (v.10 and below) [NP]	68.9
Kronos Workforce HR/Payroll [C]	74.4*
Oracle PeopleSoft Enterprise [NP]	75.2

Definitions can be found on page 143.



Want **more insights** into this segment?

More information about Enterprise Resource Planning is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- ✓ Decision Insights
- ✓ Industry Report(s)
  - ERP 2019
  - ERP Implementation 2019
- ✓ User Commentary



# Other ERP & Human Capital Management Solutions

- Credentialing
- Scheduling--Nurse and Staff
- Scheduling--Physician
- Talent Management
- Time & Attendance

How do **Credentialing** solutions compare?

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

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



**Solutions Not Ranked**

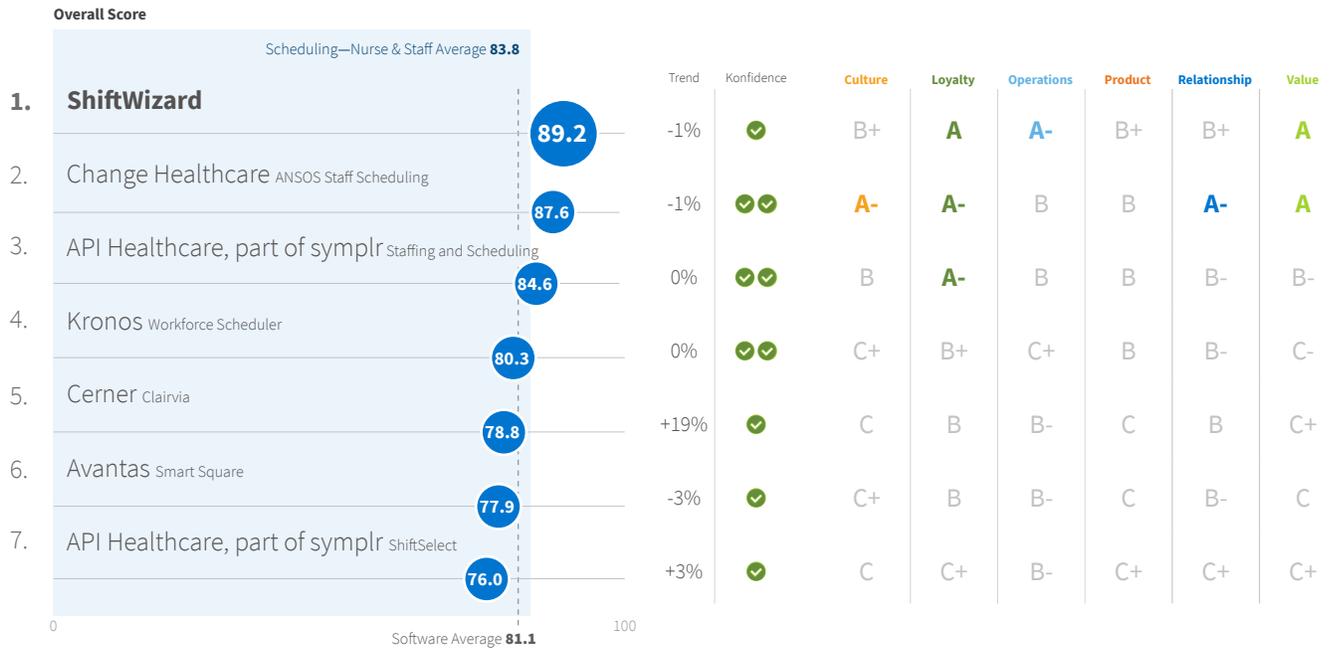
*Limited Data Products	Score
Component [C], Not Primary [NP], or Regional [R]	
Modio Health OneView (Mostly Ambulatory) [C]	93.0
Silversheet (Mostly Ambulatory) [C]	90.2*

Definitions can be found on page 143.

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

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

## How do **Scheduling—Nurse & Staff** solutions compare?



**Solutions Not Ranked**

<b>*Limited Data Products</b>	Score
Schedule360 Employee Scheduling and Labor Management	94.2*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Harris Healthcare AcuityPlus (WinPFS) (QuadraMed) (Acuity Only) [C]	92.2*
OnShift (Long-Term Care Only) [C]	85.9

Definitions can be found on page 143.



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

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

## How do **Talent Management** solutions compare?

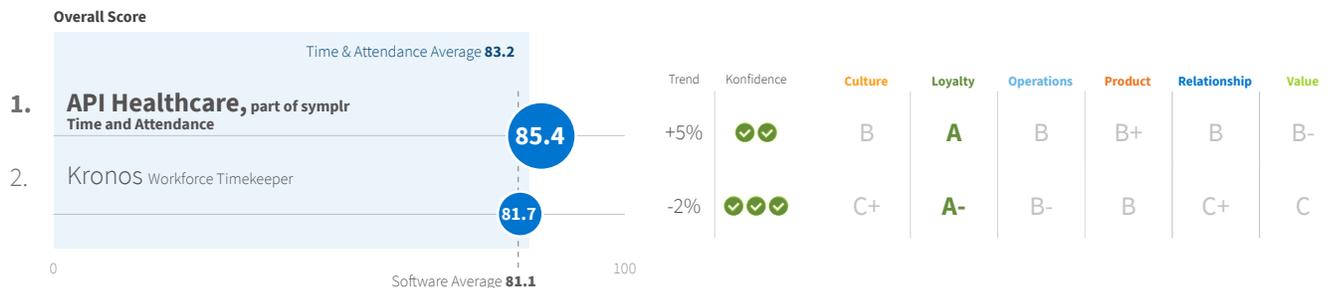


**Solutions Not Ranked**

*Limited Data Products	Score
Infor Talent Management	71.2*
LTG PeopleFluent Talent Management	54.4*
Saba Talent Management for Healthcare (Halogen)	78.9*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Elsevier Performance Manager (eLearning) [C]	72.7*
HealthStream Learning Center (Mostly eLearning) [C]	77.1*

Definitions can be found on page 143.

## How do **Time & Attendance** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
Kronos Enterprise Time and Attendance	75.7*

Definitions can be found on page 143.

## Looking for a different **ERP & human capital management–related** segment?

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

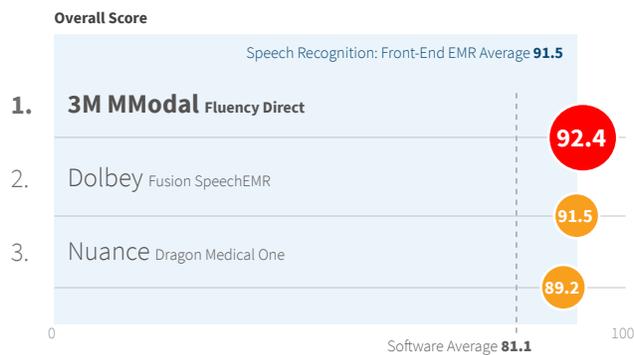
Related Segment

Business Solutions Implementation Services ..... Implementation Services, Page 108

# Speech Recognition: Front-End EMR



## How do vendor solutions compare?



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

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

Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
0%	✓✓✓	A	A+	A	A-	A	A-
+3%	✓	A	A	A-	A-	A	A
+2%	✓✓✓	B+	A	B+	B+	B+	A-

### Solutions Not Ranked

Component [C], Not Primary [NP], or Regional [R]  
Dolbey Fusion Narrate [C]

Score  
92.8

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Speech Recognition: Front-End EMR is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



# Other HIM Solutions

- Clinical Documentation Improvement (CDI) Software
- Computer-Assisted Coding (CAC)
- Computer Assisted Physician Documentation (CAPD)

How do **Clinical Documentation Improvement (CDI) Software** solutions compare?

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

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



### Solutions Not Ranked

**\*Limited Data Products**

Chartwise CDI	Score
	92.7*

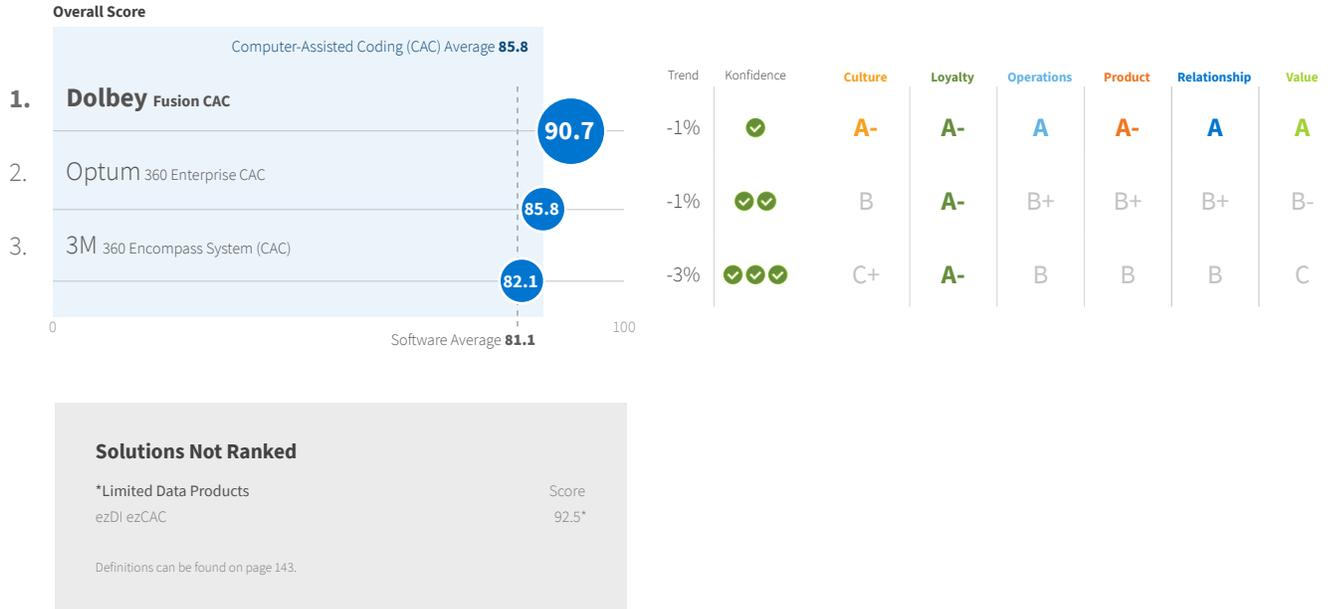
**Component [C], Not Primary [NP], or Regional [R]**

Iodine Software SmartList (Primarily Used for Prioritization) [C]	Score
	95.1

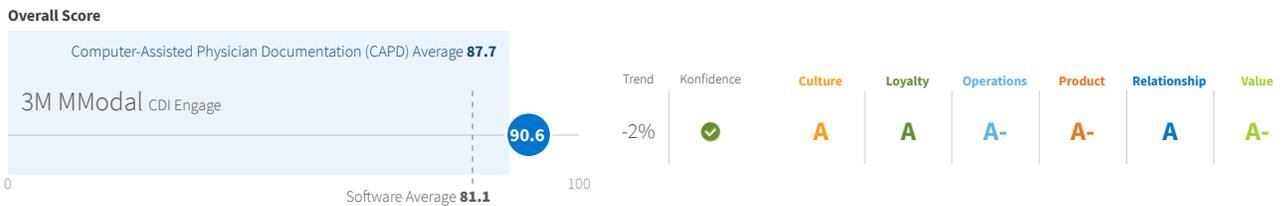
Definitions can be found on page 143.

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	

## How do **Computer-Assisted Coding (CAC)** solutions compare?



## How do **Computer-Assisted Physician Documentation (CAPD)** solutions compare?



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

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

Related Segment	Section
Clinical Documentation Improvement (CDI) Services	HIM Services, Page 100
Outsourced Coding	HIM Services, Page 101
Release of Information	HIM Services, Page 102
Transcription Services	HIM Services, Page 102



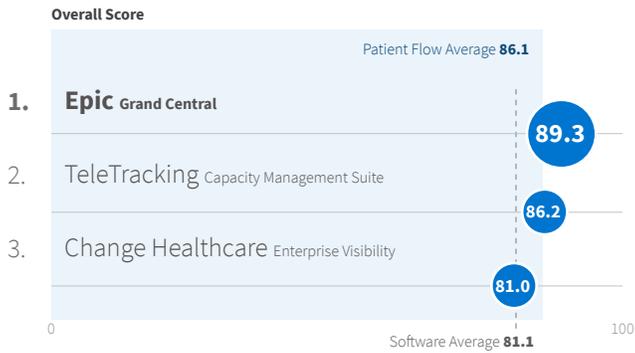
# Locating & Tracking

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

How do **Patient Flow** solutions compare?

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

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



Trend	Konfidence
-3%	✓✓✓
-2%	✓✓✓
-1%	✓

Culture	Loyalty	Operations	Product	Relationship	Value
A-	A	B+	A-	A-	B+
B	A-	B	B	B+	B+
B+	B	B-	B	C	C+

### Solutions Not Ranked

<b>*Limited Data Products</b>	Score
Cerner CareAware Patient Flow	88.5*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Central Logic Transfer Center [C]	84.7

Definitions can be found on page 143.

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	

## How do **Real-Time Location Systems (RTLS)** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
AIRISTA Flow RTLS (Hardware & Software)	52.0*
Cerner CareAware Tracking (Software Only)	77.1*
Cetani RTLS (Software Only)	76.1*
Intelligent InSites InSites Enterprise Visibility Platform (Software Only)	87.2*
TeleTracking RTLS (Software Only)	80.9*

Definitions can be found on page 143.

