Passion for
improving healthcare

BEST IN KLAS®

SOFTWARE & SERVICES 2025

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

Delicate Arch—Grand County, Utah, United States

Finding Hope in the Future of Healthcare

Over the last year, the healthcare industry has progressed in meaningful ways. AI is starting to have positive impacts, with the biggest advancements being in ambient speech technology. Organizations are starting to experience a bit more breathing room financially. And there has been an influx of emerging solutions as HIT companies have sought to help clients with a broad array of healthcare challenges.

Still, other areas are seeing limited improvements—and sometimes even regression. Staffing shortages and chaotic work environments remain top-of-mind issues for healthcare workers. Additionally, there is increased friction between payer and provider organizations. Sometimes, amid these and other challenges, the concept of improving healthcare can feel pie in the sky.

However, I am optimistic about the future of healthcare, and the actions of leading healthcare organizations, payer organizations, and HIT companies—including their willingness to engage with KLAS—help me justify that optimism. For example, participants in the KLAS Arch Collaborative are making strides with increasing clinician EHR satisfaction. And our Points of Light reports celebrate meaningful collaborations across the industry, highlighting organizations that have pioneered significant improvements in payer/provider relationships or addressed SDOH factors in their communities.

One of the biggest contributors to my positive outlook is the annual Best in KLAS report. It is intended to not only celebrate the best of the best but also help vendors and services firms see how they can improve and reach their full potential. Each year, I'm inspired by the companies that have humbly reevaluated their performance and made significant adjustments to improve for their clients.

Ultimately, healthcare affects the people we love: parents, grandparents, children, friends. And because of that, every improvement in healthcare circles back to benefit the people we care about most deeply. For me, that is why the frustration and exertion of improving healthcare will always be worth it. I'm guessing you—as an individual working in healthcare—feel similarly.

As always, thank you for choosing to work with KLAS to make healthcare better. Your contributions to this Best in KLAS report are vital and have a greater impact than you realize. We couldn't do this work without you.

Adam M. Gale

Adam M. Gale
CEO & Cofounder
KLAS Research

Understanding This Report

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

Ranked Solutions

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

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

For most solutions, overall scores are calculated by averaging all evaluations processed for a given solution over the last 13 months (December 1, 2023–December 31, 2024). For some select services, the data processing window is 19 months (June 1, 2023–December 31, 2024). In general, only one solution from any given vendor may be eligible for Best in KLAS ranking within any given market segment. This solution will always be the vendor's most recent version. In instances where a vendor has multiple solutions of similar age (through acquisition, etc.), only the most comprehensive solution (i.e., the one the vendor would lead with in the segment) is eligible to be ranked.

To be eligible for Best in KLAS status, a market segment must contain at least two fully rated solutions (for some segments, additional criteria may apply). When this criteria is not met, data for the segment is still included in the report, but no award is given and the solutions are not ranked.

Trend: Where available, trend data is included to indicate the percentage by which a score has changed from the previous year's Best in KLAS report. "N/A" in the trend column indicates that the solution or market segment is either new or in some way updated from the previous year.

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

Market energy indicator: The market energy indicator is based on KLAS' Decision Insights data, which gathers information as to which vendors in a given market segment are being replaced, considered, or purchased. Included only for select segments, the

Customer Experience Pillars

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

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

Grading Scales for Customer Experience Pillars

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

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

Market energy continued

indicator reflects how much momentum a vendor has in that segment, taking into account the frequency with which a vendor is seriously considered and replaced compared to what would be expected based on the number of vendors in the market and the number of decisions recorded. Vendors with more than double the expected number of considerations (with few losses) are indicated as having high market energy.

☰ High market energy ☰ Moderate market energy ☰ Low market energy

Solutions Not Ranked

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

- **Limited data (*):** Solutions whose sample sizes do not meet KLAS' required thresholds for Best in KLAS ranking but do meet lower "limited data" thresholds. See "Sample Sizes" for more details.
- **Component [C]:** Solutions that include most but not all components of a complete system/service or serve only a subset of the market.
- **Limited market share [MS]:** Solutions that do not have a sufficient number of live customers to qualify for Best in KLAS ranking.
- **Newly rated [NR]:** Newly rated solutions that did not meet the qualifications for Best in KLAS ranking until after the deadline for this year's report (September 1, 2024).
- **Not primary [NP]:** Solutions that may still be purchased but are not a vendor's lead solution in a market segment. In some cases, these solutions may not be actively sold in the listed market segment.
- **Regional [R]:** Solutions for which the majority of data comes from organizations in a specific, limited geographical area.

Sample Sizes

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

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

- **Note**: The percentages reported in the Other Notable Performances section for each market segment are *calculated* based on the number of individual respondents, not the number of unique organizations. However, the sample size *displayed* is still the total number of unique customer organizations.

Data thresholds: To be considered for Best in KLAS ranking, solutions must meet certain data thresholds. These thresholds vary depending on the solution type as outlined below (with some exceptions).

	Threshold to be eligible for Best in KLAS ranking	Threshold to be shown with limited data designation
Most software segments Equipment segments	15 unique organizations	6 unique organizations
Managed/ongoing services segments	10 unique organizations	5 unique organizations
Project-based services segments Payer and employer segments	6 unique organizations	3 unique organizations

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

What's New in Best in KLAS?

1. New/Retired Market Segments

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

Updated market segments:

- The Acute Care EHR segments and the Patient Accounting & Patient Management segments have been combined. This change reflects the fact that healthcare organizations making purchasing decisions today rarely purchase a patient accounting system from a vendor other than their EHR vendor. The new combined segments are formatted as follows:
  - Acute Care EHR & Patient Accounting: Large (>400 Beds)
  - Acute Care EHR & Patient Accounting: Midsize (151–400 Beds)
  - Acute Care EHR & Patient Accounting: Small (1–150 Beds)
- Clinical Decision Support: Point-of-Care Clinical Reference has been split into two individual segments:
  - Clinical Decision Support: Point-of-Care Disease Reference
  - Clinical Decision Support: Point-of-Care Drug Reference
- Extended Business Office has been split into two size breakouts:
  - Extended Business Office: Large (>200 Beds)
  - Extended Business Office: Small (1–200 Beds)
- HIT Advisory Services has been split into five individual segments:
  - Clinical Optimization
  - Data & Analytics Services
  - IT Planning & Assessment
  - Revenue Cycle Optimization
  - Security & Privacy Consulting Services
- Payment Accuracy & Integrity Solutions (Payer) has been split into two individual segments:
  - Pre-Payment Accuracy & Integrity Solutions (Payer)
  - Post-Payment Accuracy & Integrity Solutions (Payer)

New market segments:

- Ambient Speech
- Autonomous Coding
- Clinician Digital Workflow
- Conversational AI
- Healthcare Experience Management
- Outsourced Virtual Clinician Services
- Public Cloud
- Purchasing Optimization Analytics
- Training & Learning Platforms

Retired market segments:

- Clinical Decision Support: Care Plans & Order Sets
- Member Engagement Tools (though this segment is no longer included in the Best in KLAS report, data is still available on the KLAS website)
- Patient Experience Improvement

2. Acquisitions, Mergers, and Name Changes

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

- Acclara now appears under R1 RCM
- AQuity Solutions now appears under IKS Health
- Avantas now appears under AMN Healthcare
- CPSI has rebranded to TruBridge
- Experience Care now appears under WellSky
- Hillrom now appears under Baxter
- Verge Health now appears under RLDatix
- Vocera now appears under Stryker

3. Addition of Significant Improvement Recognition

In addition to the Most Improved awards, the 2025 report—for the first time—includes a list of all solutions that have seen a score improvement of at least 15% as a result of intentional product or relationship changes. While this Significant Improvement recognition does not constitute a Best in KLAS award, it enables us to shine a light on all vendors who have made a real effort to improve the customer experience.

Note: To be considered for a Most Improved award, an offering must have been a ranked solution in both the current and previous year. However, solutions do not need to meet this requirement to be considered for the Significant Improvement recognition.

4. Addition of Market Energy Indicator

Select segments in the 2025 report will include a market energy indicator. The market energy indicator is based on KLAS' Decision Insights data, which is gathered through interviews with current and potential customers and gauges which vendors in a given market segment are being replaced, considered, or purchased.

The indicator reflects how much momentum a vendor has in that segment, taking into account the frequency with which a vendor is seriously considered and replaced compared to what would be expected based on the number of vendors in the market and the number of decisions recorded. Vendors with more than double the expected number of considerations (with few losses) are indicated as having high market energy.

KLAS Advisory Board

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

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

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Emeritus Advisory Board

Thank you to our departing members:

Bobbie Byrne, MD, MBA, FAAP

EVP & CIO
Advocate Health
Illinois/Wisconsin

"Bobbie is one of the great leaders in the industry. She is tough but fair and bright yet humble. She first started wrestling with KLAS when she was at Eclipsys, trying to build a better EHR for clinicians. We had some hearty discussions. That morphed when she moved to the provider side and became a huge proponent of keeping junk out of the clinician workflow. Her efforts resulted in her organization achieving some of the highest KLAS Arch Collaborative scores we've seen. As a member of the board over the last three years, she has continued to push KLAS to find new ways to help leaders succeed as she has worked through the merger of Advocate and Atrium Health. We are so grateful for high-integrity leaders like Bobbie."
—Adam Gale, KLAS CEO & Cofounder

Priscilla A. Frase, MD

CMIO/Hospitalist
Ozarks Healthcare
Missouri

"Dr. Frase has been an invaluable friend of KLAS for many years. She has actively participated in guiding our research and pushing us to get more data from health systems like hers. She does this because she recognizes the value of the data and best practices that can come from it. Through her efforts, she improved the EHR satisfaction for physicians at Ozarks Healthcare to being some of the most satisfied users in the world. Her attitude and passion for this work motivates me and others at KLAS to constantly push for more information that will ultimately enable all clinical users to be happy with the technology they use. Dr. Frase is a friend and a mentor, and I am grateful for her example in showing other CMIOs what can and should be done to give clinicians a top-notch EHR experience."
—Connor Bice, Senior Director of Insights, KLAS Arch Collaborative

Andrew Hart

Director of Information Management & Technology
South Tyneside and Sunderland NHS Foundation Trust
United Kingdom

"I want to express my heartfelt appreciation for Andy's service as a member of the KLAS Global Advisory Board. His insights and commitment have significantly contributed to our mission and the advancement of healthcare technology, particularly in the United Kingdom."
—Everton Santos, Vice President of International Research, KLAS Research

Lilian Hoffmann

Chief Information & Innovation Officer
BP—A Beneficência Portuguesa de São Paulo
Brazil

"Lilian is a bright leader who can get the best out of her team and the vendors she works with. Under her leadership, BP—A Beneficência Portuguesa de São Paulo went from HIMSS EMRAM Stage 1 to Stage 7. She has made a lasting impact on digital transformation, evidenced by the many awards and recognitions she has received throughout her career. We were so fortunate to have her as part of our advisory board. We are grateful for her friendship and collaboration as a member of the KLAS Advisory Board and wish her the best in her next endeavors."
—Eder Lagemann, Director of International Research, KLAS Research

Ho-Young Lee, MD

CIO
Seoul National University Bundang Hospital
South Korea

"Dr. Lee is a very intrinsic individual with his insightful leadership mind and dedication to improvement of healthcare across the board. His contributions have left a lasting impact, and we are thankful for his guidance and vision in moving the healthcare IT market in his native home country of South Korea."
—Everton Santos, Vice President of International Research, KLAS Research

Dan Prescott

Group Chief Informatics Officer
Manchester University NHS Foundation Trust
United Kingdom

"Dan not only is a pleasure to be around but also has been an incredible contributor to the KLAS mission. We sincerely thank Dan for his exceptional leadership and invaluable contributions as a member of our advisory board. I particularly appreciate his tenacity, candor, and willingness to share insights that have greatly shaped our path forward."
—Everton Santos, Vice President of International Research, KLAS Research

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Go beyond vendor ratings

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

We strive to fulfill our mission by offering crucial insights for every step of your journey:

Ready to improve your clinicians' EHR experience? Learn more about the KLAS Arch Collaborative.

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See page 212 for more information

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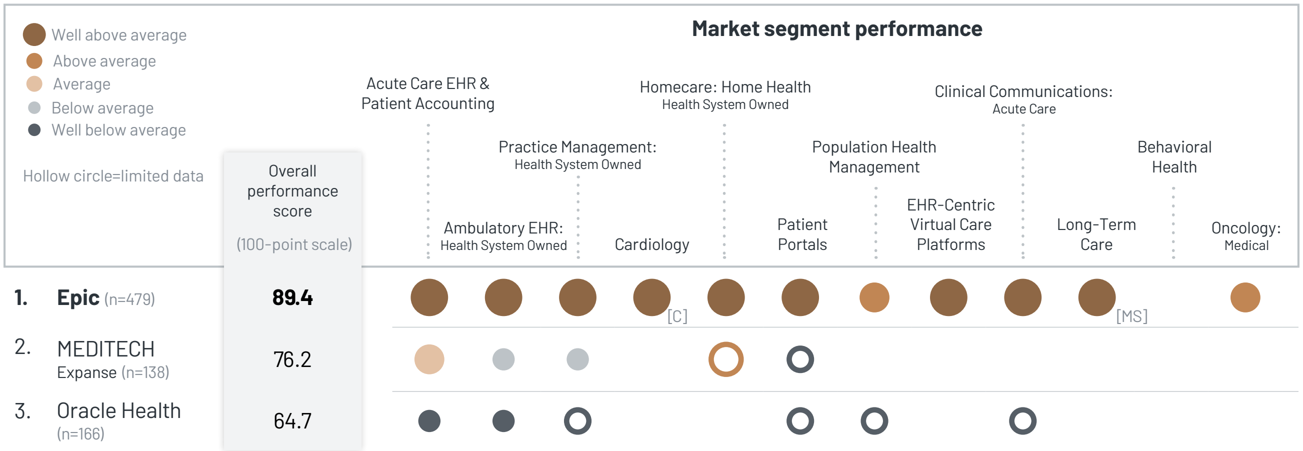
Introduction

2025 Overall Awards & Rankings

2025 Overall Health System Suite

For the fifteenth consecutive year, Epic has been named the top Overall Health System Suite (previously titled the Overall Software Suite). Additionally, Epic won fourteen other Best in KLAS awards in various market segments.

Vendor Performance in Qualifying Segments



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

Hollow circle=limited data

Market segment performance

	Overall performance score (100-point scale)	Acute Care EHR & Patient Accounting	Ambulatory EHR: Health System Owned	Practice Management: Health System Owned	Cardiology	Homecare: Home Health Health System Owned	Patient Portals	Population Health Management	EHR-Centric Virtual Care Platforms	Clinical Communications: Acute Care	Long-Term Care	Behavioral Health	Oncology: Medical
1. **Epic** (n=479)	**89.4**	●	●	●	● [C]	●	●	●	●	●	● [MS]		●
2. MEDITECH Expanse (n=138)	76.2	●	●	●		○	○						
3. Oracle Health (n=166)	64.7	●	●	○			○	○		○			

[C] Component [MS] Limited market share

Definitions can be found on page iii.

Definition & Qualifications

The Overall Health System Suite rankings are reserved for those vendors that provide a suite of products health systems would purchase to address their core IT needs. To qualify for ranking, a vendor must have:

- At least one ranked solution in Acute Care EHR & Patient Accounting
- At least one ranked solution in either or both of the following:
  - Ambulatory EHR: Health System Owned†
  - Practice Management: Health System Owned

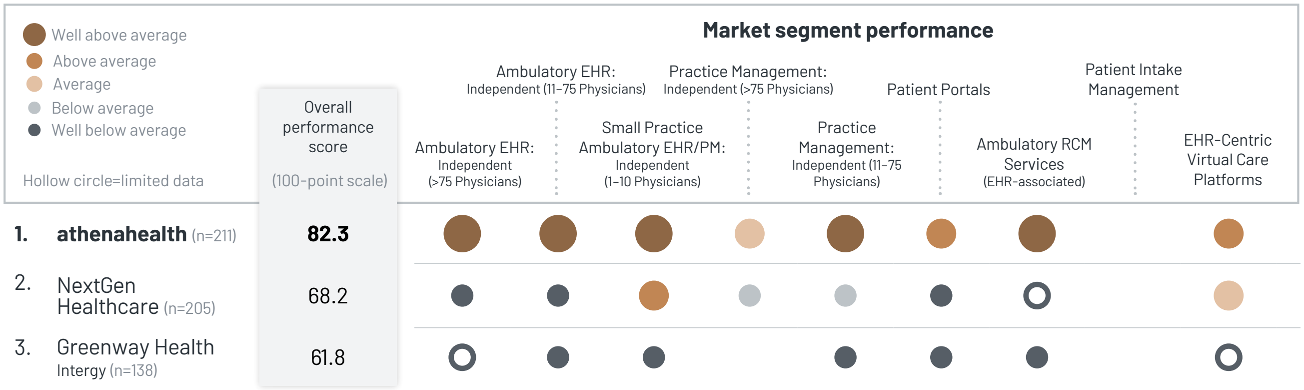
Though it doesn't factor into a vendor's eligibility for the Overall Health System Suite ranking, data is also included on vendor performance in several ancillary segments that typically surround an enterprise suit.

† Market segments focused on independent ambulatory practices are included in the Overall Independent Physician Practice Suite rankings (see next page).

2025 Overall Independent Physician Practice Suite

athenahealth won the Overall Independent Physician Practice Suite award (previously the Overall Physician Practice Vendor) for the second consecutive year. They also earned Best in KLAS awards in the following segments: Ambulatory EHR: Independent (11–75 Physicians) and Practice Management: Independent (11–75 Physicians).

Vendor Performance in Qualifying Segments



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

Hollow circle=limited data

	Overall performance score (100-point scale)	Market segment performance								
		Ambulatory EHR: Independent (>75 Physicians)	Ambulatory EHR: Independent (11–75 Physicians)	Small Practice Ambulatory EHR/PM: Independent (1–10 Physicians)	Practice Management: Independent (>75 Physicians)	Practice Management: Independent (11–75 Physicians)	Patient Portals	Ambulatory RCM Services (EHR-associated)	Patient Intake Management	EHR-Centric Virtual Care Platforms
1. athenahealth (n=211)	**82.3**	🟤	🟤	🟤	🟡	🟤	🟠	🟤		🟠
2. NextGen Healthcare (n=205)	68.2	⚫	⚫	🟠	⚪	⚪	⚫	○		🟡
3. Greenway Health Intergy (n=138)	61.8	○	⚫	⚫		⚫	⚫	⚫		○

Definition & Qualifications

The Overall Independent Physician Practice Suite ranking is reserved for those vendors that provide a suite of solutions used by independent practices† of various sizes. To qualify for ranking, a vendor must have:

- A ranked solution in at least two of the three sizing breakouts for ambulatory care EHRs
- A ranked solution in at least one of the two independent practice sizing breakouts for practice management solutions
- A ranked solution in at least one of the following segments: Patient Portals, Ambulatory RCM Services (EHR-Associated), Patient Intake Management, EHR-Centric Virtual Care Platforms

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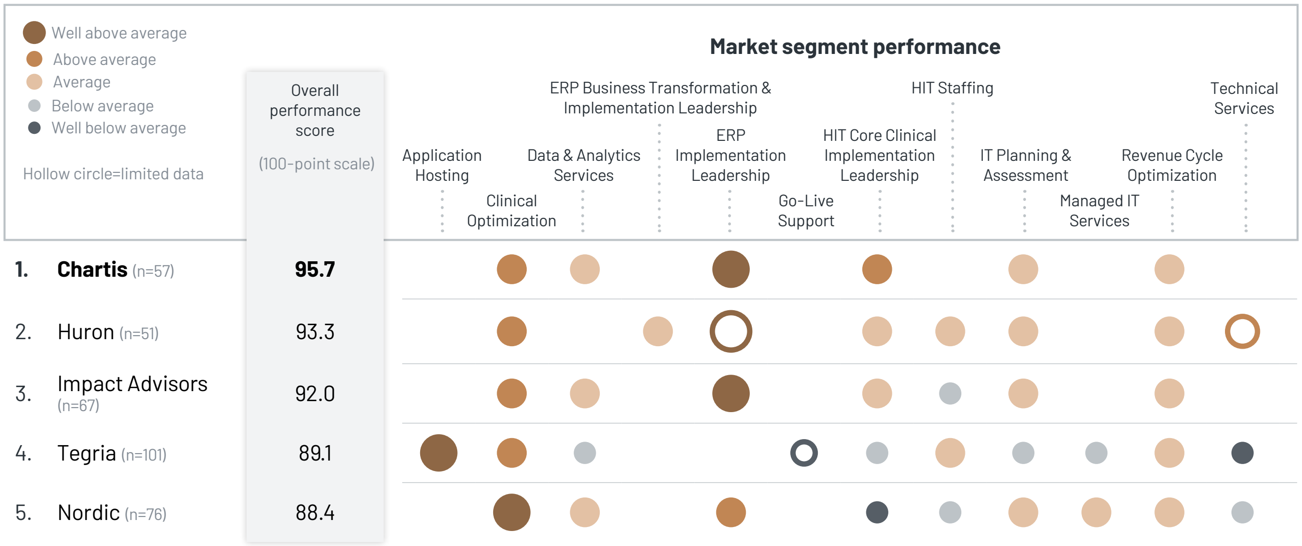
† Market segments focused on health system owned practices are included in the Overall Health System Suite rankings (see previous page).

2025 Overall IT Services Firm

Chartis has been named the top Overall IT Services Firm, marking the first time the firm has won this particular award. Chartis also won the Overall Healthcare Management Consulting Firm award and received Best in KLAS awards in Data & Analytics Services, ERP Implementation Leadership, and HIT Core Clinical Implementation Leadership.

Vendor Performance in Qualifying Segments



Well above average
Above average
Average
Below average
Well below average

Hollow circle=limited data

Market segment performance

	Overall performance score (100-point scale)	Application Hosting	Clinical Optimization	Data & Analytics Services	ERP Business Transformation & Implementation Leadership	ERP Implementation Leadership	Go-Live Support	HIT Core Clinical Implementation Leadership	HIT Staffing	IT Planning & Assessment	Managed IT Services	Revenue Cycle Optimization	Technical Services
1. Chartis (n=57)	**95.7**		Above average	Average		Well above average		Above average		Average		Average	
2. Huron (n=51)	93.3		Above average		Average	Well above average (hollow circle=limited data)		Average	Average	Average		Average	Above average (hollow circle=limited data)
3. Impact Advisors (n=67)	92.0		Above average	Average		Well above average		Average	Below average	Average		Average	
4. Tegria (n=101)	89.1	Well above average	Above average	Below average			Well below average (hollow circle=limited data)	Below average	Average	Below average	Below average	Average	Well below average
5. Nordic (n=76)	88.4		Well above average	Average		Above average		Well below average	Below average	Average	Average	Average	Below average

Definition & Qualifications

The Overall IT Services Firm ranking is reserved for those firms that are ranked or newly rated in at least six of the twelve qualifying market segments.

2025 Overall Implementation Services Firm

BEST IN KLAS
SOFTWARE & SERVICES
2025

EVERGREEN
HEALTHCARE PARTNERS

Evergreen Healthcare Partners was named the top Overall Implementation Services Firm, the firm's second consecutive win in this category. Evergreen scored above 95.0 in each of the three segments in which they are measured: HIT Core Clinical Implementation Leadership, HIT Staffing, and IT Planning & Assessment.

Vendor Performance in Qualifying Segments

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

Hollow circle=limited data

		Overall performance score (100-point scale)	Market segment performance				
			ERP Business Transformation & Implementation Leadership	ERP Implementation Leadership	Go-Live Support	HIT Core Clinical Implementation Leadership	HIT Staffing
1.	**Evergreen Healthcare Partners** (n=32)	**95.5**				🟠	🟡
T2.	Chartis (n=11)	95.1		🟤		🟠	
T2.	Optimum Healthcare IT (n=37)	95.1			🟡	○	🟡
4.	Huron (n=32)	92.4	🟡	○		🟡	🟡
5.	Impact Advisors (n=35)	90.9		🟤		🟡	⚪
6.	Tegria (n=47)	90.8			○	⚪	🟡
7.	Pivot Point Consulting, a Vaco Company (n=32)	89.4				🟡	⚪
8.	Nordic (n=49)	88.1		🟠		⚫	⚪
9.	CrossVue (n=17)	80.1	⚫	🟡			

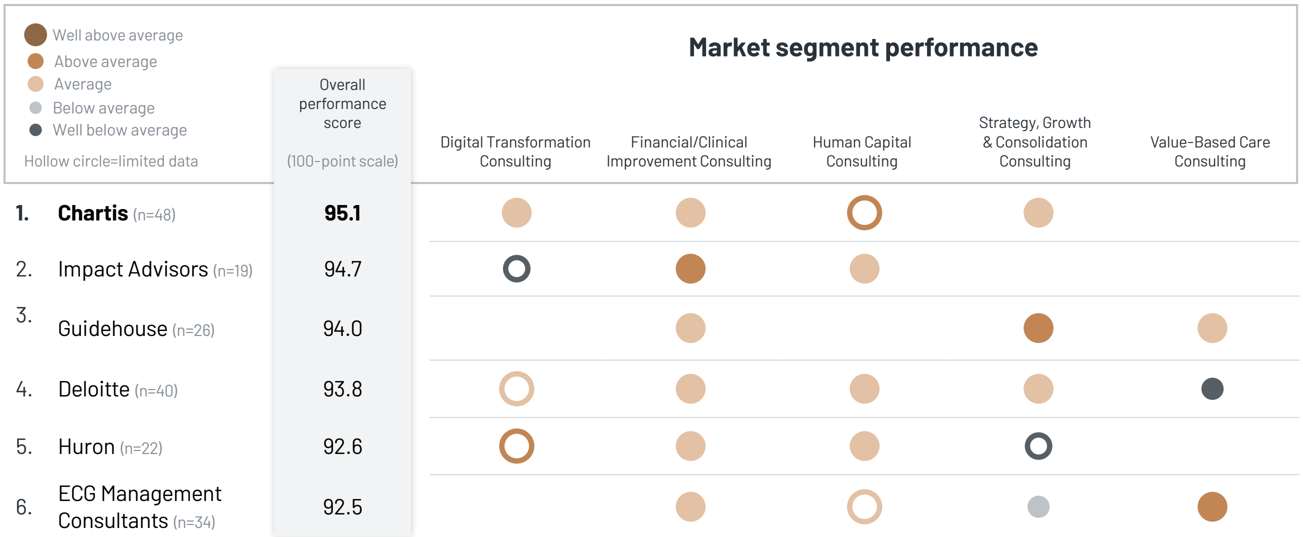
Definition & Qualifications

The Overall Implementation Services Firm ranking is reserved for those firms that are ranked or newly rated in at least two of the five qualifying market segments. Additionally, they must have at least limited data in HIT Core Clinical Implementation Leadership, ERP Business Transformation & Implementation Leadership, and/or ERP Implementation Leadership.

2025 Overall Healthcare Management Consulting Firm

Chartis repeats as winner of the top Overall Healthcare Management Consulting Firm for the fifth year in a row. Chartis also won the Overall IT Services Firm award and received Best in KLAS awards in Data & Analytics Services, ERP Implementation Leadership, and HIT Core Clinical Implementation Leadership.

Vendor Performance in Qualifying Segments



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

		Overall performance score (100-point scale)	Market segment performance				
			Digital Transformation Consulting	Financial/Clinical Improvement Consulting	Human Capital Consulting	Strategy, Growth & Consolidation Consulting	Value-Based Care Consulting
1.	**Chartis** (n=48)	**95.1**	🟡	🟡	○🟠	🟡	
2.	Impact Advisors (n=19)	94.7	○⚫	🟠	🟡		
3.	Guidehouse (n=26)	94.0		🟡		🟠	🟡
4.	Deloitte (n=40)	93.8	○🟡	🟡	🟡	🟡	⚫
5.	Huron (n=22)	92.6	○🟠	🟡	🟡	○⚫	
6.	ECG Management Consultants (n=34)	92.5		🟡	○🟡	⚪	🟠

Definition & Qualifications

The Healthcare Management Consulting (HMC) market segment is comprised of five consulting areas shown in the chart above. For a firm to be in the running for the Overall Healthcare Management Consulting Firm award, KLAS must have collected client feedback from at least ten unique HMC engagements. These engagements must have covered at least three of the five HMC consulting areas, with at least six engagements in one area, at least three in a second area, and at least one in a third area.

BEST IN
KLAS®
SOFTWARE
& SERVICES
2025

The following vendors have earned the title of 2025 Best in KLAS—a recognition of their outstanding efforts to help healthcare organizations accomplish the quadruple aim: better outcomes, lower costs, improved patient experience, and improved clinician experience.

Inpatient Clinical Care

340B Management Systems
Verity Solutions **Verity 340B** **91.4**

Acute Care EHR & Patient Accounting: Large (>400 Beds)
Epic **EpicCare Inpatient EHR/Resolute Hospital Billing** **89.2**

Acute Care EHR & Patient Accounting: Midsize (151–400 Beds)
Epic **EpicCare Inpatient EHR/Resolute Hospital Billing** **90.8**

Acute Care EHR & Patient Accounting: Small (1–150 Beds)
MEDITECH **Expanse/MaaS** **80.8**

Automated Dispensing Cabinets
BD **Pyxis MedStation ES** **84.6**

Clinical Communications: Acute Care
Epic **Secure Chat** **91.3**

Clinical Decision Support: Point-of-Care Disease Reference
EBSCO Information Services **DynaMed** **90.1**

Clinician Digital Workflow
Navina Technologies **AI Copilot** **94.6**

Data Archiving
Galen Healthcare, an RLDatix Company
VitalCenter Online Archival **93.2**

Drug Diversion Monitoring
Bluesight **ControlCheck** **86.1**

Inpatient Clinical Care, continued

Infection Control & Monitoring
Wolters Kluwer **Sentri7 Infection Prevention** **92.2**

Integration Engines
Rhapsody **Corepoint** **95.2**

IV Workflow Management
Epic **IV Dispense Prep** **88.7**

Medication Inventory Management
Epic **Willow Inventory (Inpatient)** **86.0**

Pharmacy Surveillance
VigiLanz **Pharmacy Surveillance** **91.7**

Purchasing Optimization Analytics
QuicksortRx **96.7**

Smart Pumps: EHR-Integrated
ICU Medical **Plum 360 (LVP)** **85.6**

Smart Pumps: Traditional
BD **Alaris Pre and Post Remediation (LVP, PCA, Syringe)** **79.6**

Ambulatory & Post-Acute Care

Ambulatory EHR: Health System Owned
Epic **EpicCare Ambulatory EHR** **91.6**

Ambulatory EHR: Independent (>75 Physicians)
Epic **EpicCare Ambulatory EHR** **91.0**

Continued on next page

Ambulatory & Post-Acute Care, continued

Ambulatory EHR: Independent (11–75 Physicians)
athenahealth athenaClinicals 86.5

Ambulatory Ophthalmology Solutions
Nextech IntelleChartPRO EHR 78.1

Ambulatory Pediatric Solutions
PCC 93.5

Ambulatory RCM Services (EHR-Agnostic)
R1 RCM Physician RCM Services 92.9

Ambulatory RCM Services (EHR-Associated)
CompuGroup Medical US ARIA RCM 85.4

Ambulatory Specialty EHR
Nextech EHR (Dermatology) 78.8

Ambulatory Surgery Center Solutions
Surgical Information Systems (SIS) SIS Charts 87.5

Behavioral Health
NextGen Healthcare Behavioral Health Suite 77.7

Clinical Communications: Ambulatory/Post-Acute Care
PerfectServe Telmediq & PerfectServe 94.1

Homecare | Home Health: Health System Owned
Epic Dorothy 82.5

Homecare | Home Health: Independent (>200 ADC)
MatrixCare Home Health 79.3

Homecare | Personal Care Services & Private Duty Nursing
WellSky Personal Care 81.5

Hospice: Independent
MatrixCare Hospice 79.3

Long-Term Care
PointClickCare 81.9

Outpatient Therapy/Rehab
StrataPT EMR 84.2

Patient Intake Management
Simple Interact Front Office Automation Platform 96.7

Patient Referral Management & Analytics
Forcura 88.4

Ambulatory & Post-Acute Care, continued

Practice Management: Health System Owned
Epic Resolute/Prelude/Cadence Ambulatory 89.1

Practice Management: Independent (>75 Physicians)
Epic Resolute/Prelude/Cadence Ambulatory 92.0

Practice Management: Independent (11–75 Physicians)
athenahealth athenaCollector 77.4

Small Practice Ambulatory EHR/PM: Independent (1–10 Physicians)
Elation Health ElationEMR/PM 85.3

Revenue Cycle Management

Ambient Speech
Abridge 95.1

Claims Management & Clearinghouse
Waystar Claims Management 91.8

Clinical Documentation Integrity
Nuance (a Microsoft Company) Nuance CDI 89.5

Complex Claims Services
Revecore 95.9

Computer-Assisted Coding (CAC)
Dolbey Fusion CAC 89.6

Debt Collection Services
RSi 93.0

Denials Management Services
Aspirion 90.8

Eligibility Enrollment Services
Elevate Patient Financial Solutions Elevate PFS 91.2

End-to-End Revenue Cycle Outsourcing
Ensemble 91.3

Extended Business Office: Large (>200 Beds)
PwC 84.7

Extended Business Office: Small (1–200 Beds)
R1 RCM 82.9

Government Reimbursement Services
R1 RCM 97.6

Continued on next page

Revenue Cycle Management, continued

Insurance Discovery
FinThrive **Insurance Discover** **91.6**

Outsourced Coding
Guidehouse **96.2**

Patient Access
Waystar **Patient Access** **88.0**

Patient Financial Engagement
RevSpring **PersonaPay Patient Financial Engagement** **90.3**

Patient Financing Services
ClearBalance HealthCare **(Recourse)** **94.0**

Physician Advisory Services
Xsolis **95.7**

Release of Information
MRO **96.2**

Revenue Cycle: Chargemaster Management
The Craneware Group **Trisus Chargemaster** **89.4**

Revenue Cycle: Contract Management
Experian Health **Contract Manager & Analysis** **90.3**

Speech Recognition: Front-End EHR
Nuance (a Microsoft Company) **Dragon Medical One** **90.4**

Transcription Services
IKS Health **91.7**

Underpayment Recovery Services
BESLER **95.8**

Virtual Scribing Services
ScribeEMR **Virtual Scribes** **93.4**

Healthcare Operations

Business Decision Support
Strata Decision Technology **StrataJazz Decision Support** **88.3**

Capacity Optimization Management
LeanTaaS **iQueue Suite** **95.6**

Credentialing
ASM **MD-Staff** **94.2**

Data & Analytics Platforms
Dimensional Insight **Gateway Platform (Diver Platform)** **91.7**

Healthcare Operations, continued

Data Visualization & Reporting
Microsoft **Power BI** **85.0**

Enterprise Resource Planning (ERP): Large (>300 Beds)
Workday **HCM, Financial Management and Supply Chain (ERP)** **89.7**

Financial Planning & Analysis
Syntellis **Axiom Enterprise Planning (Budgeting & Financial Planning)** **86.3**

Healthcare Artificial Intelligence: Data Science Solutions
ClosedLoop **Healthcare's Data Science Platform** **94.0**

Healthcare Safety, Risk & Compliance Management
Performance Health Partners **Safety, Risk, and Compliance Solutions** **96.0**

Real-Time Location Systems (RTLS)
Securitas Healthcare **MobileView (Hardware & Software)** **84.1**

Scheduling: Nurse & Staff
AMN Healthcare **Smart Square** **89.0**

Scheduling: Physician
PerfectServe **Lightning Bolt Scheduling** **93.1**

Time & Attendance
UKG (Ultimate Kronos Group) **Workforce Timekeeper** **84.6**

Value-Based Care

Customer Relationship Management (CRM)
Innovaccer **Customer Relationship Management** **94.5**

Digital Rounding
Huron **Rounding** **91.0**

EHR-Centric Virtual Care Platforms
Elation Health **Elation Telehealth** **89.5**

Healthcare Experience Management
NRC Health **93.2**

Interactive Patient Systems
pCare by Uniguest **pCare** **94.0**

Outsourced Virtual Clinician Services
Iris Telehealth **Telepsychiatry Services** **94.6**

Continued on next page

Value-Based Care, continued

Patient Communications
Epic **Hello World** **91.3**

Patient-Driven Care Management
Wolters Kluwer **UpToDate for Patient-Driven Care Management (formerly Emmi)** **90.3**

Patient Education
Wolters Kluwer **UpToDate for Patient Education (formerly Emmi)** **90.1**

Patient Portals
Epic **MyChart** **90.2**

Population Health Management
Azara Healthcare **DRVS** **92.8**

Remote Patient Monitoring
Lightbeam **Deviceless Remote Patient Monitoring** **93.6**

Social Determinants of Health Networks
Findhelp **(Aunt Bertha)** **89.5**

Video Conferencing Platforms
Doximity **Dialer** **92.7**

Virtual Care Platforms (Non-EHR)
eVisit **Virtual Care Platform as a Service** **90.0**

Virtual Sitting & Nursing
Collette Health **Remote Patient Observation** **92.8**

Security & Privacy

Access Management
Imprivata **Enterprise Access Management** **88.1**

Healthcare IoT Security
Claroty **xDome (formerly Medigate)** **95.4**

Identity Management
SailPoint **Identity Platform (Mostly Identity Governance)** **81.0**

Patient Privacy Monitoring
Bluesight (formerly Protenus) **Patient Privacy Monitoring** **94.3**

Security & Privacy Consulting Services
tw-Security **97.4**

Security & Privacy Managed Services
Fortified Health Security **92.0**

Services & Consulting

Application Hosting
Epic **91.9**

Clinical Optimization
Nordic **97.4**

Data & Analytics Services
Chartis **95.6**

ERP Business Transformation & Implementation Leadership
KPMG **96.7**

ERP Implementation Leadership
Chartis **93.8**

Financial/Clinical Improvement Consulting
Impact Advisors **96.9**

Go-Live Support
Ellit Groups **99.3**

HIT Core Clinical Implementation Leadership
Chartis **97.9**

HIT Staffing
iMethods **98.0**

Human Capital Consulting
Deloitte **95.6**
Huron **95.6**

IT Planning & Assessment
Optimum Healthcare IT **99.3**

Managed IT Services
Pivot Point Consulting, a Vaco Company **95.5**

Public Cloud
Amazon AWS **92.5**

Revenue Cycle Optimization
Guidehouse **96.7**

Strategy, Growth & Consolidation Consulting
Guidehouse **96.9**

Technical Services
CSI Companies **96.9**

Value-Based Care Consulting
ECG Management Consultants **95.7**

Imaging Systems

Cardiology
Merge by Merative **Merge Cardio** **83.8**

Cardiology Hemodynamics
Merge by Merative **Merge Hemo** **89.3**

Image Exchange
Nuance (a Microsoft Company) **PowerShare** **91.1**

Oncology: Medical
Epic **Beacon** **85.4**

Oncology: Radiation
Elekta **ONE OIS, powered by MOSAIQ** **84.0**

PACS: Large (>300K Studies)
Sectra **PACS** **91.0**

PACS: Small (≤300K Studies)
Sectra **PACS** **93.0**

Speech Recognition: Front-End Imaging
Solventum **MModal Fluency for Imaging** **90.0**

Universal Viewer (Imaging)
AGFA HealthCare **Enterprise Imaging XERO Viewer** **88.4**

Vendor Neutral Archive (VNA)
AGFA HealthCare **Enterprise Imaging VNA** **86.9**

Payer Solutions

Care Management Solutions (Payer)
ZeOmega **Jiva** **82.2**

Claims & Administration Platforms (Payer)
Cognizant **TriZetto Core Claims/Administration Solutions** **85.7**

CMS Payer Interoperability
Onyx Technology **SAFHIR** **91.6**

Data Analytics Platforms (Payer)
MedInsight **Payer Platform** **89.6**

Employer-Sponsored Healthcare Services
QuadMed **89.3**

IT Consulting Services (Payer)
Tegria **93.9**

Payer Solutions, continued

Post-Payment Accuracy & Integrity Solutions (Payer)
Trend Health Partners **TRENDConnect** **93.5**

Pre-Payment Accuracy & Integrity Solutions (Payer)
Lyric **ClaimsXten** **87.9**

Quality Measurement & Reporting (Payer)
Cozeva **PayerOne Quality** **88.1**

Risk Adjustment
Vatica Health **Risk Adjustment and Quality of Care Solution** **94.4**

2025 Notable Improvements

In addition to the Best in KLAS awards, KLAS also recognizes the solutions and services whose customers have reported notable improvements over the past year.