## Looking for a different **locating & tracking-related** segment?

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

Related Segment	Section
Patient Privacy Monitoring .....	Privacy, Page 86





# Value-Based Care

## 74 Population Health

- 📍 Population Health Management

## 76 Patient Engagement

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

## 80 Telehealth

- 📍 Virtual Care Platforms
- Remote Patient Monitoring

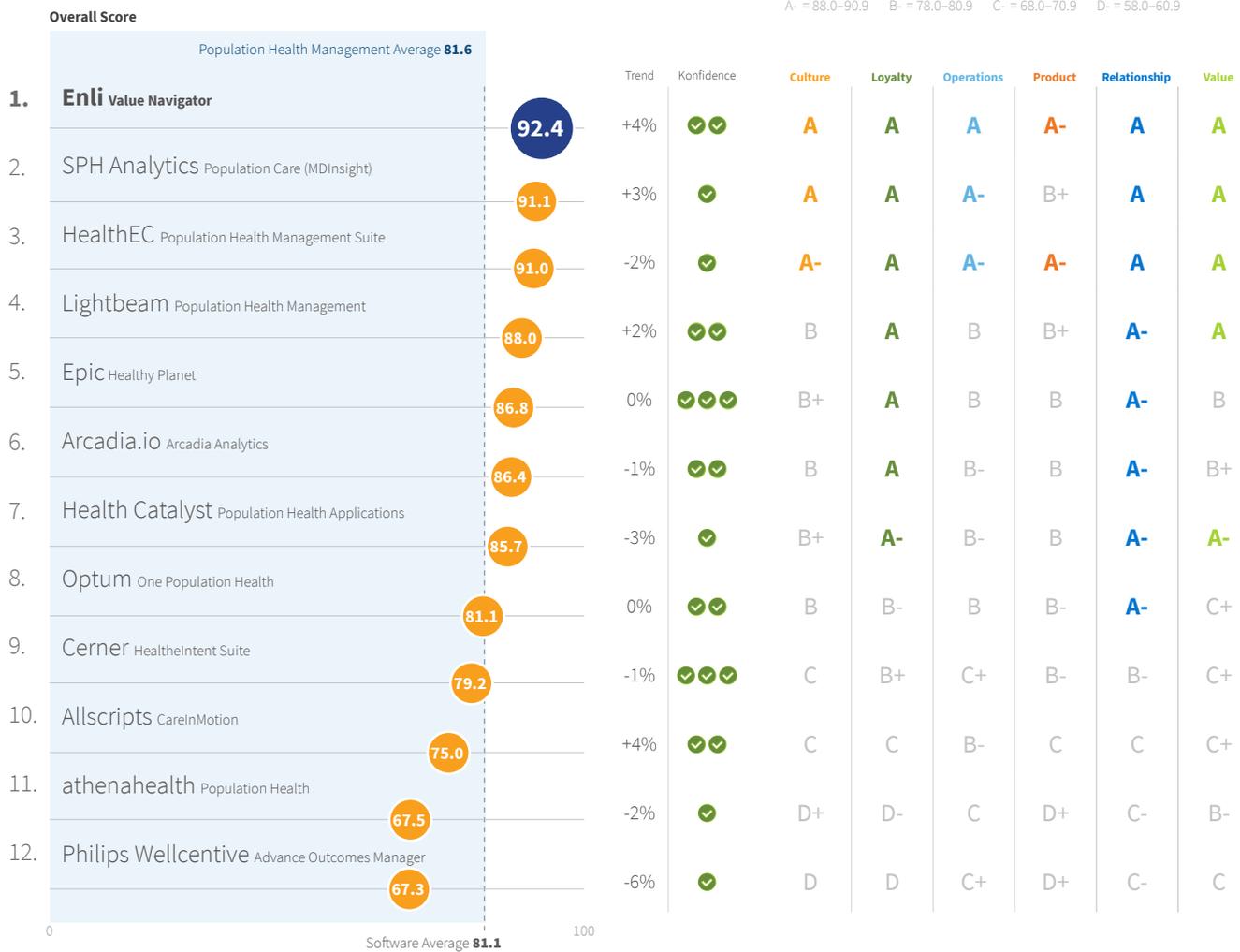
# Population Health Management



## How do vendor solutions compare?

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

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



# Population Health Management Continued

Solutions Not Ranked	
<b>*Limited Data Products</b>	
	Score
Azara Healthcare DRVS (Primarily FQHC)	93.8*
eClinicalWorks CCMR	63.9*
Forward Health Group PopulationManager®	87.1*
i2i Population Health i2iTracks	77.5*
IBM Watson Health Phytel	83.4*
Innovaccer Data Activation Platform	89.9*
NextGen Healthcare Population Health Analytics	75.4*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Meddecision Aerial Health Coordinator (GSI Health) [R]	68.2
Definitions can be found on page 143.	



Want **more insights** into this segment?

More information about Population Health Management is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

-  Decision Insights
-  Industry Report(s)
  -  Population Health Care Management 2019
-  User Commentary

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

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

Related Segment	Section
EMR-Based Interoperability Solutions .....	Interoperability & Middleware, Page 29
Healthcare Business Intelligence & Analytics .....	Business Analytics, Page 58
Value-Based Care Consulting .....	Healthcare Management Consulting, Page 99
Value-Based Care Managed Services .....	Revenue Cycle Services, Page 117

# Patient Portals

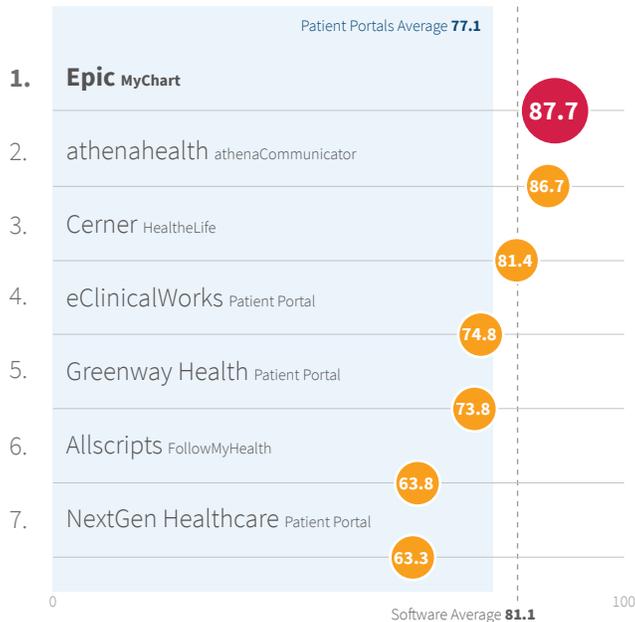


## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-5%	✓✓✓	A-	A	B	B+	B+	B+
+2%	✓✓✓	B	A	B+	B+	B-	B+
+6%	✓	B-	B	B	B-	B	B-
+2%	✓	C	C+	B-	C+	C+	D+
-3%	✓	C-	B-	C+	C	C	D+
-2%	✓✓	D	D	C-	D+	D	D-
-3%	✓	D	D	C-	D-	C+	F

**Solutions Not Ranked**

*Limited Data Products	Score
Medfusion Patient Portal	75.9*
MEDHOST YourCareCommunity	67.1*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Patient Portals is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
  - Patient Engagement 2019: Current and Future Trends in Vendor Selection
  - Patient Engagement Ecosystem 2019
- User Commentary



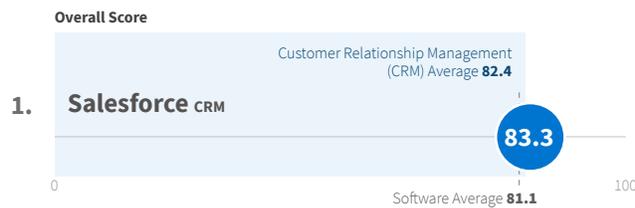
# Other Patient Engagement Solutions

- 🔗 Customer Relationship Management (CRM)
- Patient Education
- 📱 Digital Rounding
- 📱 Patient Outreach
- 📱 Interactive Patient Systems

## How do **Customer Relationship Management (CRM)** solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-3%	✓✓	B-	<b>A-</b>	B	B+	C+	C

**Solutions Not Ranked**

<b>*Limited Data Products</b>	Score
Evariant, a Healthgrades company Patient Engagement	76.4*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Epic Customer Relationship Management/Call Management [C]	89.5*

Definitions can be found on page 143.

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	

## How do **Digital Rounding** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
Huron MyRounding	95.8*
Press Ganey iRound	84.8*
Vocera Care Rounds	89.7*

Definitions can be found on page 143.

## How do **Interactive Patient Systems** compare?



**Solutions Not Ranked**

*Limited Data Products	Score
Cerner CareAware myStation	67.9*
TeleHealth Services TeleHealth TIGR Patient Education System	88.1*

Component [C], Not Primary [NP], or Regional [R]	Score
eVideo Patient Experience Platform [R]	96.1*

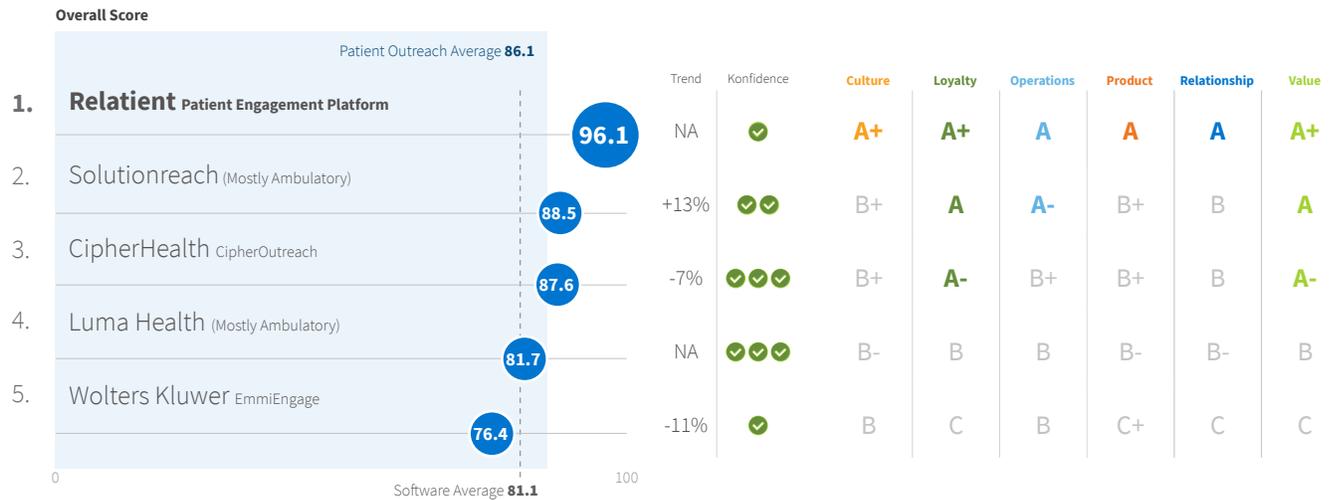
Definitions can be found on page 143.

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	

## How do Patient Education solutions compare?

Solutions Not Ranked	
*Limited Data Products	Score
Elsevier Interactive Patient Education (ExitCare)	83.7*
Definitions can be found on page 143.	

## How do Patient Outreach solutions compare?



Solutions Not Ranked	
*Limited Data Products	Score
Allscripts FollowMyHealth Mobile Patient Experience (HealthGrid)	80.9*
CareWire Patient & Family Communication (Mostly Non-Acute)	88.0*
IBM Watson Health Outreach (Phytel)	84.1*
Intrado (West) HouseCalls (TeleVox)	66.7*
Talksoft Corporation (A RevSpring Company) Patient Engagement Messaging Suite (Mostly Ambulatory)	87.1*
WELL	95.2*
Definitions can be found on page 143.	

# Virtual Care Platforms



## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-3%	✓✓	B+	A-	A-	B+	B+	B
-2%	✓✓✓	B-	B-	B	C+	C+	C

**Solutions Not Ranked**

*Limited Data Products	Score
MDLIVE Virtual Medical Office	81.4*
swyMed Telemedicine	94.4*
Zipnosis	88.7*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Epic Telehealth [C]	88.3
Vidyo Cloud (Primarily Video Service Layer) [C]	64.6*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Virtual Care Platforms is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



# Other Telehealth Solutions

Remote Patient Monitoring

How do **Remote Patient Monitoring** solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
NA	✓	A+	A+	A	A	A+	A+
NA	✓	A	A	A-	B	B+	A-

**Solutions Not Ranked**

\*Limited Data Products

Product	Score
Resideo (Honeywell) LifeStream	77.0*

Definitions can be found on page 143.





# Security & Privacy

## 84 Security

- 🛡️ Cybersecurity Advisory Services
- Identity & Access Management
- Internet of Medical Things (IoMT)/Medical Device Security

## 86 Privacy

- Patient Privacy Monitoring
- Secure Communications

# Cybersecurity Advisory Services

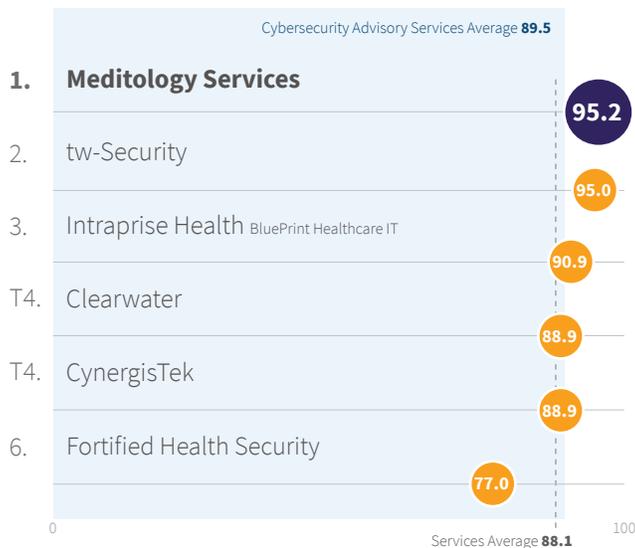


## How do vendor services compare?

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

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

**Overall Score**



Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
-1%	✓	A	B	A	A	A+
-1%	✓✓	A+	A	A-	A	A
-1%	✓	A-	--	A-	A	B+
-6%	✓✓✓	B+	A-	B+	B	B+
-4%	✓✓✓	A-	B	B+	B	A-
-1%	✓✓	C	C-	B	C	C+

-- Insufficient Data

**Solutions Not Ranked**

*Limited Data Products	Score
EY	91.6*
Impact Advisors	99.2*
Optiv	84.3*
Protiviti	92.8*
PwC	88.1*

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Cybersecurity Advisory Services is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



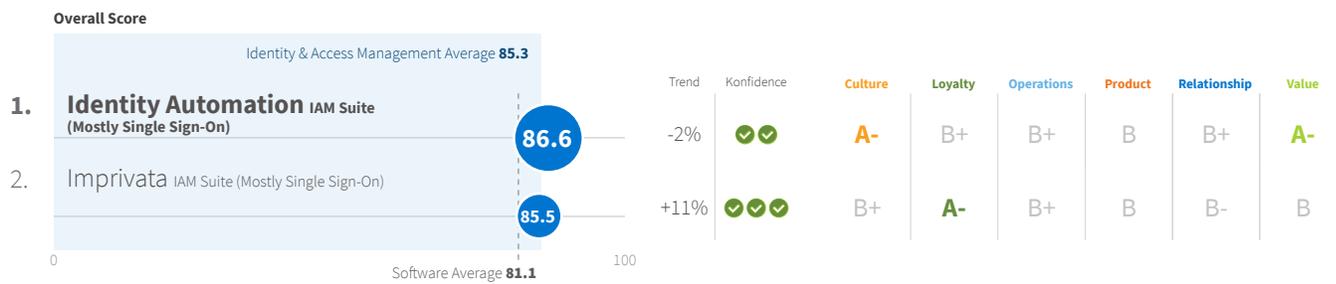
# Other Security Solutions

Identity & Access Management  
Internet of Medical Things (IoMT)/Medical Device Security

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

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

How do **Identity & Access Management** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
SailPoint IdentityIQ (Mostly Identity Governance)	87.1*

Definitions can be found on page 143.