Most Improved Recognitions

The designation of "most improved" is given to the software and services offerings that saw the highest percentage increase in score from the previous year's Best in KLAS report. To be eligible, an offering must be a ranked solution both years, and customer feedback must confirm that the improvement was the result of intentional product or relationship changes.

Most Improved Software Product

Noting improvements on multiple fronts, customers of AGFA HealthCare Enterprise Imaging VNA have seen a 17% increase in satisfaction since last year's Best in KLAS report, leading AGFA HealthCare to earn the 2025 Best in KLAS award in the Vendor Neutral Archive category. The most significant improvements include more consistent product development, smoother upgrades, fewer bugs, and more engaged and available support resources. Customers feel AGFA has recommitted to helping them be sucessful. A PACS administrator reported, *"AGFA HealthCare has really stepped up overall in their partnership and the way they work with us. Our last upgrade was flawless, and we did not miss a beat. In the past, upgrades were tough and nobody on our end wanted to take an update. AGFA HealthCare is not the same today; things are well run and organized. The support has really improved, and the quality of the people is high. It feels like AGFA HealthCare has positive momentum and things are just clicking with them."*

Over the past year, customers of Inovalon Converged Quality have seen significant improvements in customer service and system performance, particularly highlighting product updates and enhanced support availability during nights and weekends. These changes have led to a 17% increase in the product's overall performance score. One senior manager noted, "*I noticed that their service has improved a lot. Years ago, the process was not very timely and there could be delays. However, more recently I noticed that Inovalon has improved their products. I think they are probably using more servers so that there is more computing power for plans with a lot of members. They did not initially assign lots of power to us, but I think they improved their infrastructure. Our user experience has greatly improved.*" Customers also praise Inovalon's responsiveness to feedback and their proactive problem-solving, which have contributed to better outcomes and a more seamless user experience.

Most Improved Physician Practice Solution

Client satisfaction with nimble solutions' EHR-agnostic ambulatory RCM services has increased 28% since the 2024 Best In KLAS report. Formerly National Medical Billing Services, nimble solutions has experienced significant growth through acquisitions intended to expand their revenue cycle offerings, and feedback across the larger client base is consistently more positive. A few highly satisfied clients report improvements to account management, including better communication, better responsiveness to issues, and regular meetings. One director whose overall score improved more than 10 points shared, "*We have such a great team now with nimble solutions. We have a meeting on a regular basis, and that is where we address denials. In the past, we had a denial, but we kept making the same mistake because the team in-house didn't really know why the denials happened. There wasn't communication. Now, we have a team that meets, and we specifically go over denials. The point of the meetings is to prevent things from ever happening again. I'm very happy right now. There have been years when I wouldn't have rated nimble solutions as highly as I am rating them now. But there has been a wonderful improvement, and we have been very happy over the last year.*"

Most Improved Services Solution

Clearwater

Clients of Clearwater's security and privacy managed services have reported a 14% increase in satisfaction since last year. In 2022, Clearwater acquired CynergisTek's managed services and TECH LOCK's SOC services, and since those acquisitions, clients have seen stronger partnerships. Specifically, they appreciate receiving more strategic guidance around healthcare cybersecurity and report having access to engaged Clearwater contacts who help clients drive outcomes. Clients also appreciate the breadth of service offerings in Clearwater's portfolio. A CISO explained, *"Clearwater has a great offering. As they have grown, scaled, and made acquisitions, they have become increasingly strategic, and we have gotten more value out of them. Clearwater has acquired new components of their business. They have moved away from just being a software-focused organization to truly being an IT services security firm with more depth. Clearwater has bought other organizations and has merged the entities, and that is what has made them strategic."*

Significant Improvement Recognitions

In addition to the Most Improved awards, the 2025 report—for the first time—includes a list of all solutions that have seen a score improvement of at least 15% as a result of intentional product or relationship changes. While this Significant Improvement recognition does not constitute a Best in KLAS award, it enables us to shine a light on all vendors who have made a real effort to improve the customer experience.

To be considered for a Significant Improvement Recognition, a software or services offering must have seen a score increase of at least 15% since last year's Best in KLAS report, and customer feedback must confirm that the improvement was the result of intentional product or relationship changes.

Solution	Market Segment	Score Increase
Premier Inc [C]	Value-Based Care Managed Services	28%
Altera Digital Health TouchWorks EHR	Ambulatory EHR: Independent (>75 Physicians)	24%
Altera Digital Health Sunrise Ambulatory Care	Ambulatory EHR: Health System Owned	23%
Deloitte	ERP Business Transformation & Implementation Leadership	18%
Imprivata Drug Diversion Intelligence	Drug Diversion Monitoring	17%
Solventum CDI Engage One	Computer-Assisted Physician Documentation (CAPD)	17%
Cognizant CareAdvance Enterprise (TriZetto)	Care Management Solutions (Payer)	15%
ShiftWizard by HealthStream ShiftWizard Scheduling	Scheduling: Nurse & Staff	15%

[C] Component

KLAS ARCH COLLABORATIVE

High Clinician Satisfaction Is Possible

Does the thought of improving your clinicians' EHR experience feel daunting or hopeless?

The KLAS Arch Collaborative is a group of healthcare organizations committed to improving the EHR experience. KLAS works with each Arch Collaborative member to transform their EHR experience by uncovering opportunities for improvement through standardized surveys and benchmarking. To date, **over 300 healthcare organizations** have surveyed their end users and **over 500,000 clinicians** have responded.

Partner with the Arch Collaborative to:

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

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

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

> *"Being part of the KLAS Arch Collaborative allows us to have quantifiable data of what to do. It gives me the ability to then work on those things and go back [to our people] and say, 'We listened to you—we heard you—this is what we did to improve it, and this is what we're going to do next.' . . . I've seen organizations go from very low scores to moderately high scores because of the interventions that were done."* —CMIO, large acute care facility

Access collective wisdom from your peers in the Arch Collaborative Nursing Guidebook:
klasresearch.com/archcollaborative/report/klas-arch-collaborative-nursing-guidebook-2024/573

Healthcare IT companies can participate as well!

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

See next page for a list of Arch Collaborative members.
Learn more at klasresearch.com/arch-collaborative

KLAS RESEARCH | Arch Collaborative

Arch Collaborative Members

The list below represents just some of the many healthcare organizations that have chosen to participate in the Arch Collaborative. Listed members have given consent to have their names publicly shared.

Healthcare organization participants

Australia

Bendigo Health
Parkville Precinct Medical
Queensland Health
Ramsay Health Care
The Royal Children's Hospital Melbourne

Canada

Central East Hospital Cluster
Children's Hospital of Eastern Ontario (CHEO)
The Hospital for Sick Children (SickKids)
L'Hôpital d'Ottawa
Mackenzie Health
St. Joseph's Healthcare Hamilton
Trillium Health Partners
The University Health Network
Women's College Hospital
Trillium Health Partners
The University Health Network
Women's College Hospital

The Netherlands

Amsterdam UMC

Saudi Arabia

King Faisal Specialist Hospital & Research Centre (KFSHRC)

United Arab Emirates

Dubai Academic Health Corporation
Mediclinic Middle East

United Kingdom

NHS England

United States of America

Advocate Aurora Health
Aliados Health
AllianceChicago
Aspirus Health
Baptist Memorial Health Care Corporation
Baylor Scott & White Health
Beacon Health System
Breakwater Health Network
Carle Health
CentraCare Health System
Children's Hospital of Orange County (CHOC)
Children's Mercy Kansas City
Children's Minnesota
Children's Nebraska
City of Hope Duarte
CommonSpirit Health
Community Health Access Network (CHAN)
Community Memorial Health System
Confluence Health
Connecticut Children's Medical Center
Conviva Care Centers
Cook Children's Health Care System
Corewell Health West Michigan
Dayton Children's Hospital
Door County Medical Center
Edward-Elmhurst Health
Enloe Health
Essentia Health
Foundation Health Partners
Frances Mahon Deaconess Hospital
The Froedtert & the Medical College of Wisconsin
Gillette Children's Specialty Healthcare
Health Choice Network
Hennepin County Medical Center
HonorHealth
INConcertCare
Indiana Primary Health Care Association
Inova Health System
INTEGRIS Health
Intermountain Health
IU Health
Jefferson Health System
Kettering Health
Legacy Health
MaineHealth
Memorial Hermann Health System
Memorial Sloan Kettering Cancer Center
Mercy Health
MetroHealth System
Michigan Medicine
Morris Hospital & Healthcare Center
Mosaic Life Care
Mount Nittany Medical Center
MultiCare Health System
MUSC Health
Northfield Hospital & Clinics
Nuvance Health
OCHIN
Ochsner Health System
Ohio State University Health System
Onvida Health
Orlando Health
OU Health
Ozarks Healthcare
Parkview Health
Piedmont Healthcare
Providence
Reid Hospital and Health Care Services
Rush University Medical Center
Seattle Children's Hospital
Sharp HealthCare
SouthEast Alaska Regional Health Consortium (SEARHC)
Southern Illinois Healthcare
St. Charles Health System
St. Luke's Health System
SUNY Upstate Medical University
Sutter Health
TidalHealth Peninsula Regional
UI Health
United Indian Health Services
Women's College HospitalThe University of Kansas Health System
University of Michigan Health-West
The University of Texas MD Anderson Cancer Center
The University of Vermont Health Network
UVA Health
UW Health
Valley View Hospital
VCU Health System
Vermont Rural Health Alliance
Wellstar Health System
WVU Medicine

Vendor participants

314e
Abridge
Ambience Healthcare
Amplifier
athenahealth
CSI Companies
Dedalus
DeepScribe
Eli Lilly and Company
Epic
Goliath Technologies
Greenway Health
IKS Health
InterSystems
MEDITECH
MedPower
Nabla
Nordic
Nuance
Oracle Health
ReMedi Health Solutions
Solventum
Suki
Tegria
uPerform

...and more!

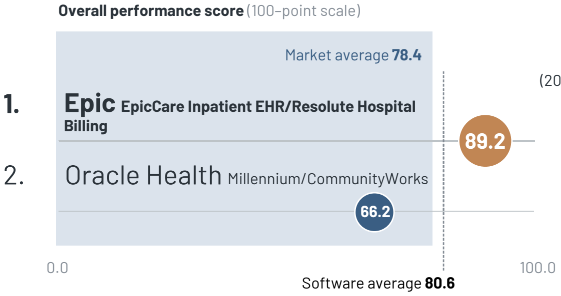
Inpatient Clinical Care

Acute Care EHR & Patient Accounting: Large (>400 Beds)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



		Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Epic** EpicCare Inpatient EHR/Resolute Hospital Billing	89.2	N/A	96	**A-**	**A**	B	B+	**A-**	B+	N/A
2.	Oracle Health Millennium/CommunityWorks	66.2	N/A	41	D-	D+	C-	C	D+	D-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Altera Digital Health Sunrise	52.3*	13	F*	F*	D-*	F*	C-*	F*	N/A
MEDITECH Expanse/MaaS	75.5*	12	C-*	B-*	C+*	C*	B-*	C+*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

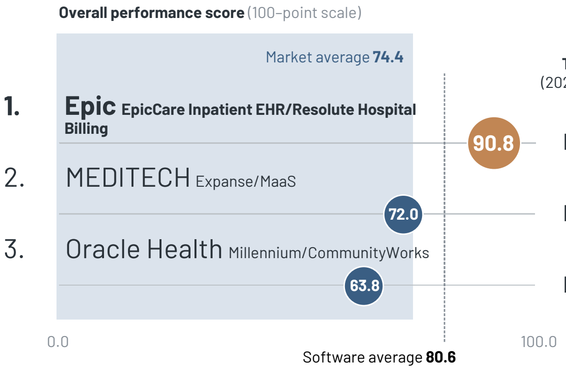
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Epic EpicCare Inpatient EHR/Resolute Hospital Billing n=95 **100%**	Epic EpicCare Inpatient EHR/Resolute Hospital Billing n=92 **99%**

Acute Care EHR & Patient Accounting: Midsize (151–400 Beds)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
					Customer experience pillars						
1.	**Epic** **EpicCare Inpatient EHR/Resolute Hospital Billing**	90.8	N/A	21	**A**	**A+**	B+	**A-**	**A-**	B	N/A
2.	MEDITECH Expanse/MaaS	72.0	N/A	22	D	C	C	C	C-	C+	N/A
3.	Oracle Health Millennium/CommunityWorks	63.8	N/A	21	D-	D	C-	C	D	F	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
			Customer experience pillars						
Altera Digital Health Paragon	62.4*	6	D*	F*	D*	D*	C*	D*	N/A
Altera Digital Health Sunrise	71.5*	6	C+*	D*	C*	C*	**A-***	D+*	N/A
Epic Community Connect [C]	81.4*	6	C+*	**A-***	C-*	B*	–	B-*	N/A

*Limited data – Insufficient data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?			Part of long-term plans?			Would you buy again?		
None	Epic EpicCare Inpatient EHR/Resolute Hospital Billing	n=21	**96%**	Epic EpicCare Inpatient EHR/Resolute Hospital Billing	n=21	**100%**	Epic EpicCare Inpatient EHR/Resolute Hospital Billing	n=21	**100%**

Acute Care EHR & Patient Accounting: Small (1–150 Beds)

Segment Definitions can be found on page iii.

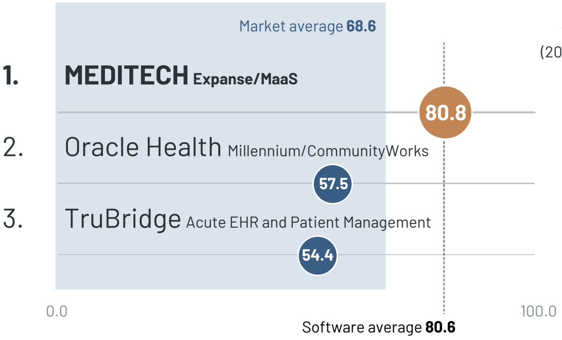
BEST IN KLAS® SOFTWARE & SERVICES 2025

MEDITECH

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
					Customer experience pillars						
1.	**MEDITECH** Expanse/MaaS	80.8	N/A	39	C	**A-**	C+	B-	B-	B-	N/A
2.	Oracle Health Millennium/CommunityWorks	57.5	N/A	41	F	D	D-	D+	F	F	N/A
3.	TruBridge Acute EHR and Patient Management	54.4	N/A	30	F	F	D-	F	D	F	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
			Customer experience pillars						
Altera Digital Health Paragon	69.5*	10	C-*	C-*	C-*	C-*	C+*	D*	N/A
athenahealth athenaClinicals/athenaCollector for Hospitals and Health Systems	48.6*	6	F*	F*	F*	F*	F*	D*	N/A
Epic Community Connect [C]	86.2	27	B	**A**	B	B+	B	B	N/A
Epic EpicCare Inpatient EHR/Resolute Hospital Billing	89.0*	7	**A***	**A-***	B*	**A-***	**A-***	**A-***	N/A

*Limited data [C] Component

Definitions can be found on page 252.

Other Notable Performances

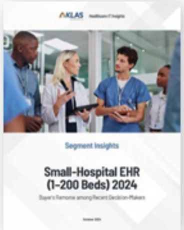
Ranked solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	MEDITECH Expanse/MaaS n=37 **98%**	None

Acute Care EHR & Patient Accounting: Small (1–150 Beds)

Continued

Recent Insights



Segment Insights

Small-Hospital EHR
(1–200 Beds) 2024

Small-Hospital EHR (1–200 Beds) 2024

Buyer's Remorse among Recent Decision-Makers

Key Findings:

1. Future Buying Energy Coalescing around Epic Community Connect, MEDITECH Expanse & Oracle Health
2. Majority of Oracle Health & TruBridge* Respondents Would Not Buy Solution Again
3. MEDITECH Highlighted for Few Unanticipated Costs; Epic Customers Find Value in Broad Functionality
4. Though Critical to Reducing Clinician Burnout, Initial & Ongoing Training Not Prioritized by Vendors or Provider Organizations

*Limited data

Recent Insights—Acute Care EHR & Patient Accounting

US Acute Care EHR Market Share 2024

Large Organizations Drive Market Energy

Key Findings:

1. Epic Is Only Vendor to See Net Increase in Market Share
2. Oracle Health CommunityWorks Loses Edge among Standalone Hospitals with ≤200 Beds
3. MEDITECH's Retention Rate Significantly Declines after All-Time High in 2022

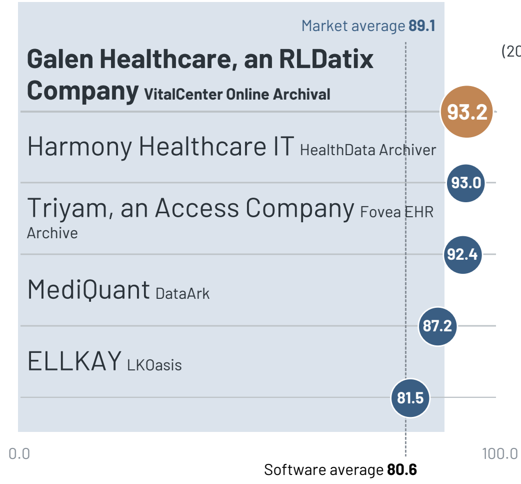
Data Archiving

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Galen Healthcare, an RLDatix Company** VitalCenter Online Archival	93.2	0%	23	A	A+	A-	A	A+	A	N/A
2.	Harmony Healthcare IT HealthData Archiver	93.0	+2%	22	A	A+	A	A	A	A-	N/A
3.	Triyam, an Access Company Fovea EHR Archive	92.4	-4%	27	A	A	A-	A	A	A+	N/A
4.	MediQuant DataArk	87.2	+6%	21	A-	A-	B+	B+	B+	B	N/A
5.	ELLKAY LKOasis	81.5	-3%	31	B-	B	B-	B	B-	B	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
CITI DRIS	54.1*	6	F*	F*	D-*	F*	F*	D*	N/A
Olah Enterprise Archive Solution	96.4*	10	A+*	A+*	A+*	A*	A+*	A+*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

Triyam, an Access Company Fovea EHR Archive	n=24	**100%**
Galen Healthcare, an RLDatix Company VitalCenter Online Archival	n=22	**96%**

Keeps all promises?

MediQuant DataArk	n=19	**95%**

Part of long-term plans?

Galen Healthcare, an RLDatix Company VitalCenter Online Archival	n=23	**100%**
Triyam, an Access Company Fovea EHR Archive	n=27	**100%**
Harmony Healthcare IT HealthData Archiver	n=22	**96%**

Would you buy again?

Harmony Healthcare IT HealthData Archiver	n=21	**100%**
Galen Healthcare, an RLDatix Company VitalCenter Online Archival	n=23	**96%**

Data Archiving Continued

Recent Insights

Segment Insights

Data Archiving 2024

Data Archiving 2024

Examining the Complexity & Content of Archive Deployments

Key Findings:

1. Customers of Galen Healthcare Solutions Receive Value from Vendor's Professional Services; Harmony Healthcare IT Customers Highlight Partnership
2. Triyam Customers Appreciate Cost & Ability to Scale
3. MediQuant & ELLKAY Customers Want Increased Vendor Engagement
4. Triyam, Galen Healthcare Solutions & Harmony Healthcare IT Consistently Meet Timelines & Provide Strong Data Integration
5. Satisfied Customers of Galen Healthcare Solutions, Harmony Healthcare IT & Olah* Report ROI from Efficient Data Access & Improved Cybersecurity

*Limited data

Looking for a different EHR Solution-related segment?

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

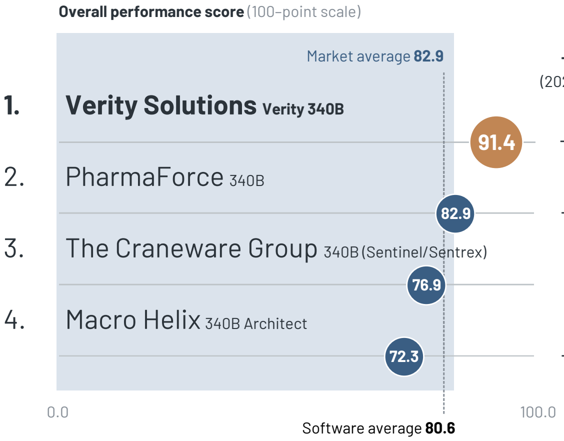
Related segment	Section
Application Hosting	IT Outsourcing, Page 206
Behavioral Health	Behavioral Health, Page 85
Eligibility Enrollment Services	Revenue Cycle Services, Page 108
End-to-End Revenue Cycle Outsourcing	Revenue Cycle Services, Page 109
Extended Business Office	Revenue Cycle Services, Pages 110, 111
Go-Live Support	Implementation Services, Page 198
HIT Core Clinical Implementation Leadership	Implementation Services, Page 200
HIT Staffing	Implementation Services, Page 202
Public Cloud	Public Cloud, Page 211

340B Management Systems

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
				Culture	Loyalty	Operations	Product	Relationship	Value	
1. Verity Solutions Verity 340B	91.4	+2%	45	**A**	**A**	**A-**	**A-**	**A**	**A**	≡
2. PharmaForce 340B	82.9	-2%	28	B-	B+	B	B	B-	B-	≡
3. The Craneware Group 340B (Sentinel/Sentrex)	76.9	0%	30	C+	B-	C+	C+	B	C	≡
4. Macro Helix 340B Architect	72.3	-8%	23	C	C	C-	C	D+	C+	≡

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
RxStrategies 340B Dashboard	78.0*	14	C*	B-*	C*	C*	B*	B+*	≡

*Limited data

Definitions can be found on page iii.

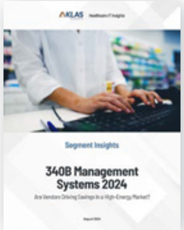
Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Verity Solutions Verity 340B n=42 **98%**	None	Verity Solutions Verity 340B n=44 **96%**	Verity Solutions Verity 340B n=44 **96%**

340B Management Systems Continued

Recent Insights



340B Management Systems 2024

Are Vendors Driving Savings in a High-Energy Market?

Key Findings:

1. Verity Solutions & PharmaForce Drive Savings & High Customer Satisfaction; PharmaForce's Acute-Care Focus Results in More Variability for Ambulatory Customers
2. Verity Solutions & RxStrategies* Provide Strong Account Management; Some Macro Helix Customers Deciding to Leave due to Support Challenges
3. The Craneware Group Customers See Less Value for Solution's Cost; Macro Helix Customers Appreciate Multiple Options for Pricing Structures, Some Feel Nickel-and-Dimed
4. Across Vendors, Customers Want More Help Navigating Drug Manufacturer Restrictions; Automated Tools & Strong Service Are Highlighted for Easing Provider Burden

*Limited data

Automated Dispensing Cabinets

Segment Definitions can be found on page iii.

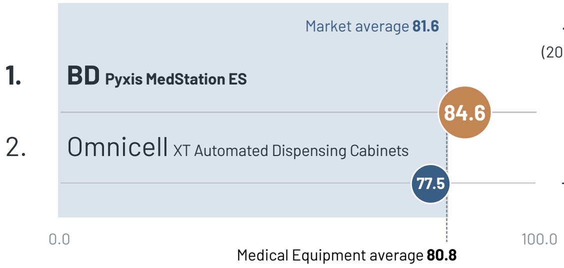
BEST IN KLAS®
SOFTWARE & SERVICES
2025

BD

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**BD** **Pyxis MedStation ES**	84.6	0%	62	B	**A-**	B	B+	C+	B	≡
2.	Omnicell XT Automated Dispensing Cabinets	77.5	+6%	37	C+	B	C+	B	C	C-	≡

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

Other Notable Performances

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

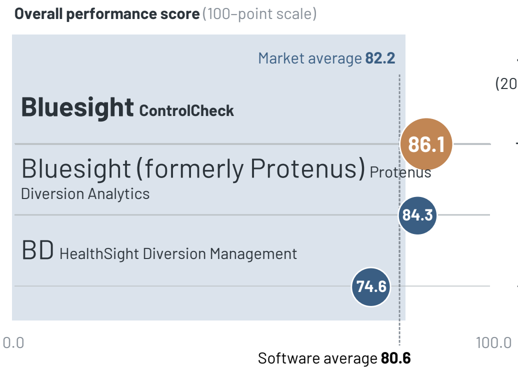
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	BD Pyxis MedStation ES n=59 **98%**	None
		Omnicell XT Automated Dispensing Cabinets n=36 **95%**	

Drug Diversion Monitoring

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Bluesight ControlCheck**	86.1	+2%	32	B	**A-**	B+	B	B	**A-**	≡
2.	Bluesight (formerly Protenus) Protenus Diversion Analytics	84.3	-1%	21	B+	B	B	B-	B+	B+	≡
3.	BD HealthSight Diversion Management	74.6	-6%	30	C+	C	C	C	B-	C+	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
HelioMetrics Drug Diversion Analytics	84.9*	8	B-*	B-*	B*	B+*	**A***	**A***	≡
Imprivata Drug Diversion Intelligence	82.0*	13	B+*	B*	B-*	C+*	B*	B*	≡
Wolters Kluwer Sentri7 Drug Diversion	77.9*	8	C*	C+*	C-*	B*	B-*	**A-***	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

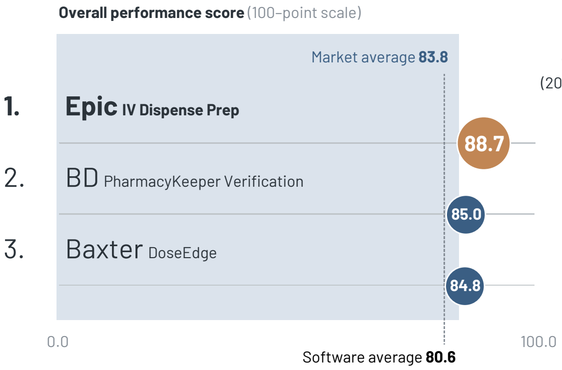
Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
Bluesight ControlCheck n=28 **97%**	Bluesight (formerly Protenus) Protenus Diversion Analytics n=20 **95%**	None	None

IV Workflow Management

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



		Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Epic** IV Dispense Prep	88.7	+1%	21	**A-**	**A**	B	B+	B-	**A**	≡
2.	BD PharmacyKeeper Verification	85.0	-3%	30	B+	B	B	B	B+	B+	≡
3.	Baxter DoseEdge	84.8	-3%	16	B+	B+	B	B	C+	**A-**	≡

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
BD Pyxis IV Prep [NP]	61.4*	7	F*	F*	C-*	C-*	D*	C*	≡

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

Epic IV Dispense Prep	n=18	**95%**

Keeps all promises?

Baxter DoseEdge	n=16	**100%**
Epic IV Dispense Prep	n=21	**96%**

Part of long-term plans?

Epic IV Dispense Prep	n=21	**96%**

Would you buy again?

Epic IV Dispense Prep	n=21	**100%**

Medication Inventory Management

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Epic

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **77.7**

Software average **80.6**

0.0 – 100.0

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
					Customer experience pillars						
1.	**Epic Willow Inventory (Inpatient)**	**86.0**	-2%	20	**A-**	**A**	C+	B	B+	B	N/A
2.	BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)	82.4	0%	19	C+	B+	B	B	B-	B	N/A
3.	Omnicell Inventory Management	75.1	+1%	19	C	B-	C+	C	C	C	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
			Customer experience pillars						
Swisslog Healthcare AutoPharm Enterprise	86.8*	6	**A-***	B+*	**A-***	B+*	B-*	**A-***	N/A
Swisslog Healthcare Pharmacy Manager	34.2*	6	F*	F*	F*	F*	F*	F*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

Epic Willow Inventory (Inpatient)	n=19	**95%**

Part of long-term plans?

BD Inventory Management (Pyxis Logistics, Pyxis ES, HealthSight Analytics)	n=19	**100%**
Epic Willow Inventory (Inpatient)	n=20	**100%**

Would you buy again?

Epic Willow Inventory (Inpatient)	n=20	**100%**

Pharmacy Automation: Dispensing Robotics

Segment Definitions can be found on page iii.

Solutions Not Ranked

Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	**# of unique orgs**	**Customer experience pillars**						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Swisslog Healthcare BoxPicker	66.0*	12	D*	C-*	D*	D*	D-*	C-*	N/A

*Limited data

Definitions can be found on page iii.

Purchasing Optimization Analytics

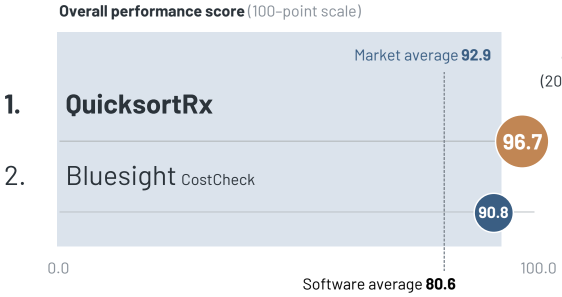
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

QuicksortRx

Ranked Solutions

Grading methodology can be found on page ii.



					Customer experience pillars						
		Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**QuicksortRx**	96.7	N/A	15	A+	A+	A	A	A+	A+	≡
2.	Bluesight CostCheck	90.8	N/A	24	A	A	A	B+	A	A-	≡

Solutions Not Ranked

Ordered alphabetically

			Customer experience pillars						
	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
SpendMend Trulla	94.3*	7	A*	A+*	A*	A-*	A+*	A+*	≡
Verity Solutions Verisave	92.6*	13	A*	A+*	A-*	A-*	A*	A*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?		
QuicksortRx	n=14	100%*

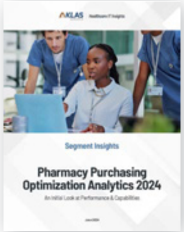
Keeps all promises?		
QuicksortRx	n=15	**100%**
Bluesight CostCheck	n=23	**97%**

Part of long-term plans?		
QuicksortRx	n=15	**100%**
Bluesight CostCheck	n=23	**96%**

Would you buy again?		
QuicksortRx	n=15	**100%**
Bluesight CostCheck	n=21	**96%**

Purchasing Optimization Analytics Continued

Recent Insights



KLAS

Segment Insights

Pharmacy Purchasing Optimization Analytics 2024

An Initial Look at Performance & Capabilities

Pharmacy Purchasing Optimization Analytics 2024

An Initial Look at Performance & Capabilities

Key Findings:

1. All Measured Solutions Drive Satisfaction by Providing Accurate Savings Opportunities; QuicksortRx Particularly Noted for Consistently Delivering ROI
2. SpendMend* Seen as Innovative; All Vendors' Customers Look to Add Additional Purchasing Channels to Maximize Value of Solutions
3. Beyond Product Capabilities, QuicksortRx & SpendMend Trulla* Customers Highlight Vendor Engagement & Consultation in Finding Savings

*Limited data

Smart Pumps: EHR-Integrated

Segment Definitions can be found on page iii.

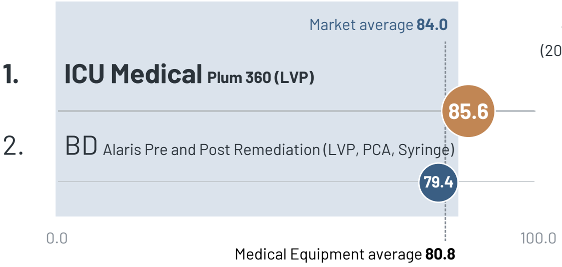
BEST IN KLAS® SOFTWARE & SERVICES 2025

icumedical
human connections

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**ICU Medical** **Plum 360 (LVP)**	85.6	+1%	15	B	B+	B+	B	B*	B+	N/A
2.	BD Alaris Pre and Post Remediation (LVP, PCA, Syringe)	79.4	-1%	33	B-	B	B	B-	B-	C	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Baxter Spectrum IQ (LVP)	88.8*	8	B*	A*	A-*	A-*	A-*	A*	N/A
B. Braun Space (LVP, Syringe)	90.1*	6	A-*	A*	B+*	A-*	A*	A*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	ICU Medical Plum 360 (LVP) n=15 **100%**	None

Smart Pumps: Traditional

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

Market average **79.1**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**BD** **Alaris Pre and Post Remediation (LVP, PCA, Syringe)**	79.6	+2%	31	C+	B	B-	C+	B-	C+	N/A
2.	B. Braun Space (LVP, Syringe)	79.0	-5%	16	B	B-	B-	C+	B-*	B-	N/A
3.	ICU Medical Plum 360 (LVP)	78.5	-2%	17	C	B-	B	B-	C*	B	N/A
4.	Baxter Spectrum IQ (LVP)	78.0	-8%	15	C+	C	B	B-	C+*	B-	N/A

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

0.0 — 100.0

Medical Equipment average **80.8**

Solutions Not Ranked

Ordered alphabetically

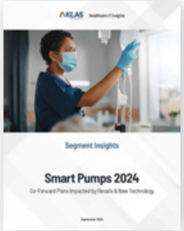
	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Fresenius Kabi Ivenix (LVP)	86.7*	6	B*	B+*	**A***	B+*	B+*	**A-***	N/A
ICU Medical CADD-Solis (PCA) [C]	81.1	21	B	B	B	B-	C	B-	N/A
ICU Medical Medfusion 4000 (Syringe) [C]	77.9	20	B-	C+	B	C	B	B-	N/A

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

*Limited data [C] Component

Definitions can be found on page iii.

Recent Insights—Smart Pumps



Smart Pumps 2024

Go-Forward Plans Impacted by Recalls & New Technology

Key Findings:

1. Remediation of the BD Alaris Drives Energy across Market; Price Drives Many BD Customers to Re-Sign, though Some Regret Staying
2. EHR Integration Most Impactful to Go-Forward Plans; Baxter's Focus on & ICU Medical's Experience with Integration Drives Market Interest
3. Many B. Braun Customers Unsure about Future Plans & Want Expanded EHR Integration; New Player Fresenius Kabi* Emerging in Market as Strong Contender

*Limited data

Clinical Communications: Acute Care

Segment Definitions can be found on page iii.