How do **Internet of Medical Things (IoMT)/ Medical Device Security** solutions compare?

**Solutions Not Ranked**

*Limited Data Products	Score
Ordr Systems Control Engine (CloudPost)	95.4*
Zingbox IoT Guardian	94.8*

Definitions can be found on page 143.



# Privacy

- 🏠 Patient Privacy Monitoring
- 🏠 Secure Communications

## How do **Patient Privacy Monitoring** solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
Maize Analytics Maize Privacy Solution	95.7*

Definitions can be found on page 143.

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	

## How do **Secure Communications** solutions compare?



**Solutions Not Ranked**

<b>*Limited Data Products</b>	Score
Cerner CareAware Connect	80.2*
Mobile Heartbeat	88.4*
Spok Mobile	68.3*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Imprivata Cortext [C]	71.6*
QliqSOFT Qliq Secure Texting (Mostly Ambulatory) [C]	87.2
Uniphy Health Uniphy [R]	78.1*

Definitions can be found on page 143.



# Services & Consulting

## 90 IT Advisory Services

- 📍 HIT Advisory Services
- 📍 Clinical Optimization
- 📍 Revenue Cycle Optimization

## 95 Healthcare Management Consulting

- 📍 Healthcare Management Consulting
- 📍 Financial Improvement Consulting
- 📍 Strategy, Growth & Consolidation Consulting
- 📍 Value-Based Care Consulting

## 100 HIM Services

- 📍 Clinical Documentation Improvement (CDI) Services
- 📍 Outsourced Coding
- 📍 Release of Information
- 📍 Transcription Services

## 103 Implementation Services

- 📍 HIT Implementation Leadership (Large)
- 📍 HIT Staffing
- 📍 Business Solutions Implementation Services
- 📍 Go-Live Support
- 📍 HIT Implementation Leadership (Small)

## 111 IT Outsourcing

- 📍 Application Hosting
- 📍 Partial IT Outsourcing
- 📍 Extensive IT Outsourcing

## 115 Revenue Cycle Services

- 📍 Extended Business Office
- 📍 Revenue Cycle Outsourcing
- 📍 Value-Based Care Managed Services
- 📍 Eligibility Enrollment Services
- 📍 Revenue Integrity/Underpayment Services

## 119 Technical Services

- 📍 Technical Services

# HIT Advisory Services



## How do vendor services compare?

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

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

**Overall Score**

HIT Advisory Services Average **92.0**



# HIT Advisory Services Continued

## Services Not Ranked

*Limited Data Products	Score
Accenture	95.6*
Cornerstone Advisors	95.6*
Cumberland	87.4*
The HCI Group	93.5*
Navin, Haffty & Associates (NHA)	92.3*

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

Clearwater Compliance (Cybersecurity Advisory Only) [C]	88.9
CynergisTek (Cybersecurity Advisory Only) [C]	88.3

Definitions can be found on page 143.



Want **more insights** into this segment?

More information about HIT Advisory Services is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):



Decision Insights



Industry Report(s)

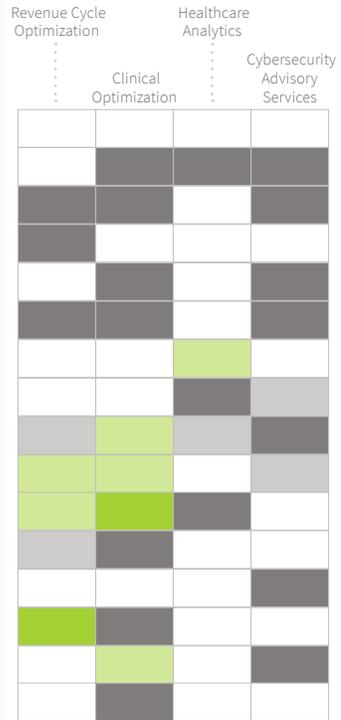
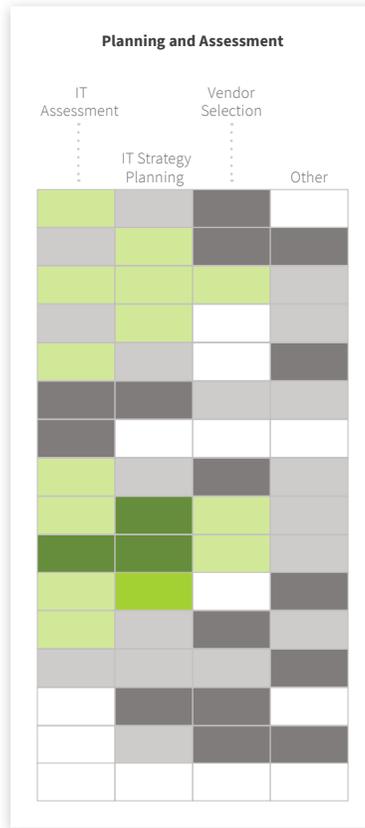
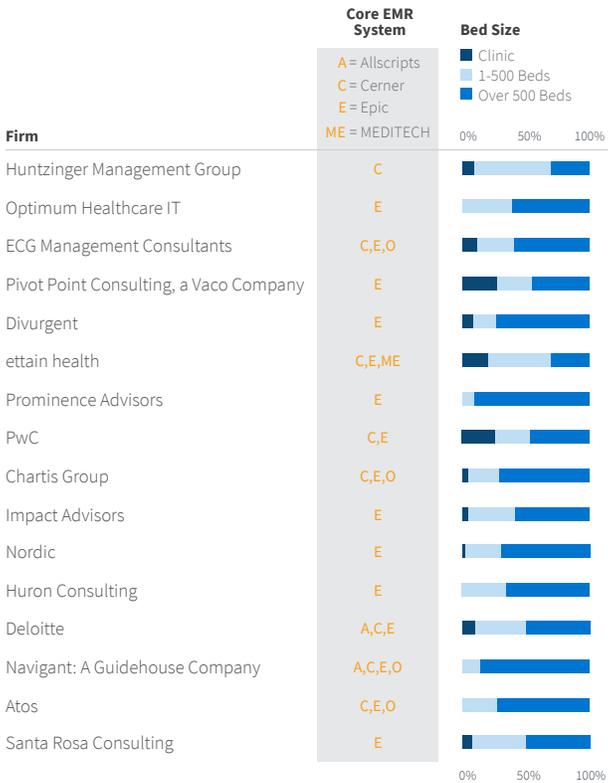
● HIT Advisory Services 2019



User Commentary

# HIT Advisory Services Continued

## HIT Advisory Reference Guide





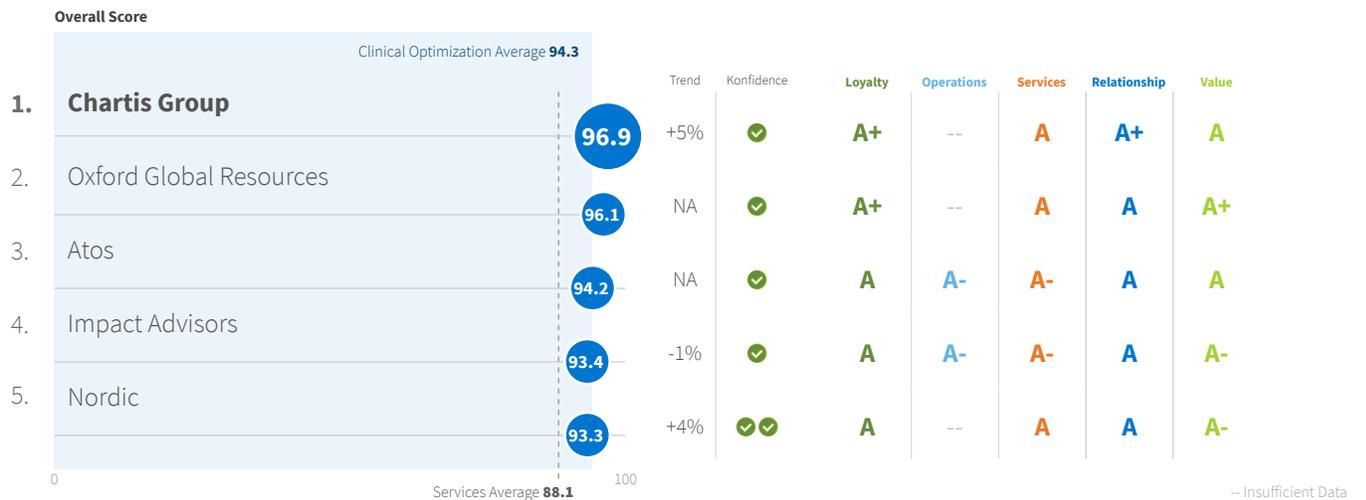
# Other IT Advisory Services

- Clinical Optimization
- Revenue Cycle Optimization

How do **Clinical Optimization** services compare?

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

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



**Services Not Ranked**

*Limited Data Products	Score
Navin, Haffty & Associates (NHA)	89.9*

Definitions can be found on page 143.

## How do **Revenue Cycle Optimization** services compare?



### Services Not Ranked

*Limited Data Products	Score
Chartis Group	93.3*
Engage	97.3*
Huron Consulting	91.8*

Definitions can be found on page 143.

## Looking for a different **IT advisory services** segment?

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

Related Segment	Section
Cybersecurity Advisory Services .....	Security, Page 84

# Healthcare Management Consulting



## How do vendor services compare?

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

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



Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
+15%	✓✓	A	A	A-	A	A
+3%	✓✓✓	A	B+	A-	A	A
-1%	✓✓	A	A	A-	A	A-
+1%	✓✓	A	A	A-	A	B+
+4%	✓✓✓	A-	A-	A-	A	A-
0%	✓✓✓	A	B+	A-	B+	A-
-4%	✓✓	B+	B	B+	B+	B
0%	✓✓✓	B	B	B+	B	B

**Services Not Ranked**

*Limited Data Products	Score
Kaufman Hall	86.5*

Definitions can be found on page 143.



Want **more insights** into this segment?

More information about Healthcare Management Consulting is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Healthcare Management Consulting Continued

## KLAS-Validated Consulting Areas

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

<b>Broad HMC Firms</b>	Total Unique Engagements	Value-Based Care	Financial Improvement	Strategy, Growth, & Consolidation	Human Capital	Consumer Engagement
Accenture	11	1-2 Validations	6+ Validations	3-5 Validations	1-2 Validations	3-5 Validations
Chartis Group	14	3-5 Validations	1-2 Validations	6+ Validations	3-5 Validations	
Deloitte	14	6+ Validations	3-5 Validations	6+ Validations		1-2 Validations
ECG Management Consultants	10	3-5 Validations	1-2 Validations	6+ Validations		
Kaufman Hall	4		3-5 Validations	3-5 Validations		
Navigant: A Guidehouse Company	28	6+ Validations	6+ Validations	6+ Validations		
Optum	39	6+ Validations	6+ Validations	6+ Validations	1-2 Validations	3-5 Validations
Premier	32	6+ Validations	6+ Validations	6+ Validations	1-2 Validations	
PwC	20	3-5 Validations	6+ Validations	6+ Validations	1-2 Validations	1-2 Validations
<b>Focused HMC Firms</b>						
Evolut Health	4	3-5 Validations				
Huron Consulting	10		6+ Validations	1-2 Validations		
IBM Watson Health	1	1-2 Validations				
KPMG	1				1-2 Validations	
Lumeris	15	6+ Validations				
McKinsey	6	1-2 Validations	1-2 Validations	3-5 Validations		

# Financial Improvement Consulting



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

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

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



Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
+2%	✓✓	A	B+	A	A	A
NA	✓	A	A-	B+	A	A-
+3%	✓	A-	B	B-	B	B+
-3%	✓	B	B	B	B+	B
+17%	✓	B+	B-	B	B	B-
+1%	✓✓✓	C+	C-	B+	B	B-

**Services Not Ranked**

*Limited Data Products	Score
Deloitte	77.5*

Definitions can be found on page 143.



### Want **more insights** into this segment?

More information about Financial Improvement Consulting is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Strategy, Growth & Consolidation Consulting



## How do vendor services compare?

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

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

**Overall Score**



Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
+4%	✓	A+	A+	A	A	A
-2%	✓✓	A	A	A	A	A
+3%	✓	A	A-	A-	A-	A
NA	✓	A	A-	B+	A-	A-
+1%	✓	A	A-	A-	A	B
-2%	✓	B+	B	B+	B+	B
NA	✓	A-	B+	B	C+	B-

**Services Not Ranked**

*Limited Data Products	Score
Accenture	98.1*
Kaufman Hall	89.3*

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Strategy, Growth & Consolidation Consulting is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Value-Based Care Consulting



**Deloitte.**

**NAVIGANT**  
A Guidehouse Company

## How do vendor services compare?

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

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



Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
-2%	✓	A	--	A-	A	A-
+8%	✓✓✓	A	A-	A	A	A-
-1%	✓✓✓	A	B+	A-	B+	A-
-1%	✓✓✓	A-	B+	B+	B	B+
-2%	✓✓✓	B	B-	B+	A-	B

-- Insufficient Data

**Services Not Ranked**

*Limited Data Products	Score
Chartis Group	96.3*
ECG Management Consultants	96.0*
Evolut Health	91.7*
PwC	90.1*

Definitions can be found on page 143.



### Want **more insights** into this segment?

More information about Value-Based Care Consulting is available in the following areas online at [KLASresearch.com](http://KLASresearch.com):

- Decision Insights
- Industry Report(s)
  - Value-Based Care Consulting 2019
- User Commentary



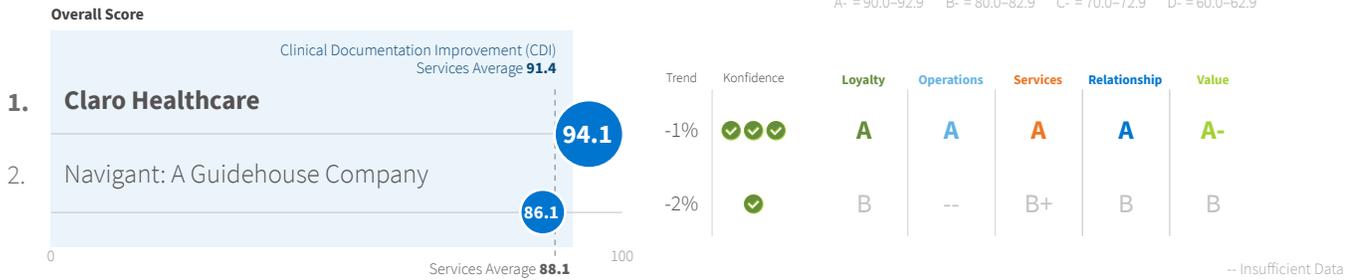
# HIM Services

- Clinical Documentation Improvement (CDI) Services
- Outsourced Coding
- Release of Information
- Transcription Services

## How do **Clinical Documentation Improvement (CDI) Services** compare?

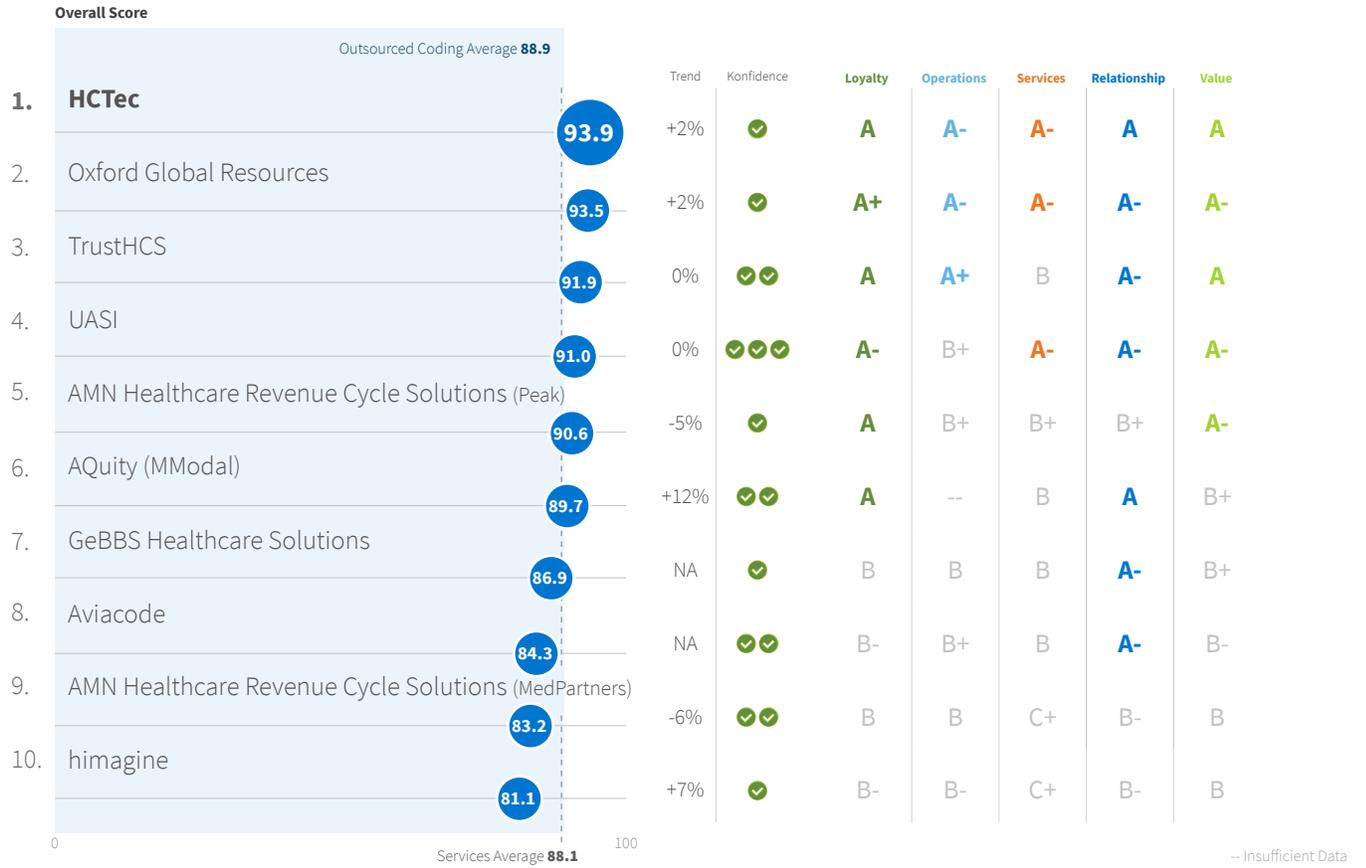
**Score Breakdown** (Grading methodology can be found on page 4)

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



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	

## How do **Outsourced Coding** services compare?



**Services Not Ranked**

*Limited Data Products	Score
Ciox Health	89.2*
HRG	88.6*

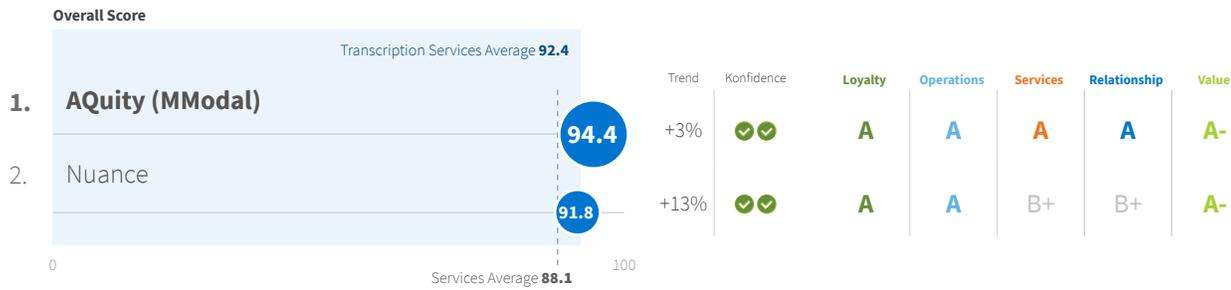
Definitions can be found on page 143.

**Score Breakdown** (Grading methodology can be found on page 4)  
 A+ = 97.0+    B+ = 87.0-89.9    C+ = 77.0-79.9    D+ = 67.0-69.9    F = <60.0  
 A = 93.0-96.9    B = 83.0-86.9    C = 73.0-76.9    D = 63.0-66.9  
 A- = 90.0-92.9    B- = 80.0-82.9    C- = 70.0-72.9    D- = 60.0-62.9

## How do **Release of Information** services compare?



## How do **Transcription Services** compare?



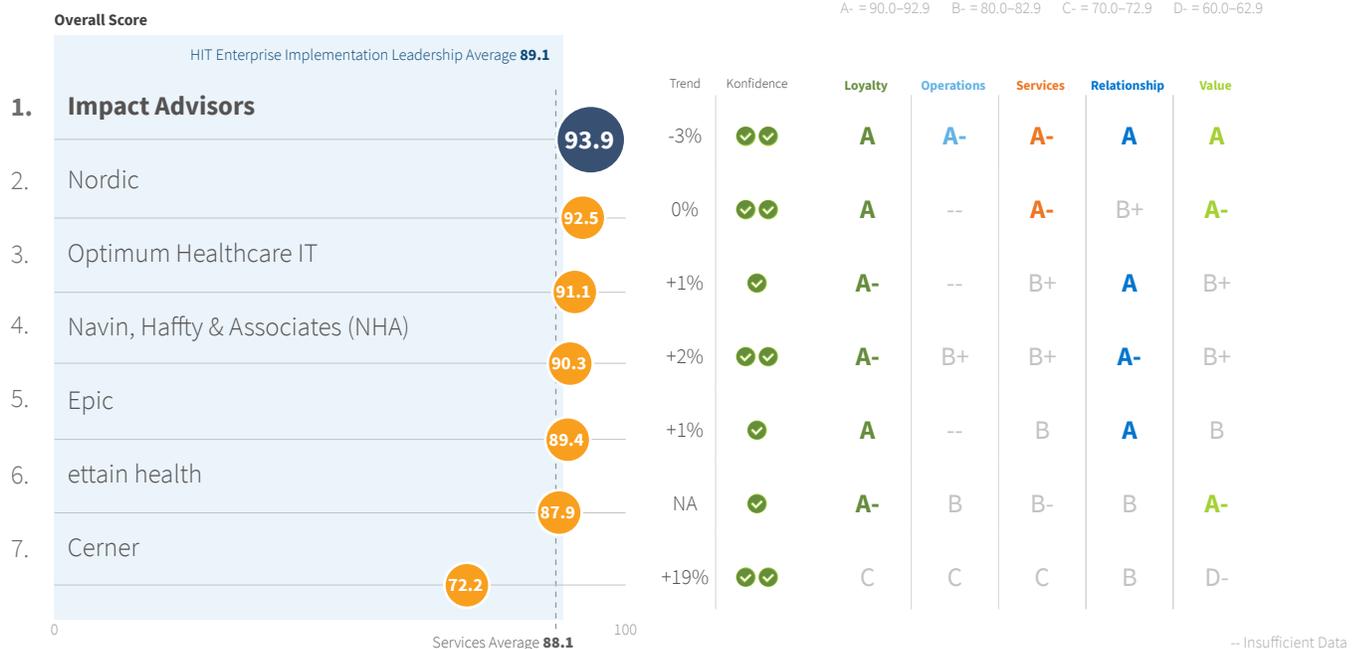
# HIT Implementation Leadership (Large)



## How do vendor services compare?

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

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



### Services Not Ranked

*Limited Data Products	Score
Cornerstone Advisors	50.2*
Cumberland	90.6*
Deloitte	69.3*
Engage	96.8*

Component [C], Not Primary [NP], or Regional [R]	Score
S&P Consultants [C]	95.9

Definitions can be found on page 143.



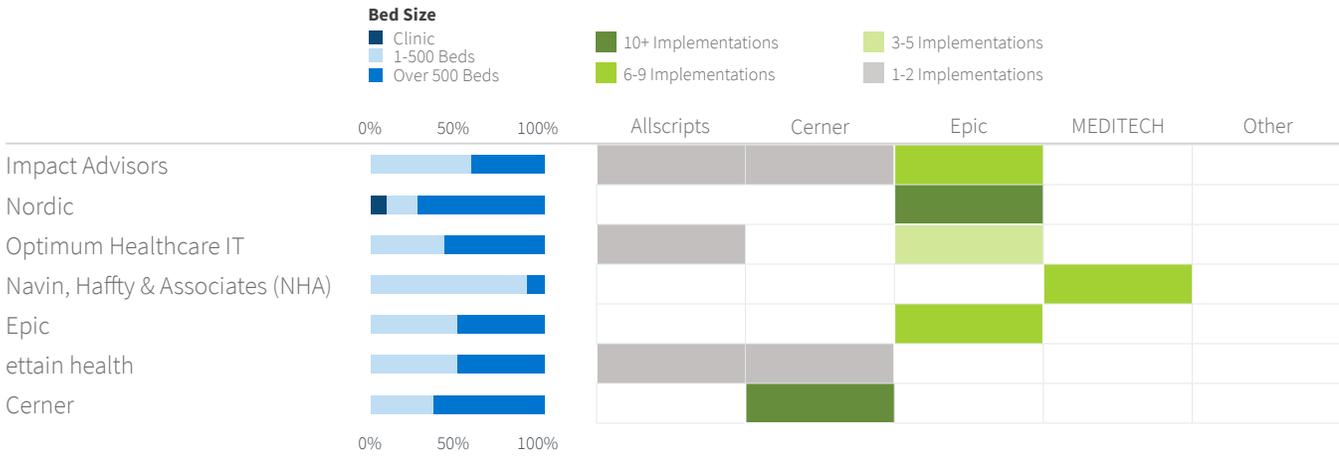
## Want more insights into this segment?

More information about HIT Implementation Leadership is available in the following areas online at [KLASresearch.com](http://KLASresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# HIT Implementation Leadership (Large) Continued

Which vendors did firms **implement**?