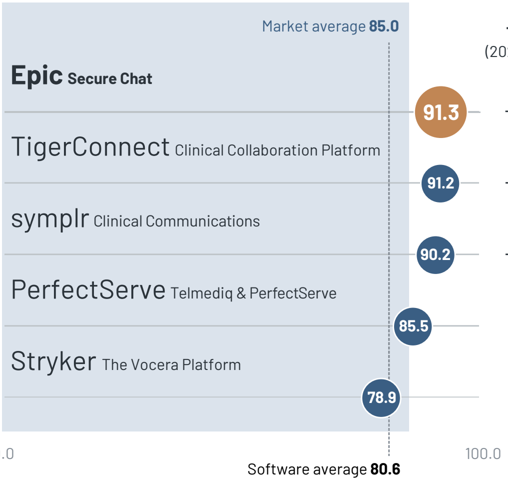
BEST IN KLAS® SOFTWARE & SERVICES 2025

Epic

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Epic** **Secure Chat**	91.3	+2%	38	**A**	**A+**	**A-**	**A-**	**A**	**A-**	N/A
2.	TigerConnect Clinical Collaboration Platform	91.2	+3%	25	**A**	**A**	**A**	**A-**	**A-**	**A-**	N/A
3.	symplr Clinical Communications	90.2	+3%	16	B+	**A**	B+	**A-**	**A-**	**A**	N/A
4.	PerfectServe Telmediq & PerfectServe	85.5	N/A	34	B+	B	B+	B+	**A-**	B+	N/A
5.	Stryker The Vocera Platform	78.9	N/A	33	B-	B-	B-	B-	B-	B-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Baxter Voalte Platform	82.6*	12	B*	B-*	B*	B*	B*	B+*	N/A
Mobile Heartbeat MH-CURE	85.7*	8	B+*	B*	B*	C+*	**A***	**A***	N/A
Oracle Health EHR Nursing Mobility	70.6*	10	D-*	C*	C*	C+*	C*	D-*	N/A
Spok Mobile	70.1*	6	C-*	C-*	C-*	D*	C-*	B+*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?		
None		

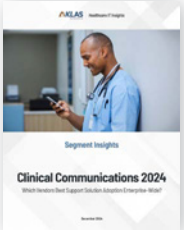
Keeps all promises?		
Epic Secure Chat	n=36	**97%**
TigerConnect Clinical Collaboration Platform	n=24	**97%**

Part of long-term plans?		
Epic Secure Chat	n=38	**100%**

Would you buy again?		
Epic Secure Chat	n=38	**100%**
symplr Clinical Communications	n=16	**100%**
TigerConnect Clinical Collaboration Platform	n=25	**97%**

Clinical Communications: Acute Care Continued

Recent Insights



Clinical Communications 2024

Which Vendors Best Support Solution Adoption Enterprise-Wide?

Key Findings:

1. PerfectServe Telmediq Customers Adopting the Most Clinical Communications Modules on Average
2. TigerConnect & symplr Customers Appreciate Simple Deployments & Easy Adoption; Epic Highlighted for Implementation Model
3. PerfectServe Customers Value CSMs; Baxter & Oracle Health* Struggle to Guide Customers to Enterprise Approach
4. Lack of Training & Integration Are Biggest Challenges to Achieving Enterprise Clinical Communications

*Limited data

Clinical Communications Interoperability 2024

How Does Interoperability Enhance Communication among Deep Adopters?

Key Findings:

1. Deep Adopters Are Enabling More Integrated Communication; IT Lift and Deployment Complexity Can Be Barriers to Consistent Adoption
2. PerfectServe Telmediq* Has Highest Portion of Respondents Achieving Many Outcomes
3. Outcomes: TigerConnect* Customers Value the Ease of Adoption & Efficiency of Messaging
4. Connectivity: PerfectServe Telmediq* Supports Third-Party Connectivity without Excessive Costs
5. Utility: symplr*, PerfectServe Telmediq & Vocera Often Not Embedded in the EHR Workflow
6. Use Cases: No Vendor Consistently Connecting across All Use Cases, But Some Deep Adopters Starting to Unify Their Communications

*Limited data

Clinical Decision Support: Point-of-Care Disease Reference

Segment Definitions can be found on page iii.

EBSCO

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

Market average **87.2**

Software average **80.6**

0.0 – 100.0

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**EBSCO Information Services DynaMed**	90.1	0%	16	**A**	**A**	B+	B+	**A***	**A**	N/A
2.	Wolters Kluwer UpToDate Pro	87.2	N/A	18	**A**	**A-**	B+	B+	B-*	B	N/A
3.	Elsevier ClinicalKey	86.9	+3%	25	B	**A**	B	B+	B	B	N/A

Other Notable Performances

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

*Limited data

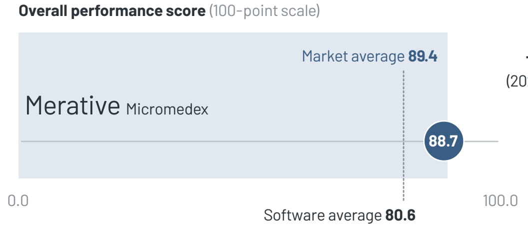
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
EBSCO Information Services DynaMed n=14 **100%***	EBSCO Information Services DynaMed n=14 **100%***	EBSCO Information Services DynaMed n=13 **100%***	Elsevier ClinicalKey n=25 **100%**
		Elsevier ClinicalKey n=24 **100%**	

Clinical Decision Support: Point-of-Care Drug Reference

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.


Overall performance score (100-point scale)

	Trend (2024–2025)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Merative Micromedex	+2%	20	**A**	**A-**	B	**A-**	B+	B+	N/A

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Wolters Kluwer UpToDate LexiDrug Pro	90.8*	6	**A***	**A***	B+*	**A-***	B+*	**A***	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Merative Micromedex n=17 **100%**	None	Merative Micromedex n=19 **100%**

Clinician Digital Workflow

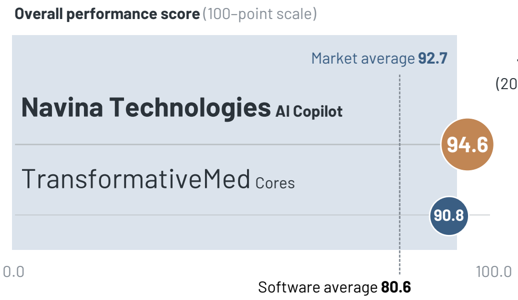
Segment Definitions can be found on page iii.

BEST IN KLAS SOFTWARE & SERVICES 2025

navina

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Navina Technologies AI Copilot**	94.6	N/A	16	A	A+	A	A	A+	A	N/A
2.	TransformativeMed Cores	90.8	N/A	15	A	A-	A-	A-	A+	A-	N/A

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

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Regard CDS Solution	93.0*	6	A*	A*	A*	B+*	–	A+*	N/A

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

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	TransformativeMed Cores n=15 **96%**	Navina Technologies AI Copilot n=16 **100%**	Navina Technologies AI Copilot n=16 **100%**
	Navina Technologies AI Copilot n=16 **95%**		TransformativeMed Cores n=14 **95%***

Clinician Digital Workflow Continued

Recent Insights

Clinician Digital Workflow 2024

Streamlining EHR Workflows with AI & Other Advanced Technologies

Key Findings:

1. Regard* Customers Report Smooth, Well-Supported Implementation Processes & Increased Revenue from Improved Coding & Billing
2. TransformativeMed* Customers Using Oracle Health's EHR Say EHR Integration & Care Team Coordination Tools Are Strengths
3. Navina* Offers Strong Support & Effective Training; Customers Appreciate AI & Would Like Further Automation

*Limited data

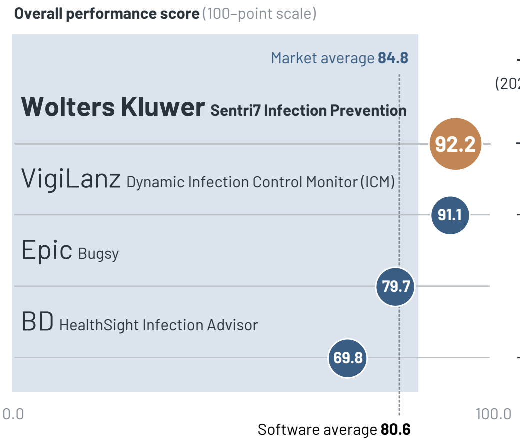
Infection Control & Monitoring

Segment Definitions can be found on page iii.

Wolters Kluwer

Ranked Solutions

Grading methodology can be found on page ii.



		Overall performance score (100-point scale)	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Wolters Kluwer** **Sentri7 Infection Prevention**	92.2	+5%	21	**A**	**A**	**A**	**A-**	**A**	**A**	≡
2.	VigiLanz Dynamic Infection Control Monitor (ICM)	91.1	-2%	22	**A**	**A**	**A-**	**A-**	**A**	**A-**	≡
3.	Epic Bugsy	79.7	0%	35	C	B+	C	B-	B-	B	≡
4.	BD HealthSight Infection Advisor	69.8	-6%	15	C-	D+	C-	C	C	C	≡

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

Other Notable Performances

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

Avoids charging for every little thing?

None		

Keeps all promises?

Wolters Kluwer Sentri7 Infection Prevention	n=21	**96%**
VigiLanz Dynamic Infection Control Monitor (ICM)	n=20	**95%**

Part of long-term plans?

Epic Bugsy	n=34	**100%**

Would you buy again?

Wolters Kluwer Sentri7 Infection Prevention	n=20	**96%**
VigiLanz Dynamic Infection Control Monitor (ICM)	n=22	**95%**

Pharmacy Surveillance

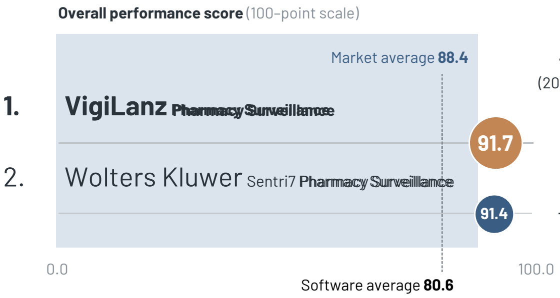
Segment Definitions can be found on page iii.

BEST IN KLAS
SOFTWARE & SERVICES
2025

VigiLanz

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	VigiLanz Pharmacy Surveillance	91.7	0%	23	A	A	A-	A-	A-	A	N/A
2.	Wolters Kluwer Sentri7 Pharmacy Surveillance	91.4	+3%	19	A	A	A-	A-	A	A-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
BD HealthSight Clinical Advisor	65.0*	7	D-*	D*	C-*	C-*	D*	C-*	N/A
Premier Inc TheraDoc Pharmacy Assistant powered by PINC AI	86.6*	7	A*	B+*	B*	B+*	B*	B*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

VigiLanz Pharmacy Surveillance	n=18	**96%**

Keeps all promises?

Wolters Kluwer Sentri7 Pharmacy Surveillance	n=19	**100%**
VigiLanz Pharmacy Surveillance	n=22	**97%**

Part of long-term plans?

None

Would you buy again?

VigiLanz Pharmacy Surveillance	n=23	**100%**
Wolters Kluwer Sentri7 Pharmacy Surveillance	n=19	**95%**

Recent Insights—Clinical Care Support Tools

Segment Insights

Clinical Mobility Shared Smart Devices 2024

Clinical Mobility Shared Smart Devices 2024

How Well Do Retail & Commercial-Grade Devices Meet Healthcare-Specific Needs?

Key Findings:

1. Apple Used Broadly by Healthcare Organizations; Samsung Growth Slows
2. Ascom, Spectralink & Zebra Technologies Seen as Expensive Options for Healthcare-Specific Capabilities
3. Healthcare Organizations Using Apple iPad Are Most Highly Satisfied; iPhone Provides Strong Camera but Weak Battery Life
4. Zebra Technologies* Provides Strong Security & Privacy Features; Customers Say TC52-HC's High Cost Impedes Value

*Limited data

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.

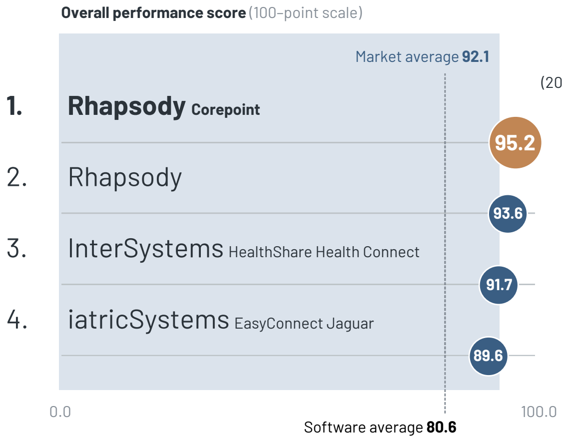
Related segment	**Section**
Conversational AI	Patient Engagement, Page 150
Digital Rounding	Patient Engagement, Page 152
Interactive Patient Systems	Patient Engagement, Page 155
Patient Flow	Locating & Tracking, Page 141

Integration Engines

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Rhapsody** Corepoint	95.2	-1%	55	A+	A+	A+	A+	A	A	N/A
2.	Rhapsody	93.6	+1%	29	A	A+	A	A	A	A	N/A
3.	InterSystems HealthShare Health Connect	91.7	-1%	28	A	A	B+	A-	A	A	N/A
4.	iatricSystems EasyConnect Jaguar	89.6	N/A	19	A	B+	B+	A	A-	B+	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Consensus Conductor (Summit Exchange) [C]	83.8*	8	B+*	B*	B-*	**A-***	B*	B*	N/A
Infor Cloverleaf Integration Suite	91.7*	14	**A+***	**A+***	**A-***	**A***	**A-***	B-*	N/A
NextGen Healthcare Mirth Connect by NextGen Healthcare	81.1*	11	C*	B+*	C+*	B*	C-*	**A-***	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

Rhapsody	n=26	**96%**

Keeps all promises?

iatricSystems EasyConnect Jaguar	n=18	**100%**
Rhapsody	n=28	**100%**
Rhapsody Corepoint	n=54	**98%**
InterSystems HealthShare Health Connect	n=28	**97%**

Part of long-term plans?

Rhapsody Corepoint	n=52	**100%**
Rhapsody	n=28	**97%**

Would you buy again?

InterSystems HealthShare Health Connect	n=28	**100%**
Rhapsody	n=29	**100%**
Rhapsody Corepoint	n=53	**98%**
iatricSystems EasyConnect Jaguar	n=18	**95%**

Interoperability: Other Validated Software

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

	Trend (2024–2025)	**# of unique orgs**	**Customer experience pillars**						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
eHealth Exchange	N/A	16	**A**	B+	**A-**	B+	B	**A**	N/A

Other Notable Performances

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

Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
eHealth Exchange n=16 **100%**	eHealth Exchange n=15 **100%**	None	None

KLAS EVENTS

Bring Your Ideas to the Table

Together, we can shape the future of healthcare

KLAS is passionate about bringing together leaders from across healthcare, facilitating their collaboration, and sharing their collective wisdom to spark positive change. Attend a KLAS event in 2025 to offer your unique insights. We need your voice!

2025 KLAS Events

Middle East Summit
January 24–25, *Dubai, United Arab Emirates*

Patient & Consumer Innovation Summit
April 15–16, *Salt Lake City, UT*

K2 Collaborative Payer/Provider Summit
May 20–22, *Salt Lake City, UT*

Global Summit
June 2–4, *Athens, Greece*

Arch Collaborative Learning Summit
July 22–24, *Salt Lake City, UT*
(Arch Collaborative members only)

Digital Health Investment Symposium (DHIS)
September 9–10, *Park City, UT*

Enterprise Imaging Summit
October 13-15, *Park City, UT*

Healthcare Operations Summit
November 11-12, *Salt Lake City, UT*

2024 Event Executive Overviews

Learn more about the collaboration and outcomes that were sparked by some of our 2024 events:

Middle East Summit 2024
Enterprise Imaging Summit 2024
K2 Collaborative Summit 2024
Global Summit 2024
KLAS Arch Collaborative Learning Summit 2024
Healthcare Operations Summit 2024
Digital Health Investment Symposium 2024
Social Determinants of Health Summit 2024
Revenue Cycle Management Summit 2024

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

Ambulatory & Post-Acute Care

Ambulatory EHR: Health System Owned

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Epic

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **80.5**

Software average **80.6**

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Epic** **EpicCare Ambulatory EHR**	91.6	+4%	70	**A**	**A+**	B+	**A-**	**A**	**A-**	N/A
2.	athenahealth athenaClinicals	81.4	-1%	18	B-	B-	B+	B	C+	B-	N/A
3.	MEDITECH Expanse Ambulatory EHR	75.4	-8%	30	C-	B-	C	C	C+	C+	N/A
4.	Oracle Health PowerChart Ambulatory	68.3	+3%	21	D	C	C-	C	C-	D-	N/A

0.0 100.0

Solutions Not Ranked

Ordered alphabetically

Solution	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Altera Digital Health Sunrise Ambulatory Care	56.4*	8	F*	F*	D-*	F*	B-*	F*	N/A
eClinicalWorks EHR	55.4*	6	F*	F*	D-*	F*	D-*	D*	N/A
Epic Community Connect EpicCare Ambulatory EHR [C]	84.2	16	B+	**A**	C	B+	B*	B-	N/A
NextGen Healthcare NextGen Enterprise EHR	71.9*	11	C+*	D-*	C*	C+*	B-*	C*	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Epic EpicCare Ambulatory EHR n=70 **100%**	Epic EpicCare Ambulatory EHR n=70 **100%**

Ambulatory EHR: Independent (>75 Physicians)

Segment Definitions can be found on page iii.

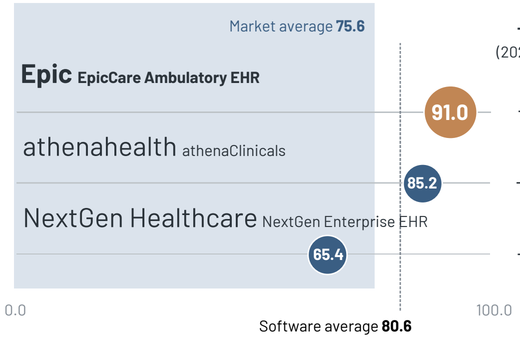
BEST IN KLAS® SOFTWARE & SERVICES 2025

Epic

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)



				Customer experience pillars						
	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1. **Epic** **EpicCare Ambulatory EHR**	91.0	+1%	16	**A+**	**A**	B+	**A-**	**A+***	B	N/A
2. athenahealth athenaClinicals	85.2	+5%	18	C+	**A-**	B	B	B	B+	N/A
3. NextGen Healthcare NextGen Enterprise EHR	65.4	-9%	22	D	D+	D+	D+	C-	D	N/A

Solutions Not Ranked

Ordered alphabetically

			Customer experience pillars						
	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Altera Digital Health TouchWorks EHR	73.3*	6	C*	C+*	C*	C-*	B-*	C-*	N/A
eClinicalWorks EHR	68.0*	13	F*	C-*	D+*	C*	C-*	C-*	N/A
Epic Community Connect EpicCare Ambulatory EHR [C]	86.2*	6	**A-***	**A-***	B-*	B+*	B+*	B-*	N/A
Greenway Health Intergy EHR	63.9*	6	F*	D+*	C-*	D+*	C*	D-*	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

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

Part of long-term plans?

athenahealth athenaClinicals	n=16	**100%**
Epic EpicCare Ambulatory EHR	n=16	**100%**

Would you buy again?

athenahealth athenaClinicals	n=17	**95%**

Ambulatory EHR: Independent (11–75 Physicians)

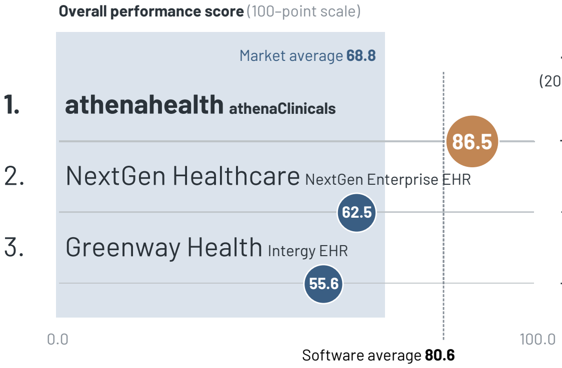
Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

athenahealth

Ranked Solutions

Grading methodology can be found on page ii.



	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1. **athenahealth** **athenaClinicals**	86.5	+6%	28	B+	**A**	B+	B+	B	B	N/A
2. NextGen Healthcare NextGen Enterprise EHR	62.5	-6%	42	F	D+	D	D+	D	F	N/A
3. Greenway Health Intergy EHR	55.6	+7%	27	F	F	D-	D	D	F	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Altera Digital Health TouchWorks EHR	67.0*	8	D*	C*	C*	C*	D*	F*	N/A
eClinicalWorks EHR	64.7*	12	D*	C*	D+*	C*	D-*	F*	N/A
Epic Community Connect EpicCare Ambulatory EHR [C]	75.6	23	C	B	C	C+	C-	C	N/A
Veradigm EHR	66.7*	9	D+*	D*	C*	C*	C*	D-*	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	None	athenahealth athenaClinicals n=27 **96%**

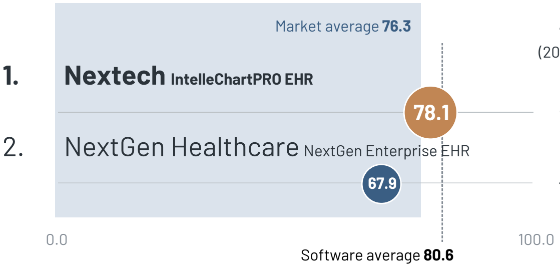
Ambulatory Ophthalmology Solutions

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Nextech** **IntelleChartPRO EHR**	78.1	-5%	32	C	B	C+	B-	C+	C	N/A
2.	NextGen Healthcare NextGen Enterprise EHR	67.9	+7%	20	D	C+	C-	C	D-	F	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
EyeMD EMR Healthcare Systems EyeMD EMR	88.7*	10	B+*	**A-***	B+*	B+*	**A***	**A-***	N/A
ModMed EMA	78.5*	13	C*	B+*	B-*	C+*	C+*	C*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Nextech IntelleChartPRO EHR n=31 **97%**	None

Ambulatory Ophthalmology Solutions Continued

Recent Insights

Ophthalmology 2024

Optimizing the Ophthalmology Experience through Functionality & Relationships

Key Findings:

1. Catering to Small Practices, EyeMD EMR Healthcare Systems Leads in Overall Customer Satisfaction, Offering Strong Functionality & Workflows
2. Customers Have High Confidence in Nextech's Ability to Deliver on Promises; EyeMD's Strong Proactivity Helps Improve Client Experience
3. Customers Dissatisfied with Support and Relationships from ModMed and NextGen Healthcare
4. Despite Perceived Gaps, Majority of Interviewed EyeMD EMR Healthcare Systems, ModMed & Nextech Customers Expect Their Experience to Improve

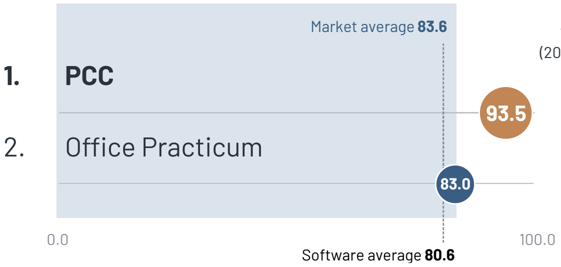
Ambulatory Pediatric Solutions

Segment Definitions can be found on page iii.

PCC Pediatric EHR Solutions

Ranked Solutions

Grading methodology can be found on page ii.



		Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**PCC**	93.5	+1%	31	**A**	**A**	**A**	**A-**	**A+**	**A+**	N/A
2.	Office Practicum	83.0	0%	17	B-	**A-**	B	B	B	C	N/A

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
athenahealth	76.9*	10	C*	B*	C+*	B-*	C*	C-*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

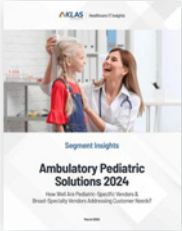
Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
PCC n=30 **97%**	None	PCC n=30 **97%**	PCC n=30 **97%**

Ambulatory Pediatric Solutions Continued

Recent Insights



Ambulatory Pediatric Solutions 2024

How Well Are Pediatric-Specific Vendors & Broad-Specialty Vendors Addressing Customer Needs?

Key Findings:

1. Pediatric-Specific PCC & Office Practicum Highlighted for Meeting Customer Needs
2. athenahealth Customers Appreciate Proactive Updates & Inclusive Pricing; Customers of Greenway Health Dissatisfied with Product Value
3. PCC & Office Practicum Customers Satisfied with Product Road Map; eClinicalWorks* Struggles to Deliver Needed Functionality
4. PCC Creates Long-Lasting Partnerships through Proactive Service; athenahealth & Greenway Health Customers Note Decline in Service Quality

*Limited data

Ambulatory RCM Services (EHR-Agnostic)

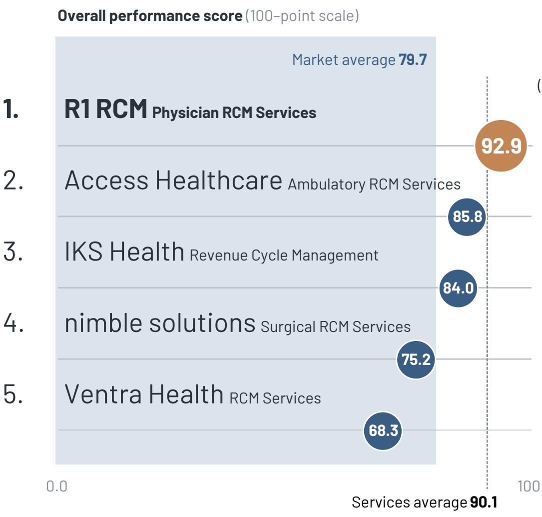
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

R1®

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**R1 RCM** **Physician RCM Services**	92.9	+7%	11	**A-**	**A-**	B+	**A**	**A**	N/A
2.	Access Healthcare Ambulatory RCM Services	85.8	-6%	13	B+	B	**A-**	C+	B	N/A
3.	IKS Health Revenue Cycle Management	84.0	+7%	10	B+	B	**A**	C+	C+	N/A
4.	nimble solutions Surgical RCM Services	75.2	+28%	18	D+	C	B-	B-	C	N/A
5.	Ventra Health RCM Services	68.3	N/A	37	D	D+	B-	C	D-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
AGS Health Ambulatory RCM Services	79.8*	7	B-*	B-*	B*	C*	C+*	N/A
Guidehouse Ambulatory RCM Services	89.7*	7	B+*	**A-***	B+*	B+*	**A-***	N/A
Omega Healthcare Omega Health Ambulatory RCM Services [NR]	96.7	11	**A+**	**A**	**A**	**A**	**A+**	N/A
XiFin RCM Services	66.4*	7	C-*	D+*	C*	C*	F*	N/A

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
Access Healthcare Ambulatory RCM Services	n=12	**100%**
R1 RCM Physician RCM Services	n=11	**100%**

Exceeds expectations?
None

Would you buy again?
None

Ambulatory RCM Services (EHR-Associated)

Segment Definitions can be found on page iii.

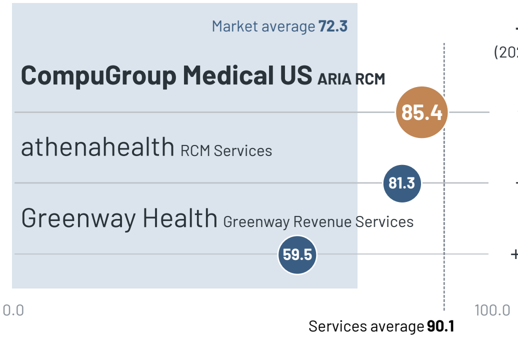
BEST IN KLAS® SOFTWARE & SERVICES 2025

CompuGroup Medical

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
					Customer experience pillars					
1.	**CompuGroup Medical US** ARIA RCM	85.4	-1%	17	B	B	B+	B+	B	N/A
2.	athenahealth RCM Services	81.3	-2%	23	B-	B	B	B	C	N/A
3.	Greenway Health Greenway Revenue Services	59.5	+13%	14	D-	D	D+	D-	F	N/A

Solutions Not Ranked

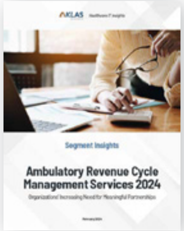
Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
			Customer experience pillars					
Azalea Health Azalea RCM	52.4*	5	F*	F*	D-*	F*	F*	N/A
NextGen Healthcare NextGen RCMS	61.0*	8	D*	D*	C+*	D+*	F*	N/A

*Limited data

Definitions can be found on page iii.

Recent Insights—Ambulatory RCM Services



Ambulatory Revenue Cycle Management Services 2024

Organizations' Increasing Need for Meaningful Partnerships

Key Findings:

1. R1 RCM, athenahealth & CareCloud* Drive Outcomes for Complex Projects; CompuGroup Medical & Access Healthcare* Satisfy Clients despite Offering Fewer Services
2. athenahealth & CompuGroup Medical Have Greatest Positive Impact on Respondents' Important Financial Metrics
3. Client Satisfaction with Azalea Health*, NextGen Healthcare & Greenway Health Drops due to Unmet Expectations around Communication
4. CompuGroup Medical, athenahealth & R1 RCM* Seen as Partners That Educate Clients on Process Improvement

*Limited data

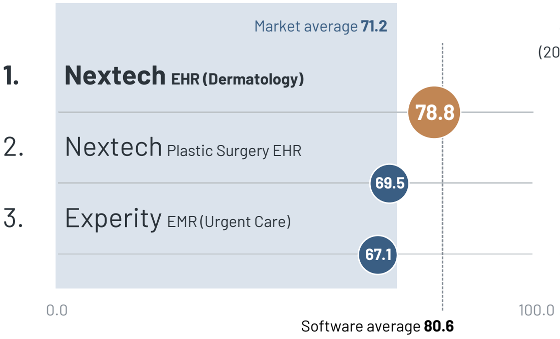
Ambulatory Specialty EHR

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Nextech EHR (Dermatology)**	78.8	-6%	17	B	B	B-	B-	B	C-	N/A
2.	Nextech Plastic Surgery EHR	69.5	-7%	19	D+	C-	C-	C+	C+	D-	N/A
3.	Experity EMR (Urgent Care)	67.1	-8%	30	D+	C-	C	D+	C-	F	N/A

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

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
ModMed EMA (Dermatology)	76.2*	7	C*	B*	B*	B-*	D+*	D*	N/A

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

*Limited data

Definitions can be found on page iii.

Ambulatory Surgery Center Solutions

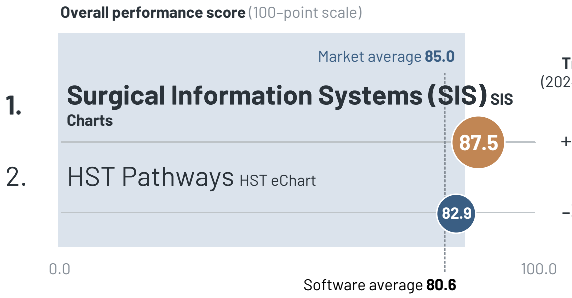
Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

SURGICAL INFORMATION SYSTEMS™

Ranked Solutions

Grading methodology can be found on page ii.



		Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Surgical Information Systems (SIS)** SIS **Charts**	87.5	+5%	26	B+	**A-**	B+	B	**A-**	**A-**	N/A
2.	HST Pathways HST eChart	82.9	-3%	19	B-	**A-**	B	B-	B	B-	N/A

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Surgical Information Systems (SIS) SIS Charts n=24 **96%**	HST Pathways HST eChart n=16 **100%**
		HST Pathways HST eChart n=19 **95%**	

Clinical Communications: Ambulatory/Post-Acute Care

Segment Definitions can be found on page iii.

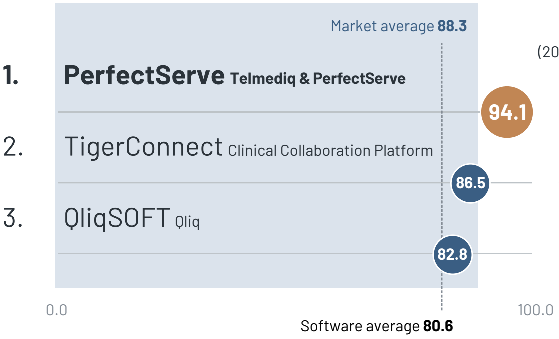
BEST IN KLAS® SOFTWARE & SERVICES 2025

perfectserve

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)



		Trend (2024–2025)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**PerfectServe** **Telmediq & PerfectServe**	N/A	19	**A+**	**A+**	**A**	**A-**	**A**	**A+**	N/A
2.	TigerConnect Clinical Collaboration Platform	-4%	21	**A-**	B	**A**	B	B	**A-**	N/A
3.	QliqSOFT Qliq	-1%	16	B	B+	B-	B-	C+*	B+	N/A

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
symplr Clinical Communications	89.2*	7	A-*	A-*	A*	A-*	B-*	A-*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

PerfectServe Telmediq & PerfectServe	n=15	**100%**

Keeps all promises?

PerfectServe Telmediq & PerfectServe	n=18	**95%**
TigerConnect Clinical Collaboration Platform	n=19	**95%**

Part of long-term plans?

PerfectServe Telmediq & PerfectServe	n=17	**100%**

Would you buy again?

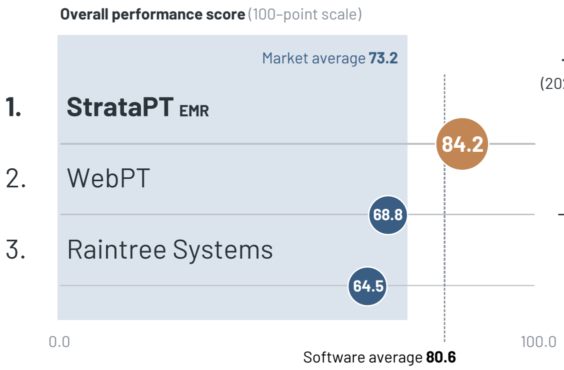
PerfectServe Telmediq & PerfectServe	n=19	**100%**

Outpatient Therapy/Rehab

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
				Culture	Loyalty	Operations	Product	Relationship	Value	
1. **StrataPT** EMR	84.2	N/A	32	B+	B+	B-	B-	B	**A-**	N/A
2. WebPT	68.8	-15%	19	C-	C-	C-	C	D	D-	N/A
3. Raintree Systems	64.5	-1%	35	D-	C-	D-	C-	D+	F	N/A

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
StrataPT EMR n=29 **97%**	None	StrataPT EMR n=29 **97%**	None

Patient Intake Management

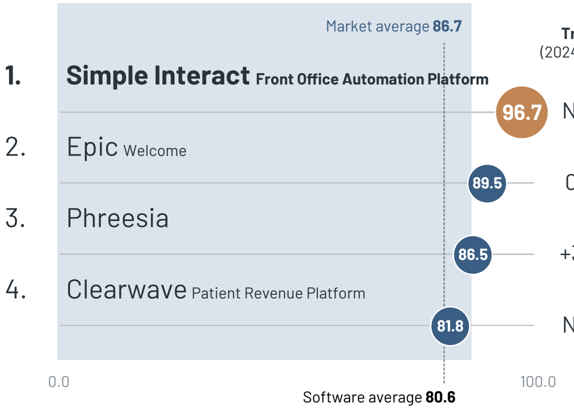
Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

Simple Interact
FRONT OFFICE AUTOMATION

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Simple Interact** **Front Office Automation Platform**	96.7	N/A	15	**A+**	**A+**	**A+**	**A**	**A+**	**A+**	N/A
2.	Epic Welcome	89.5	0%	17	**A-**	**A+**	B+	**A-**	**A-**	B+	≡
3.	Phreesia	86.5	+3%	43	**A-**	**A-**	**A-**	B+	B+	C+	≡
4.	Clearwave Patient Revenue Platform	81.8	N/A	31	B-	B+	B	B-	B	B-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Kyruus Health Check-In (Epion)	80.3*	7	C+*	B*	B*	B*	B-*	B-*	≡
Notable	92.7*	6	**A-***	**A+***	**A-***	**A-***	**A+***	**A-***	≡
R1 RCM Tonic (an R1 Company)	79.6*	7	C*	B-*	B*	C+*	**A-***	B-*	≡
Yosi Health Yosi	90.1*	11	B+*	**A***	**A-***	B+*	**A***	**A***	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

Simple Interact Front Office Automation Platform	n=15	**100%**

Part of long-term plans?

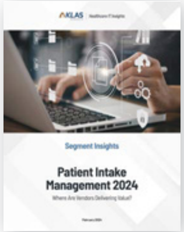
Epic Welcome	n=17	**100%**
Simple Interact Front Office Automation Platform	n=15	**100%**

Would you buy again?

Epic Welcome	n=17	**100%**
Simple Interact Front Office Automation Platform	n=15	**100%**

Patient Intake Management Continued

Recent Insights



Patient Intake Management 2024

Where Are Vendors Delivering Value?

Key Findings:

1. Phreesia Has Largest Market Share & Broadest, Deepest Adoption; Best in KLAS Winner Yosi Health Highlighted for High-Quality Support; R1 Software Improves Patient Satisfaction
2. Epic & Kyruus Health (Epion) Score Highly & Have Strong Integration with Their Respective EHR Solutions
3. Office Staff Efficiency & Reduced Manual Work Are Most Common Outcomes Reported by Customers
4. Enhanced Functionality & Customization Are Top Reasons Customers Use Third-Party Patient Intake Management Solutions

Practice Management: Health System Owned

Segment Definitions can be found on page iii.