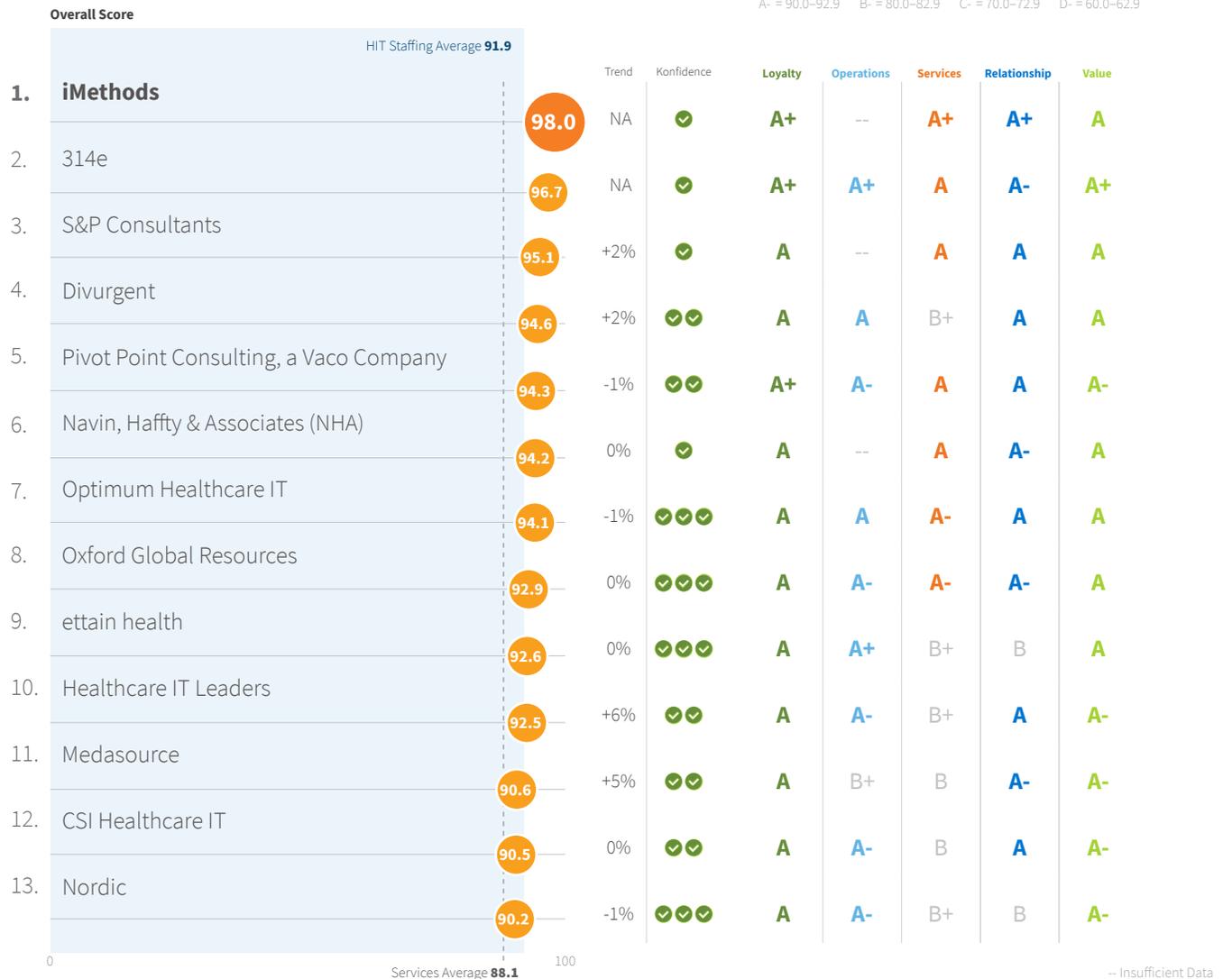
# HIT Staffing



## How do vendor services compare?

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

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



Continued on next page

# HIT Staffing Continued

## How do vendor services compare?



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

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

Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
NA	✓	B+	<b>A+</b>	B+	<b>A-</b>	<b>A-</b>
-4%	✓	<b>A-</b>	B+	B+	B	B+
-4%	✓	<b>A-</b>	--	B+	C	<b>A-</b>
+1%	✓	B+	B+	B-	B-	<b>A-</b>
-3%	✓	C+	<b>A</b>	B	<b>A-</b>	B+
-6%	✓	B+	B-	B-	B-	B+

-- Insufficient Data

**Services Not Ranked**

*Limited Data Products	Score
Apex Systems	91.7*
Avaap	81.4*
Bluetree Network	86.9*
Cornerstone Advisors	94.4*
CTG	75.1*
Cumberland	90.9*
emids	93.6*
Galen Healthcare	97.1*
Prominence Advisors	96.2*
Stoltenberg Consulting	94.5*
TEKsystems	57.4*

Definitions can be found on page 143.



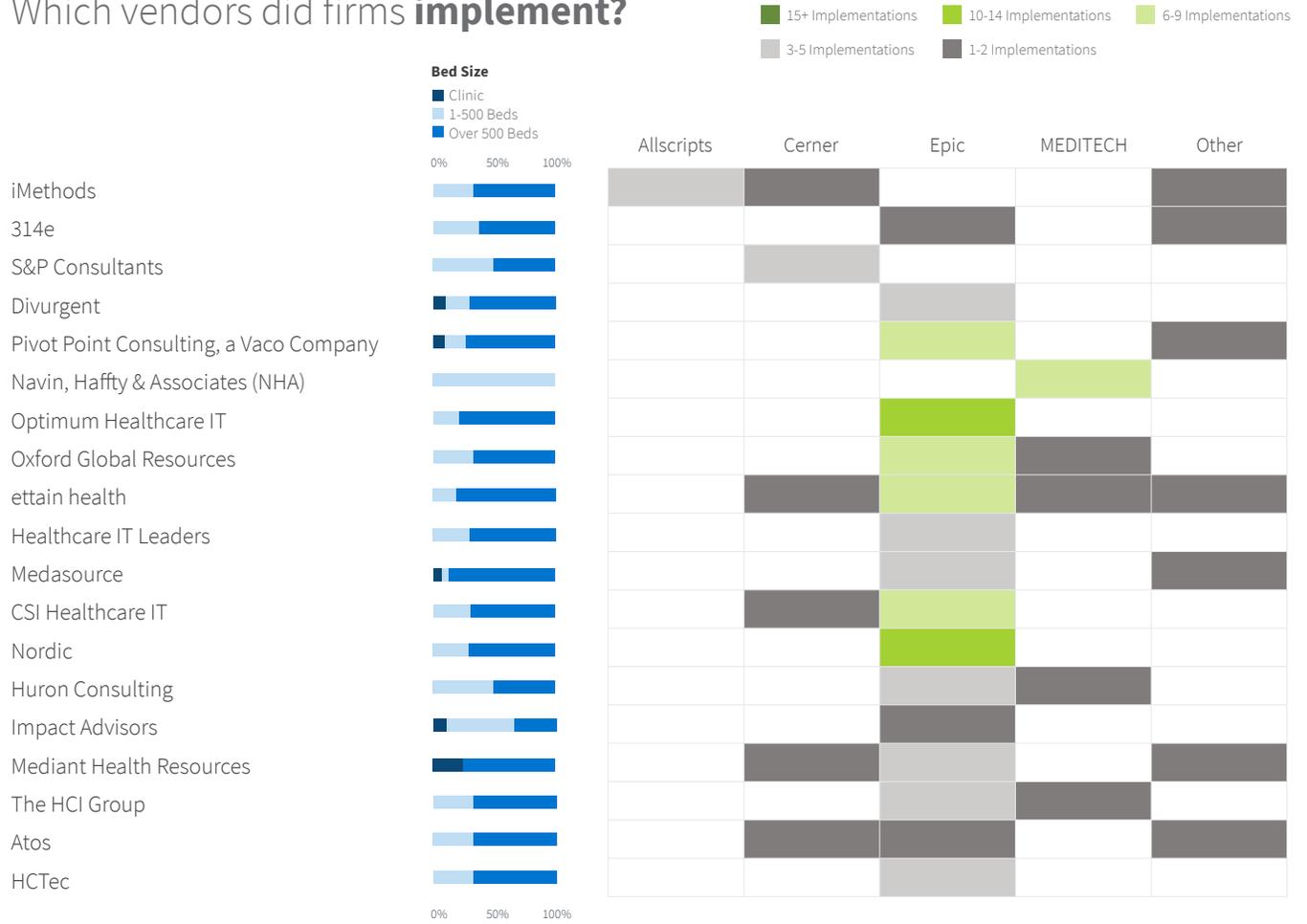
Want **more insights** into this segment?

More information about HIT Staffing is available in the following areas online at [KLASresearch.com](http://KLASresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# HIT Staffing Continued

Which vendors did firms **implement**?





# Other Implementation Services

- Business Solutions Implementation Services
- Go-Live Support
- HIT Implementation Leadership (Small)

How do **Business Solutions Implementation Services** compare?

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

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

**Overall Score**



	Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
1. Healthcare IT Leaders	+5%	✓	A+	A+	A	A+	A-
2. Oxford Global Resources	NA	✓	A+	A	A-	A	A-
3. ROI Healthcare Solutions	-7%	✓	A	B	B	B	B+
4. Workday	NA	✓	B+	B	B+	A-	B
5. Avaap	-2%	✓✓	B	B	B-	B-	B
6. PwC	+10%	✓	C+	C+	B	B	B
7. KPMG	NA	✓	B-	C+	B-	B+	B-
8. Deloitte	-10%	✓✓	D	D	C+	C+	C-

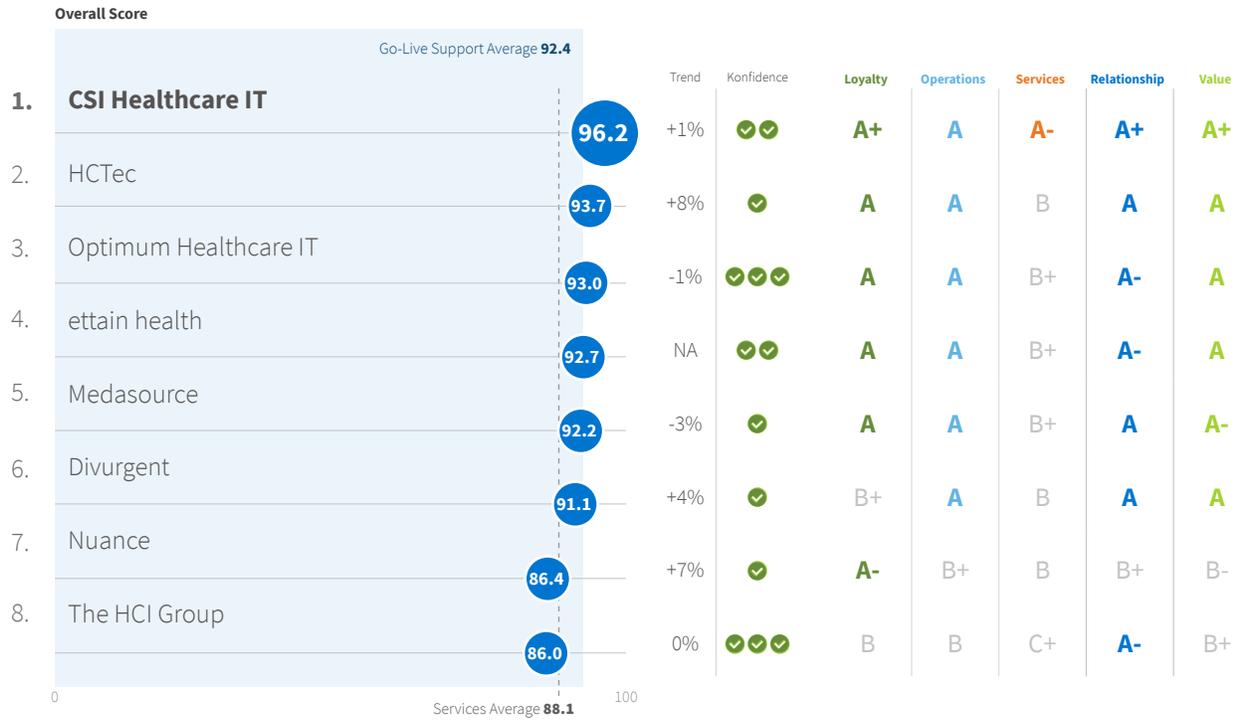
**Services Not Ranked**

*Limited Data Products	Score
Atos	78.7*
Chartis Group	96.4*
Infor	50.6*

Definitions can be found on page 143.

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	

## How do **Go-Live Support** services compare?



**Services Not Ranked**

*Limited Data Products	Score
emids	85.9*
Engage	98.1*

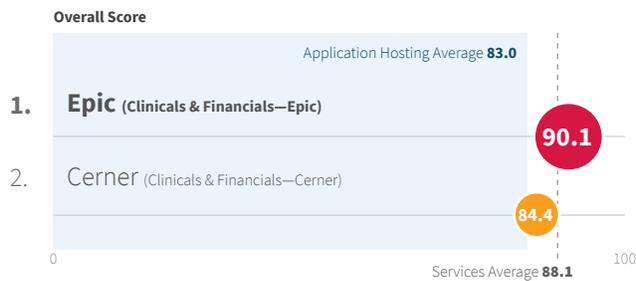
Definitions can be found on page 143.



# Application Hosting



## How do vendor services compare?



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

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

Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
-3%	✓	A	A-	B	A-	B+
-1%	✓✓	B+	B	B-	B	B-

**Services Not Ranked**

*Limited Data Products	Score
Allscripts (Mostly Clinicals—Allscripts)	72.7*
Engage (Mostly Clinicals—MEDITECH)	82.4*
NTT DATA (Clinicals & Financials—Mostly MEDITECH)	89.9*

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Application Hosting is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Partial IT Outsourcing



## How do vendor services compare?

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

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



# Partial IT Outsourcing Continued

## Services Not Ranked

*Limited Data Products	Score
CareTech Solutions	82.3*
Cumberland Partial ITO (LinkEHR)	87.9*
Deloitte	94.7*
Velocity	85.2*

Component [C], Not Primary [NP], or Regional [R]	Score
Secureworks (Cybersecurity Only) [C]	75.8*

Definitions can be found on page 143.



Want **more insights** into this segment?

More information about Partial IT Outsourcing is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

Decision Insights

Industry Report(s)

User Commentary

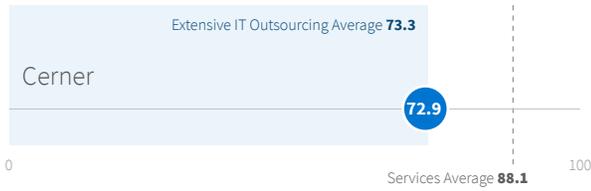
# Other IT Outsourcing Services

How do **Extensive IT Outsourcing** services compare?

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

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

**Overall Score**



Trend: -15%  
 Confidence: ✓

Loyalty	Operations	Services	Relationship	Value
C	C-	B-	C	D

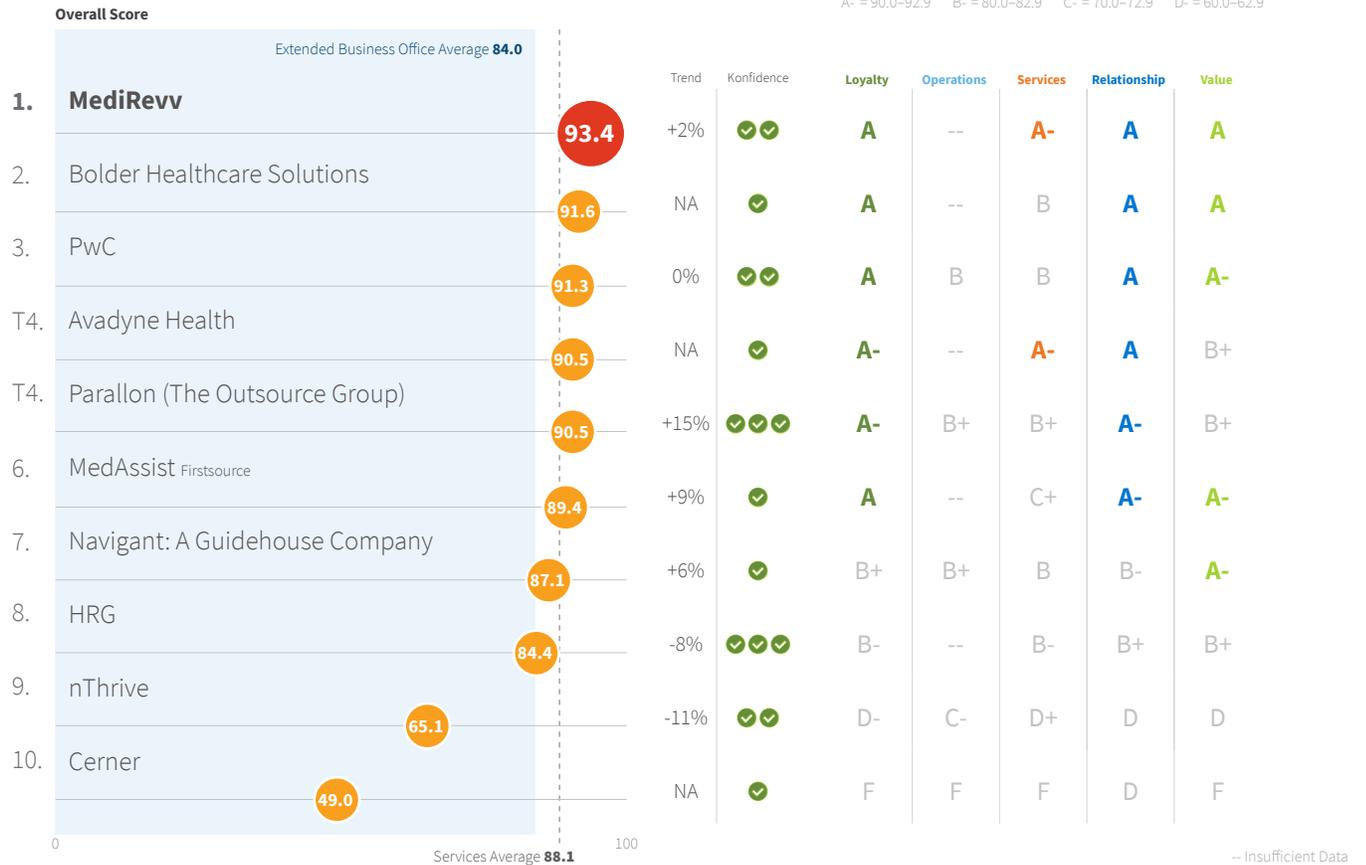
# Extended Business Office



## How do vendor services compare?

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

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



**Services Not Ranked**

*Limited Data Products	Score
HGS	87.5*
GeBBS Healthcare Solutions	90.1*

Definitions can be found on page 143.

Want **more insights** into this segment?

More information about Extended Business Office is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- User Commentary
- Industry Report(s)
- Outsourced Revenue Cycle Services 2019

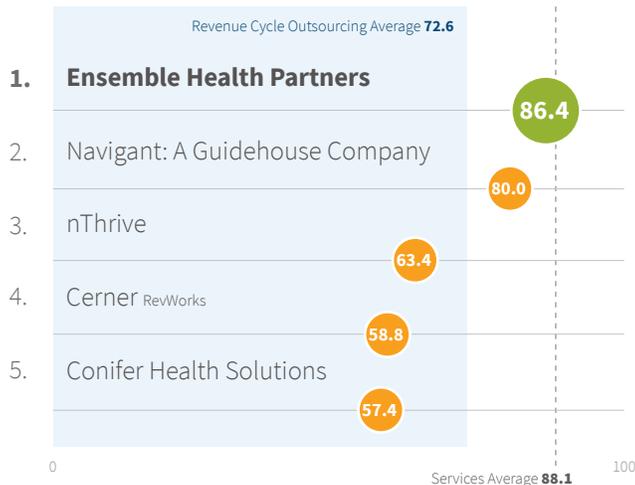
# Revenue Cycle Outsourcing



## How do vendor services compare?

**Score Breakdown** (Grading methodology can be found on page 4)  
 A+ = 97.0+ B+ = 87.0-89.9 C+ = 77.0-79.9 D+ = 67.0-69.9 F = <60.0  
 A = 93.0-96.9 B = 83.0-86.9 C = 73.0-76.9 D = 63.0-66.9  
 A- = 90.0-92.9 B- = 80.0-82.9 C- = 70.0-72.9 D- = 60.0-62.9

**Overall Score**



Trend	Confidence	Loyalty	Operations	Services	Relationship	Value
NA	✓	B-	A-	B	A-	B+
-2%	✓	C+	C	C+	B	B-
-15%	✓	F	--	D	D	D
-4%	✓✓	F	D	F	D	D
-9%	✓	F	--	D	D	F

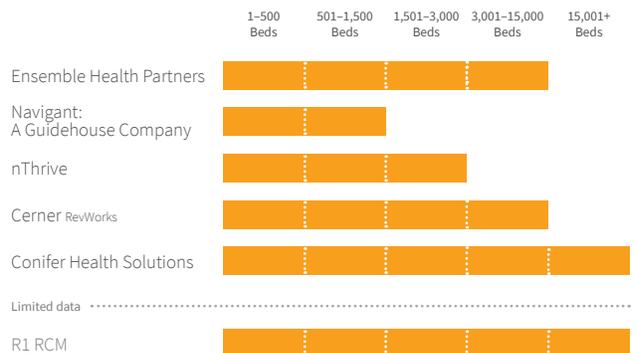
-- Insufficient Data

**Services Not Ranked**

\*Limited Data Products Score  
 R1 RCM 80.9\*

Definitions can be found on page 143.

## Sizing Spread of RCO Firms' Client Organizations



### Want more insights into this segment?

More information about Revenue Cycle Outsourcing is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary
- Outsourced Revenue Cycle Services 2019

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

# Value-Based Care Managed Services



## How do vendor services compare?

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

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



Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
+1%	✓	A	B	B-	A	A-
-1%	✓	A	B+	B-	B+	B
-10%	✓✓	C	D	B	B	B-
-8%	✓✓✓	D	F	C+	C	C-

### Services Not Ranked

*Limited Data Products Component [C], Not Primary [NP], or Regional [R]	Score
Caravan Health [C]	82.1
Citra Health Solutions (Triage) [C]	76.6*
Health Catalyst [C]	89.2
HealthEC (Primarily Non-Acute) [C]	97.7
Lightbeam [C]	89.3*
Premier (Primarily Ongoing VBC Organizational) [C]	99.0*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Value-Based Care Managed Services is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
  - Value-Based Care Managed Services 2019
- User Commentary



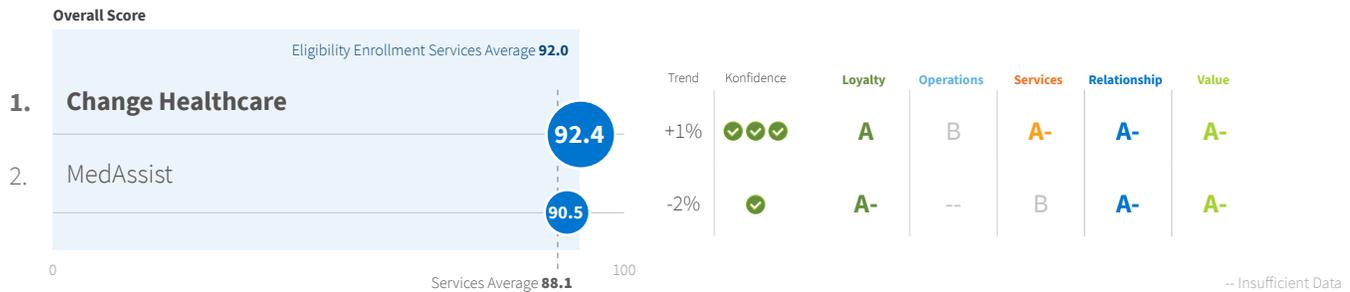
# Other Revenue Cycle Services

- Eligibility Enrollment Services
- Revenue Integrity/Underpayment Services

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

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

## How do **Eligibility Enrollment Services** compare?



## How do **Revenue Integrity/Underpayment Services** compare?



# Technical Services



## How do vendor services compare?

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

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



Trend	Konfidence	Loyalty	Operations	Services	Relationship	Value
+3%	✓	A+	A	A	A	A
-1%	✓	A+	A+	A	A-	A
+5%	✓✓	A	A+	A	A	A
+2%	✓✓	A+	A	A-	A-	A
NA	✓✓	A+	A-	A-	A	A-
+3%	✓	A	A-	A-	B+	A-

**Services Not Ranked**

*Limited Data Products	Score
Atos	71.9*
ettain health	89.0*
Pivot Point Consulting, a Vaco Company	91.8*
Prominence Advisors	95.1*

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

CynergisTek (Cybersecurity Technical Work Only) [C]	89.2
---	------

Definitions can be found on page 143.



Want **more insights** into this segment?

More information about Technical Services is available in the following areas online at [KLASresearch.com](https://KLASresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



A woman in a white lab coat is looking at a wall of medical scan images. She is holding a tablet and a pen. The background is a blue-tinted image of a woman in a lab coat looking at a wall of medical scan images.

# Imaging Systems

## 122 Imaging Software

- 📍 Cardiology
- 📍 PACS (Large—300K+ Studies)
- 📍 PACS (Small—<300K Studies)
- 📍 Vendor Neutral Archive (VNA)
- Advanced Visualization
- Cardiology Hemodynamics
- Image Exchange
- Oncology—Medical
- Oncology—Radiation
- Oncology Treatment Planning
- Speech Recognition: Front-End Imaging
- Universal Viewer (Imaging)

## 130 Imaging Equipment

- Radiation Therapy—Equipment

# Cardiology

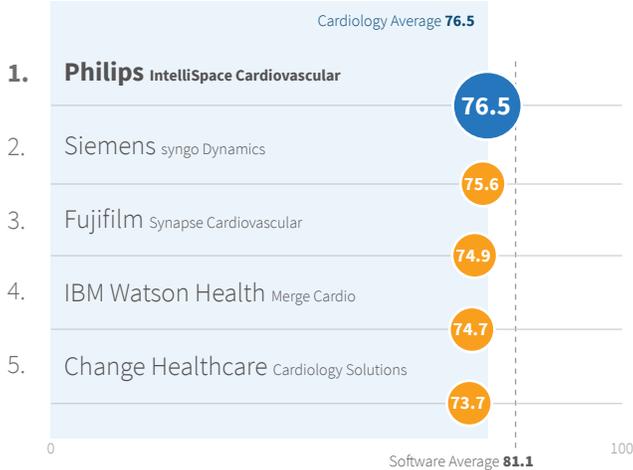


## How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
NA	✓	D	B	C+	B-	C+	C+
+8%	✓	C	B-	B-	C	C	C-
-2%	✓	D	B-	B-	C+	C+	C-
-6%	✓✓✓	C	C+	C+	C+	C+	C-
-1%	✓✓	C+	B-	C+	C+	C+	F

**Solutions Not Ranked**

*Limited Data Products	Score
Digisonics DigiView	66.2*
INFINITT Cardiology Suite	88.8*
LUMEDX Apollo Advance	78.7*

Component [C], Not Primary [NP], or Regional [R]	Score
Agfa HealthCare IMPAX Cardiovascular [NP]	55.3*
Epic Cupid [C]	81.3
Philips Xcelera [NP]	73.5

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Cardiology is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# PACS (Large—300K+ Studies)



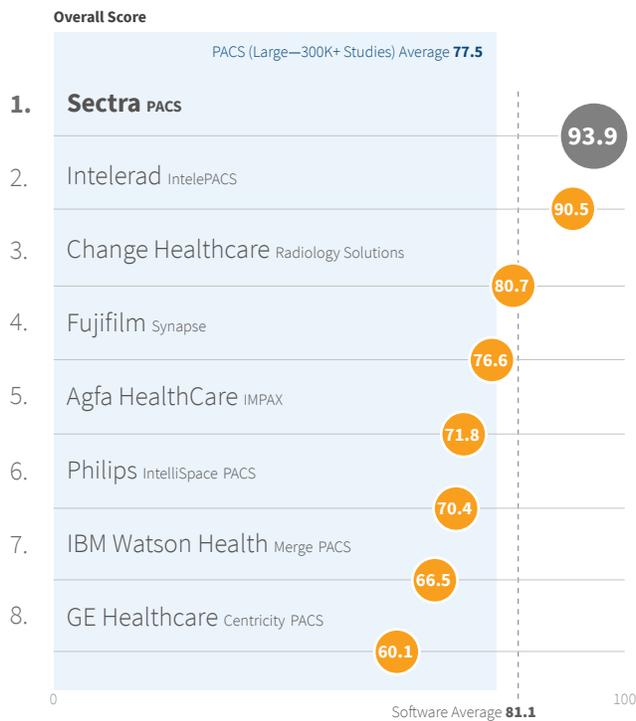
# SECTRA

Knowledge and passion

## How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
NA	✓	A+	A+	A	A	A	A
NA	✓	A-	A+	B+	A	B+	B
NA	✓✓	B	B	B	B-	B	C
NA	✓✓	D+	B	C+	C+	C	C+
NA	✓	C	D+	B-	C	C-	C-
NA	✓✓	D	C-	C+	C	C-	C-
NA	✓	D	D+	C-	C-	D	D
NA	✓	F	F	D+	D	C	D