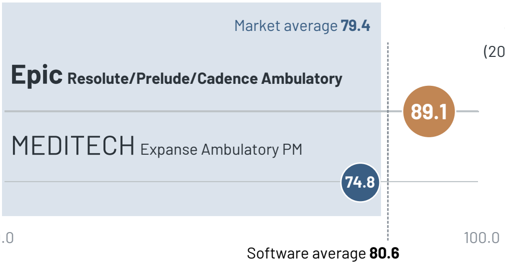
BEST IN KLAS® SOFTWARE & SERVICES 2025

Epic

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Epic** Resolute/Prelude/Cadence Ambulatory	89.1	-3%	39	**A-**	**A**	B+	B+	**A-**	B	N/A
2.	MEDITECH Expanse Ambulatory PM	74.8	-3%	16	C	B-	C-	C-	C+	B-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
athenahealth athenaCollector	78.5*	10	B-*	C*	B+*	B*	C*	C+*	N/A
athenahealth athenaIDX	75.6*	10	B-*	C*	B-*	C*	B-*	C+*	N/A
NextGen Healthcare NextGen Enterprise PM	79.1*	6	B*	C*	B-*	B*	–	C+*	N/A
Oracle Health Practice Management	67.6*	9	D*	C*	C*	C*	D*	F*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Epic Resolute/Prelude/Cadence Ambulatory n=38 **100%**	Epic Resolute/Prelude/Cadence Ambulatory n=38 **100%**

Practice Management: Independent (>75 Physicians)

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

Epic

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **80.3**

Software average **80.6**

0.0 – 100.0

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Epic** **Resolute/Prelude/Cadence Ambulatory**	92.0	-1%	15	**A**	**A+**	**A-**	**A-**	**A**	**A-**	N/A
2.	athenahealth athenaCollector	80.7	+4%	15	C	B	B	B-	B	B	N/A
3.	NextGen Healthcare NextGen Enterprise PM	75.9	+6%	18	C-	B-	C+	C+	B-	C	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
athenahealth athenaIDX	92.1*	8	A+*	A+*	A-*	A*	A+*	B*	N/A
eClinicalWorks PM	67.4*	6	F*	C*	D+*	C*	C-*	D*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic Resolute/Prelude/Cadence Ambulatory	n=15	**100%**
athenahealth athenaCollector	n=15	**95%**

Would you buy again?

Epic Resolute/Prelude/Cadence Ambulatory	n=15	**100%**

Practice Management: Independent (11–75 Physicians)

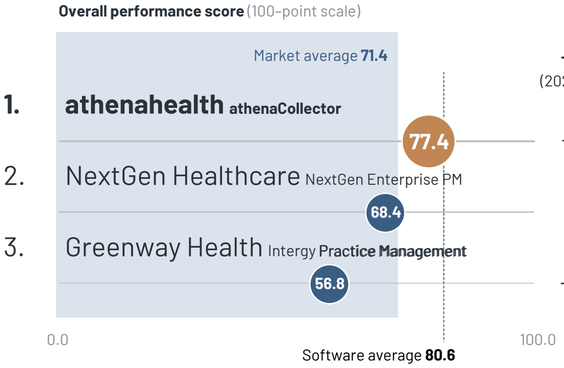
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

athenahealth

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**athenahealth** athenaCollector	77.4	+1%	24	C-	B-	B-	B-	C	C+	N/A
2.	NextGen Healthcare NextGen Enterprise PM	68.4	0%	47	D	C+	C-	C	D+	D-	N/A
3.	Greenway Health Intergy Practice Management	56.8	+7%	18	F	F	D	D-	D-	F	N/A

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

Solutions Not Ranked

Ordered alphabetically

Solution	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
eClinicalWorks PM	81.3*	7	B*	B*	B-*	B*	B-*	C*	N/A
Veradigm Practice Management	75.5*	11	C+*	B*	B-*	C*	C+*	D*	N/A

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

*Limited data

Definitions can be found on page iii.

Small Practice Ambulatory EHR/PM: Independent

(1–10 Physicians)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **71.8**

Software average **80.6**

0.0 – 100.0

					Customer experience pillars						
		Overall performance score	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Elation Health** **ElationEMR/PM**	85.3	+4%	34	B	**A-**	B+	B	C	B	N/A
2.	athenahealth EHR/PM	81.3	+1%	48	B-	B+	B-	B	C	C+	N/A
3.	NextGen Healthcare NextGen Office EHR/PM	76.8	-2%	32	C+	B	C+	C+	C-	C	N/A
4.	eClinicalWorks EHR/PM	70.8	+11%	15	C-	C	C-	C	C	D	N/A
5.	Greenway Health Intergy EHR/PM	63.1	-7%	44	D	D	D+	D+	D	F	N/A
6.	tebra Kareo EHR/PM	58.4	-11%	25	F	D-	D	D-	F	D	N/A

Solutions Not Ranked

Ordered alphabetically

			Customer experience pillars						
	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Azalea Health Azalea EHR/PM	70.2*	12	C-*	D+*	B-*	C+*	C*	D*	N/A
CareCloud EHR/PM	73.5*	8	C*	C-*	B-*	C*	C*	C+*	N/A
CompuGroup Medical US CGM APRIMA EHR/PM	58.3*	14	F*	F*	D*	D*	F*	F*	N/A
Elation Health ElationEMR Only [C]	81.1	38	C+	B+	B	B-	C	B	N/A
Epic Community Connect EpicCare Ambulatory EHR [C]	73.6	21	C	C+	C	C	C	C	N/A
NextGen Healthcare NextGen Enterprise EHR/EPM [NP]	73.9	15	C	C+	C-	B-	D	C	N/A
Veradigm Ambulatory Suite	71.4*	6	C+*	C*	D*	B-*	C-*	D*	N/A

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

Definitions can be found on page iii.

Small Practice Ambulatory EHR/PM: Independent

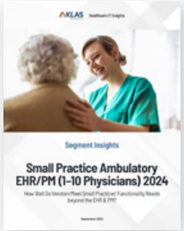
(1–10 Physicians) Continued

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Elation Health ElationEMR/PM n=32 **97%**	None
		athenahealth EHR/PM n=44 **95%**	

Recent Insights



Small Practice Ambulatory EHR/PM (1–10 Physicians) 2024

How Well Do Vendors Meet Small Practices' Functionality Needs beyond the EHR & PM?

Key Findings:

1. Customers of tebra, Elation Health & CompuGroup Medical Report Highest Number of Functionality Gaps; Patient Engagement Solutions Are Most-Used Third-Party Software
2. Most EHR/PM Vendors Aren't Delivering All Technologies That Small Practices Need
3. Small Practices Want EHR/PM Vendors to Improve Patient Intake Capabilities; athenahealth, Epic & eClinicalWorks Highlighted for This Area
4. Customers of Elation Health, NextGen Healthcare & athenahealth Have High Trust in Vendors' Ability to Improve Workflow Efficiency

Recent Insights—Physician Practice Solutions

Ambulatory Ecosystem Complete Look Reports 2024

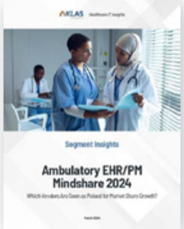
athenahealth

NextGen Healthcare

eClinicalWorks

Veradigm

Greenway Health



Ambulatory EHR/PM Mindshare 2024

Which Vendors Are Seen as Poised for Market Share Growth?

Key Findings:

1. Epic & athenahealth Garner Highest Mindshare among Independent Ambulatory Practices
2. Primary Decision Factors for Ambulatory EHR/PM Solutions Are Ease of Use, Interoperability, Product Quality & Technology
3. Greenway Health, NextGen Healthcare & eClinicalWorks See Greatest Number of Replacements of Primary Solutions
4. Large Independent Practices Mostly Look to Epic & athenahealth for Strong Technology Solutions
5. For Independent Midsize Practices, Integration & Product Strength Are Top Drivers in Mindshare Considerations
6. Small Independent Practices Feel athenahealth & Epic Can Increase Usability & Lower Costs

Looking for a different Physician Practice-related segment?

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

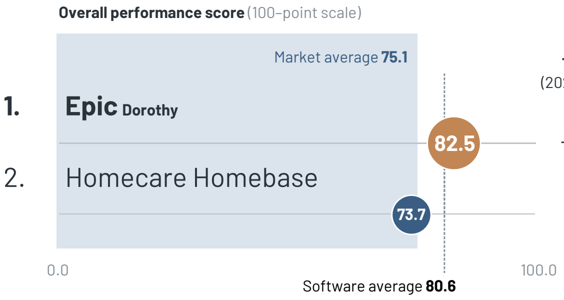
Related segment	Section
Customer Relationship Management (CRM)	Patient Engagement, Page 151
EHR-Centric Virtual Care Platforms	Telehealth, Page 163
Patient Education	Patient Engagement, Page 159
Patient Portals	Patient Engagement, Page 161
Patient Self-Scheduling	Patient Engagement, Page 162
Remote Patient Monitoring	Telehealth, Page 165
Social Determinants of Health Networks	Population Health, Page 148
Virtual Care Platforms (Non-EHR)	Telehealth, Page 167

Homecare: Home Health Health System Owned

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



Rank	Solution	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Epic** Dorothy	82.5	+3%	21	B	B	B-	B	B	B	N/A
2.	Homecare Homebase	73.7	N/A	15	C	B-	B-	C	C	D	N/A

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

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
MatrixCare Home Health	73.0*	9	C*	B*	C*	C*	C*	D-*	N/A
MEDITECH Home Health	79.3*	12	B-*	C*	C*	B-*	**A***	B+*	N/A

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

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Epic Dorothy n=21 **96%**	None

Homecare: Home Health Independent (>200 ADC)

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

MatrixCare® by ResMed

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **75.2**

Software average **80.6**

0.0 – 100.0

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
					Customer experience pillars						
1.	**MatrixCare Home Health**	79.3	+5%	15	C+	B+	B	B-	B-	D+	N/A
2.	WellSky Home Health	75.3	N/A	32	D+	B	B-	C+	C+	D	N/A
3.	Homecare Homebase	74.2	N/A	41	C-	B	C	C	B-	D	N/A

Other Notable Performances

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

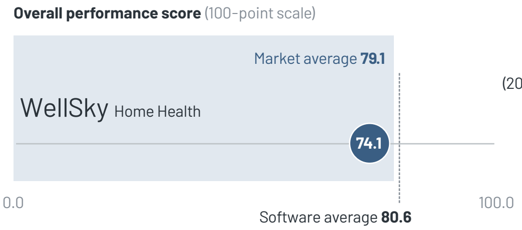
Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Homecare Homebase n=37 **96%**	None

Homecare: Home Health Independent (1–200 ADC)

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.



Trend (2024–2025)	# of unique orgs	Customer experience pillars						Market energy
		Culture	Loyalty	Operations	Product	Relationship	Value	
N/A	16	C+	B-	C	C	C-	D+	N/A

Solutions with Limited Data or Other Designations

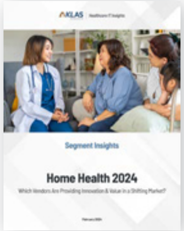
Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Homecare Homebase	85.2*	9	B*	**A***	B-*	B+*	B+*	C-*	N/A
MatrixCare Home Health	85.6*	12	B+*	**A-***	B*	B+*	B*	B-*	N/A

*Limited data

Definitions can be found on page iii.

Recent Insights—Homecare: Home Health



KLAS

Segment Insights

Home Health 2024

Home Health 2024

Which Vendors Are Providing Innovation & Value in a Shifting Market?

Key Findings:

1. With Many Large Customers, Homecare Homebase Leads in Market Share by a Wide Margin
2. Homecare Homebase & MatrixCare Most Considered for Their Stability & Consistency
3. Homecare Homebase, Netsmart & WellSky Pricing Models Hinder Value
4. For Health System–Owned Home Health Agencies, Epic Offers Broad Technology & Innovation

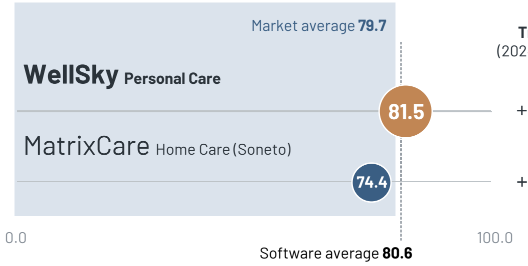
Homecare: Personal Care Services & Private Duty Nursing

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



					Customer experience pillars						
		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**WellSky** **Personal Care**	81.5	+4%	27	B-	B+	B	C+	C+	B	N/A
2.	MatrixCare Home Care (Soneto)	74.4	+2%	19	B	C	C	C-	C	C	N/A

Solutions Not Ranked

Ordered alphabetically

			Customer experience pillars						
	Overall performance score (100-point scale)	**# of unique orgs**	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
AxisCare Home Care Software	89.8*	10	**A-***	**A***	**A-***	B*	**A-***	**A-***	N/A
Homecare Homebase	75.6*	7	C+*	B-*	B-*	C+*	B*	F*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
None	MatrixCare Home Care (Soneto) n=15 **100%**	WellSky Personal Care n=24 **98%**	None

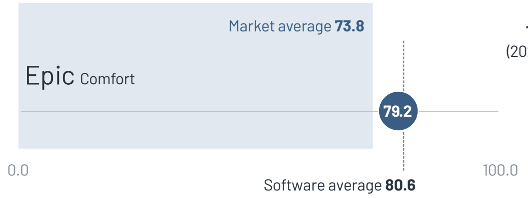
Hospice: Health System Owned

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Trend (2024–2025)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Epic Comfort	-1%	16	B-	B-	C+	C+	B	B	N/A

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Homecare Homebase	71.8*	8	D+*	B*	C+*	C*	D+*	D-*	N/A
MatrixCare Hospice	84.7*	8	**A-***	**A-***	B*	B*	B+*	C*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

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

Hospice: Independent

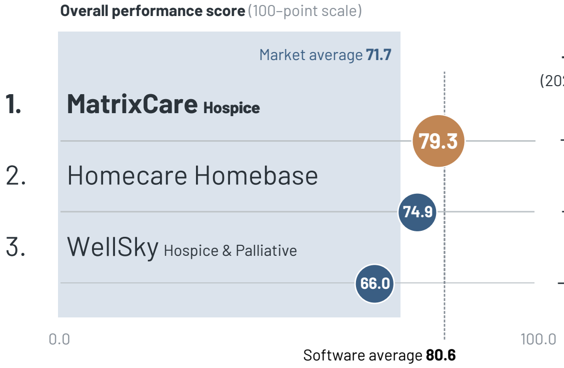
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

MatrixCare® by ResMed

Ranked Solutions

Grading methodology can be found on page ii.



	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1. **MatrixCare** Hospice	79.3	+2%	32	B-	B+	B-	B-	B-	C-	N/A
2. Homecare Homebase	74.9	-2%	40	C	B	C	C	B-	D	N/A
3. WellSky Hospice & Palliative	66.0	-14%	32	D	D+	C-	D	C	D	N/A

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

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Netsmart Homecare, Homecare Advisor & myUnity	59.1*	7	F*	F*	D+*	D*	C-*	D-*	N/A
WellSky Hospice [NP]	64.4*	12	D*	D*	D+*	D+*	D*	D*	N/A

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

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

None

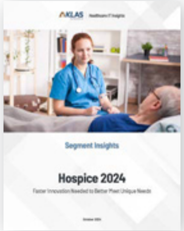
Part of long-term plans?

Homecare Homebase	n=37	**100%**
MatrixCare Hospice	n=31	**97%**

Would you buy again?

None

Recent Insights—Hospice



Hospice 2024

Faster Innovation Needed to Better Meet Unique Needs

Key Findings:

1. Hospice Functionality Lagging across Market; MatrixCare Best Meets Unique Hospice Needs
2. Across Vendors, Customers Want Additional Innovation; Lack of WellSky Hospice (Kinnser) & Netsmart* Development Lessens Value
3. Customers Report Easy Integration between Epic Acute Care & Hospice Products; Strong Data Flow between MatrixCare Home Health & Hospice Solutions Also Noted
4. For Most Vendors, Efforts to Improve Hospice Solutions Haven't Prevented Decreasing Customer Satisfaction

*Limited data

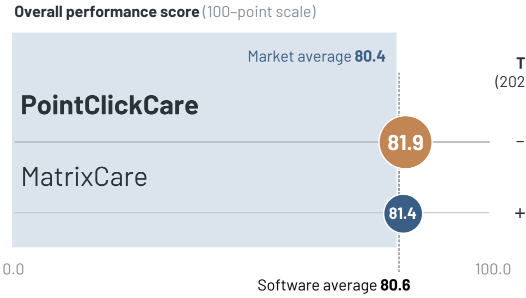
Long-Term Care

Segment Definitions can be found on page iii.

PointClickCare®

Ranked Solutions

Grading methodology can be found on page ii.



					Customer experience pillars						
		Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**PointClickCare**	81.9	-2%	51	B-	**A-**	B-	B	C+	C	N/A
2.	MatrixCare	81.4	+4%	44	B	B	B-	B-	B	C+	N/A

Solutions Not Ranked

Ordered alphabetically

			Customer experience pillars						
	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Epic LTC (SNF EHR) [MS]	89.1	15	**A**	**A**	B+	B+	**A**	B+	N/A
WellSky Long-Term Care	77.6*	11	B*	C+*	C+*	C*	B+*	C*	N/A

*Limited data [MS] Limited market share

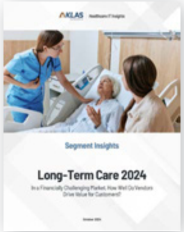
Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	PointClickCare n=50 **97%**	None

Recent Insights



Long-Term Care 2024

In a Financially Challenging Market, How Well Do Vendors Drive Value for Customers?

Key Findings:

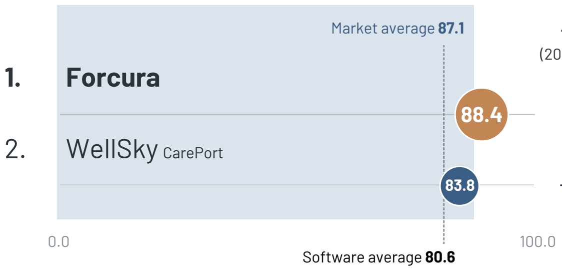
1. PointClickCare's Consistent Product Development Drives High Market Energy
2. Amid a Market-Wide Decline in Realized Value, MatrixCare Increases Value for Customers by Reducing Ad Hoc Charges
3. LTC Organizations Looking to Increase Profitability via Investment in EHR, Analytics & Interoperability Platforms
4. WellSky Delivers Improved Communication & Product Updates for Many Small LTC Customers

Patient Referral Management & Analytics

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



Overall performance score (100-point scale)

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Forcura**	88.4	-1%	41	**A-**	**A**	B+	B+	**A-**	B	N/A
2.	WellSky CarePort	83.8	+8%	16	**A-**	**A-**	B	B	B	C	N/A

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Forcura n=38 **95%**	Forcura n=38 **95%**

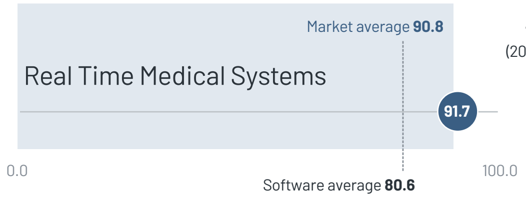
Post-Acute Care Patient Analytics

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



Trend (2024–2025)	# of unique orgs	Customer experience pillars						Market energy
		Culture	Loyalty	Operations	Product	Relationship	Value	
-2%	27	A	A-	A	A-	A+	A	N/A

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Real Time Medical Systems n=18 **100%**	Real Time Medical Systems n=24 **100%**	None	None

Senior Living: Assisted Living & Memory Care

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

	Trend (2024–2025)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
PointClickCare	1%	26	B-	**A-**	B	B	B-	C	N/A

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
MatrixCare	76.4*	11	C*	B-*	C-*	C+*	B*	C*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	PointClickCare n=24 **100%**	None

Behavioral Health

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average 67.6

Software average 80.6

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**NextGen Healthcare** Behavioral Health Suite	77.7	-3%	19	C+	B-	C+	B-	C	C	N/A
2.	Qualifacts CareLogic EHR	71.9	+5%	25	D	B-	C+	C	C	D+	N/A
3.	Qualifacts Credible EHR	65.5	-7%	38	F	C	D+	D	D	D	N/A
4.	Netsmart Behavioral Health	60.3	-3%	15	F	D+	D	D	C	F	N/A
5.	Qualifacts InSync EHR	53.0	-15%	25	F	F	D-	D-	F	F	N/A

0.0 100.0

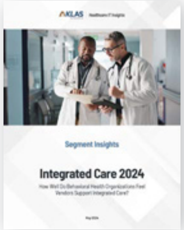
Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Core Solutions Cx360	76.2*	6	C*	C+*	C+*	C*	C+*	B+*	N/A

*Limited data

Definitions can be found on page iii.

Recent Insights



Integrated Care 2024

How Well Do Behavioral Health Organizations Feel Vendors Support Integrated Care?

Key Findings:

1. Most Behavioral Health Organizations Report Offering Some Form of Integrated Care, Limited by Vendors' Ability to Integrate & Provide All Needed Functionality
2. Behavioral Health Organizations Investing Most in EHR despite Average to Low Performance of Vendors
3. Among Third-Party Technologies, Telehealth & Reporting/Screening Tools Are Used Most Often to Support Integrated Care

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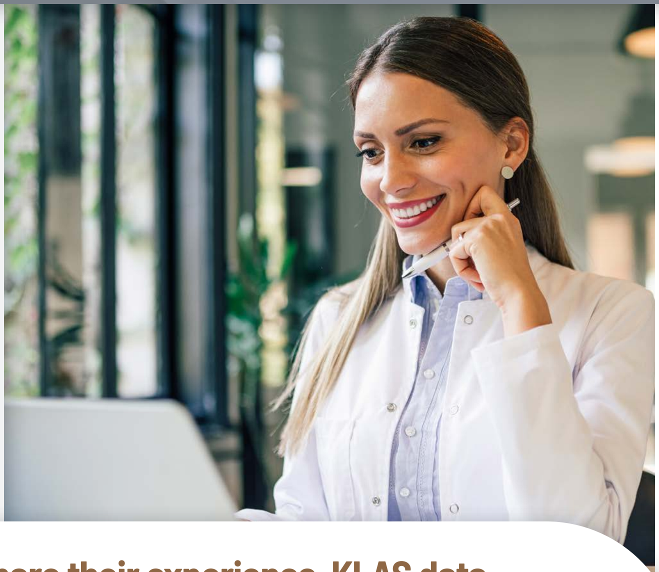
Contribute to healthcare's success



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> —VP of a clinic

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KLAS RESEARCH

Revenue Cycle Management

Ambient Speech

Segment Definitions can be found on page iii.

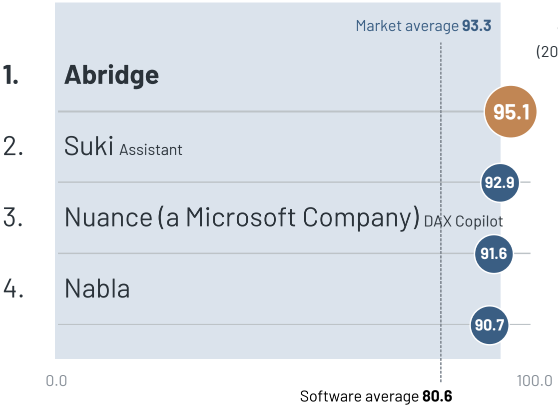
BEST IN KLAS® SOFTWARE & SERVICES 2025

ABRIDGE

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Abridge**	95.1	N/A	16	A+	A+	A	A-	A+	A+	N/A
2.	Suki Assistant	92.9	N/A	30	A	A	A	A-	A+	A	N/A
3.	Nuance (a Microsoft Company) DAX Copilot	91.6	N/A	36	A-	A+	A-	A-	A	A-	N/A
4.	Nabla	90.7	N/A	17	A	A	B+	B	A	A	N/A

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

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Ambience Healthcare Ambience	97.7*	14	A+*	A+*	A+*	A*	A+*	A+*	N/A
DeepScribe Ambient AI	97.6*	7	A+*	–	A+*	A+*	–	A+*	N/A

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

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?

Abridge	n=15	**100%**
Nabla	n=17	**100%**
Suki Assistant	n=23	**100%**

Keeps all promises?

Abridge	n=16	**100%**
Nabla	n=17	**100%**
Suki Assistant	n=28	**100%**

Part of long-term plans?

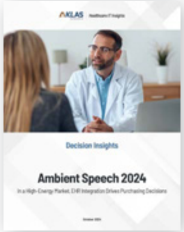
Nabla	n=14	**100%***
Nuance (a Microsoft Company) DAX Copilot	n=32	**100%**
Abridge	n=16	**97%**
Suki Assistant	n=26	**95%**

Would you buy again?

Abridge	n=16	**100%**
Nuance (a Microsoft Company) DAX Copilot	n=34	**100%**
Nabla	n=17	**95%**
Suki Assistant	n=30	**95%**

Ambient Speech Continued

Recent Insights



Ambient Speech 2024

In a High-Energy Market, EHR Integration Drives Purchasing Decisions

Key Findings:

1. Nuance Most Considered Due to Existing Relationships & Reputation, Abridge Highlighted for Affordability & Physician-Led Leadership; Both Benefit from Epic Workshop Partnership
2. Suki Seen as a Viable Option across EHRs; Oracle Health Customers Cautiously Optimistic about Clinical Digital Assistant Thanks to Native EHR Integration
3. Organizations Select Nabla for Streamlined User Experience & Cost; Strong Demo & Positive Sales Experience Are Key Contributors to Ambience Healthcare Selections

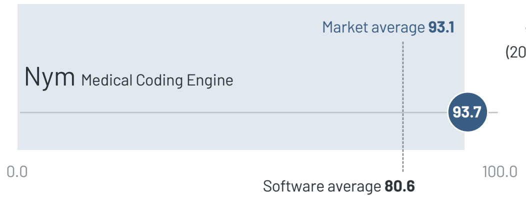
Autonomous Coding

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



Trend (2024–2025)	# of unique orgs	Customer experience pillars						Market energy
		Culture	Loyalty	Operations	Product	Relationship	Value	
N/A	11	A	A+	A	A-	A+	A+	N/A

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
CodaMetrix Autonomous Coding	92.4*	6	A*	A+*	A-*	A-*	A*	A*	N/A
Fathom Health Fathom	88.0*	5	B+*	A-*	B*	B+*	B+*	A+*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?			Keeps all promises?			Part of long-term plans?			Would you buy again?		
Nym Medical Coding Engine	n=11	**100%**	Nym Medical Coding Engine	n=11	**95%**	Nym Medical Coding Engine	n=11	**100%**	Nym Medical Coding Engine	n=11	**100%**

Claims Management & Clearinghouse

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

WAYSTAR

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **86.5**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
					Customer experience pillars						
1.	**Waystar** Claims Management	91.8	6%	36	A	A+	A-	A	B+	A-	N/A
2.	Availity Essentials Pro	90.6	+4%	28	A	A	A-	A-	A-	A-	N/A
3.	Quadax Xpeditor	89.4	+4%	50	A-	A	B+	A-	A-	A-	N/A
4.	Experian Health ClaimSource	88.4	-1%	36	B+	A-	B+	A-	B+	B+	N/A
5.	FinThrive Claims Manager	88.0	+2%	29	B+	A	B+	B+	B	B+	N/A
6.	The SSI Group SSI Claims Management	83.4	-6%	18	B	B	B+	B	B-	B+	N/A

0.0 100.0

Software average **80.6**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
			Customer experience pillars						
athenahealth athenaEDI [C]	91.6*	6	A*	A+*	A-*	A-*	A+*	B*	N/A
Cognizant TriZetto Provider Solutions Clearinghouse [C]	92.8	32	A	A	A	A	A-	B+	N/A
Office Ally Clearinghouse [C]	71.4	28	C	C	C	C	D	D+	N/A
Optum Assurance Reimbursement Management	76.7*	14	C*	C+*	B*	B-*	C+*	C*	N/A
TruBridge Claims Management [C]	86.0	15	B+	B+	B+	B+	B	B	N/A
Veradigm Payerpath Clearinghouse	65.8*	6	C-*	D*	C-*	C-*	D*	D*	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Claims Management & Clearinghouse Continued

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

Waystar Claims Management	n=32	**97%**
Availity Essentials Pro	n=24	**96%**

Part of long-term plans?

Availity Essentials Pro	n=27	**100%**
Waystar Claims Management	n=32	**100%**
FinThrive Claims Manager	n=28	**97%**
Experian Health ClaimSource	n=34	**95%**

Would you buy again?

Waystar Claims Management	n=34	**100%**
Quadax Xpeditor	n=48	**96%**

Clinical Documentation Integrity

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

NUANCE®

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **88.0**

Software average **80.6**

		Overall performance score	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Nuance (a Microsoft Company)** Nuance CDI	89.5	-2%	24	B+	**A-**	**A**	**A-**	**A-**	**A-**	≡
2.	Iodine Software AwareCDI	85.1	-1%	33	B	B	B+	B	B+	**A**	≡
3.	Solventum 360 Encompass CDI	84.6	+4%	37	B	**A-**	B+	B	B+	C+	≡

0.0 100.0

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Dolbey Fusion CDI	94.9*	10	**A***	**A+***	**A***	**A***	**A+***	**A+***	≡
Solventum MModal CDI Collaborate [NP]	89.9	15	**A**	**A-**	**A-**	**A-**	**A**	**A-**	≡

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Iodine Software AwareCDI n=26 **100%**	None	Solventum 360 Encompass CDI n=35 **95%**	None

Computer-Assisted Coding (CAC)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **87.8**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Dolbey** Fusion CAC	89.6	-3%	15	**A-**	B+	**A-**	B+	**A**	**A**	≡
2.	Solventum 360 Encompass System (CAC)	87.2	+4%	50	B+	**A**	B+	B+	**A-**	C+	≡

0.0 100.0

Software average **80.6**

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Optum 360 Enterprise CAC	85.7*	12	B+*	B-*	A-*	B+*	A-*	A-*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Dolbey Fusion CAC n=12 **100%***	None	Solventum 360 Encompass System (CAC) n=49 **100%**	None

Computer-Assisted Physician Documentation (CAPD)

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

			Customer experience pillars						
	Trend (2024–2025)	**# of unique orgs**	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Solventum CDI Engage One	17%	18	C+	B	B	B-	B-	**A-**	N/A

Insurance Discovery

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

FinThrive™

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

	Solution	Overall performance score	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**FinThrive** Insurance Discover	91.6	-2%	20	**A-**	**A**	**A**	**A-**	**A**	**A**	N/A
2.	Experian Health Coverage Discovery	88.8	+4%	26	**A**	**A**	**A-**	B+	**A**	B	N/A

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

Other Notable Performances

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

Avoids charging for every little thing?

Solution	n	%
FinThrive Insurance Discover	n=16	**100%**

Keeps all promises?

Solution	n	%
Experian Health Coverage Discovery	n=22	**100%**
FinThrive Insurance Discover	n=19	**95%**

Part of long-term plans?

Solution	n	%
Experian Health Coverage Discovery	n=26	**96%**
FinThrive Insurance Discover	n=19	**95%**

Would you buy again?

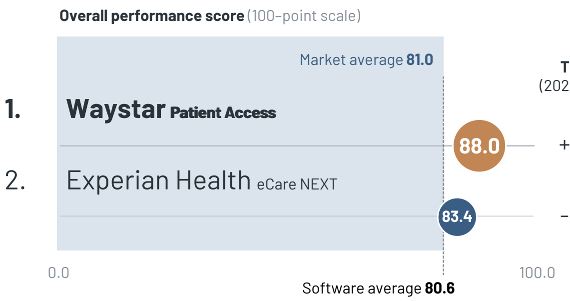
Solution	n	%
Experian Health Coverage Discovery	n=25	**96%**
FinThrive Insurance Discover	n=20	**95%**

Patient Access

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



Rank	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Waystar** **Patient Access**	88.0	+8%	18	B+	**A-**	**A-**	B+	**A-**	**A-**	N/A
2.	Experian Health eCare NEXT	83.4	-2%	32	B	B+	B-	B	B	B	N/A

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

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
FinThrive Access Coordinator	82.7*	13	C+*	B*	B*	B*	**A-***	B*	N/A
Optum Clearance Patient Access Suite	58.9*	9	F*	F*	C*	D*	F*	D-*	N/A
Optum Patient Access (AccuReg)	84.7*	9	B*	B+*	B*	B+*	B*	B+*	N/A
RevSpring True Access	80.9*	7	B*	B-*	B-*	C*	**A***	B*	N/A
TruBridge Patient Access [C]	69.0*	11	D+*	C-*	C-*	C-*	C*	C-*	N/A

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

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Waystar Patient Access n=17 **96%**	None

Patient Financial Engagement

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

RevSpring™

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **89.6**

Software average **80.6**

		Overall performance score (0.0–100.0)	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**RevSpring** PersonaPay Patient Financial Engagement	90.3	-1%	20	B+	**A**	**A-**	**A-**	**A**	B+	≡
2.	Waystar Patient Financial Experience	88.8	-3%	15	**A-**	B+	**A-**	**A-**	B+	**A-**	≡
3.	Flywire Patient Financial Engagement Platform	88.4	-3%	16	B+	**A-**	**A-**	B+	B+	**A**	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Cedar Patient Financial Engagement Platform	89.2*	10	B+*	A-*	A*	B+*	A*	B+*	≡
Epic Patient Financial Experience [C]	95.4	18	**A+**	**A+**	**A**	**A**	**A+**	**A**	≡

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Flywire Patient Financial Engagement Platform n=15 **100%**	None	None	RevSpring PersonaPay Patient Financial Engagement n=18 **100%**

Revenue Cycle Analytics

Segment Definitions can be found on page iii.

Solutions with Limited Data or Other Designations

Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
FinThrive Analyze	82.0*	6	C+*	B-*	B*	B*	B+*	B+*	N/A

*Limited data

Definitions can be found on page iii.

Recent Insights

Segment Insights

Revenue Cycle Analytics 2024

Revenue Cycle Analytics 2024

Helping Revenue Cycle Leaders Harness Data to Make Informed Decisions

Key Findings:

1. VisiQuate Consistently Drives Actionable Insights
2. MedeAnalytics Highlighted for Usability, though Implementations/Upgrades Prove Challenging
3. FinThrive Respondents Report Financial Improvements; Integration & Proactivity Could Be Improved

Revenue Cycle: Charge Capture

Segment Definitions can be found on page iii.

Solutions with Limited Data or Other Designations

Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
FinThrive Revenue Capture	73.8*	6	C-*	C+*	C*	C*	D-*	B*	N/A

*Limited data

Definitions can be found on page iii.

Revenue Cycle: Chargemaster Management

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

the craneware group™

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **86.8**

Software average **80.6**

0.0 – 100.0

					Customer experience pillars						
		Overall performance score	**Trend** (2024-2025)	**# of unique orgs**	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**The Craneware Group** **Trisus Chargemaster**	89.4	0%	31	**A-**	**A-**	**A-**	B+	**A**	**A-**	N/A
2.	Health Catalyst Vitalware VitalCDM	85.0	-5%	27	B	B+	B	B+	B	B+	N/A
3.	FinThrive CDM Master	84.8	-3%	16	B+	B+	B	B	B-	B	N/A

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Health Catalyst Vitalware VitalCDM n=26 **97%**	None

Revenue Cycle: Contract Management

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

	Solution	Overall performance score	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Experian Health** Contract Manager & Analysis	90.3	-2%	16	**A-**	**A**	B+	**A-**	**A-**	**A**	N/A
2.	FinThrive Contract Manager	81.0	-4%	20	B	B-	B	B	B	C+	N/A

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

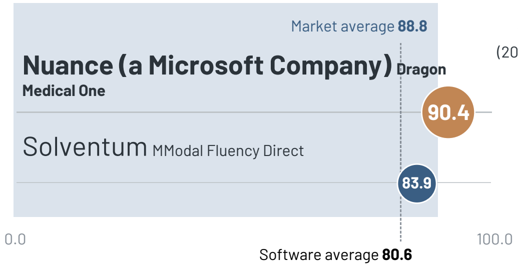
Speech Recognition: Front-End EHR

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



					Customer experience pillars						
	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Nuance (a Microsoft Company)** Dragon Medical One	90.4	-1%	114	**A**	**A**	B+	**A-**	B+	**A-**	≡
2.	Solventum MModal Fluency Direct	83.9	+1%	53	B	B	B+	B	B	B+	≡

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Dolbey Fusion Narrate [C]	92.4	22	A	A	A-	A-	A+	A	≡

[C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Nuance (a Microsoft Company) Dragon Medical One n=111 **95%**	Nuance (a Microsoft Company) Dragon Medical One n=109 **97%**	Nuance (a Microsoft Company) Dragon Medical One n=108 **98%**

REVENUE CYCLE MANAGEMENT | REVENUE CYCLE SERVICES

Complex Claims Services

Segment Definitions can be found on page iii.

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& SERVICES
2025

Revecore

Ranked Solutions

Grading methodology can be found on page ii.

		Overall performance score (100-point scale)	**Trend** (2024-2025)	**# of unique orgs**	**Customer experience pillars**					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Revecore**	95.9	+2%	21	**A+**	**A**	**A+**	**A**	**A**	N/A
2.	Aspirion	85.6	+4%	22	B	B	B+	B	B	N/A
3.	EnableComp	83.4	-11%	21	B	B	B+	B	B-	N/A

Market average **87.3**

0.0 100.0

Services average **90.1**

Other Notable Performances

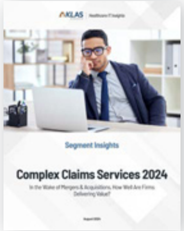
Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
Revecore	n=20	**100%**

Exceeds expectations?
None

Would you buy again?		
Revecore	n=21	**100%**

Recent Insights



Complex Claims Services 2024

In the Wake of Mergers & Acquisitions, How Well Are Firms Delivering Value?

Key Findings:

1. Revecore's Reliable Processes & Expertise Lead to High Client Satisfaction
2. Amid Growth, Aspirion Deepens Partnership via Communication & Ownership; Some Clients Would Like to See Better Value
3. EnableComp Stands Out for Workers' Compensation Claims Thanks to Extensive Industry Knowledge; Client Satisfaction Varies for Other Claim Types
4. Across the Market, Satisfaction with Reporting Is Driven by Transparency into Performance & Flexibility with Ad Hoc Requests

Debt Collection Services

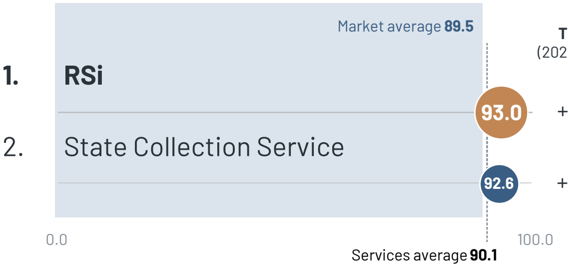
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



					Customer experience pillars					
		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**RSi**	93.0	+3%	13	**A**	**A-**	**A**	**A-**	**A-**	N/A
2.	State Collection Service	92.6	+2%	21	**A**	**A-**	**A**	**A**	B+	N/A

Solutions Not Ranked

Ordered alphabetically

			Customer experience pillars					
	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
ARStrat	83.2*	5	**A-***	B-*	B-*	C*	B*	N/A
Firstsource	84.2*	7	B+*	B*	B*	B*	B-*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

RSi	n=13	**100%**
State Collection Service	n=21	**100%**

Exceeds expectations?

None

Would you buy again?

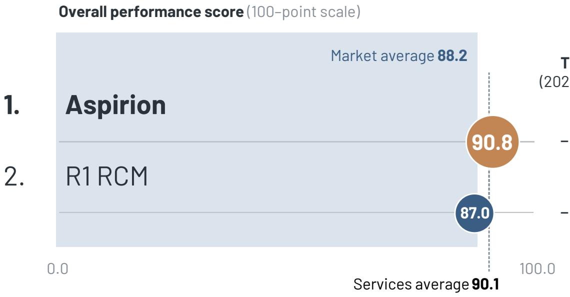
RSi	n=13	**100%**

Denials Management Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



		Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Aspirion**	90.8	-2%	12	**A**	**A-**	**A**	B+	B+	N/A
2.	R1 RCM	87.0	-2%	14	**A**	B	**A**	B+	C+	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Managed Resources	94.4*	7	**A+***	**A-***	**A+***	**A***	**A-***	N/A
Revecore	94.0*	8	**A-***	**A***	**A***	**A***	**A***	N/A
Xsolis	74.4*	7	C-*	B-*	B-*	C*	C-*	N/A

*Limited data

Definitions can be found on page iii.

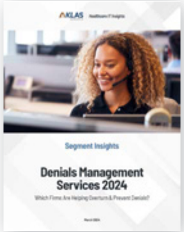
Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?		
None	None	Aspirion	n=11	**100%**
		R1 RCM	n=13	**100%**

Denials Management Services Continued

Recent Insights



Denials Management Services 2024

Which Firms Are Helping Overturn & Prevent Denials?

Key Findings:

1. Aspirion & Revecore* Provide Consistent Client Experiences by Efficiently Managing Appeals, Meeting Overturn Rate Expectations & Utilizing Legal Expertise
2. R1 RCM & Xsolis* Effectively Handle Denials for Majority of Respondents, despite Some Variability in Client Experience
3. Aspirion's Denials Prevention & Revecore's* Collaboration Lead to Deeper Strategic Partnerships; R1 RCM's Leadership & Attention to Clients Drive Strong Relationships
4. Across the Market, Firms Have Opportunity to Enhance Consistency & Depth of Reporting

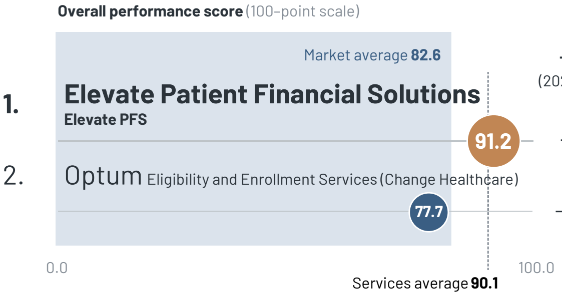
*Limited data

Eligibility Enrollment Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
					Customer experience pillars					
1.	**Elevate Patient Financial Solutions** **Elevate PFS**	91.2	+1%	12	**A**	**A-**	**A**	**A-**	B	N/A
2.	Optum Eligibility and Enrollment Services (Change Healthcare)	77.7	-14%	10	D+	B-	B	B-	C+	N/A

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
			Customer experience pillars					
Firstsource	72.0*	8	C*	C*	C+*	D+*	D*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
None	None	Elevate Patient Financial Solutions Elevate PFS n=12 **100%**

End-to-End Revenue Cycle Outsourcing

Segment Definitions can be found on page iii.

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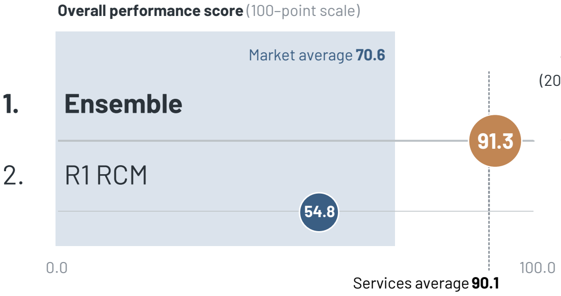
ENSEMBLE®

Ranked Solutions

Grading methodology can be found on page ii.



	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1. **Ensemble**	91.3	-2%	10	**A-**	**A-**	**A**	**A-**	B+	N/A
2. R1 RCM	54.8	-8%	8	F	F	D+	D	F	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
Guidehouse [C]	86.3*	4	**A-***	B*	**A-***	B+*	B-*	N/A
Optum [C]	40.8*	3	F*	F*	F*	F*	F*	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
Ensemble n=10 **100%**	None	None

Extended Business Office: Large (>200 Beds)

Segment Definitions can be found on page iii.

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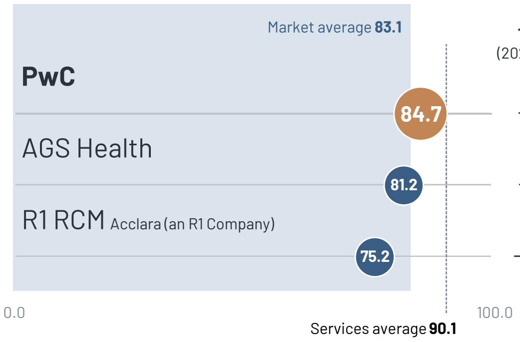
pwc

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**PwC**	84.7	-6%	9	B	B	B+	B-	B	N/A
2.	AGS Health	81.2	-7%	13	B	C+	**A-**	C	C	N/A
3.	R1 RCM Acclara (an R1 Company)	75.2	-10%	6	C-	C	C+	C+	C	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Cognizant	92.4*	4	**A***	**A-***	B*	**A-***	**A***	N/A
Firstsource	53.2*	3	F*	F*	C*	F*	F*	N/A
FTI Consulting [NR]	91.2	8	**A-**	**A-**	**A**	B+	**A-**	N/A
Guidehouse	88.6*	3	**A***	B*	**A-***	B*	B*	N/A
Omega Healthcare [NR]	88.0	6	**A-**	B	**A-**	B-	B+	N/A
Parallon	77.7*	3	C*	C+*	B-*	C+*	C+*	N/A
State Collection Service [C]	94.8	10	**A**	**A-**	**A**	**A**	**A**	N/A

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

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?
AGS Health	n=13	**100%**	None	None
R1 RCM Acclara (an R1 Company)	n=6	**100%**		

Extended Business Office: Small (1–200 Beds)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **76.7**

Services average **90.1**

0.0 – 100.0

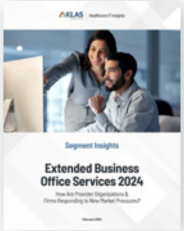
					Customer experience pillars					
		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**R1 RCM**	**82.9**	-10%	10	B	C+	B	C+	B-	N/A
2.	TruBridge	71.1	+5%	15	C	C	C	C	D	N/A

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?
R1 RCM	n=9	**100%**	None	None

Recent Insights—Extended Business Office



Extended Business Office Services 2024

How Are Provider Organizations & Firms Responding to New Market Pressures?

Key Findings:

1. PwC Excels in Performance Visibility & Relationships; AGS Health Improves Client Partnerships
2. For Smaller Organizations, R1 RCM's Partnership Drives Meaningful Outcomes; TruBridge & Savista* Fall Short Due to Inconsistency
3. Nearly One-Third of Organizations Plan to Expand Outsourcing within Their Revenue Cycle
4. Offshoring Generally Perceived Negatively, but Most with First-Hand Experience Report Benefits

*Limited data

Government Reimbursement Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **93.8**

			Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**R1 RCM**	97.6	+1%	10	**A+**	**A**	**A**	**A**	**A+**	N/A
2.	BESLER	94.5	+2%	11	**A**	**A-**	**A**	**A-**	**A**	N/A
3.	FinThrive Government Reimbursement Manager	90.8	0%	15	**A**	**A-**	**A-**	**A-**	B+	N/A

0.0 100.0

Services average **90.1**

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

BESLER	n=10	**100%**
FinThrive Government Reimbursement Manager	n=13	**100%**
R1 RCM	n=9	**100%***

Exceeds expectations?

R1 RCM	n=9	**100%***

Would you buy again?

BESLER	n=11	**100%**
FinThrive Government Reimbursement Manager	n=13	**100%**
R1 RCM	n=10	**100%**

Outsourced Coding

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

Guidehouse
Outwit *Complexity*

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **88.4**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Guidehouse**	96.2	+5%	11	A+	A	A	A	A	≡
2.	Omega Healthcare	89.2	+1%	17	A-	A-	A-	B	B+	≡
3.	UASI	88.4	-3%	18	A-	B+	A-	B+	B	≡
4.	AGS Health	86.8	+1%	28	B	B	B+	B	B+	≡
5.	CorroHealth	85.4	+6%	10	B+	B	A-	B-	B-	≡
6.	IKS Health	84.5	0%	17	B+	B+	B+	B	C+	≡

0.0 100.0

Services average **90.1**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Datavant (formerly Ciox Health)	96.4*	8	A+*	A*	A+*	A*	A*	≡
LexiCode	89.0*	6	A-*	A-*	B*	A-*	B+*	≡
Oxford Global Resources	93.3*	5	A+*	A*	A+*	A-*	B+*	≡
TruBridge [C]	84.4	14	B	B	B+	B+	B-	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

CorroHealth	n=10	**100%**
Guidehouse	n=8	**100%***

Exceeds expectations?

None

Would you buy again?

Guidehouse	n=11	**100%**

Patient Financing Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **90.1**

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**ClearBalance HealthCare** (Recourse)	94.0	0%	20	**A+**	**A**	**A-**	**A-**	**A**	N/A
2.	PayZen (Non-Recourse)	91.2	N/A	12	**A**	**A-**	**A**	B+	B	N/A
3.	CarePayment (Recourse)	88.0	-5%	14	**A-**	B+	**A-**	B+	B	N/A
4.	AccessOne (Recourse)	82.0	-10%	10	B	B-	B	B-	C+	N/A

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

0.0 — 100.0

Services average **90.1**

Solutions Not Ranked

Solution	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
iVita Financial (Non-Recourse)	97.0*	5	A+*	A*	A*	A*	A+*	N/A

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

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

CarePayment (Recourse)	n=13	**100%**

Exceeds expectations?

None

Would you buy again?

CarePayment (Recourse)	n=14	**100%**
ClearBalance HealthCare (Recourse)	n=20	**100%**
PayZen (Non-Recourse)	n=11	**100%**

REVENUE CYCLE MANAGEMENT | REVENUE CYCLE SERVICES

Physician Advisory Services

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Xsolis

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars: Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**Xsolis**	95.7	+4%	10	A+	A	A+	A	A	N/A
2.	R1 RCM	90.8	-1%	16	A	B+	A	A-	B+	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars: Loyalty	Operations	Relationship	Services	Value	Market energy
Brundage Group	89.9*	6	A+*	A*	A+*	A-*	C+*	N/A
Sound Physicians	85.5*	8	B+*	A-*	A-*	B+*	C*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
Xsolis	n=10	**100%**

Exceeds expectations?
None

Would you buy again?		
Xsolis	n=10	**100%**

Recent Insights

Physician Advisory Services 2024

A Look at Which Firms Are Driving Satisfaction with Strong Execution & Partnership

Key Findings:

1. Xsolis Provides Consistent, Accurate & Timely Execution; Clients of Other Firms Report Some Accuracy Variabilities
2. Highly Engaged R1 RCM Account Representatives Build Strong Client Relationships; Brundage Medical Group* Seen as Collaborative & Flexible
3. R1 RCM's Forward-Looking Physician Education & Xsolis' AI Technology Stand Out as Market Differentiators

*Limited data

Release of Information

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

mro™ Accelerating Clinical Data Exchange™

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **94.1**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**MRO**	96.2	+3%	39	A	A	A+	A	A	N/A
2.	Sharecare	95.8	+6%	21	A	A	A+	A	A	N/A
3.	Datavant (formerly Ciox Health)	95.0	+6%	24	A	A	A	A	A	N/A
4.	HealthMark Group	91.0	+3%	22	A-	A-	A	A-	B+	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Verisma	88.5*	14	B+*	A-*	A-*	A-*	B*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	Exceeds expectations?	Would you buy again?
Datavant (formerly Ciox Health) n=23 **100%**	None	None

Transcription Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **90.8**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**IKS Health**	**91.7**	+2%	32	**A**	**A-**	**A-**	**A-**	B+	N/A
2.	DeliverHealth	**90.0**	+5%	31	**A-**	**A-**	**A-**	B+	B+	N/A

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

0.0 100.0

Services average **90.1**

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

DeliverHealth	n=22	**100%**

Exceeds expectations?

None

Would you buy again?

IKS Health	n=29	**100%**

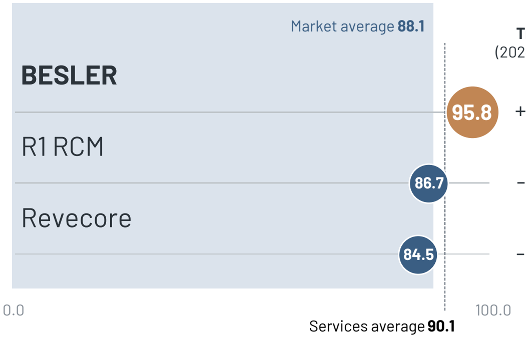
Underpayment Recovery Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**BESLER**	**95.8**	+5%	25	**A+**	**A**	**A**	**A**	**A**	N/A
2.	R1 RCM	86.7	-7%	30	B	B	B+	B+	B	N/A
3.	Revecore	84.5	-9%	26	B	B	B	B	B	N/A

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

Other Notable Performances

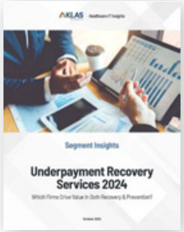
Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
BESLER	n=23	**100%**

Exceeds expectations?		
BESLER	n=24	**100%**

Would you buy again?		
BESLER	n=25	**100%**

Recent Insights



Underpayment Recovery Services 2024

Which Firms Drive Value in Both Recovery & Prevention?

Key Findings:

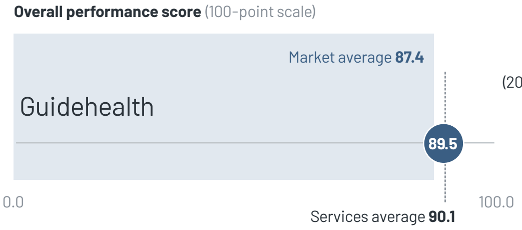
1. Customers Use R1 RCM Widely across Service Lines, See Firm as a Strong Partner
2. BESLER Seen as an Expert in Transfer DRG, Provides an Easy Engagement for Customers
3. Revecore Customers Highlight Responsive Support; Some Seeking More Actionable Insights
4. Across Market, Value Is Most Top of Mind when Choosing Firm

Value-Based Care Managed Services

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.



	Trend (2024–2025)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Guidehealth	-3%	8	**A**	B	**A-**	B+	B	N/A

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Caravan Health	82.5*	5	B*	B-*	B*	B*	C+*	N/A
Premier Inc [C]	95.7*	4	**A+***	**A-***	**A-***	**A***	**A***	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Guidehealth	n=8	**100%**

Exceeds expectations?

None

Would you buy again?

Guidehealth	n=8	**100%**

Recent Insights

Value-Based Care Enablement Services 2024

Services Firm Guide

Key Findings:

1. Overview of VBC Enablement Services Firms
2. Firms Are Focusing on Addressing Organizations' Challenges Around Scalability & Performance

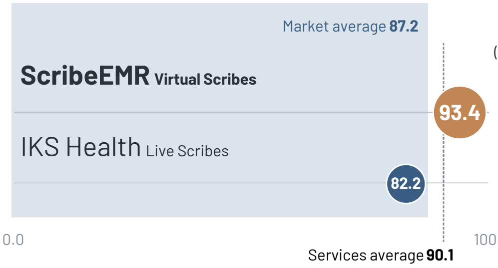
Virtual Scribing Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**ScribeEMR** **Virtual Scribes**	93.4	+8%	11	**A+**	**A-**	**A**	B+	**A-**	N/A
2.	IKS Health Live Scribes	82.2	+3%	17	B	B	B+	B	C	N/A

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	**Exceeds expectations?**	**Would you buy again?**
None	None	ScribeEMR Virtual Scribes n=11 **100%**

Recent Insights

Virtual Scribing Services 2024

How Are Firms Providing Value in a Developing Market?

Key Findings:

1. ScribeEMR Provides a Consistent Customer Experience & Valuable Outcomes for Clinicians
2. IKS Health Drives Positive Outcomes for Most Customers; Some Inconsistencies Exist due to Turnover/Absences

Healthcare Operations

Business Decision Support

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

strata

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **83.1** · Software average **80.6** · Scale 0.0–100.0

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Strata Decision Technology** StrataJazz Decision Support	88.3	0%	29	B+	**A**	B	B+	**A-**	B+	≡
2.	Syntellis Axiom Cost Accounting & Decision Support	86.3	+3%	15	B+	**A-**	C+	B+	**A**	**A-**	≡
3.	Syntellis Performance Manager	78.1	-10%	15	B+	C-	C+	B-	C+	B	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Harris Affinity ADS Costing	78.2*	6	C*	C*	C+*	B-*	–	B+*	≡
Health Catalyst PowerCosting	83.9*	6	C*	**A***	B-*	B*	B*	B+*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Syntellis Axiom Cost Accounting & Decision Support n=14 **100%***	None	Strata Decision Technology StrataJazz Decision Support n=28 **97%**	None

Capacity Optimization Management

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **93.4**

Software average **80.6**

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
					Customer experience pillars						
1.	**LeanTaaS** iQueue Suite	95.6	0%	19	A+	A+	A	A	A+	A+	N/A
2.	Qventus Solutions	92.1	N/A	16	A	A+	B	A-	A+	A	N/A

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?		
LeanTaaS iQueue Suite	n=17	**100%**
Qventus Solutions	n=14	**100%***

Keeps all promises?		
LeanTaaS iQueue Suite	n=19	**100%**
Qventus Solutions	n=15	**100%**

Part of long-term plans?		
LeanTaaS iQueue Suite	n=18	**100%**
Qventus Solutions	n=12	**100%***

Would you buy again?		
LeanTaaS iQueue Suite	n=19	**100%**
Qventus Solutions	n=15	**100%**

Data & Analytics Platforms

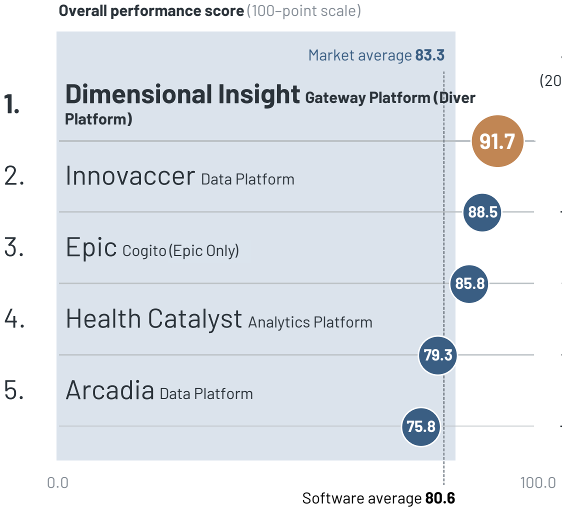
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Dimensional INSIGHT®

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Dimensional Insight Gateway Platform (Diver Platform)**	91.7	0%	18	**A**	**A**	B+	**A-**	**A+**	**A-**	N/A
2.	Innovaccer Data Platform	88.5	+3%	22	B+	**A-**	B+	B+	**A**	B+	N/A
3.	Epic Cogito (Epic Only)	85.8	-3%	30	**A-**	**A**	B-	B-	B+	B+	N/A
4.	Health Catalyst Analytics Platform	79.3	-2%	18	B-	C+	B	C+	B+	B	N/A
5.	Arcadia Data Platform	75.8	+2%	20	C	C+	C	C+	B-	C	N/A

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Oracle Health Oracle Population Health Analytics	67.6*	9	F*	C*	D*	D+*	B-*	D+*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

Epic Cogito (Epic Only)	n=23	**98%**

Keeps all promises?

Dimensional Insight Gateway Platform (Diver Platform)	n=16	**100%**

Part of long-term plans?

Epic Cogito (Epic Only)	n=29	**100%**

Would you buy again?

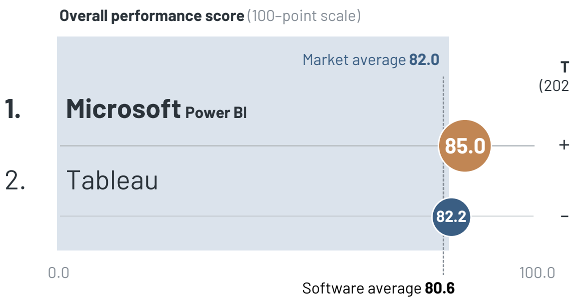
Dimensional Insight Gateway Platform (Diver Platform)	n=17	**100%**
Epic Cogito (Epic Only)	n=29	**100%**

Data Visualization & Reporting

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



Rank	Solution	Score	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Microsoft** Power BI	85.0	+4%	21	B	**A-**	B-	B	C+	B+	N/A
2.	Tableau	82.2	-9%	29	B+	B	B	B	C	B	N/A

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Microsoft Power BI n=21 **96%**	Microsoft Power BI n=21 **96%**

HEALTHCARE OPERATIONS | BUSINESS ANALYTICS

Financial Planning & Analysis

Segment Definitions can be found on page iii.

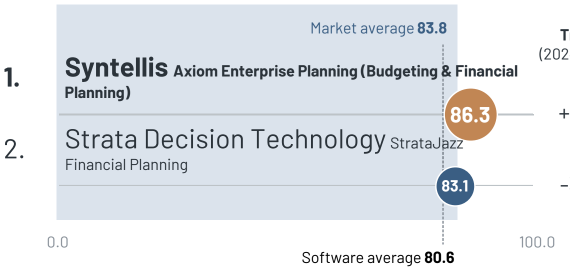
BEST IN KLAS® SOFTWARE & SERVICES 2025

SYNTELLIS PERFORMANCE SOLUTIONS

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Syntellis Axiom Enterprise Planning (Budgeting & Financial Planning)**	86.3	+2%	18	B+	**A-**	B	B+	B	**A-**	N/A
2.	Strata Decision Technology StrataJazz Financial Planning	83.1	-3%	22	B-	B+	B	B	B	B	N/A

Other Notable Performances

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

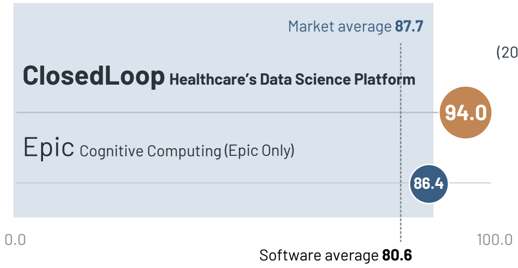
Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
Syntellis Axiom Enterprise Planning (Budgeting & Financial Planning) n=16 **100%**	None	None	None

Healthcare Artificial Intelligence: Data Science Solutions

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**ClosedLoop** Healthcare's Data Science Platform	94.0	-2%	16	**A+**	**A+**	**A**	**A**	**A+**	**A**	N/A
2.	Epic Cognitive Computing (Epic Only)	86.4	-3%	22	B+	**A-**	B	B	**A-**	B+	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
N1 Health AI Platform	85.8*	6	**A***	C+*	**A-***	B*	**A+***	B+*	N/A
Oracle Health HealtheDataLab/Managed ML Models	76.3*	7	D*	**A***	C*	C+*	D+*	C*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

Epic Cognitive Computing (Epic Only)	n=21	**95%**

Keeps all promises?

ClosedLoop Healthcare's Data Science Platform	n=16	**100%**

Part of long-term plans?

Epic Cognitive Computing (Epic Only)	n=22	**100%**

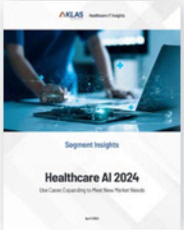
Would you buy again?

ClosedLoop Healthcare's Data Science Platform	n=15	**100%**
Epic Cognitive Computing (Epic Only)	n=22	**100%**

Healthcare Artificial Intelligence: Data Science Solutions

Continued

Recent Insights



Healthcare AI 2024

Use Cases Expanding to Meet New Market Needs

Key Findings:

1. Partnership & Expertise from ClosedLoop Drive Consistent Outcomes for Health Plans, ACOs; N1 Health's* Collaboration & SDOH Algorithms Achieve Results for Health Plans
2. Epic Customers Expanding beyond Clinical Use Cases; Outcomes Lagging from Oracle Health* Due to Decline in Support
3. Outcomes with Health Catalyst* Not What They Could Be Due to Gaps in Usability & Training

*Limited data

HEALTHCARE OPERATIONS | BUSINESS ANALYTICS

Healthcare Safety, Risk & Compliance Management

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Performance Health PARTNERS™

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **83.9** | Software average **80.6** | Scale 0.0–100.0

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Performance Health Partners** **Safety, Risk, and Compliance Solutions**	96.0	+1%	30	**A+**	**A+**	**A**	**A**	**A+**	**A+**	≡
2.	Riskonnect Healthcare	85.1	-1%	20	B	**A-**	B-	B+	B+	B	≡
3.	RLDatix RL6 and PolicyStat	84.6	+3%	69	B	**A-**	B	B	B-	B	≡
4.	Origami Risk Platform	82.1	-3%	17	C	**A**	B-	B-	B-	B	≡
5.	symplr Quality Suite (Midas Health Analytics)	78.9	+2%	36	B-	B	C+	C+	C+	C+	≡
6.	symplr Compliance	77.2	-3%	17	C-	B-	C+	C+	B	B-	≡

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
RLDatix Verge Health Safety, Risk and Compliance Solutions [NP]	73.6*	9	C+*	C*	C*	D+*	B-*	C+*	≡

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

Performance Health Partners Safety, Risk, and Compliance Solutions	n=29	**100%**

Keeps all promises?

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

Part of long-term plans?

Origami Risk Platform	n=16	**100%**
Performance Health Partners Safety, Risk, and Compliance Solutions	n=30	**100%**

Would you buy again?

Performance Health Partners Safety, Risk, and Compliance Solutions	n=30	**100%**
Riskonnect Healthcare	n=20	**95%**

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/Clinical Improvement Consulting	Healthcare Management Consulting, Page 190

Credentialing

Segment Definitions can be found on page iii.

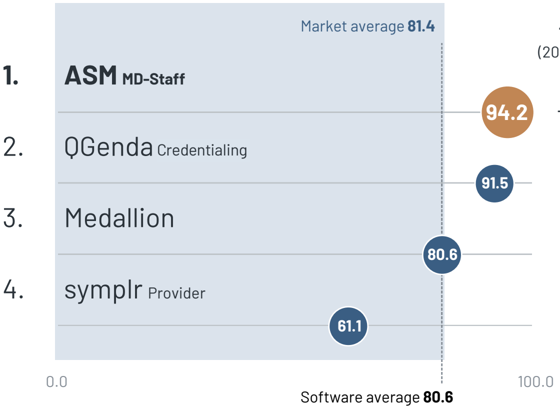
BEST IN KLAS®
SOFTWARE & SERVICES
2025

ASM

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**ASM** MD-Staff	94.2	+4%	28	A	A+	A	A	A	A+	≡
2.	QGenda Credentialing	91.5	N/A	18	A	A+	A-	B+	A	A-	≡
3.	Medallion	80.6	N/A	15	C+	B	B	B	B-	C+	≡
4.	symplr Provider	61.1	N/A	20	F	D-	D+	D	D	F	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Modio Health OneView (Mostly Ambulatory) [C]	92.3	19	A	A	A	A-	A-	A+	≡
RLDatix Credentialing (Primarily Services)	72.3*	10	D+*	D+*	C*	C+*	C+*	B-*	≡

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

ASM MD-Staff	n=25	96%

Keeps all promises?

QGenda Credentialing	n=17	95%

Part of long-term plans?

ASM MD-Staff	n=28	96%
QGenda Credentialing	n=17	95%

Would you buy again?

QGenda Credentialing	n=18	100%
ASM MD-Staff	n=28	96%

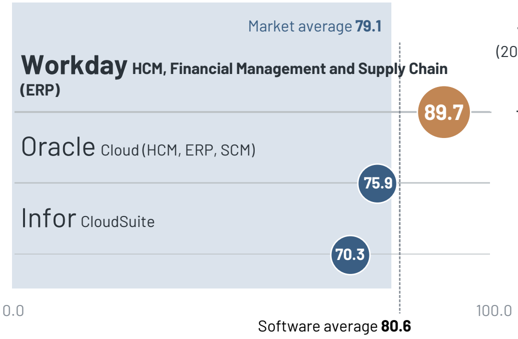
Enterprise Resource Planning (ERP): Large (>300 Beds)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1. **Workday** **HCM, Financial Management and Supply Chain (ERP)**	89.7	+3%	26	**A-**	**A+**	B	**A-**	**A-**	B+	≡
2. Oracle Cloud (HCM, ERP, SCM)	75.9	+1%	21	C	B-	C-	B-	C+	C	≡
3. Infor CloudSuite	70.3	-7%	20	D+	C+	D	C-	C-	C-	≡

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Premier Inc ERP [C]	87.6*	7	B*	**A-***	**A-***	B*	B*	**A***	≡

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Workday HCM, Financial Management and Supply Chain (ERP) n=26 **100%**	Workday HCM, Financial Management and Supply Chain (ERP) n=26 **100%**

Enterprise Resource Planning (ERP): Small (1–300 Beds)

Segment Definitions can be found on page iii.

Solutions with Limited Data or Other Designations

Ordered alphabetically

Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Multiview ERP [NR]	85.5	19	B	**A-**	B	B+	B	B+	N/A

[NR] Newly rated

Definitions can be found on page iii.

Scheduling: Nurse & Staff

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

AMN® Healthcare

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

Market average **79.4**

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**AMN Healthcare Smart Square**	89.0	+2%	18	**A**	B+	**A-**	B	**A+**	**A-**	≡
2.	ShiftWizard by HealthStream ShiftWizard Scheduling	84.5	+15%	15	**A-**	**A-**	B-	B-	B-*	B+*	≡
3.	QGenda Nurse & Staff Scheduling	79.5	-14%	15	B-	B-	B-	C+	B	B-*	≡
4.	symplr Staffing and Scheduling	77.5	+1%	30	B	B-	C	C+	B-	C+	≡

0.0 100.0

Software average **80.6**

Solutions Not Ranked

Ordered alphabetically

Solution	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
HealthStream ANSOS Staff Scheduling	82.8*	6	**A-***	C*	B*	B-*	**A-***	**A***	≡
Inovalon Schedule Management	83.6*	8	B+*	B+*	B-*	B-*	B*	B+*	N/A
OnShift (Long-Term Care Only) [C]	81.0*	10	B*	B*	C+*	C*	B*	B+*	≡
UKG (Ultimate Kronos Group) Workforce Scheduler	77.1*	12	B-*	B-*	C-*	C+*	B*	B*	≡

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	ShiftWizard by HealthStream ShiftWizard Scheduling n=13 **100%***	None	None
	AMN Healthcare Smart Square n=18 **95%**		

Scheduling: Physician

Segment Definitions can be found on page iii.

BEST IN
KLAS®
SOFTWARE
& SERVICES
2025

perfectserve

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

Market average **88.0**

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**PerfectServe Lightning Bolt Scheduling**	93.1	+2%	28	**A**	**A+**	**A-**	**A-**	**A+**	**A**	≡
T2.	Amion Physician Scheduling	88.7	+8%	18	**A-**	**A**	B	B	**A-**	**A**	≡
T2.	QGenda Physician Scheduling	88.7	-1%	78	B+	**A**	B+	B+	B+	B+	≡
4.	TigerConnect Physician Scheduling	85.7	0%	16	B	B+	B	B	B*	**A-**	≡

0.0 100.0

Software average **80.6**

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
UKG (Ultimate Kronos Group) EZCall	76.5*	6	B-*	C+*	C+*	C-*	B-*	B*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?

Amion Physician Scheduling	n=14	**100%***
TigerConnect Physician Scheduling	n=14	**100%***
PerfectServe Lightning Bolt Scheduling	n=21	**96%**

Keeps all promises?

Amion Physician Scheduling	n=17	**100%**
PerfectServe Lightning Bolt Scheduling	n=27	**100%**

Part of long-term plans?

Amion Physician Scheduling	n=15	**100%**
PerfectServe Lightning Bolt Scheduling	n=28	**100%**
QGenda Physician Scheduling	n=76	**99%**

Would you buy again?

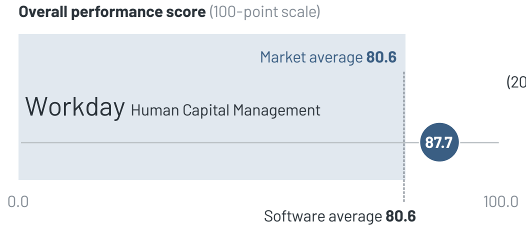
Amion Physician Scheduling	n=15	**100%**
PerfectServe Lightning Bolt Scheduling	n=25	**100%**

Talent Management

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.



	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Workday Human Capital Management	0%	24	B+	**A**	B	**A-**	B+	B+	≡

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
symplr Talent Management	66.6*	12	D*	D-*	C*	D+*	D*	C*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Workday Human Capital Management n=24 **100%**	Workday Human Capital Management n=22 **96%**

Time & Attendance

Segment Definitions can be found on page iii.

Our purpose is people

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

Market average **82.6**

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**UKG (Ultimate Kronos Group) Workforce Timekeeper**	84.6	+13%	19	B+	B	B-	B+	B+*	B	N/A
2.	QGenda Time Tracking and Compensation	84.4	-3%	17	B-	B+	B	B+	B	B+	N/A
3.	symplr Time and Attendance	82.6	+2%	28	B	B+	C+	B	B	B	N/A

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

0.0 100.0

Software average **80.6**

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	QGenda Time Tracking and Compensation n=16 **100%**	None

Training & Learning Platforms

Segment Definitions can be found on page iii.

Solutions with Limited Data or Other Designations

Ordered alphabetically

Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Amplifire EHR Library	91.4*	10	**A-***	**A+***	**A-***	B+*	**A***	**A***	N/A
uPerform	90.7*	14	B+*	**A***	**A-***	B+*	**A+***	**A***	N/A

*Limited data

Definitions can be found on page iii.