### Solutions Not Ranked

*Limited Data Products	Score
Agfa HealthCare Enterprise Imaging for Radiology	71.5*
INFINITT PACS	92.7*
IBM Watson Health Unity PACS (DR Systems)	75.1*
Philips Carestream Vue PACS	83.1*

Component [C], Not Primary [NP], or Regional [R]	Score
GE Healthcare Centricity PACS-IW [NP]	62.4*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about PACS is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# PACS (Small—<300K Studies)



# SECTRA

Knowledge and passion

## How do vendor solutions compare?

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

A+ = 95.0+    B+ = 85.0–87.9    C+ = 75.0–77.9    D+ = 65.0–67.9    F = <58.0  
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 A- = 88.0–90.9    B- = 78.0–80.9    C- = 68.0–70.9    D- = 58.0–60.9



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
NA	✓✓✓	A	A	A	A	B+	B
NA	✓	B+	B+	B+	B	B+	A-
NA	✓✓	B	A-	A-	B+	B-	C+
NA	✓✓	B-	B+	B	B	C+	C+
NA	✓✓	C+	B	B+	B-	C+	C
NA	✓	C+	B	B	B	C	C
NA	✓✓	B-	B-	B-	B	C	C-
NA	✓✓	B-	B-	B-	B-	B-	C+
NA	✓	C	C+	B-	B-	B	C+
NA	✓	C+	C+	C+	B-	C	C
NA	✓✓✓	C	C	B	B-	C+	C+

**Solutions Not Ranked**

\*Limited Data Products  
 Agfa HealthCare IMPAX    Score 80.1\*

Definitions can be found on page 143.

Want **more insights** into this segment?

More information about PACS is available in the following areas online at [KLASresearch.com](http://KLASresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

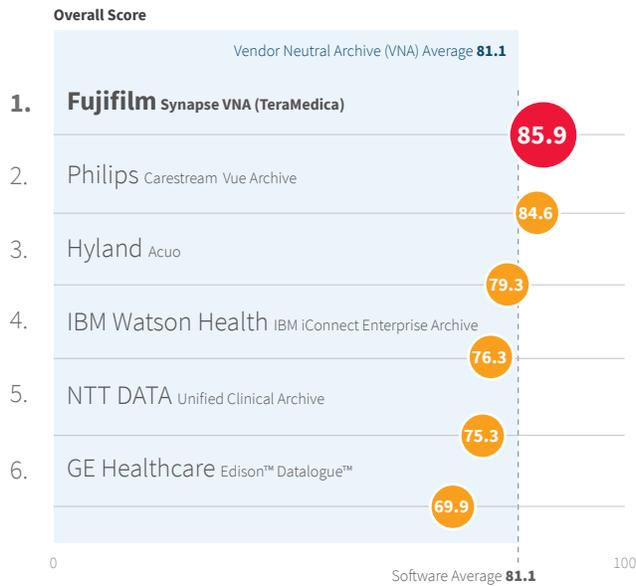
# Vendor Neutral Archive (VNA)



## How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
+5%	✓✓	B	A-	B	B+	B	B+
-4%	✓	B	B+	B+	B	B-	B+
-3%	✓✓	B-	B	C+	B-	C+	C+
-8%	✓✓	C-	B	C+	B-	C	C
+5%	✓	C	C	B-	C+	C+	B-
+2%	✓	D-	D+	C+	C+	C	D+

### Solutions Not Ranked

*Limited Data Products	Score
Agfa HealthCare Enterprise Imaging VNA	80.7*
Mach7 Technologies Vendor Neutral Archive	82.1*
Sectra VNA	94.6*

Definitions can be found on page 143.



Want **more insights** into this segment?

More information about Vendor Neutral Archive is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- ✓ Decision Insights
- ✓ Industry Report(s)
  - Enterprise Imaging 2019
- ✓ User Commentary



## Other Imaging Software Solutions

- 🔍 Advanced Visualization
- 🔍 Cardiology Hemodynamics
- 🔍 Image Exchange
- 🔍 Oncology—Medical
- 🔍 Oncology—Radiation
- 🔍 Oncology Treatment Planning
- 🔍 Speech Recognition: Front-End Imaging
- 🔍 Universal Viewer (Imaging)

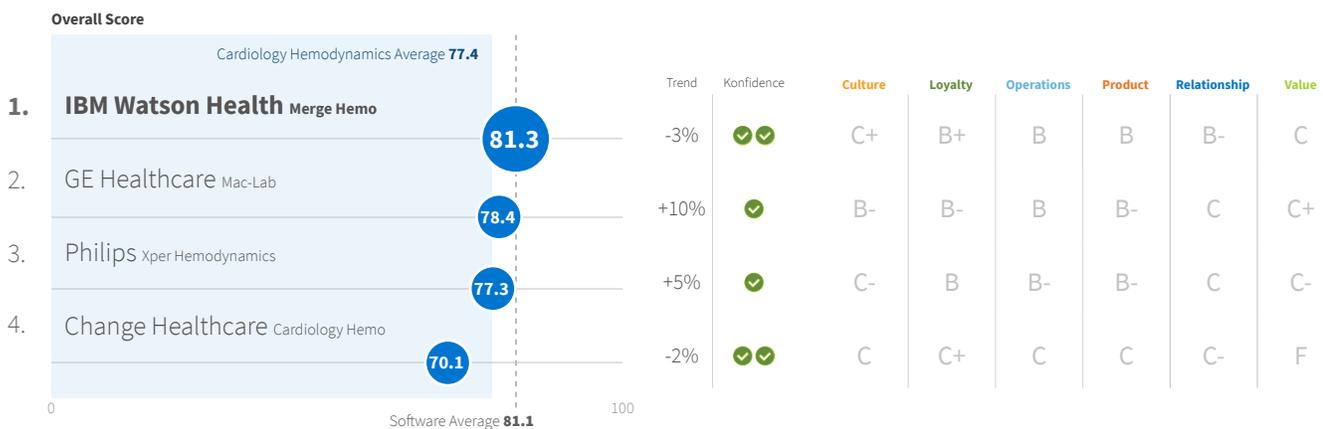
**Score Breakdown** (Grading methodology can be found on page 4)

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

How do **Advanced Visualization** solutions compare?

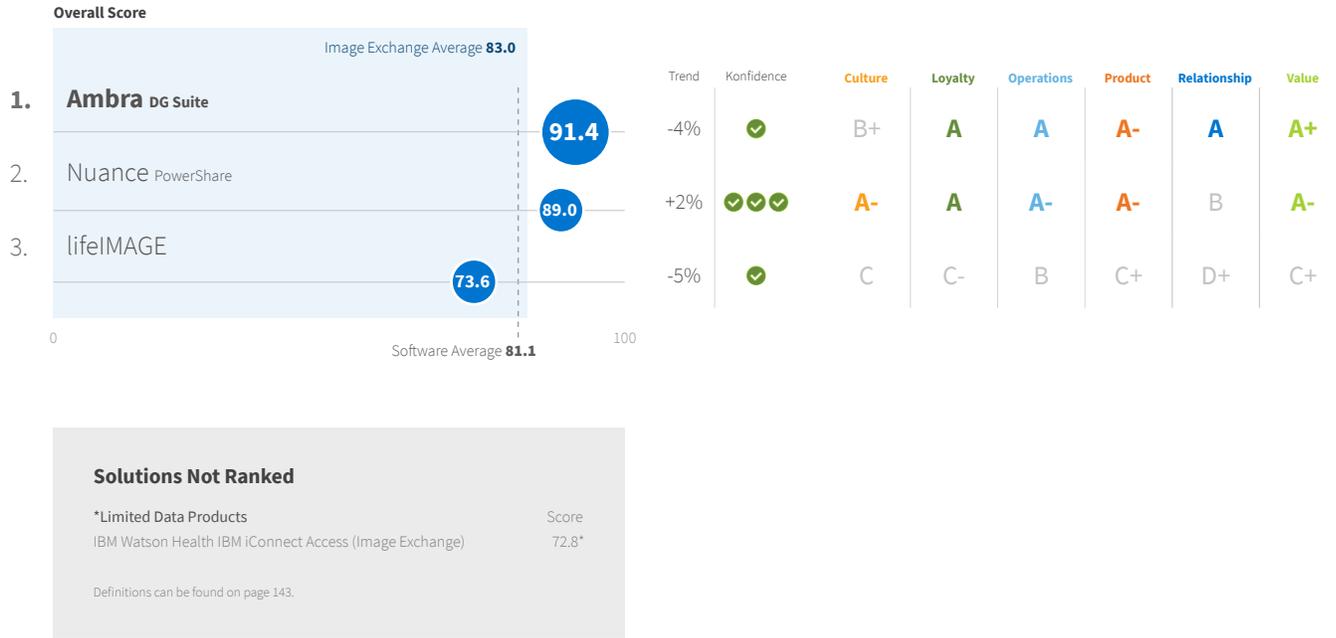


How do **Cardiology Hemodynamics** solutions compare?



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	

## How do **Image Exchange** solutions compare?



## How do **Oncology—Medical** solutions compare?



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	

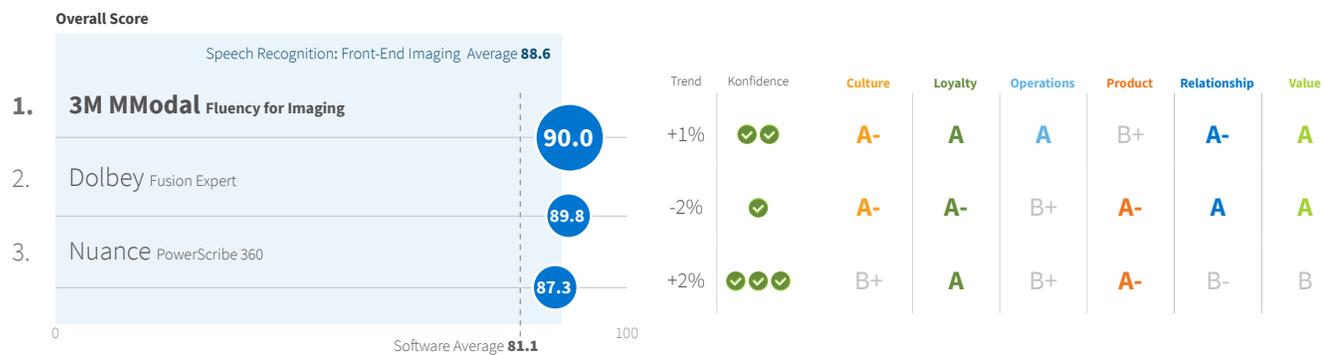
## How do **Oncology—Radiation** solutions compare?



## How do **Oncology Treatment Planning** solutions compare?

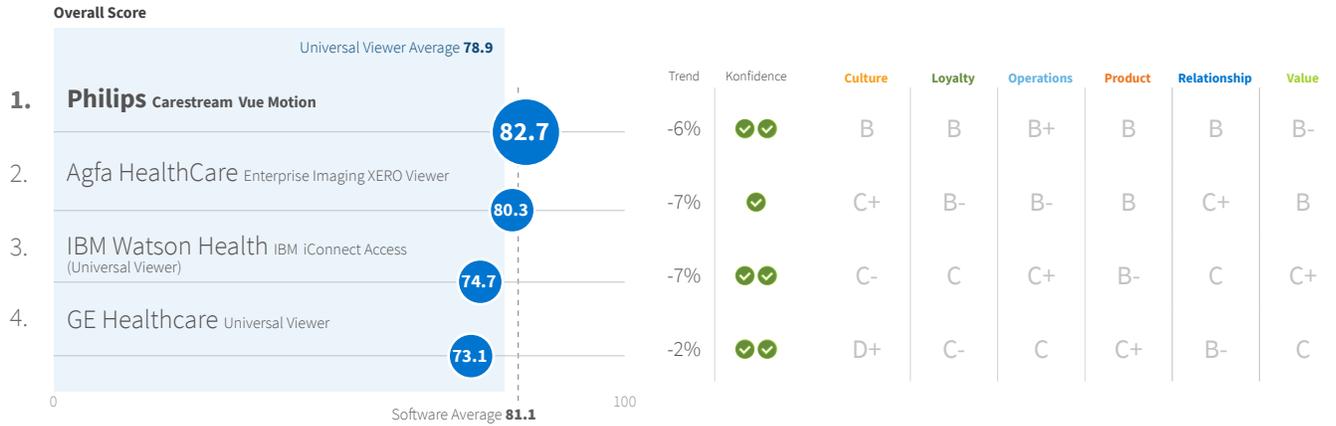


## How do **Speech Recognition: Front-End Imaging** solutions compare?



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	

## How do **Universal Viewer** (Imaging) solutions compare?



**Solutions Not Ranked**

*Limited Data Products	Score
Visage Imaging Visage 7	88.7*

Definitions can be found on page 143.



# Radiation Therapy—Equipment

How do **Radiation Therapy—Equipment** solutions compare?

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

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



**Solutions Not Ranked**

*Limited Data Products	Score
Elekta Leksell Gamma Knife Icon	94.6*

Definitions can be found on page 143.