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

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

Related segment	Section
ERP Business Transformation & Implementation Leadership	Implementation Services, Page 195
ERP Implementation Leadership	Implementation Services, Page 196

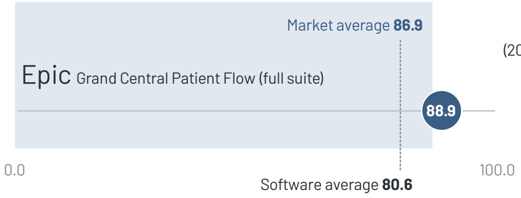
Patient Flow

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



Trend (2024–2025)	# of unique orgs	Customer experience pillars						Market energy
		Culture	Loyalty	Operations	Product	Relationship	Value	
+4%	20	**A-**	**A**	B	B+	B+	**A-**	N/A

Solutions with Limited Data or Other Designations

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
TeleTracking Capacity Management Suite	81.8*	6	B*	B+*	B-*	B*	–	C+*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
None	None	Epic Grand Central Patient Flow (full suite) n=20 **100%**	Epic Grand Central Patient Flow (full suite) n=20 **100%**

Real-Time Location Systems (RTLS)

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

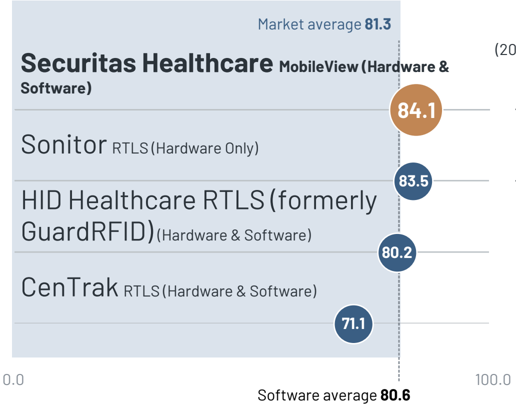
Securitas Healthcare

●●●

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Securitas Healthcare** MobileView (Hardware & Software)	84.1	+8%	24	B	B+	B	B	B-	B+	N/A
2.	Sonitor RTLS (Hardware Only)	83.5	+3%	15	B	B+	B-	B+	B-*	B	N/A
3.	HID Healthcare RTLS (formerly GuardRFID) (Hardware & Software)	80.2	N/A	17	B-	B	B	B-	B	C+	N/A
4.	CenTrak RTLS (Hardware & Software)	71.1	-7%	21	D	C	C	C	C	D+	N/A

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Midmark RTLS (Hardware & Software)	86.6*	10	B+*	**A-***	B*	B-*	B+*	**A-***	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

Securitas Healthcare MobileView (Hardware & Software)	n=21	**96%**

Keeps all promises?

None

Part of long-term plans?

HID Healthcare RTLS (formerly GuardRFID) (Hardware & Software)	n=17	**100%**
Securitas Healthcare MobileView (Hardware & Software)	n=22	**96%**

Would you buy again?

None

Real-Time Location Systems (RTLS) Continued

Recent Insights

Segment Insights

RTLS 2024

How Organizations Are Broadening Their Use Cases

RTLS 2024

How Organizations Are Broadening Their Use Cases

Key Findings:

1. Sonitor & CenTrak Broadly Validated for RTLS Use Cases & Highlighted for Accuracy; Some Sonitor Customers Want Equipment Improvements, while CenTrak Customers Report Inconsistent Delivery
2. Securitas Healthcare Highlighted for Product Quality & Driving Multiple Outcomes; Several Customers Frustrated with Cost Structure
3. Midmark* Highlighted for Staff Safety/Tracking, Respondents Want More Utilization Guidance; HID* Customers Value Infant Security Focus, Say Training Could Improve

*Limited data

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RESEARCH

Value-Based Care

Population Health Management

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

azara healthcare

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **84.5**

Software average **80.6**

0.0 — 100.0

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
					Customer experience pillars						
1.	**Azara Healthcare** DRVS	92.8	0%	20	**A**	**A+**	**A**	**A-**	**A**	**A-**	N/A
2.	Epic Healthy Planet	89.2	+4%	39	**A-**	**A**	B	B+	**A**	B+	N/A
3.	Innovaccer Population Health	85.7	-5%	29	B	B+	B+	B	**A**	B	N/A
4.	Lightbeam Population Health Management	82.7	-7%	22	B	B+	B	B	**A-**	C	N/A
5.	Arcadia Analytics	79.7	+9%	29	C	B	C+	B-	B	B-	N/A
6.	NextGen Healthcare Population Health Analytics	77.8	-6%	17	D+	B	B-	C+	B+	C-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
			Customer experience pillars						
COPE Health Solutions ARC	91.7*	6	A+*	A*	A-*	B*	A+*	A*	N/A
Cozeva Population Health Management	87.4*	13	B+*	A*	B+*	B+*	B*	B+*	N/A
The Garage Bridge	86.4*	11	B*	B+*	B+*	B*	A-*	A-*	N/A
Health Catalyst Population Health Applications	80.6*	10	C*	B*	C+*	C+*	B+*	A-*	N/A
HealthEC Population Health Management Suite	71.1*	10	D+*	D*	C*	C-*	B+*	C+*	N/A
MedInsight Value-Based Care Platform	74.5*	6	C+*	C*	B-*	C-*	C-*	B-*	N/A
Oracle Health Population Health Platform	75.2*	13	C*	C+*	C*	C*	B-*	B-*	N/A
Relevant Healthcare Analytics [C][R]	94.8*	6	A+*	A+*	A-*	A*	A+*	A+*	N/A
Salient Healthcare	94.1*	7	A+*	A+*	A*	A-*	A+*	A+*	N/A

*Limited data [C] Component [R] Regional

Definitions can be found on page iii.

Population Health Management Continued

Segment Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Azara Healthcare DRVS n=20 **100%**	Azara Healthcare DRVS n=20 **100%**	Azara Healthcare DRVS n=20 **100%**
	Epic Healthy Planet n=39 **95%**	Epic Healthy Planet n=38 **100%**	Epic Healthy Planet n=39 **100%**
		NextGen Healthcare Population Health Analytics n=15 **100%**	

Recent Insights

Decision Insights

Population Health Management 2024

Future Decisions Centering on a Few Broad Platforms

Population Health Management 2024

Sample of Decisions Made by Large Acute Care Organizations Center on a Few Broad Platforms

Key Findings:

1. Market Energy Mostly Focused on Arcadia, Innovaccer & Lightbeam for Broad Functionality That Supports Value-Based Initiatives; Epic Considered for Consolidation
2. Due to Lack of Optimization, Lightbeam, Arcadia, Oracle Health & HealthEC* Most Often Up for Replacement
3. Looking Forward, Customers of Oracle Health, Health Catalyst & NextGen Healthcare* Need Improved Innovation

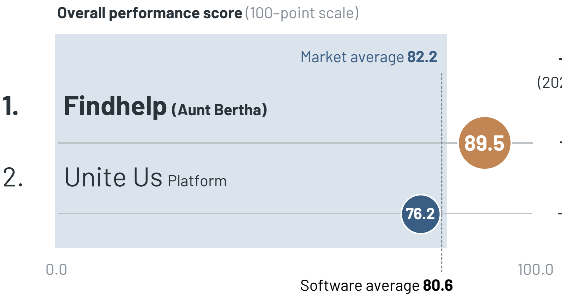
*Limited data

Social Determinants of Health Networks

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



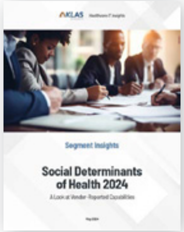
	Solution	Score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Findhelp** (Aunt Bertha)	89.5	+1%	27	**A-**	**A**	B+	B	**A**	**A-**	N/A
2.	Unite Us Platform	76.2	+3%	39	C	C+	C+	C	B-	B	N/A

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Findhelp (Aunt Bertha) n=24 **100%**	Findhelp (Aunt Bertha) n=27 **97%**

Recent Insights



Social Determinants of Health 2024

A Look at Vendor-Reported Capabilities

Key Findings:

1. Epic, findhelp, Socially Determined & Unite Us Report Offering Enterprise SDOH Solutions
2. Governance & Prioritization: Epic & findhelp Provide Care Gap Tracker to Support Governance Decisions
3. Data Acquisition: Most Vendors Can Integrate Public & Retail Data, but Many Organizations Don't Leverage Retail Data
4. Analysis & Insight Generation: findhelp & Unite Us Report Offering All Necessary Analytics Functionality
5. Action on Insights: Referral Networks Provide Real-Time Insights into CBO Resources
6. Impact Optimization: FinThrive's Executive Dashboard Tracking Not Being Adopted

Looking for a different Population Health-related segment?

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

Related segment	Section
Value-Based Care Consulting	Healthcare Management Consulting, Page 193
Value-Based Care Managed Services	Revenue Cycle Services, Page 120

Conversational AI

Segment Definitions can be found on page iii.

Solutions with Limited Data or Other Designations

Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Orbita	79.6*	6	B-*	C*	C+*	B-*	B+*	**A-***	N/A

*Limited data

Definitions can be found on page iii.

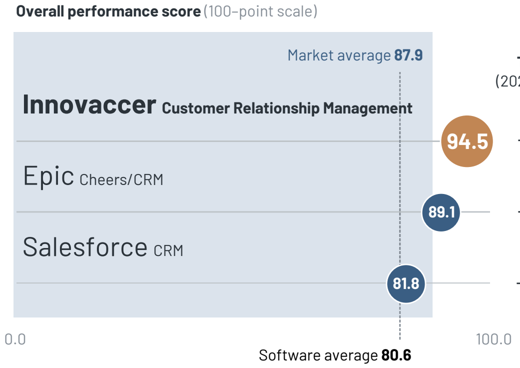
VALUE-BASED CARE | PATIENT ENGAGEMENT

Customer Relationship Management (CRM)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Innovaccer** Customer Relationship Management	94.5	+1%	15	**A**	**A+**	**A**	**A**	**A+**	**A**	N/A
2.	Epic Cheers/CRM	89.1	+1%	24	**A**	**A**	B	B	**A-**	**A-**	≡
3.	Salesforce CRM	81.8	+7%	21	B	B+	B	B+	C+	D+	≡

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

Other Notable Performances

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

*Limited data

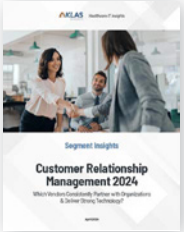
Avoids charging for every little thing?		
Epic Cheers/CRM	n=21	**95%**

Keeps all promises?		
Epic Cheers/CRM	n=24	**100%**

Part of long-term plans?		
Epic Cheers/CRM	n=23	**100%**
Innovaccer Customer Relationship Management	n=14	**100%***
Salesforce CRM	n=21	**95%**

Would you buy again?		
Innovaccer Customer Relationship Management	n=14	**100%***
Epic Cheers/CRM	n=23	**96%**

Recent Insights



Customer Relationship Management 2024

Which Vendors Consistently Partner with Organizations & Deliver Strong Technology?

Key Findings:

1. Value: Innovaccer Respondents See Highest Value Thanks to Partnership & New Functionality
2. Relationship: Epic Customers Attribute Their Successful Relationship to Vendor's Hands-On Approach
3. Product: Salesforce's Product Seen as Robust; Implementation & Maintenance Challenges Detract from Product Capabilities

VALUE-BASED CARE | PATIENT ENGAGEMENT

Digital Rounding

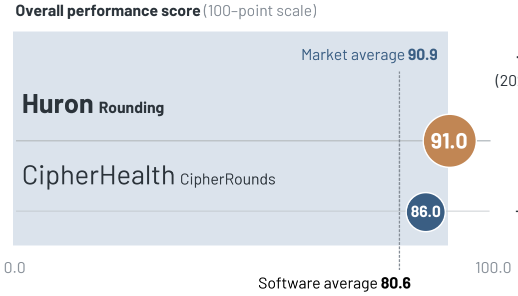
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

HURON

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Huron** Rounding	91.0	0%	23	A-	A	A	B+	A+	A	≡
2.	CipherHealth CipherRounds	86.0	+3%	15	A-	B	B+	B	A-*	B+	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Get Well GetWell Rounds+	91.8*	9	A*	A*	A-*	B+*	A+*	A+*	N/A
pCare by Uniguest TruthPoint Rounds	95.9*	6	A+*	A+*	A*	A*	A+*	A+*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Huron Rounding n=21 **96%**	None	None	None

Recent Insights

Digital Rounding 2024

How Well Do Solutions Increase Efficiency for Nurses?

Key Findings:

1. Huron CSMs Foster Customer Satisfaction via Strong Partnership & Training; pCare* Customers Highlight Responsive Vendor Communication
2. CipherHealth Offers Easy-to-Use Solution; Reporting & Analytics Lead to Variability in Achieving Outcomes
3. Get Well Customers Appreciate Support Staff; Gaps in Training & Reporting Leave Users Wanting More

Healthcare Experience Management

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **88.2**

Software average **80.6**

		Overall performance score (0.0–100.0)	Trend (2024–2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**NRC Health**	93.2	+6%	30	A+	A	A-	A-	A+	A	≡
2.	Press Ganey Patient Experience	83.6	-3%	35	B	B+	B	B	B+	B-	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Feedtrail Healthcare XM	90.8*	10	A+*	A*	B+*	B+*	A*	B+*	≡
PRC	84.1*	9	B+*	B*	B+*	B*	B*	B*	≡
Qualtrics Experience Management (XM) Platform	87.6*	9	A-*	A*	B*	A-*	B*	B*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	NRC Health n=30 **100%**	NRC Health n=25 **96%**	None

Healthcare Experience Management Continued

Recent Insights

Healthcare Experience Management 2024

Improving the Healthcare Experience for More than Just Patients

Key Findings:

1. Customers of High-Performing Feedtrail & Market Share Leader Press Ganey Report Both Broad & Deep Adoption for Measuring Stakeholder Experiences
2. NRC Health Has Most-Improved Overall Performance Score & PRC Stands Out for Increasing Clinicians' Awareness of Patients; Both Vendors Have Opportunity to Broaden Measurements beyond Patient Experience
3. Qualtrics* Customers Appreciate Cross-Industry Expertise & Advanced Capabilities; Quality Reviews* Highlighted for Value & User Experience

*Limited data

Interactive Patient Systems

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **87.5**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
					Customer experience pillars						
1.	**pCare by Uniguest pCare**	94.0	+1%	19	**A**	**A+**	**A**	**A**	**A**	**A**	N/A
2.	eVideon Vibe Health by eVideon	93.2	+4%	18	**A**	**A+**	**A-**	**A**	**A**	**A+**	N/A
3.	Epic MyChart Bedside	88.1	-2%	18	**A**	**A**	B	B	**A-**	B+	N/A
4.	SONIFI Health Interactive Patient Engagement Solutions	86.0	+7%	24	**A-**	**A-**	B	B	B+	B	N/A
5.	Get Well GetWell Inpatient	83.4	-3%	19	**A-**	B	B	B	B+	B	N/A

0.0 100.0

Software average **80.6**

Other Notable Performances

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

Avoids charging for every little thing?		
eVideon Vibe Health by eVideon	n=17	**100%**
pCare by Uniguest pCare	n=19	**100%**

Keeps all promises?		
Epic MyChart Bedside	n=17	**100%**
pCare by Uniguest pCare	n=19	**100%**
eVideon Vibe Health by eVideon	n=18	**96%**

Part of long-term plans?		
Epic MyChart Bedside	n=17	**100%**
eVideon Vibe Health by eVideon	n=18	**100%**
pCare by Uniguest pCare	n=18	**100%**
SONIFI Health Interactive Patient Engagement Solutions	n=21	**96%**

Would you buy again?		
Epic MyChart Bedside	n=17	**100%**
eVideon Vibe Health by eVideon	n=18	**100%**
pCare by Uniguest pCare	n=19	**100%**

Patient Communications

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **84.2**

Software average **80.6**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Epic** **Hello World**	91.3	N/A	24	**A**	**A+**	B	B+	**A**	**A**	N/A
2.	RevSpring Talksoft Patient Engagement	88.9	-1%	22	**A-**	**A-**	B+	**A-**	**A-**	**A-**	N/A
3.	Luma Health	87.4	+2%	27	B	**A-**	B+	B+	**A-**	B+	N/A
4.	Upfront	84.5	-4%	16	B	B+	B	B	**A-**	B+	N/A
5.	Artera	84.0	-2%	30	**A-**	B-	B+	B	B+	B	N/A
6.	CipherHealth CipherOutreach	83.0	-4%	16	B+	B	B	B-	B	B	N/A
7.	Relatient Patient Engagement Platform	78.3	+2%	16	B	C+	B-	C+	D+	B+	N/A
8.	TeleVox HouseCalls Pro	65.0	-5%	32	D	F	D+	C	C-	C-	N/A

0.0 100.0

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Epic Hello World n=19 **95%**	Relatient Patient Engagement Platform n=15 **100%**	Epic Hello World n=23 **100%**	Epic Hello World n=24 **100%**
	Epic Hello World n=23 **96%**		RevSpring Talksoft Patient Engagement n=20 **95%**

Patient Communications Continued

Recent Insights

Segment Insights

Luma Health 2024

Part of a Series on Digital Health Deep Adopters

Luma Health 2024

Part of a Series on Digital Health Deep Adopters

Key Findings:

1. Luma Health Building Deep Partnerships & Driving ROI Through Reduced No-Show Rates

Patient-Driven Care Management

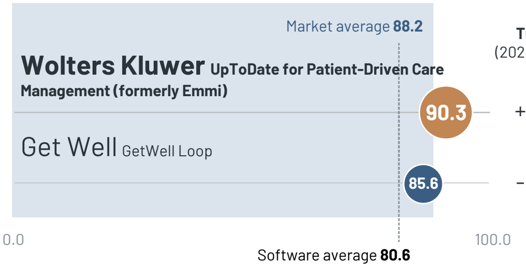
Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

Wolters Kluwer®

Ranked Solutions

Grading methodology can be found on page ii.



	Overall performance score (100-point scale)		Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Wolters Kluwer** **UpToDate for Patient-Driven Care Management (formerly Emmi)**	90.3	+3%	16	**A**	**A**	**A-**	B+	**A**	**A-**	N/A
2.	Get Well GetWell Loop	85.6	-6%	16	**A-**	B+	B+	B	**A-**	B	N/A

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?

Wolters Kluwer UpToDate for Patient-Driven Care Management (formerly Emmi)	n=16	**100%**

Keeps all promises?

Get Well GetWell Loop	n=15	**95%**
Wolters Kluwer UpToDate for Patient-Driven Care Management (formerly Emmi)	n=15	**95%**

Part of long-term plans?

Wolters Kluwer UpToDate for Patient-Driven Care Management (formerly Emmi)	n=13	**100%***

Would you buy again?

Wolters Kluwer UpToDate for Patient-Driven Care Management (formerly Emmi)	n=16	**95%**

Patient Education

Segment Definitions can be found on page iii.

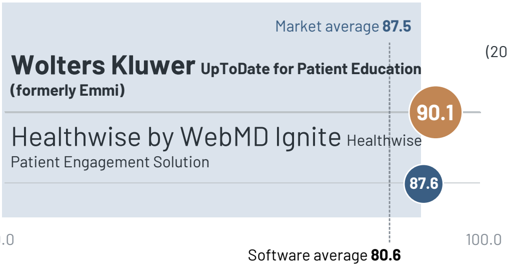
BEST IN KLAS® SOFTWARE & SERVICES 2025

Wolters Kluwer

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Wolters Kluwer** **UpToDate for Patient Education (formerly Emmi)**	90.1	N/A	18	A	A	B+	A-	A-	A-	N/A
2.	Healthwise by WebMD Ignite Healthwise Patient Engagement Solution	87.6	-1%	22	A	A-	B+	B	A-	A-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Elsevier Interactive Patient Education	86.2*	14	B+*	B+*	B+*	B*	B+*	B+*	N/A
Krames by WebMD Ignite Patient Education	83.3*	11	B*	B+*	B*	B-*	B*	B+*	N/A
Mytonomy Cloud for Healthcare	87.3*	11	A*	A-*	B*	B*	A*	B*	N/A

*Limited data

Definitions can be found on page iii.

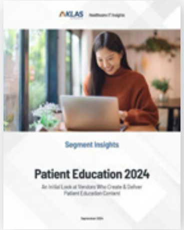
Other Notable Performances

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

Question	Solution	n	%
Avoids charging for every little thing?	None		
Keeps all promises?	Healthwise by WebMD Ignite Healthwise Patient Engagement Solution	n=21	**95%**
	Wolters Kluwer UpToDate for Patient Education (formerly Emmi)	n=18	**95%**
Part of long-term plans?	Wolters Kluwer UpToDate for Patient Education (formerly Emmi)	n=16	**95%**
Would you buy again?	Wolters Kluwer UpToDate for Patient Education (formerly Emmi)	n=18	**95%**

Patient Education Continued

Recent Insights



Patient Education 2024

An Initial Look at Vendors Who Create & Deliver Patient Education Content

Key Findings:

1. Established Patient Education Vendors Healthwise & Krames* Acquired by WebMD; Both Noted for Strong Written Content
2. Wolters Kluwer's Integration Offers Smooth Workflows for Sharing Content; Elsevier Provides Digestible Content for Patients
3. Newer Vendor Mytonomy* Known for Engaging Short-Form Video Content

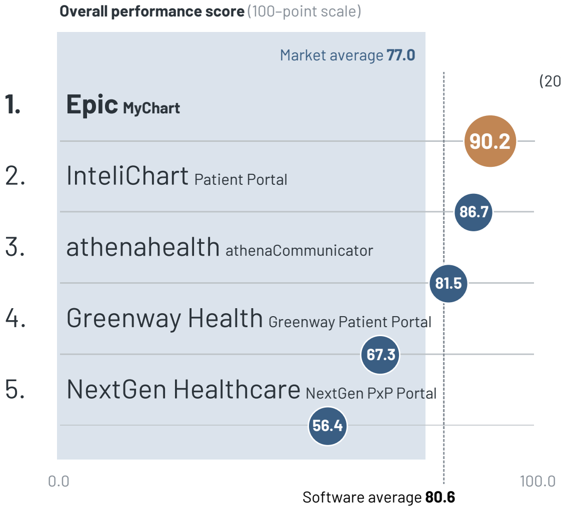
*Limited data

Patient Portals

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Epic** MyChart	90.2	0%	47	**A-**	**A+**	B+	**A-**	**A-**	**A-**	N/A
2.	InteliChart Patient Portal	86.7	N/A	15	**A-**	B+	B+	B	B+	**A-**	N/A
3.	athenahealth athenaCommunicator	81.5	-3%	40	B-	B	B	B-	B-	B-	N/A
4.	Greenway Health Greenway Patient Portal	67.3	0%	19	C-	C-	D+	C	D+	F	N/A
5.	NextGen Healthcare NextGen PxP Portal	56.4	+1%	21	F	F	D-	D-	D	F	N/A

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

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
eClinicalWorks Patient Portal	74.1*	7	D+*	C+*	C*	B-*	C-*	C*	N/A
MEDITECH Patient and Consumer Health Portal	68.2*	7	D+*	C*	D*	D+*	C-*	C*	N/A
Oracle Health Patient Portal	59.1*	10	F*	F*	C*	D*	D+*	F*	N/A
Veradigm FollowMyHealth	57.0*	10	F*	F*	D*	D*	D*	F*	N/A

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

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Epic MyChart	n=47	**100%**

Would you buy again?

Epic MyChart	n=47	**100%**

Patient Self-Scheduling

Segment Definitions can be found on page iii.

Solutions Not Ranked

Ordered alphabetically

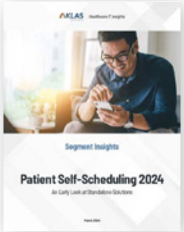
Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	**# of unique orgs**	**Customer experience pillars**						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Kyruus Health Kyruus Patient Online Scheduling	77.6*	9	C*	B-*	B*	C+*	B-*	C*	N/A
Relatient Dash Schedule	77.6*	9	C*	B*	C*	C*	C+*	B+*	N/A
Zocdoc	84.3*	9	**A***	**A-***	B-*	B-*	B+*	B-*	N/A

*Limited data

Definitions can be found on page iii.

Recent Insights



Patient Self-Scheduling 2024

An Early Look at Standalone Solutions

Key Findings:

1. Self-Scheduling: An Early but Broadening Market
2. Relatient's Rules Engine Helps Respondents Streamline Complex Scheduling
3. Zocdoc Respondents Use Solution for Patient Acquisition through Online Marketplace but Struggle with Pricing Model

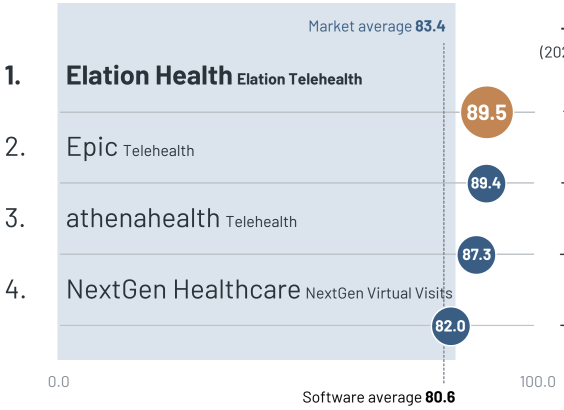
EHR-Centric Virtual Care Platforms

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Elation Health Elation Telehealth**	89.5	-1%	15	**A**	**A**	**A-**	B+	B-	**A**	N/A
2.	Epic Telehealth	89.4	-2%	25	B+	**A**	B+	B+	B+	**A-**	≡
3.	athenahealth Telehealth	87.3	+2%	15	B+	**A-**	B+	**A-**	B+*	B	≡
4.	NextGen Healthcare NextGen Virtual Visits	82.0	+3%	15	B	B	B	B	C+	C+	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Greenway Health Telehealth	72.3*	10	C-*	C+*	C*	B-*	C-*	D-*	N/A
tebra Kareo Telehealth	80.6*	11	B-*	B+*	B-*	B*	D-*	B*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

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

Outsourced Virtual Clinician Services

Segment Definitions can be found on page iii.

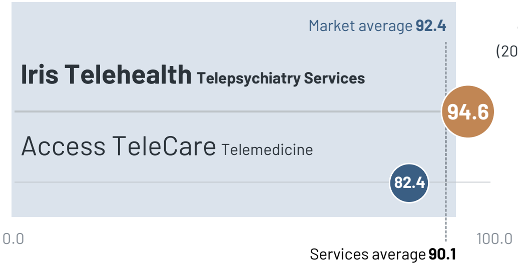
BEST IN KLAS® SOFTWARE & SERVICES 2025

iris telehealth

Ranked Solutions

Grading methodology can be found on page ii.
– Insufficient data

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Iris Telehealth** **Telepsychiatry Services**	94.6	N/A	16	**A+**	**A-**	**A+**	**A-**	**A-**	N/A
2.	Access TeleCare Telemedicine	82.4	N/A	6	C+	—	C+	—	**A-**	N/A

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
Access TeleCare Telemedicine	n=6	**100%**
Iris Telehealth Telepsychiatry Services	n=16	**100%**

Exceeds expectations?

None

Would you buy again?		
Iris Telehealth Telepsychiatry Services	n=16	**100%**

Remote Patient Monitoring

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

Lightbeam
Health Solutions

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **85.0**

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Lightbeam** **Deviceless Remote Patient Monitoring**	93.6	+3%	18	**A+**	**A+**	**A**	B+	**A+**	**A**	N/A
2.	Health Recovery Solutions HRS Remote Patient Monitoring Platform	88.6	+4%	19	B+	**A-**	**A-**	B+	**A**	**A-**	N/A
3.	CareSimple	88.1	-1%	18	**A-**	**A-**	**A-**	B+	**A-**	B+	N/A
4.	TimeDoc Health Virtual Care Management	79.7	-4%	22	B-	C+	B	B-	B+	C+	N/A

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

0.0 100.0

Software average **80.6**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Clear Arch Health LifeStream	87.4*	9	**A-***	B+*	**A-***	B+*	B*	**A***	N/A
Current Health Platform	80.3*	7	C*	B-*	B-*	C+*	B*	B+*	N/A
MD Revolution RevUp	79.1*	13	C*	B-*	B*	C+*	B*	B-*	N/A
Optimize Health Remote Patient Monitoring	83.7*	11	B*	B*	B+*	B*	B+*	B*	N/A

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

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Question	Solution	n	%
Avoids charging for every little thing?	Lightbeam Deviceless Remote Patient Monitoring	n=17	**100%**
Keeps all promises?	Lightbeam Deviceless Remote Patient Monitoring	n=18	**100%**
Part of long-term plans?	Lightbeam Deviceless Remote Patient Monitoring	n=16	**100%**
Would you buy again?	Lightbeam Deviceless Remote Patient Monitoring	n=18	**100%**

VALUE-BASED CARE | TELEHEALTH

Video Conferencing Platforms

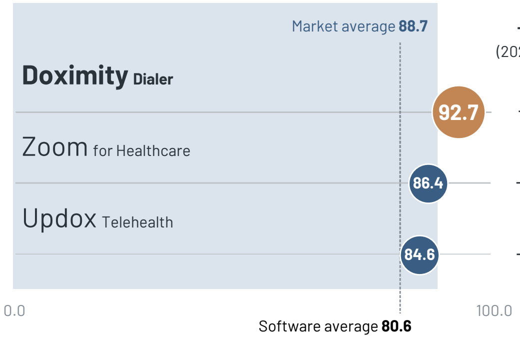
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

doximity

Ranked Solutions

Grading methodology can be found on page ii.



	Solution	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Doximity** Dialer	92.7	+1%	27	**A**	**A**	**A**	**A-**	**A**	**A**	N/A
2.	Zoom for Healthcare	86.4	+4%	19	**A-**	B+	B	B	B-	**A**	N/A
3.	Updox Telehealth	84.6	+6%	16	B-	B+	B+	B+	C+	B+	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Doxy.me	92.0*	13	**A***	**A+***	**A***	B+*	B+*	**A+***	N/A
Microsoft Teams	89.7*	6	B*	**A***	B+*	**A***	–	B+*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?

Doximity Dialer	n=25	**100%**
Zoom for Healthcare	n=18	**100%**

Keeps all promises?

Doximity Dialer	n=27	**100%**
Zoom for Healthcare	n=19	**95%**

Part of long-term plans?

None

Would you buy again?

Updox Telehealth	n=13	**100%***
Doximity Dialer	n=27	**97%**

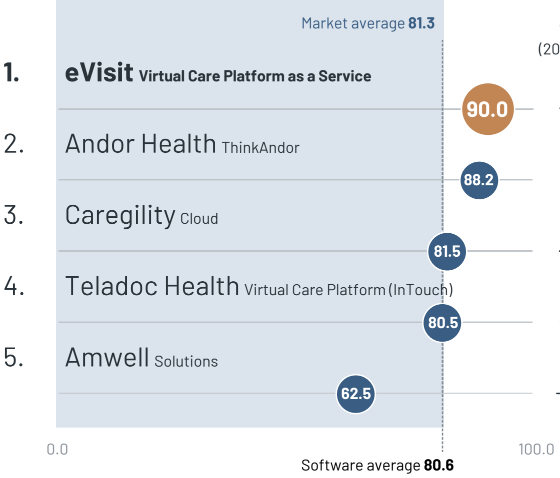
Virtual Care Platforms (Non-EHR)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**eVisit** **Virtual Care Platform as a Service**	90.0	+7%	15	**A-**	**A**	**A-**	B+	**A**	**A**	≡
2.	Andor Health ThinkAndor	88.2	-8%	15	B	**A-**	B	**A-**	**A**	**A**	≡
3.	Caregility Cloud	81.5	+6%	29	C	B	B	B-	B	B	≡
4.	Teladoc Health Virtual Care Platform (InTouch)	80.5	-2%	15	B-	B-	B	B	B*	B-	≡
5.	Amwell Solutions	62.5	-16%	22	F	F	C-	D+	D+	D+	≡

Other Notable Performances

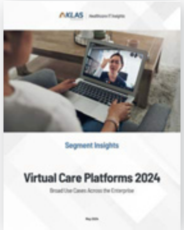
Ranked solutions for which at least 95% of respondents answered yes.

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Andor Health ThinkAndor n=15 **100%**	None	None	eVisit Virtual Care Platform as a Service n=14 **97%***
eVisit Virtual Care Platform as a Service n=13 **96%***			

Virtual Care Platforms (Non-EHR) Continued

Recent Insights



KLAS

Segment Insights

Virtual Care Platforms 2024

Virtual Care Platforms 2024

Broad Use Cases across the Enterprise

Key Findings:

1. Teladoc Health & Caregility See Broad Adoption of Capabilities; Teladoc InTouch Seen as Critical Tool for Expanding Specialty Coverage, Caregility Customers Note Bumps amid Growth
2. Amwell Customers Weigh Benefits of New Converge Platform against Legacy Platform Frustrations
3. Andor Health* Highlighted for Customization; eVisit* Delivers Well on Outpatient Use Cases

*Limited data

VALUE-BASED CARE | TELEHEALTH

Virtual Sitting & Nursing

Segment Definitions can be found on page iii.

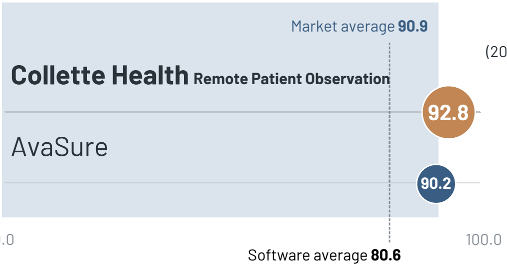
BEST IN KLAS
SOFTWARE & SERVICES
2025

Collette Health™

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Collette Health** Remote Patient Observation	92.8	+4%	28	A	A	A	A-	A+	A	≡
2.	AvaSure	90.2	+1%	42	A	A	A-	B+	A	B+	≡

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
care.ai Smart Patient Rooms	91.3*	6	B+*	A+*	A-*	A-*	A*	B+*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Collette Health Remote Patient Observation n=22 **100%**	Collette Health Remote Patient Observation n=28 **100%**	None	Collette Health Remote Patient Observation n=27 **100%**

KLAS CONSULTING

Better Decisions Lead to Better Outcomes

Receive expert, tailored guidance & innovative solutions for success

In healthcare, the stakes are high and the challenges urgent. KLAS Consulting offers specialized consulting services to help vendors, services firms, and investors navigate these challenges and make better decisions that can improve the world's healthcare.

KLAS Consulting works with clients to focus on four specific areas:

1. **Market clarity and intelligence**
   Identify opportunities in the market via KLAS' analysis of growth potential, market gaps, and factors that drive purchasing for healthcare organizations
2. **Growth**
   Identify potential merger or acquisition opportunities and conduct due diligence work that aligns with market needs
3. **Perception and positioning**
   Refine your market position to better leverage your strategic competitive advantage in a way that resonates with healthcare organizations
4. **Alignment**
   Understand and address any internal or external friction occurring in partnerships

To get started, visit KLAS' website: https://engage.klasresearch.com/klas-consulting/

KLAS RESEARCH

Security & Privacy

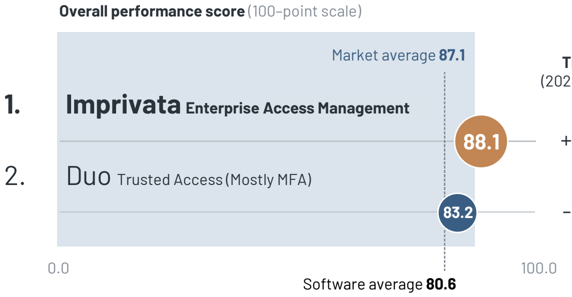
SECURITY & PRIVACY | SECURITY

Access Management

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data



Rank	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Imprivata** Enterprise Access Management	88.1	+3%	41	B+	A	A-	B+	B+	B	N/A
2.	Duo Trusted Access (Mostly MFA)	83.2	-7%	15	B+	C+	A-	B	B*	B	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Identity Automation IAM Suite (Mostly Single Sign-On)	85.8*	11	B+*	B*	B+*	B+*	B*	A*	N/A
Microsoft Azure AD (Access)	74.5*	6	C-*	B*	–	C+*	D*	C-*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Imprivata Enterprise Access Management n=41 **96%**	Imprivata Enterprise Access Management n=40 **95%**

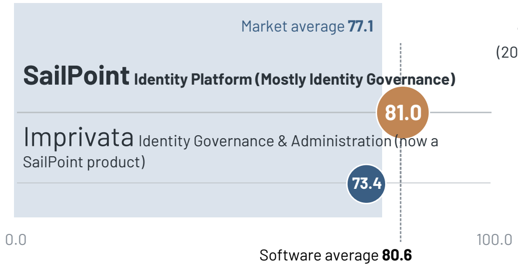
Identity Management

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



					Customer experience pillars						
	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**SailPoint** **Identity Platform (Mostly Identity Governance)**	81.0	-1%	16	B+	B	C+	B-	B-	C	≡
2.	Imprivata Identity Governance & Administration (now a SailPoint product)	73.4	-8%	16	C	D+	C	C+	B	C	≡

Healthcare IoT Security

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

CLAROTY

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **91.7**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Claroty xDome (formerly Medigate)**	95.4	0%	34	A+	A+	A	A	A+	A	≡
2.	Cynerio Healthcare Cybersecurity Platform	94.0	-1%	15	A+	A+	A-	A-	A+	A+	≡
3.	Armis Centrix for Medical Device Security	89.4	-2%	17	A	A	B	B	A	A-	≡
4.	Ordr Asset Intelligence Platform	89.1	-2%	16	A-	A-	B	B+	A	A	≡

0.0 100.0

Software average **80.6**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Asimily IoMT Solutions	93.9*	12	A*	A*	A*	A*	A+*	A+*	≡
Palo Alto Networks IoT Security	79.3*	10	B-*	B*	B-*	B-*	C+*	C+*	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?

Armis Centrix for Medical Device Security	n=14	100%*
Cynerio Healthcare Cybersecurity Platform	n=14	100%*
Claroty xDome (formerly Medigate)	n=28	**97%**

Keeps all promises?

Armis Centrix for Medical Device Security	n=16	**100%**
Claroty xDome (formerly Medigate)	n=32	**100%**
Cynerio Healthcare Cybersecurity Platform	n=14	100%*

Part of long-term plans?

Claroty xDome (formerly Medigate)	n=31	**100%**

Would you buy again?