# Payer Solutions

## 132 Payer Software

- 📄 Care Management Solutions
- 📄 Payer Claims & Administration Platforms
- 📄 Payer Quality & Risk Analytics

## 135 Payer Services

Payer IT Consulting Services

## 136 Employer Services

- 📄 Worksite Health Services

# Care Management Solutions



## How do vendor solutions compare?



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

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

Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
NA	✓	A-	B+	B	C+	B	B
+2%	✓	B-	B	C+	C	B	B
-4%	✓	D	D	C	C-	C-	D

**Solutions Not Ranked**

*Limited Data Products	Score
Cognizant CareAdvance Enterprise (TriZetto)	66.6*
EXL Healthcare—Care Management Solutions	72.9*
VirtualHealth HELIOS	80.0*
ZeOmega Jiva	76.3*

Component [C], Not Primary [NP], or Regional [R]	Score
TCS Healthcare ACUITY Solutions (Small Health Plans Only) [C]	90.5*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Care Management Solutions is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Payer Claims & Administration Platforms



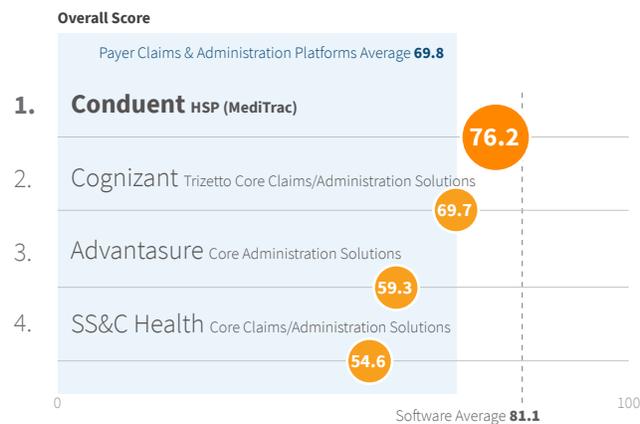
# CONDUENT



## How do vendor solutions compare?

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

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



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-2%	✓	B-	B	C	C+	C-	C-
+1%	✓✓✓	D+	C+	C-	C-	D+	D
NA	✓	F	D	F	D	D	F
+2%	✓	F	F	D	F	C-	F

**Solutions Not Ranked**

*Limited Data Products Citra Health Solutions EZ-CAP	Score 84.5*
Component [C], Not Primary [NP], or Regional [R] Epic Tapestry (Payvider market only) [C]	85.5*

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Payer Claims & Administration Platforms is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary

# Payer Quality & Risk Analytics



## Milliman MedInsight®

### How do vendor solutions compare?

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

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

**Overall Score**



Trend	Konfidence	Culture	Loyalty	Operations	Product	Relationship	Value
-5%	✓✓✓	C+	B	C+	B-	C+	C+
-7%	✓✓✓	C-	C+	C	C+	D+	B

**Solutions Not Ranked**

*Limited Data Products	Score
Advantasure Risk Adjustment and Quality Solutions	63.9*
Change Healthcare Quality Performance Advisor	69.3*
Inovalon Quality Spectrum	72.0*
Optum Payer Quality and Risk Solutions	77.1*
SCIO Health Analytics SCIOClarity	92.2*
<b>Component [C], Not Primary [NP], or Regional [R]</b>	
Apixio HCC Profiler (Risk Analytics Only) [C]	94.0
Cotiviti SourceMeasures [NP]	65.9*

Definitions can be found on page 143.



### Want more insights into this segment?

More information about Payer Quality & Risk Analytics is available in the following areas online at [KLASresearch.com](https://www.klasresearch.com):

- Decision Insights
- Industry Report(s)
- User Commentary



# Payer IT Consulting Services

How do **Payer IT Consulting Services** compare?

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

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



**Services Not Ranked**

*Limited Data Products	Score
Accenture	85.7*
Deloitte	92.4*
HighPoint Solutions	91.4*
PwC	82.5*

Definitions can be found on page 143.

## Looking for segments related to **payer services**?

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

Related Segment	Section
Value-Based Care Consulting .....	Healthcare Management Consulting, Page 99
Value-Based Care Managed Services .....	Revenue Cycle Services, Page 117

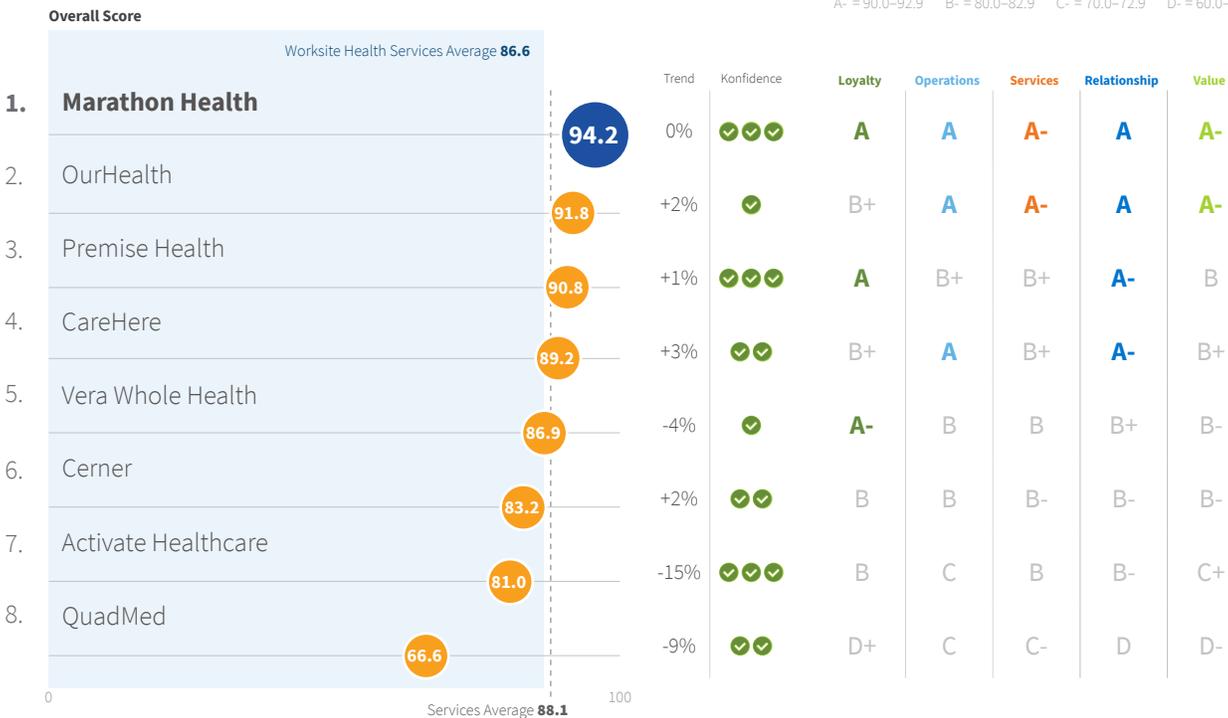
# Worksite Health Services



## How do vendor solutions compare?

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

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



### Services Not Ranked

*Limited Data Products	Score
Healthstat	87.0*
WeCare TLC	78.2*

Definitions can be found on page 143.



## Want more insights into this segment?

More information about Worksite Health Services is available in the following areas online at KLASresearch.com:

- Decision Insights
- Industry Report(s)
  - Worksite Health Services 2019
- User Commentary



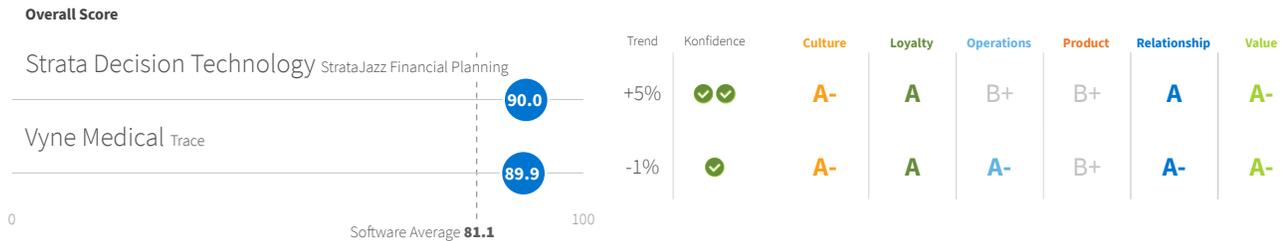
# Other KLAS-Validated Solutions

**140** Other KLAS-Validated Software Solutions  
Other KLAS-Validated Medical Equipment

## How do **Other Software Solutions** perform?

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

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



**\*Limited Data Products**

Product	Score
hc1.com hc1	90.3*
Intelerad InteleOne	92.4*
Olive	91.8*
Ontario Systems Artiva HC	81.2*
Quest Diagnostics Qunum Enterprise Content Solutions (ChartMaxx)	83.1*

Definitions can be found on page 143.

## How do **Other Medical Equipment** solutions perform?

**\*Limited Data Products**

Product	Score
Baxter ExactaMix 2400	78.5*

Definitions can be found on page 143.

A close-up photograph of a hand holding a silver pen, poised to write on a document. The image is overlaid with a semi-transparent blue filter. A dark blue horizontal bar is positioned across the middle of the image, containing the word "Appendix" in white, bold, sans-serif font.

# Appendix

# Creating a Community of Care

Behind every healthy patient is a community of care—a **community of dedicated healthcare professionals working hand in hand to improve lives.** KLAS bolsters these communities by amplifying the voice of tens of thousands of healthcare professionals worldwide.

Their opinions and experiences with vendor solutions are the core of KLAS insights. We use those insights to deliver timely reports, live performance data, and industry news regarding vendor performance. Our research directly represents the provider, payer, and employer voice and acts as a catalyst for improving vendor performance.

## Honest, Accurate, and Impartial

2,500. This is the number of in-depth conversations KLAS conducts each month with healthcare professionals. Annually, these interviews represent the perspective and opinions of healthcare professionals from over 4,500 hospitals and 2,500 clinics as well as many payer and employer organizations. They provide feedback on approximately 1,200 HIT products and services from more than 450 vendors.

KLAS only succeeds when our research is accurate, honest, and impartial. We adhere to a strict, three-step process for collecting candid performance data:

1. KLAS collects an HIT product or service evaluation directly from a professional at a provider, payer, or employer organization.
2. KLAS conducts a confidential interview with the individual, validating that this person has used and continues to use the product. These conversations center around specific strengths, weaknesses, and future expectations for the product or service.
3. Once gathered, the data immediately goes through an internal audit that verifies completeness and accuracy, checks for bias, and anonymizes respondent identity before KLAS reports findings to the market.

## The Collective Voice of Customers

This report and KLAS performance data exist solely because many thousands of healthcare professionals take the time to share their experiences and candid feedback with KLAS.

Join the community. Share your experiences confidentially with KLAS online at [www.KLASresearch.com/eval](http://www.KLASresearch.com/eval) or via telephone at 800.920.4109.

# Understanding This Report

KLAS makes thousands of proactive calls to collect the necessary research for this report. Vendor products are not listed in the report unless there is a minimum number of provider respondents. In every instance, the KLAS methodology includes screening for bias to ensure as clean and random a sample as possible.

**Determining a Vendor’s Lead Product:** Though some vendors offer two or more products or services in the same market segment, only one may be eligible for Best in KLAS ranking at any given time. When two or more products from the same vendor both have at least one checkmark of Konfidence in the same market segment, the one that makes up the majority of new installations and/or sales in the last year will be designated as the vendor’s lead product and will be eligible for Best in KLAS ranking. (When an old version and a new version are in the same category, the newer version will always be the eligible product). When this criteria fails to yield an obvious choice, the most comprehensive product (i.e., the product the vendor would lead with in the market segment) will be designated as the lead product.

**Solutions Not Ranked:** Products and services may be ineligible for ranking due to several reasons.

- **Component [C]:** Products that include most but not all components of a complete system or serve only a subset of the market.
- **Not Primary [NP]:** Products that may still be purchased but are not a vendor’s lead product in a market segment. In some cases, these products may not be actively sold in the listed market segment.
- **Regional [R]:** Products for which the majority of data comes from organizations in a small, specific geographical area.

## Other Definitions:

- **Rank:** Ranking of vendor/product in corresponding market segment. Ranking is based on Overall Score.
- **Overall Score** (100-point scale): Customer feedback on **software products** is collected using a standard evaluation that includes 16 numeric ratings questions and 4 yes/no questions, all weighted equally. Client feedback on **services firms** is collected using a separate survey comprised of 9 numeric ratings questions and 2 yes/no questions, also weighted

equally. The overall score for a software product or service is calculated by averaging all evaluations collected for that product or service over the last 12 months (or 18 months for some select services).

- **Trend:** Percent increase or decrease from the product’s or service’s score in the “2019 Best in KLAS Awards: Software and Services” report. “NA” indicates that a product was not previously scored. Products must have been at Konfidence in both years.
- **Konfidence Levels:** KLAS does not use the term Konfidence to apply to KLAS’ trust or reliance in a vendor’s product or service. Rather, KLAS Konfidence is the term used to denote the number of unique organizations that have provided feedback to KLAS about a particular offering. As such, Konfidence levels as used by KLAS do not imply the strict meaning found in statistical textbooks. Checkmarks are used to indicate the degree of Konfidence.

Konfidence Level	Konfidence Level Description
✓✓✓	Products must have at least 30 live organizations participating for software and at least 15 live organizations for professional services. Exception to this is Transcription Services (30).
✓✓	Products must have at least 20 live organizations participating for software and at least 10 live organizations for professional services. Exception to this is Transcription Services (20).
✓	Products must have at least 15 live organizations participating for software and at least 6 live organizations for professional services. Exception to this is Transcription Services (15).
--	The Konfidence level on this product rating is low. These results are for early trend detection. As more performance data is received, the result is likely to have a wide variance.

For recently published reports visit <https://klasresearch.com/reports>.



A close-up photograph of a hand holding a silver pen, poised to write on a document. The image is overlaid with a semi-transparent blue filter. A dark blue horizontal bar is positioned across the middle of the image, containing the word "Index" in white, bold, sans-serif font.

# Index

# Index Segment

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