Armis Centrix for Medical Device Security	n=15	**100%**
Claroty xDome (formerly Medigate)	n=34	**100%**
Cynerio Healthcare Cybersecurity Platform	n=15	**100%**

Patient Privacy Monitoring

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

BLUESIGHT
THE MEDICATION INTELLIGENCE COMPANY

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

Market average **88.7**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Bluesight (formerly Protenus)** **Patient Privacy Monitoring**	**94.3**	+1%	18	**A**	**A+**	**A**	**A-**	**A+**	**A**	≡
2.	iatricSystems Haystack Solutions	91.4	+2%	25	**A**	**A**	**A-**	**A**	**A**	**A**	≡
3.	Imprivata Patient Privacy Intelligence	85.7	+5%	29	B+	B+	B	B+	B+	B+	≡
4.	Imprivata Privacy Monitor (formerly Maize Analytics)	84.3	-5%	15	B	**A-**	B-	B	C*	**A**	≡

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

0.0 — 100.0

Software average **80.6**

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
Bluesight (formerly Protenus) Patient Privacy Monitoring n=16 **100%**	None	Bluesight (formerly Protenus) Patient Privacy Monitoring n=17 **100%**	Bluesight (formerly Protenus) Patient Privacy Monitoring n=18 **100%**
Imprivata Privacy Monitor (formerly Maize Analytics) n=14 100%*			
iatricSystems Haystack Solutions n=21 **96%**			

Security & Privacy Consulting Services

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

tw Security
Healthcare Security & Privacy

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **91.9**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
					Customer experience pillars					
1.	**tw-Security**	97.4	+2%	15	A+	A	A	A+	A+	N/A
2.	Intraprise Health	97.3	+4%	8	A+	A	A+	A	A+	N/A
3.	First Health Advisory	97.1	+3%	6	A+	A	A	A	A	N/A
4.	Impact Advisors	92.5	-7%	9	A-	A-	A+	A	B+	N/A
5.	Meditology Services	91.6	+2%	20	A	A-	A-	A-	A-	N/A
6.	Fortified Health Security	89.8	+2%	34	A-	B+	A-	B+	B+	N/A
7.	Clearwater	88.1	+1%	26	B+	B+	A-	A-	B	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
			Customer experience pillars					
Chartis	94.0*	3	A+*	B+*	–	A*	B+*	N/A
Guidehouse	82.3*	3	B*	–	B*	C*	C+*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

First Health Advisory	n=6	**100%**
Intraprise Health	n=8	**100%**
tw-Security	n=15	**100%**

Exceeds expectations?

First Health Advisory	n=5	**100%***
Intraprise Health	n=8	**100%**
tw-Security	n=14	**100%**

Would you buy again?

First Health Advisory	n=6	**100%**
Intraprise Health	n=8	**100%**
tw-Security	n=15	**100%**

Security & Privacy Managed Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **89.5**

Services average **90.1**

		Overall performance score	Trend (2024–2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
					Customer experience pillars					
1.	**Fortified Health Security**	92.0	0%	20	**A**	B+	**A**	**A-**	**A-**	N/A
2.	Clearwater	90.5	+14%	8	**A**	B+	**A-**	B+	B+	N/A
3.	CloudWave	78.0	-18%	7	B-	D+	B	C	C	N/A

0.0 100.0

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
Clearwater	n=7	**100%**

Exceeds expectations?
None

Would you buy again?		
Clearwater	n=7	**100%**

Recent Insights—Security & Privacy

Healthcare Cybersecurity Benchmarking Study 2024

Improving Cybersecurity Preparedness through NIST CSF & HICP Best Practices

Key Findings:

1. Healthcare Provider & Payer Cybersecurity Preparedness at a Similar Level Compared to 2023 Benchmarking Study; Repeat Respondents See Increased Coverage across Measurements
2. Higher Cybersecurity Preparedness & Resiliency Strongly Correlated with Lower Insurance Premium Growth
3. High Program Ownership by Information Security Leaders Continues to Contribute to Higher Coverage
4. Vendors Take a More Preventive Approach to Cybersecurity Preparedness

Security & Privacy Consulting/Managed Services 2024

Amid Challenging Security Landscape, Firms Driving High Client Satisfaction

Key Findings:

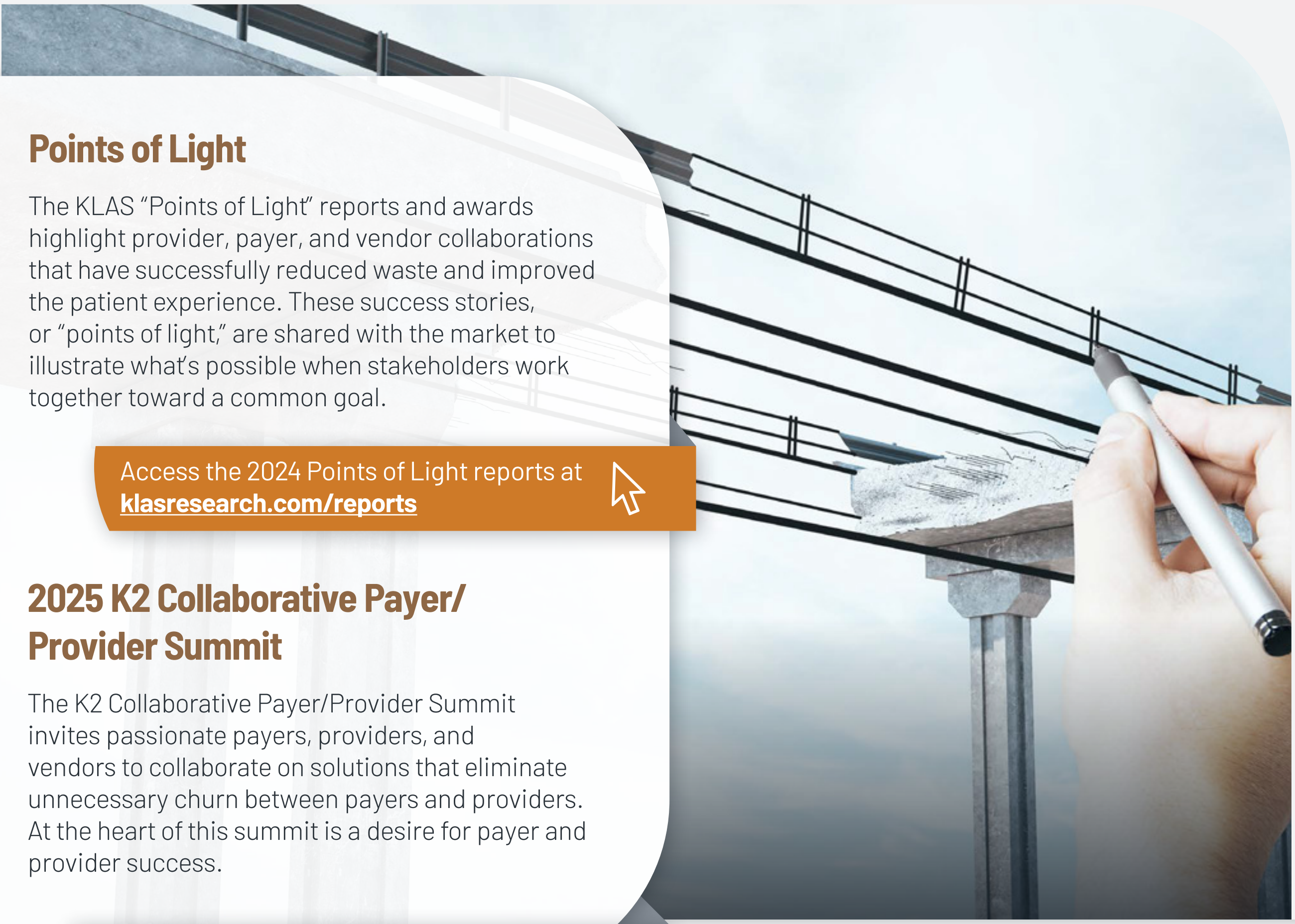
1. Clinics & Small Hospitals Highly Satisfied with tw-Security; Meditology Services Offers Consistent Experience for Large & Midsize Hospitals
2. Fortified Health Security & Clearwater Doing Broadest Work; Fortified Health Clients Appreciate Central Command Tool, Clearwater Offers Strong Regulatory Compliance
3. First Health Advisory Highlighted for Medical Device Expertise; Clients Consistently Satisfied with Intraprise Health Assessments
4. Two-Thirds of Organizations Using Security & Privacy Consulting Services Are Likely to Expand Use of Managed Services

KLAS K2 COLLABORATIVE

It's Time to Bridge the Gap between Payers & Providers

Join the KLAS K2 Collaborative, a Payer/Provider Initiative

There's a nationwide struggle to align payers and providers. Everyone wants to see improvements, but many question whether change will happen. Fortunately, KLAS' K2 Collaborative can help. Join today to help change the market in your region.



Points of Light

The KLAS "Points of Light" reports and awards highlight provider, payer, and vendor collaborations that have successfully reduced waste and improved the patient experience. These success stories, or "points of light," are shared with the market to illustrate what's possible when stakeholders work together toward a common goal.

Access the 2024 Points of Light reports at **klasresearch.com/reports**

2025 K2 Collaborative Payer/Provider Summit

The K2 Collaborative Payer/Provider Summit invites passionate payers, providers, and vendors to collaborate on solutions that eliminate unnecessary churn between payers and providers. At the heart of this summit is a desire for payer and provider success.

Learn more about the KLAS K2 Collaborative at **klasresearch.com/k2collaborative**

KLAS RESEARCH

Services & Consulting

Clinical Optimization

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

Market average **90.4**

					Customer experience pillars					
		Overall performance score	**Trend** (2024-2025)	**# of unique orgs**	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**Nordic**	97.4	+5%	6	A+	A	A+	A	A+	N/A
T2.	Chartis	96.2	0%	7	A+	A	A+	A	A	N/A
T2.	Tegria	96.2	+1%	6	A	A+*	A	A-	A+	N/A
4.	Huron	94.6	N/A	7	A	A	A	B+	A	N/A
5.	Impact Advisors	93.6	-3%	10	A	A-	A	A	A-	N/A
6.	Keena Healthcare Technology	91.1	0%	13	A	A-	A	A-	B	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

Ordered alphabetically

			Customer experience pillars					
	Overall performance score (100-point scale)	**# of unique orgs**	Loyalty	Operations	Relationship	Services	Value	Market energy
Galen Healthcare, an RLDatix Company	77.1*	4	C*	C*	B*	C+*	C*	N/A
Medix	83.1*	3	B-*	C+*	B+*	B*	B-*	N/A
ReMedi Health Solutions [NR]	95.8	7	A+	A	A	A	A	N/A

*Limited data [NR] Newly rated

Definitions can be found on page iii.

Clinical Optimization Continued

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

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

Exceeds expectations?

Chartis	n=7	**100%**
Huron	n=7	**100%**
Nordic	n=6	**100%**
Tegria	n=5	**100%***

Would you buy again?

Chartis	n=7	**100%**
Huron	n=7	**100%**
Keena Healthcare Technology	n=11	**100%**
Nordic	n=6	**100%**
Tegria	n=6	**100%**

Data & Analytics Services

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **93.1**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
					Customer experience pillars					
1.	**Chartis**	95.6	N/A	6	A+	A-	A	A	A	N/A
2.	Prominence	95.4	N/A	14	A+	A	A	A	A	N/A
3.	Nordic	94.6	N/A	6	A	A+	A-	A-	A	N/A
4.	Impact Advisors	92.4	N/A	11	A	A-	A	B+	A-	N/A
5.	Tegria	89.5	N/A	9	A	A-	B	B+	B+	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
			Customer experience pillars					
Deloitte	94.2*	4	A*	A-*	A+*	A*	A-*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Chartis	n=6	**100%**
Impact Advisors	n=11	**100%**
Nordic	n=6	**100%**

Exceeds expectations?

Chartis	n=6	**100%**
Nordic	n=6	**100%**

Would you buy again?

Chartis	n=6	**100%**
Nordic	n=6	**100%**
Prominence	n=14	**100%**
Tegria	n=9	**100%**

IT Planning & Assessment

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE
& SERVICES
2025

Optimum
HEALTHCARE IT®

Ranked Solutions

Grading methodology can be found on page ii.
– Insufficient data

Overall performance score (100-point scale)

Market average **94.1**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Optimum Healthcare IT**	99.3	N/A	9	—	A+	A+	A+	A+	N/A
2.	Evergreen Healthcare Partners	98.7	N/A	6	A+	A	—	A	A+	N/A
3.	Chartis	96.3	N/A	26	A+	A	A	A	A	N/A
4.	Huntzinger Group	96.2	N/A	10	A+	A	A+	A	A	N/A
5.	Healthlink Advisors	95.4	N/A	13	A	A	A+	A	A	N/A
6.	Huron	94.4	N/A	10	A	A	A	A	A-	N/A
7.	Nordic	92.8	N/A	13	A	A-	A	A-	A-	N/A
8.	Deloitte	92.3	N/A	6	A	A-	A	A-	B+	N/A
9.	Impact Advisors	92.2	N/A	30	A	A	A-	A-	A-	N/A
10.	Pivot Point Consulting, a Vaco Company	91.5	N/A	9	A-	A-	A	B+	A-	N/A
T11.	Cordea Consulting	89.5	N/A	9	A	A-	A-	B+	B	N/A
T11.	Tegria	89.5	N/A	10	A	B+	A	A-	B	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Prominence	99.4*	3	–	–	–	A+*	A+*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

IT Planning & Assessment Continued

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Cordea Consulting	n=8	**100%**
Deloitte	n=5	**100%***
Evergreen Healthcare Partners	n=6	**100%**
Healthlink Advisors	n=12	**100%**
Huntzinger Group	n=10	**100%**
Huron	n=9	**100%**
Nordic	n=11	**100%**
Optimum Healthcare IT	n=9	**100%**
Pivot Point Consulting, a Vaco Company	n=9	**100%**

Exceeds expectations?

Evergreen Healthcare Partners	n=6	**100%**
Optimum Healthcare IT	n=9	**100%**

Would you buy again?

Chartis	n=26	**100%**
Cordea Consulting	n=9	**100%**
Deloitte	n=6	**100%**
Evergreen Healthcare Partners	n=6	**100%**
Huntzinger Group	n=10	**100%**
Huron	n=10	**100%**
Nordic	n=13	**100%**
Optimum Healthcare IT	n=9	**100%**
Tegria	n=9	**100%**

Revenue Cycle Optimization

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.
– Insufficient data

Overall performance score (100-point scale)

Market average **94.4**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Guidehouse**	96.7	0%	8	A+	A+	A	A	A	N/A
2.	Chartis	95.8	0%	18	A+	A	A	A	A	N/A
3.	Signature Performance	95.6	+1%	9	A+	A	A	A	A	N/A
4.	Tegria	95.2	+1%	8	A	A	—	A-	A	N/A
5.	Huron	93.8	N/A	9	A+	A	A	A-	A-	N/A
6.	Healthrise	93.6	-1%	7	A	A	A	A-	A	N/A
7.	Deloitte	92.6	N/A	6	A	A	A+	A-	B+	N/A
8.	Nordic	91.9	-3%	6	A+	A-	A-	B	A-	N/A
9.	Impact Advisors	91.5	-2%	6	A	A-	A-	A	B+	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
athenahealth [C]	87.7*	5	A-*	B*	B+*	B*	B*	N/A
Softek	95.1*	4	A*	A-*	A*	A-*	A+*	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Revenue Cycle Optimization Continued

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Chartis	n=18	**100%**
Healthrise	n=7	**100%**
Nordic	n=5	**100%***
Signature Performance	n=9	**100%**
Tegria	n=8	**100%**

Exceeds expectations?

Guidehouse	n=7	**100%**

Would you buy again?

Chartis	n=18	**100%**
Deloitte	n=6	**100%**
Guidehouse	n=8	**100%**
Healthrise	n=7	**100%**
Huron	n=9	**100%**
Impact Advisors	n=6	**100%**
Nordic	n=6	**100%**
Signature Performance	n=9	**100%**
Tegria	n=8	**100%**

Digital Transformation Consulting

Segment Definitions can be found on page iii.

Solution Comparison

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

	Trend (2024–2025)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Chartis	0%	11	**A+**	**A**	**A**	**A**	**A-**	N/A

Solutions with Limited Data or Other Designations

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Deloitte	97.2*	5	**A+***	**A***	**A+***	**A-***	**A+***	N/A
EY	82.9*	3	**A-***	B-*	**A-***	B*	C-*	N/A
Huron	98.1*	5	–	**A***	**A+***	**A***	**A+***	N/A
Impact Advisors	85.7*	3	**A-***	–	**A-***	C+*	B*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?			Exceeds expectations?	Would you buy again?		
Chartis	n=11	**100%**	None	Chartis	n=11	**100%**

Financial/Clinical Improvement Consulting

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **93.0**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Impact Advisors**	96.9	0%	8	**A+**	**A**	**A**	**A+**	**A**	N/A
2.	Deloitte	95.0	-2%	19	**A**	**A-**	**A+**	**A-**	**A**	N/A
3.	Chartis	93.7	+2%	21	**A**	**A**	**A**	**A-**	**A**	N/A
4.	ECG Management Consultants	93.5	0%	16	**A**	**A-**	**A**	**A-**	**A**	N/A
5.	Guidehouse	93.3	0%	8	**A**	**A-**	**A**	B+	**A**	N/A
6.	Huron	91.3	-1%	9	**A**	**A-**	**A**	**A-**	B+	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
PwC	91.1*	3	**A***	B+*	**A***	**A-***	B*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
ECG Management Consultants	n=15	**100%**
Guidehouse	n=8	**100%**
Impact Advisors	n=8	**100%**

Exceeds expectations?

None

Would you buy again?		
Deloitte	n=19	**100%**
Guidehouse	n=8	**100%**
Impact Advisors	n=8	**100%**

Human Capital Consulting

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

Deloitte.

HURON

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
T1.	**Deloitte**	95.6	N/A	6	A+	A-*	A	A	A	N/A
T1.	**Huron**	95.6	N/A	7	A+	A-	A+	A-	A	N/A
3.	Impact Advisors	95.3	-2%	6	A+	A-	A	A-	A	N/A

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

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
Chartis	99.7*	3	–	A*	–	–	–	N/A
ECG Management Consultants	93.5*	5	A*	A+*	A*	A-*	A-*	N/A

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

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Deloitte	n=6	**100%**
Huron	n=6	**100%**
Impact Advisors	n=6	**100%**

Exceeds expectations?

Deloitte	n=6	**100%**

Would you buy again?

Deloitte	n=6	**100%**
Huron	n=7	**100%**
Impact Advisors	n=6	**100%**

Strategy, Growth & Consolidation Consulting

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

Guidehouse
Outwit *Complexity*

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **93.5**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Guidehouse**	96.9	+1%	10	**A+**	**A**	**A+**	**A**	**A**	N/A
2.	Chartis	96.0	0%	23	**A+**	**A**	**A+**	**A**	**A-**	N/A
3.	Deloitte	93.7	0%	6	**A+**	**A-**	**A**	**A-**	**A-**	N/A
4.	ECG Management Consultants	88.9	-1%	12	**A**	**A-**	**A-**	B+	B	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
EY	96.0*	5	**A***	**A-***	**A***	**A***	**A***	N/A
Huron	84.9*	3	C*	B+*	**A***	B+*	B*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Deloitte	n=6	**100%**
Guidehouse	n=10	**100%**

Exceeds expectations?

Deloitte	n=6	**100%**
Guidehouse	n=10	**100%**

Would you buy again?

Chartis	n=23	**100%**
Deloitte	n=6	**100%**
ECG Management Consultants	n=11	**100%**
Guidehouse	n=10	**100%**

Value-Based Care Consulting

Segment Definitions can be found on page iii.

ECG MANAGEMENT CONSULTANTS
A Siemens Healthineers Company

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **92.7**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**ECG Management Consultants**	95.7	+3%	6	**A+**	**A**	**A**	**A**	**A**	N/A
2.	Guidehouse	93.6	+1%	13	**A-**	**A-**	**A+**	**A-**	**A**	N/A
3.	Deloitte	86.0	-3%	6	B+	B+	**A-**	B	B-	N/A

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

0.0 100.0

Services average **90.1**

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

ECG Management Consultants	n=6	**100%**
Guidehouse	n=12	**100%**

Exceeds expectations?

None

Would you buy again?

ECG Management Consultants	n=6	**100%**

Recent Insights—Healthcare Management Consulting

Healthcare Management Consulting 2024

What Firms Are Perceived as Best Suited to Address Top Challenges?

Key Findings:

1. Organizations' Number-One Need Relates to Strategy, Growth & Consolidation
2. Expertise, Cost & References Are Top Factors in Selecting a Management Consulting Firm
3. Large, Well-Known Firms Hold Most Mindshare; Several Firms Being Considered Are Mentioned Only Once

ERP Business Transformation & Implementation Leadership

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **88.7**

Services average **90.1**

0.0 – 100.0

					Customer experience pillars					
		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**KPMG**	96.7	+5%	11	**A+**	**A**	**A+**	**A**	**A**	N/A
2.	Deloitte	91.8	+18%	15	**A**	B	**A**	B+	**A-**	N/A
3.	Huron	90.1	-5%	8	**A**	**A-**	**A**	B	B	N/A
4.	CrossVue	82.0	-10%	6	B	B-	B	B-	C+	N/A
5.	PwC	79.1	-11%	6	B-	C+	**A-**	C+	C-	N/A

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Deloitte	n=15	**100%**
Huron	n=8	**100%**

Exceeds expectations?

KPMG	n=11	**100%**

Would you buy again?

Deloitte	n=15	**100%**
Huron	n=8	**100%**
KPMG	n=11	**100%**

ERP Implementation Leadership

Segment Definitions can be found on page iii.

BEST IN KLAS SOFTWARE & SERVICES 2025

CHARTIS

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **83.5**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**Chartis**	93.8	-2%	6	**A**	**A**	**A+**	**A-**	**A-**	N/A
2.	Impact Advisors	90.0	-6%	9	**A**	**A-**	**A**	B+	B	N/A
3.	ROI Healthcare Solutions	88.1	-4%	8	**A**	B-	**A-**	B	B	N/A
4.	Nordic	87.4	-6%	9	**A**	**A-**	B+	B	B-	N/A
5.	Workday	85.0	-4%	9	B+	B	B+	B-	B-	N/A
6.	CrossVue	83.0	-2%	14	B+	B	B+	B	C	N/A
7.	Alithya	71.5	N/A	7	C-	C	B-	C+	D	N/A

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

0.0 100.0

Services average **90.1**

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
Huron	89.6*	4	**A***	B+*	**A-***	B*	B+*	N/A

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

*Limited data

Definitions can be found on page iii.

ERP Implementation Leadership Continued

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Chartis	n=6	**100%**
Impact Advisors	n=9	**100%**
ROI Healthcare Solutions	n=8	**100%**

Exceeds expectations?

None

Would you buy again?

Chartis	n=6	**100%**
Impact Advisors	n=9	**100%**
Nordic	n=9	**100%**
ROI Healthcare Solutions	n=8	**100%**

Go-Live Support

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

ellit groups

Ranked Solutions

Grading methodology can be found on page ii.
– Insufficient data

Overall performance score (100-point scale)

Market average **93.3**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Ellit Groups**	99.3	N/A	6	A+	—	—	A+	A+	N/A
2.	Optimum Healthcare IT	95.8	+1%	12	A+	A	A+	A-	A	N/A
3.	Healthrise	95.7	-3%	6	A+	A	A+	A	A-	N/A
4.	Medasource	94.4	+3%	9	A	A	A+	B+	A	N/A
5.	Experis Health Solutions	93.7	+4%	11	A	A	A	B+	A-	N/A
6.	CSI Companies	93.3	+3%	18	A	A	A	B+	A-	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Divurgent	83.2*	5	A-*	B+*	B*	B-*	C*	N/A
HCTec	96.6*	3	—	A*	A*	B+*	A+*	N/A
Tegria	84.7*	4	B-*	B-*	A*	C+*	B*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Go-Live Support Continued

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

Ellit Groups	n=6	**100%**
Experis Health Solutions	n=10	**100%**
Healthrise	n=6	**100%**
Medasource	n=8	**100%**
Optimum Healthcare IT	n=12	**100%**

Exceeds expectations?

Ellit Groups	n=6	**100%**

Would you buy again?

CSI Companies	n=18	**100%**
Ellit Groups	n=6	**100%**
Experis Health Solutions	n=11	**100%**
Healthrise	n=6	**100%**
Optimum Healthcare IT	n=12	**100%**

Recent Insights

KLAS

Segment Insights

Go-Live Support 2024

Finding the Right Partner in a High-Performing Market

Go-Live Support 2024

Finding the Right Partner in a High-Performing Market

Key Findings:

1. Optimum Healthcare IT's Strategic Resource Placement Leads to Highest Client Satisfaction; CSI Healthcare IT's Customized Approach to Large Projects Seen as Differentiator
2. Medasource Highlighted for Partnership & Consistent Contact with Clients; Experis Health Solutions' Clients Find Pricing Model to Be a Benefit
3. Tegria* Is Noted for MEDITECH Expertise, Divurgent* for Problem Resolution; Client Experience Is More Variable for Both
4. Emerging Firms Ellit Groups* & Healthrise* See High Client Satisfaction due to Strong Communication & Involvement

*Limited data

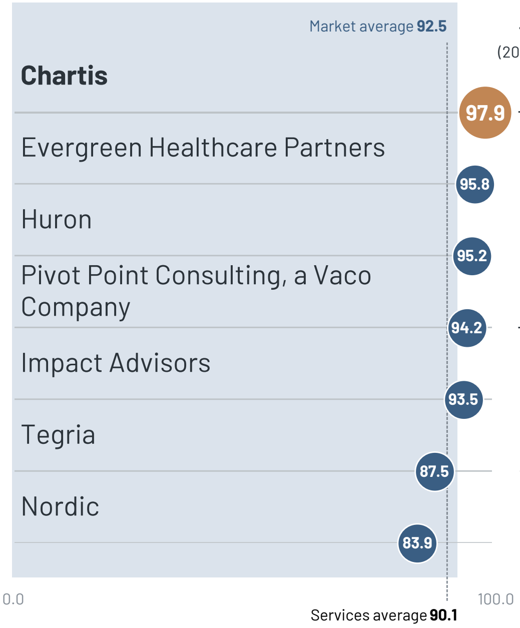
HIT Core Clinical Implementation Leadership

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Chartis**	97.9	+9%	7	A+	A	A+	A	A+	N/A
2.	Evergreen Healthcare Partners	95.8	0%	7	A	A	A	A-	A+	N/A
3.	Huron	95.2	+1%	9	A+	A-	A+	A-	A	N/A
4.	Pivot Point Consulting, a Vaco Company	94.2	+2%	7	A	A-	A	B+	A	N/A
5.	Impact Advisors	93.5	-1%	15	A	A-	A	A-	A-	N/A
6.	Tegria	87.5	-7%	10	B	B+	A-	B+	B+	N/A
7.	Nordic	83.9	-1%	13	A	B	A-	B+	C-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Deloitte	92.3*	4	A*	A*	A*	B+*	B+*	N/A
Optimum Healthcare IT	99.0*	3	–	–	–	A*	–	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

HIT Core Clinical Implementation Leadership Continued

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

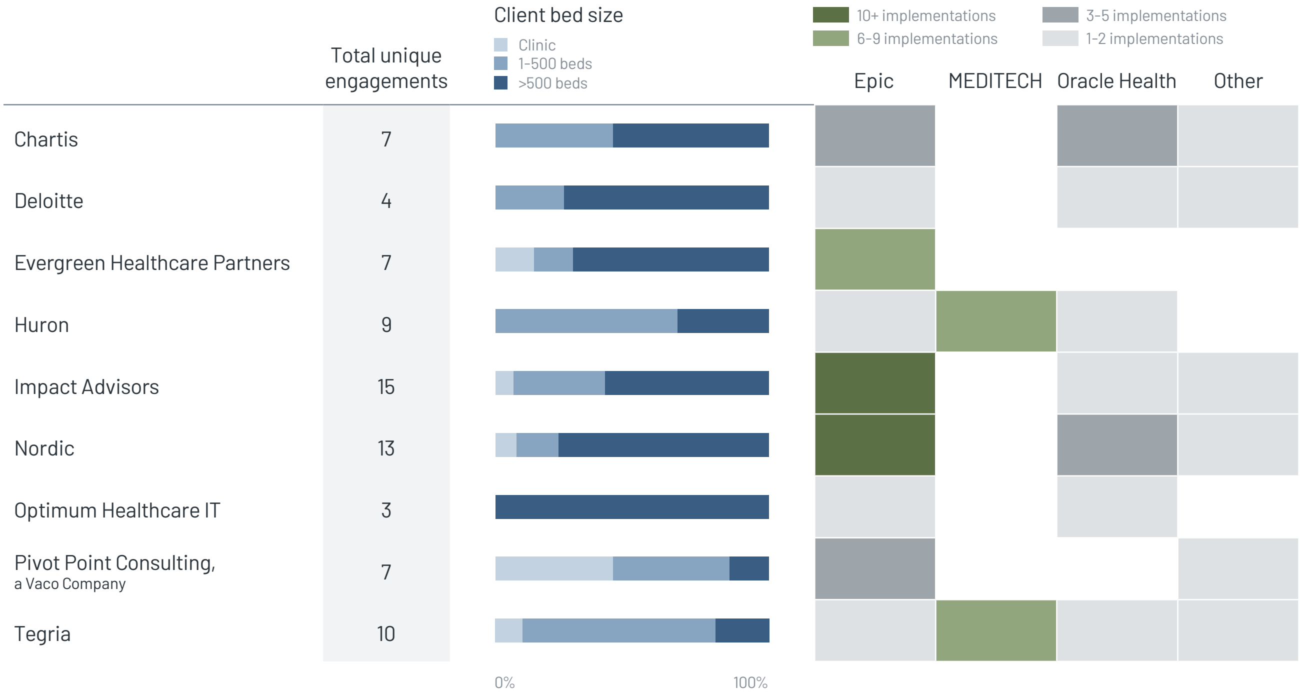
Avoids charging for every little thing?		
Chartis	n=6	**100%**
Evergreen Healthcare Partners	n=7	**100%**
Huron	n=9	**100%**
Impact Advisors	n=15	**100%**
Pivot Point Consulting, a Vaco Company	n=7	**100%**

Exceeds expectations?		
Chartis	n=7	**100%**
Evergreen Healthcare Partners	n=6	**100%**
Pivot Point Consulting, a Vaco Company	n=7	**100%**

Would you buy again?		
Chartis	n=7	**100%**
Evergreen Healthcare Partners	n=7	**100%**
Huron	n=9	**100%**
Nordic	n=13	**100%**
Pivot Point Consulting, a Vaco Company	n=7	**100%**

Which Vendors Did Firms Implement?

Firms ordered alphabetically



HIT Staffing

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **93.0**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**iMethods**	98.0	0%	10	A+	A+	A+	A	A+	N/A
2.	Continuum Health IT	97.2	+2%	10	A+	A+	A+	A-	A+	N/A
3.	Prominence	96.8	-1%	11	A+	A+	A	A	A	N/A
4.	Evergreen Healthcare Partners	95.5	-1%	30	A+	A	A	A-	A	N/A
5.	Talent Groups (formerly Queen Consulting Group)	95.3	+1%	11	A+	A-	A	A-	A	N/A
6.	TruTeam Staffing Advisors	95.2	-3%	10	A	A	A	A-	A+	N/A
7.	Optimum Healthcare IT	94.6	+2%	34	A+	A	A	A-	A	N/A
8.	Ellit Groups	94.3	N/A	10	A	A-	A	A	A	N/A
9.	Medasource	94.1	-1%	21	A	A-	A	A-	A	N/A
10.	CSI Companies	94.0	0%	43	A	A	A	A-	A-	N/A
11.	Cordea Consulting	93.5	0%	13	A+	A	A	A-	A-	N/A
T12.	Experis Health Solutions	92.8	-2%	41	A	A	A	A-	A-	N/A
T12.	Huron	92.8	-3%	12	A-	B+	A	A	A-	N/A
14.	Medix	91.4	-1%	28	A	B+	A	B	B+	N/A
15.	Tegria	91.1	+1%	39	A-	A-	A	B+	A-	N/A

0.0

100.0

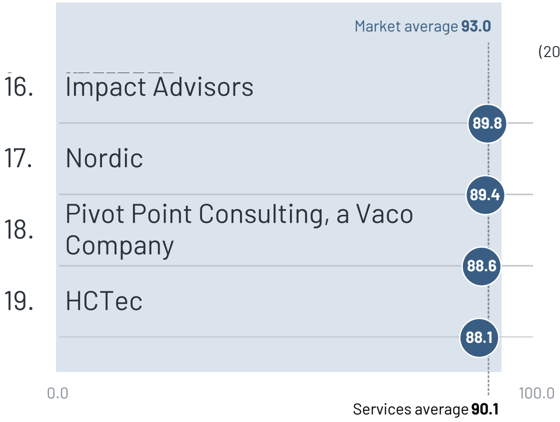
Services average **90.1**

Continued on next page

HIT Staffing Continued

Ranked Solutions Continued

Grading methodology can be found on page ii.



Rank	Solution	Score	Trend (2024–2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
16.	Impact Advisors	89.8	-4%	21	A-	A-	A-	B+	B+	N/A
17.	Nordic	89.4	-1%	35	A-	B+	A-	B	B+	N/A
18.	Pivot Point Consulting, a Vaco Company	88.6	-2%	27	A-	B+	B+	B	B+	N/A
19.	HCTec	88.1	0%	14	A	B+	A-	B	B	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Divergent	89.4*	9	A-*	B+*	B+*	B*	B+*	N/A
Healthrise	96.1*	6	A+*	A*	A+*	A*	A*	N/A
Health Systems Informatics	96.9*	5	A+*	A*	A+*	A-*	A+*	N/A
JTG Consulting Group	99.1*	6	–	A+*	A+*	A+*	A+*	N/A
Oxford Global Resources	99.1*	5	–	–	–	A+*	A+*	N/A
ROI Healthcare Solutions	92.7*	9	A*	A*	A*	A*	B*	N/A
UST	94.6*	7	A+*	A*	A+*	B*	A*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

HIT Staffing Continued

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

*Limited data

Avoids charging for every little thing?

Continuum Health IT	n=8	100%*
Ellit Groups	n=9	100%*
Evergreen Healthcare Partners	n=30	**100%**
HCTec	n=13	**100%**
Huron	n=12	**100%**
iMethods	n=10	**100%**
Medasource	n=20	**100%**
Medix	n=27	**100%**
Optimum Healthcare IT	n=34	**100%**
Pivot Point Consulting, a Vaco Company	n=26	**100%**
Prominence	n=10	**100%**
Talent Groups (formerly Queen Consulting Group)	n=10	**100%**
TruTeam Staffing Advisors	n=10	**100%**

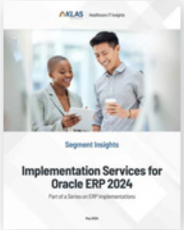
Exceeds expectations?

Continuum Health IT	n=9	100%*
iMethods	n=10	**100%**
TruTeam Staffing Advisors	n=10	**100%**

Would you buy again?

Continuum Health IT	n=10	**100%**
Cordea Consulting	n=13	**100%**
CSI Companies	n=43	**100%**
Ellit Groups	n=9	100%*
Evergreen Healthcare Partners	n=30	**100%**
HCTec	n=14	**100%**
iMethods	n=10	**100%**
Medasource	n=21	**100%**
Medix	n=28	**100%**
Optimum Healthcare IT	n=32	**100%**
Prominence	n=11	**100%**
Talent Groups (formerly Queen Consulting Group)	n=11	**100%**

Recent Insights—Implementation Services



Segment Insights

Implementation Services for Oracle ERP 2024

Implementation Services for Oracle ERP 2024

Part of a Series on ERP Implementations

Key Findings:

1. Deloitte Commended for Strong Partnership & Knowledge Base; PwC* Helps Clients Stay within Project Guardrails
2. Alithya Respondents Report Inconsistent Experiences; Clients Want Firm to Better Share Best Practices

*Limited data

Application Hosting

Segment Definitions can be found on page iii.

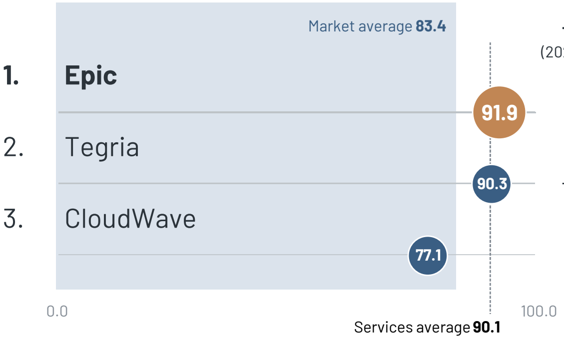
BEST IN KLAS® SOFTWARE & SERVICES 2025

Epic

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**Epic**	91.9	0%	14	**A-**	**A**	**A-**	**A-**	**A-**	N/A
2.	Tegria	90.3	-2%	16	**A**	**A-**	**A-**	**A-**	B	N/A
3.	CloudWave	77.1	-1%	15	C	B-	B	B	D+	N/A

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Oracle Health	72.5*	9	C-*	C*	C+*	C+*	D*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?	**Exceeds expectations?**	**Would you buy again?**
None	None	Tegria n=14 **100%**

Managed IT Services

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

PIVOT POINT CONSULTING
A Vaco Company

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **87.9**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**Pivot Point Consulting, a Vaco Company**	95.5	-1%	12	**A**	**A**	**A+**	**A**	**A**	N/A
2.	CereCore	95.2	0%	9	**A+**	**A**	**A**	**A-**	**A**	N/A
3.	CTG, a Cegeka Company	93.5	+2%	8	**A**	**A-**	**A**	B+	**A-**	N/A
4.	HTC Global Services	89.6	+3%	8	**A**	**A-**	**A**	B-	B	N/A
5.	CrossVue	88.8	N/A	7	**A**	B+	B+	B-	B	N/A
6.	Experis Health Solutions	85.7	-3%	7	B+	B	B	B	B-	N/A
7.	Nordic	85.5	-4%	23	B+	B+	B+	B	B-	N/A
8.	Tegria	84.8	-3%	21	B+	B	B+	B	C+	N/A
9.	HCTec	82.3	+9%	17	B	B	B+	C	C+	N/A
10.	Altera Digital Health	75.8	N/A	7	D+	B-	B	B-	C-	N/A

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

0.0 100.0

Services average **90.1**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
GAVS Technologies	91.4*	4	**A***	B+*	B+*	B-*	**A***	N/A
Optimum Healthcare IT	96.7*	4	**A+***	**A-***	**A+***	**A-***	**A+***	N/A
ROI Healthcare Solutions	84.8*	3	**A***	B-*	B+*	B*	C*	N/A

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

*Limited data

Definitions can be found on page iii.

Managed IT Services Continued

Other Notable Performances

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

Avoids charging for every little thing?

CereCore	n=8	**100%**
HCTec	n=16	**100%**
HTC Global Services	n=8	**100%**
Pivot Point Consulting, a Vaco Company	n=11	**100%**

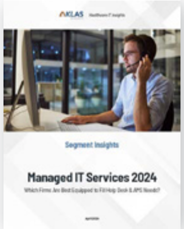
Exceeds expectations?

CereCore	n=9	**100%**

Would you buy again?

CereCore	n=8	**100%**
CrossVue	n=7	**100%**
CTG, a Cegeka Company	n=8	**100%**
Experis Health Solutions	n=6	**100%**
HTC Global Services	n=7	**100%**

Recent Insights



Managed IT Services 2024

Which Firms Are Best Equipped to Fill Help Desk & AMS Needs?

Key Findings:

1. Pivot Point Consulting, CereCore, GAVS Technologies & CTG Highlighted for High-Quality Services & Strong Partnership
2. Nordic & Tegria Able to Scale but Struggle with Staff Consistency
3. Some HCTec & HCLTech* Clients Dissatisfied with Staff Quality; Oracle Health* Clients Report Poor Service Post-Acquisition
4. Most Respondents Plan to Maintain or Increase Use of Managed IT Services to Mitigate Cost & Staffing Challenges

*Limited data

Technical Services

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

CSI Companies

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average 91.8

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars					Market energy
					Loyalty	Operations	Relationship	Services	Value	
1.	**CSI Companies**	96.9	+6%	15	A+	A	A+	A	A	N/A
2.	Prominence	94.7	-2%	13	A+	A	A	A-	A	N/A
3.	Keena Healthcare Technology	92.7	-2%	14	A	A-	A+	B+	B+	N/A
4.	Galen Healthcare, an RLDatix Company	90.9	+1%	13	A	B+	A-	A-	B+	N/A
5.	Medasource	90.7	N/A	10	A	A-	A-	B	A-	N/A
6.	Nordic	88.3	-1%	10	A-	B	B+	B+	B+	N/A
7.	Tegria	84.6	-9%	20	B+	B+	B	B+	C+	N/A

0.0 100.0

Services average 90.1

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars					Market energy
			Loyalty	Operations	Relationship	Services	Value	
Experis Health Solutions	92.9*	5	A*	A-*	A+*	A-*	A-*	N/A
Huron	95.3*	5	–	A*	B+*	A*	A*	N/A
JTG Consulting Group	93.3*	8	A+*	A*	A+*	A*	B*	N/A
Pivot Point Consulting, a Vaco Company	96.2*	9	A*	A*	A+*	A-*	A+*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Technical Services Continued

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

CSI Companies	n=15	**100%**
Medasource	n=10	**100%**
Nordic	n=10	**100%**
Prominence	n=13	**100%**

Exceeds expectations?

None

Would you buy again?

CSI Companies	n=15	**100%**
Galen Healthcare, an RLDatix Company	n=13	**100%**
Keena Healthcare Technology	n=14	**100%**
Medasource	n=10	**100%**
Prominence	n=13	**100%**

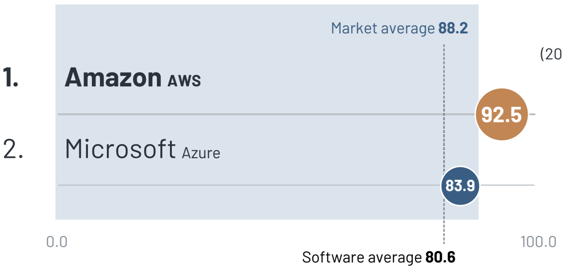
Public Cloud

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)



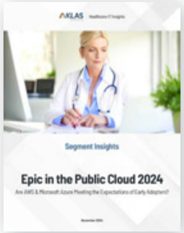
		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Amazon AWS**	92.5	N/A	15	**A**	**A**	A-*	**A**	**A**	**A**	N/A
2.	Microsoft Azure	83.9	N/A	18	B	**A**	B-	B+	C+	C	N/A

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Microsoft Azure n=18 **100%**	Amazon AWS n=15 **100%**
			Microsoft Azure n=18 **100%**

Recent Insights



Epic in the Public Cloud 2024

Are AWS & Microsoft Azure Meeting the Expectations of Early Adopters?

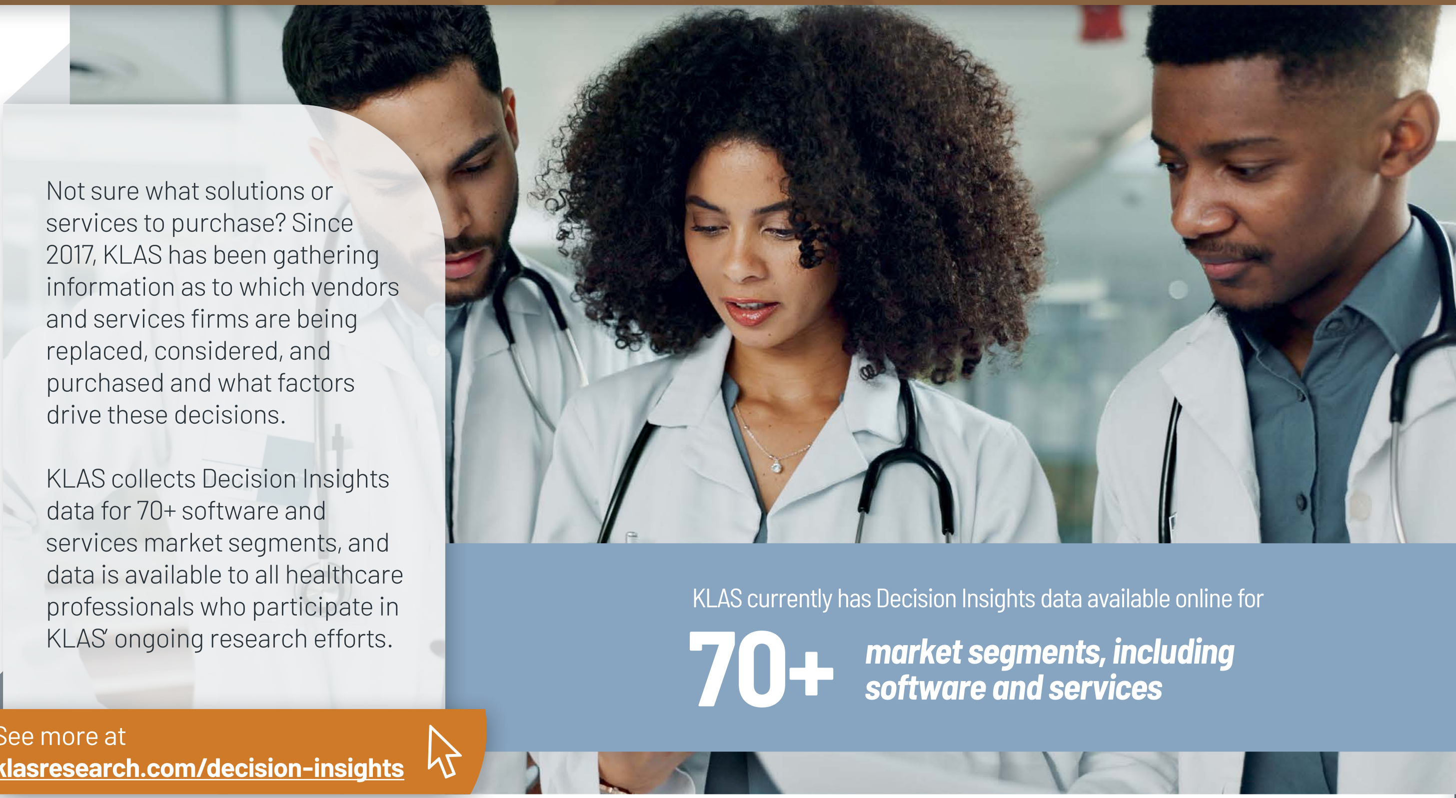
Key Findings:

1. Public Cloud Scalability: While Market Is Still Early, Large Organizations in Full Production Environments Report Success with Both AWS & Microsoft Azure
2. Technology, Speed & Support Drive Strong Satisfaction for AWS Customers; Microsoft Azure Customers Appreciate Platform, though Inconsistent Support & Relationships Affect Overall Satisfaction
3. AWS Customers Report Improved Performance & Microsoft Azure Customers See Consistent Results; Cost Savings Not Yet Realized for Either Customer Base
4. Healthcare Organizations Cite Integration & Internal Expertise as Biggest Challenges
5. Use of Third-Party Firms for Cloud Planning/Assessment & Migration Is High

KLAS DECISION INSIGHTS

Discover Which Vendors Have Market Energy and Why

Glean insights from your peers' purchase decisions



Not sure what solutions or services to purchase? Since 2017, KLAS has been gathering information as to which vendors and services firms are being replaced, considered, and purchased and what factors drive these decisions.

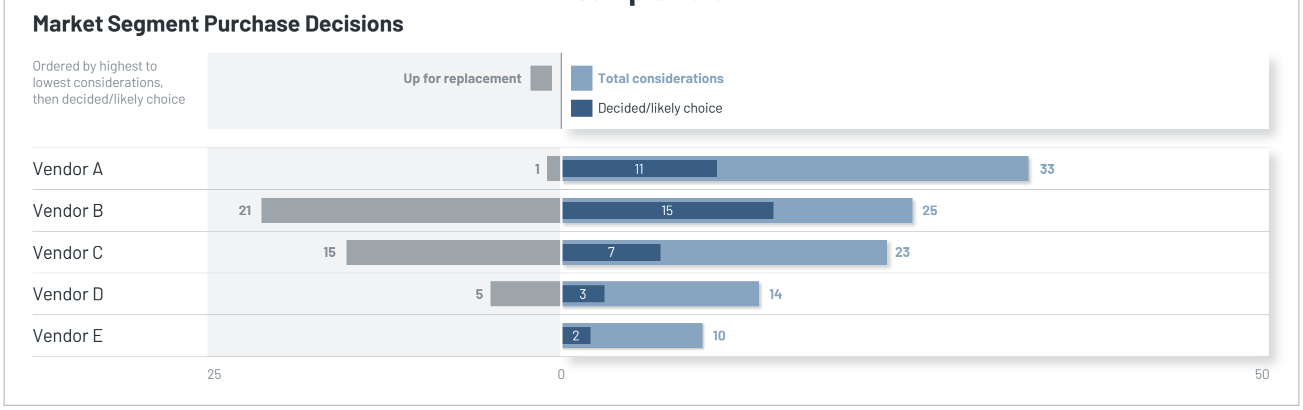
KLAS collects Decision Insights data for 70+ software and services market segments, and data is available to all healthcare professionals who participate in KLAS' ongoing research efforts.

KLAS currently has Decision Insights data available online for

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

See more at
klasresearch.com/decision-insights

Sample Data



Imaging Systems

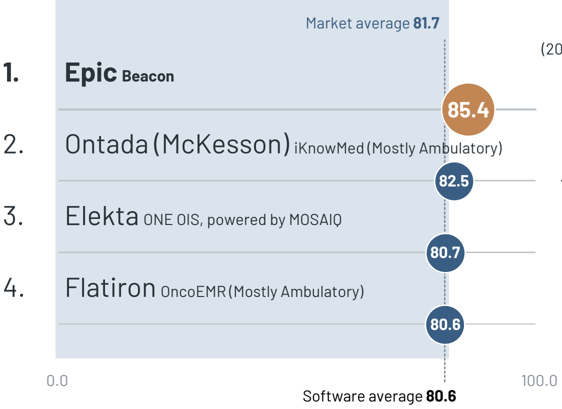
Oncology: Medical

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



Rank	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value
1.	**Epic Beacon**	85.4	-2%	34	B	**A**	B-	B+	B	B
2.	Ontada (McKesson) iKnowMed (Mostly Ambulatory)	82.5	-11%	22	B	B	B	B-	B	B
3.	Elekta ONE OIS, powered by MOSAIQ	80.7	-6%	15	B-	C+	B-	B-	B+	B
4.	Flatiron OncoEMR (Mostly Ambulatory)	80.6	-2%	32	B-	B+	B-	B-	B	C

Customer experience pillars: Culture, Loyalty, Operations, Product, Relationship, Value. Market energy

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Epic Beacon n=34 **100%**	Epic Beacon n=30 **97%**

Oncology: Radiation

Segment Definitions can be found on page iii.

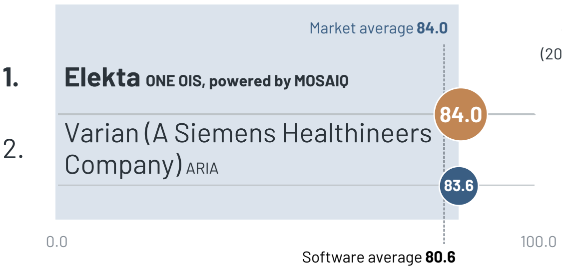
BEST IN KLAS® SOFTWARE & SERVICES 2025

Elekta

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



Rank	Solution	Score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Elekta** ONE OIS, powered by MOSAIQ	84.0	-3%	23	B	B	B	B	B+	B	N/A
2.	Varian (A Siemens Healthineers Company) ARIA	83.6	-3%	26	C+	**A**	B	B	B-	C+	N/A

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

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Varian (A Siemens Healthineers Company) ARIA n=26 **100%**	Varian (A Siemens Healthineers Company) ARIA n=26 **100%**

Cardiology

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Merge by merative

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **80.9**

Software average **80.6**

	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Merge by Merative Merge Cardio**	83.8	+1%	20	B	B+	B	B	B+	B-	N/A
2.	Fujifilm Synapse Cardiovascular	83.2	+1%	19	C	B+	B	B	B+	B	N/A
3.	Siemens Healthineers syngo Dynamics	79.8	+3%	20	B	B	B-	C+	B	C+	N/A
4.	Philips Cardiovascular Workspace (IntelliSpace Cardiovascular)	75.6	-6%	19	D+	C+	C+	B-	C+	C+	N/A
5.	GE HealthCare Centricity Cardiology Enterprise Solution	74.7	+5%	17	B-	C	C	C+	C+	C	N/A

0.0 — 100.0

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
AGFA HealthCare Enterprise Imaging for Cardiology [NR]	89.1*	9	**A-***	**A***	B+*	**A-***	**A***	B*	N/A
Epic Cupid [C]	88.9	26	**A-**	**A-**	B	B+	**A**	**A-**	N/A
INFINITT Cardiology Suite	87.9*	8	B+*	**A-***	B+*	**A-***	B+*	**A-***	N/A
Optum Cardiology Solutions	65.7*	12	D-*	D*	C-*	C*	D+*	D*	N/A

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

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Merge by Merative Merge Cardio	n=19	**100%**
Fujifilm Synapse Cardiovascular	n=19	**95%**

Would you buy again?

None

Cardiology Hemodynamics

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Merge by merative

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **82.1**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Merge by Merative** **Merge Hemo**	89.3	-2%	19	**A-**	**A-**	**A-**	**A-**	**A-**	B+	N/A
2.	Philips Xper Information Management	84.8	+9%	16	B+	B+	B+	B	B	B-	N/A
3.	GE HealthCare Mac-Lab	83.2	+10%	19	**A-**	B	B	B	B-	B-	N/A

0.0 100.0

Software average **80.6**

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Optum Cardiology Hemo	73.1*	14	C*	D+*	C+*	B-*	C*	C*	N/A

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?			Part of long-term plans?	Would you buy again?
None	GE HealthCare Mac-Lab	n=19	**100%**	None	None
	Merge by Merative Merge Hemo	n=19	**95%**		

Image Exchange

Segment Definitions can be found on page iii.

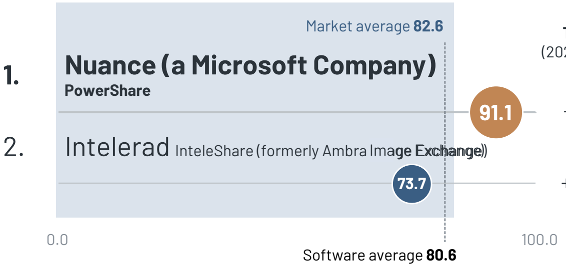
BEST IN KLAS® SOFTWARE & SERVICES 2025

NUANCE®

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
				Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Nuance (a Microsoft Company)** **PowerShare**	+1%	63	**A**	**A**	**A-**	**A-**	B+	**A**	≡
2.	Intelerad InteleShare (formerly Ambra Image Exchange)	+4%	28	D+	B-	C	B-	D+	C	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Intelerad Life Image (formerly lifeIMAGE)	56.6*	10	F*	F*	D+*	D-*	F*	D*	≡
Merge by Merative Merge Universal Viewer	86.5*	9	**A-***	B+*	B+*	B*	B+*	**A-***	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Nuance (a Microsoft Company) PowerShare n=62 **95%**	Nuance (a Microsoft Company) PowerShare n=61 **98%**	Nuance (a Microsoft Company) PowerShare n=60 **98%**

PACS: Large (>300K Studies)

Segment Definitions can be found on page iii.

BEST IN KLAS
SOFTWARE & SERVICES
2025

SECTRA
Knowledge and passion

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **78.1**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Sectra PACS**	91.0	+3%	31	**A-**	**A+**	**A-**	**A**	**A-**	B	≡
2.	AGFA HealthCare Enterprise Imaging for Radiology	87.2	+15%	16	B+	**A-**	B+	B+	**A**	B	≡
3.	Fujifilm Synapse	84.9	+12%	19	B-	B+	B	B	**A-**	B+	≡
4.	Merge by Merative Merge PACS	82.8	+3%	15	B	B	B	B	B+	B	≡
5.	Optum Radiology Solutions	72.6	-3%	17	D+	C-	B-	C+	C-	C-	≡
6.	GE HealthCare Centricity PACS	63.1	+12%	15	D	F	D+	D	C	D+	≡
7.	Intelerad IntelePACS	58.7	-3%	22	F	D-	D	D+	F	F	≡

0.0 100.0

Software average **80.6**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
INFINITT PACS	92.8*	8	A-*	A+*	A-*	A*	A-*	A+*	≡
Philips Image Management Vue PACS (Carestream)	65.8*	9	D-*	F*	C*	C-*	C-*	C*	≡
Philips IntelliSpace PACS [NP]	65.1	18	D+	F	C	C-	C	D+	≡

*Limited data [NP] Not primary

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Merge by Merative Merge PACS n=12 **100%***	Sectra PACS n=30 **100%**
		Sectra PACS n=31 **100%**	

PACS: Small (≤300K Studies)

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

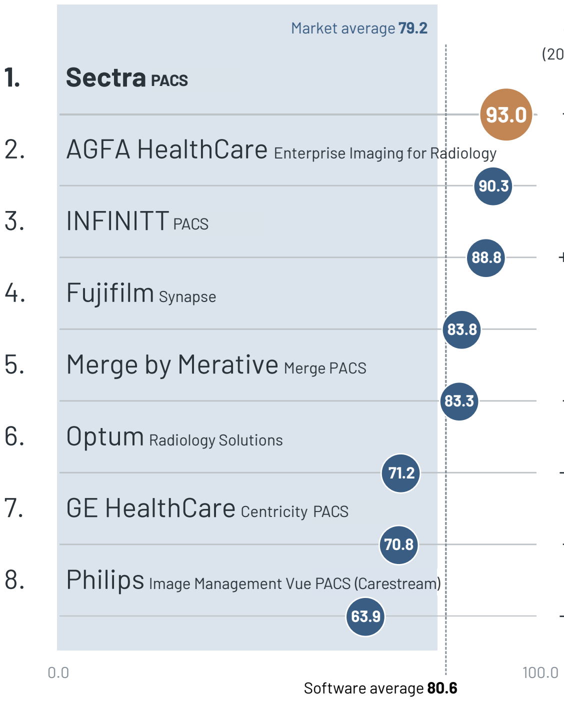
SECTRA

Knowledge and passion

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Sectra** PACS	93.0	+2%	19	**A**	**A+**	**A**	**A-**	**A**	**A-**	≡
2.	AGFA HealthCare Enterprise Imaging for Radiology	90.3	0%	17	**A-**	**A**	**A-**	**A-**	**A**	**A-**	≡
3.	INFINITT PACS	88.8	+12%	18	B+	**A-**	B+	**A-**	**A-**	**A-**	≡
4.	Fujifilm Synapse	83.8	+1%	23	B	B+	B	B	B	B-	≡
5.	Merge by Merative Merge PACS	83.3	+2%	19	B	B	B	B	B	B	≡
6.	Optum Radiology Solutions	71.2	-10%	21	C	D+	C+	C+	C-	C-	≡
7.	GE HealthCare Centricity PACS	70.8	+2%	20	C	D+	C+	C-	C	D+	≡
8.	Philips Image Management Vue PACS (Carestream)	63.9	-10%	20	F	D	D	C-	D	D+	≡

Solutions Not Ranked

Ordered alphabetically

Solution	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Intelerad IntelePACS	68.1*	7	D+*	C-*	C+*	C*	D+*	F*	≡
Konica Minolta Exa PACS	77.6*	8	C-*	B-*	B-*	B-*	C*	B*	≡
Philips IntelliSpace PACS [NP]	76.7*	9	B*	D*	B*	C+*	C+*	**A-***	≡

*Limited data [NP] Not primary

Definitions can be found on page iii.

PACS: Small (≤300K Studies) Continued

Other Notable Performances

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

Avoids charging for every little thing?

AGFA HealthCare Enterprise Imaging for Radiology	n=16	**95%**

Keeps all promises?

AGFA HealthCare Enterprise Imaging for Radiology	n=17	**100%**
Sectra PACS	n=19	**96%**

Part of long-term plans?

Sectra PACS	n=18	**100%**
AGFA HealthCare Enterprise Imaging for Radiology	n=17	**95%**
Fujifilm Synapse	n=22	**95%**

Would you buy again?

Sectra PACS	n=19	**100%**
AGFA HealthCare Enterprise Imaging for Radiology	n=16	**95%**
Merge by Merative Merge PACS	n=17	**95%**

Universal Viewer (Imaging)

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

AGFA HealthCare

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **82.7**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**AGFA HealthCare** **Enterprise Imaging XERO Viewer**	88.4	+4%	25	B+	**A-**	B+	**A-**	**A-**	B+	≡
2.	Visage Imaging Visage 7	87.9	+4%	16	**A-**	**A-**	**A-**	**A-**	B	B+	≡
3.	Merge by Merative Merge Universal Viewer	86.8	+3%	24	B	**A-**	B+	B+	B+	B+	≡
4.	Mach7 Technologies eUnity	83.5	+2%	16	B-	B+	B+	B	B-	B	≡
5.	GE HealthCare Universal Viewer	68.8	+6%	18	D+	D+	C	C-	C+	D	≡

0.0 100.0

Software average **80.6**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Fujifilm Synapse Mobility [C]	85.0	17	B+	B	B+	B	B+	B+	≡
Hyland NilRead	75.4*	10	C*	C*	C+*	B-*	B-*	C*	≡
Philips Enterprise Viewer Vue Motion (Carestream)	80.0*	6	C+*	B-*	B-*	B*	C*	B*	N/A

*Limited data [C] Component

Definitions can be found on page iii.

Other Notable Performances

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Visage Imaging Visage 7 n=14 **95%***	None	Merge by Merative Merge Universal Viewer n=21 **96%**

Vendor Neutral Archive (VNA)

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

AGFA HealthCare

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **81.6**

Software average **80.6**

0.0 – 100.0

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**AGFA HealthCare Enterprise Imaging VNA**	**86.9**	+17%	18	B	B+	B+	**A-**	**A-**	B	≡
2.	Fujifilm Synapse VNA	86.8	0%	31	B+	**A-**	B	B+	B+	B+	≡
3.	Merge by Merative Merge VNA	84.2	+5%	26	B-	B+	B	B+	B+	B	≡
4.	GE HealthCare Centricity Clinical Archive Solution	77.1	+1%	16	C+	C	B-	B-	B	C+	≡
5.	Mach7 Technologies Mach7 Vendor Neutral Archive	74.6	+13%	16	D	C	B-	C+	C	B-	≡
6.	Hyland Acuo	73.8	0%	16	C	C	C-	B-	B-	C	≡

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Philips Enterprise Repository Vue Archive (Carestream)	80.7*	7	B-*	C+*	B-*	B*	B-*	B+*	≡
Sectra VNA	93.8*	8	**A+***	**A+***	**A***	**A***	**A***	**A-***	≡

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
None	None	None	Fujifilm Synapse VNA n=30 **97%**

Recent Insights—Imaging Software

Enterprise Imaging 2024

Vendors and Providers Driving Market Progress

Key Findings:

1. AGFA HealthCare Makes Relationship & Delivery Strides; Fujifilm Continues High VNA Satisfaction; Merge by Merative Customers Seeing More Engagement
2. With Growing EI Presence, Visage Imaging Gains Traction & Drives High Satisfaction with Diagnostic Viewer; Sectra* VNA Customers Give the Platform High Marks
3. Varied Experiences, Less Progress with GE HealthCare, Hyland & Mach7 Technologies

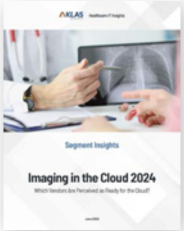
*Limited data

Imaging AI 2024

Multiple Solutions Gaining Traction in a Crowded Market

Key Findings:

1. Market Overview: Imaging AI Gaining Traction; Broader, Deeper Adoption Is on Horizon
2. RapidAI & Viz.ai Most Adopted by Respondents, Followed by Aidoc & Rad AI
3. AI Platforms from Aidoc & Nuance Have Strongest Consideration; Riverain Technologies Most Frequently Considered Pixel AI Solution
4. Traditional Imaging IT Vendors Are Starting to Be Considered for AI Solutions



Imaging in the Cloud 2024

Which Vendors Are Perceived as Ready for the Cloud?

Key Findings:

1. Customers Have High Confidence in Cloud Offerings from Visage Imaging & Sectra, Which Both Garner High Market Interest
2. AGFA HealthCare & Merge by Merative Instill Confidence in Customers Thanks to Thoughtful Approach to Cloud
3. Many Change Healthcare, INFINITT & Fujifilm Respondents Express Confidence in Vendors' Cloud Strategies; Other Respondents Lack Clarity
4. Customer Perception of Intelerad's Cloud Strategy Is Mixed; GE HealthCare Moving toward Cloud, though Many Customers Question Ability to Execute

Speech Recognition: Front-End Imaging

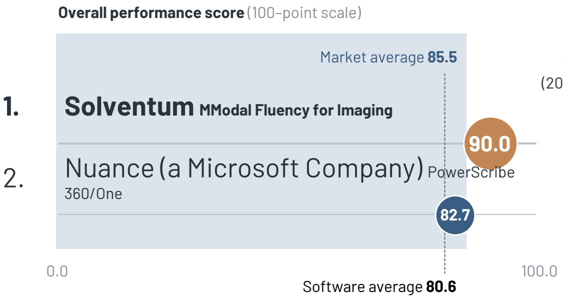
Segment Definitions can be found on page iii.

BEST IN KLAS
SOFTWARE & SERVICES
2025

solventum

Ranked Solutions

Grading methodology can be found on page ii.



				Customer experience pillars						
	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1. **Solventum** **MModal Fluency for Imaging**	90.0	+1%	29	**A-**	**A**	**A-**	B+	**A-**	**A-**	≡
2. Nuance (a Microsoft Company) PowerScribe 360/One	82.7	-6%	43	B-	B	B+	B+	B-	C+	≡

Solutions Not Ranked

			Customer experience pillars						
	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Dolbey Fusion Expert	84.8*	12	B+*	B-*	B+*	B*	**A-***	**A-***	≡

*Limited data

Definitions can be found on page iii.

PATIENT VOICE COLLABORATIVE

Amplify the Patient Voice

Let patients have a say in technology development and decisions

The KLAS Patient Voice Collaborative is a growing group of healthcare organizations and healthcare IT vendors committed to using patient perspectives to improve the overall patient experience with technology.

KLAS has interviewed thousands of patients to gain insights into their experiences with healthcare IT. With these insights, the Patient Voice Collaborative intends to:

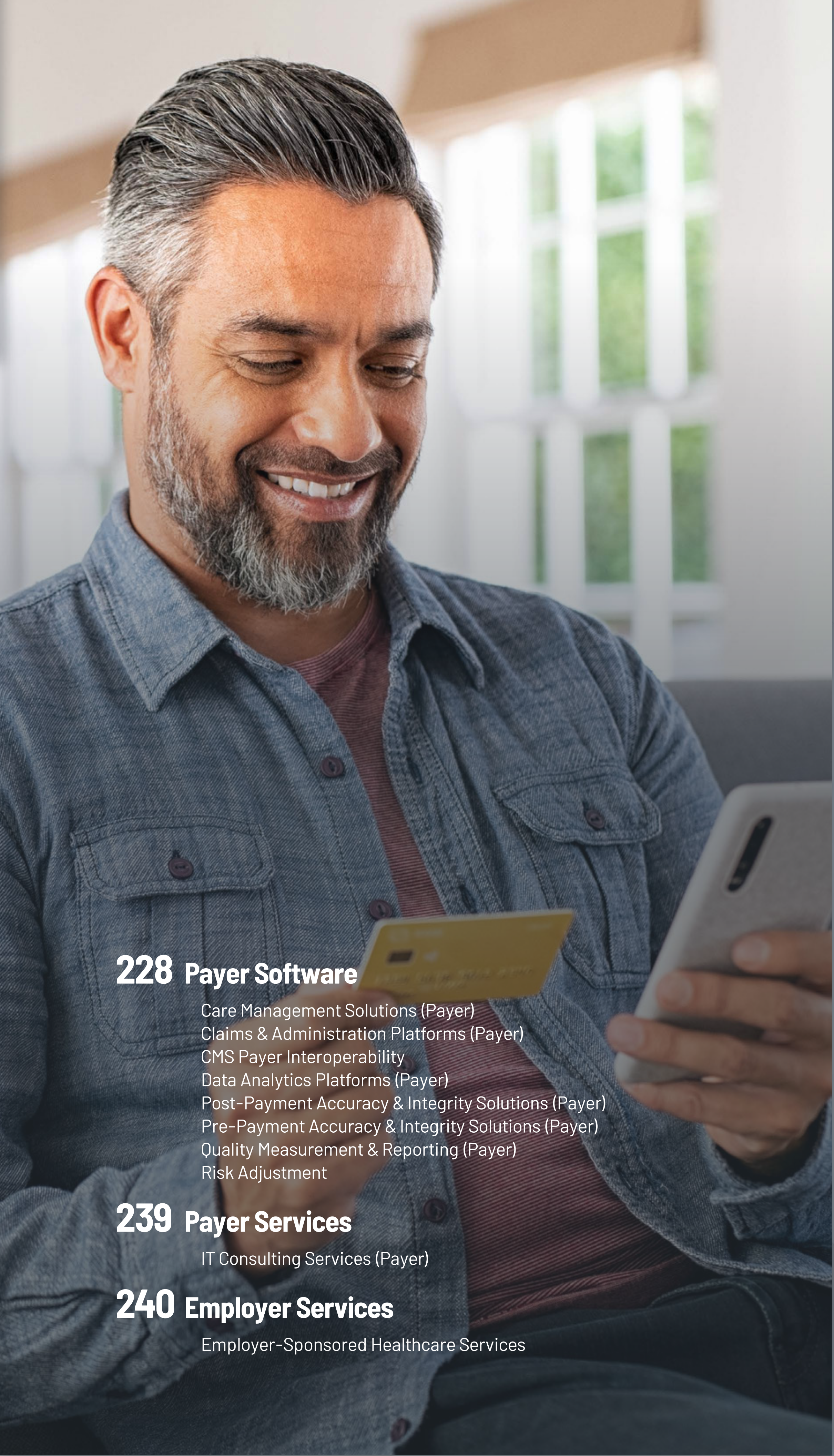
- Align healthcare organizations with patient needs
- Enable collaboration between healthcare organizations and HIT vendors to better serve patients
- Benchmark organizations' alignment with patients and measure ongoing progress
- Track patient trends and preferences
- Discover and share best practices on how organizations can leverage technology to enhance the patient experience

"The patient voice survey was a game changer for our organization, offering a data-driven benchmarking approach that firmly captures the patient perspective around technology use. The results provided the catalyst we needed to prioritize and drive forward critical digital health projects that align with patient needs."
—Associate CMIO

Reach out to KLAS to learn more:
patientvoice@klasresearch.com

KLAS RESEARCH

Payer Solutions



Care Management Solutions (Payer)

Segment Definitions can be found on page iii.

BEST IN KLAS®
SOFTWARE & SERVICES
2025

zeomega®

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **78.2**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**ZeOmega Jiva**	82.2	+3%	21	C+	B+	B-	B	B	B	N/A
2.	VirtualHealth HELIOS	80.4	+6%	6	B	**A-**	C+	B-	B	C-	N/A
3.	MHK CareProminence	77.6	-3%	12	D+	B-	C	C+	B-	B+	N/A
4.	HealthEdge GuidingCare	76.3	0%	11	C	B+	C	C+	C+	D+	N/A
5.	Zyter TruCare	73.9	-4%	11	D	C+	B-	C-	B	B-	N/A

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

0.0 100.0

Software average **80.6**

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Cognizant CareAdvance Enterprise (TriZetto)	83.1*	5	B*	B+*	B-*	B*	B+*	B*	N/A
Epic Tapestry (Medical Management) [C]	81.5*	4	B-*	**A-***	C*	C*	**A-***	**A-***	N/A
Medecision Aerial [NP]	49.5*	3	F*	F*	D+*	F*	F*	D+*	N/A

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

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

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

VirtualHealth HELIOS	n=6	**100%**

Would you buy again?

VirtualHealth HELIOS	n=4	**100%***
ZeOmega Jiva	n=19	**96%**

Claims & Administration Platforms (Payer)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **80.8**

Software average **80.6**

		Overall performance score (100-point scale; 0.0–100.0)	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Cognizant** **TriZetto Core Claims/Administration Solutions**	85.7	+13%	17	B-	**A**	B	B	B+	B	N/A
2.	HealthEdge HealthRules Payer	83.3	+7%	12	C+	**A**	B-	B	B	B-	N/A

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Epic Tapestry (Core Admin) [C]	81.3	14	C+	**A-**	C	C+	B	B	N/A
Mphasis (Eldorado) Eldorado Core Claims Solutions [R]	62.2*	3	F*	D+*	C+*	D-*	–	B*	N/A

*Limited data – Insufficient data [C] Component [R] Regional

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

None

Part of long-term plans?

Cognizant TriZetto Core Claims/Administration Solutions	n=17	**100%**
HealthEdge HealthRules Payer	n=12	**100%**

Would you buy again?

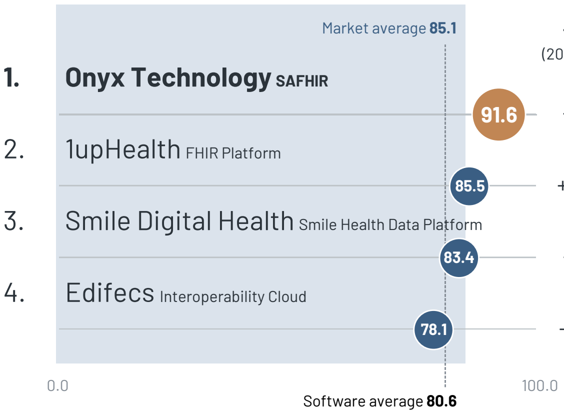
Cognizant TriZetto Core Claims/Administration Solutions	n=17	**100%**

CMS Payer Interoperability

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.



	Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1. **Onyx Technology** SAFHIR	91.6	-2%	7	B+	**A**	B+	**A**	**A**	**A**	N/A
2. 1upHealth FHIR Platform	85.5	+10%	17	B+	B+	B	B+	**A-**	B	N/A
3. Smile Digital Health Smile Health Data Platform	83.4	-6%	10	**A-**	B-	B	B	B-	B+	N/A
4. Edifecs Interoperability Cloud	78.1	-15%	6	C	B	C+	B-	C	C	N/A

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

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
Cognizant Connected Interoperability Solutions	85.0*	3	B*	**A-***	B*	**A-***	B*	C+*	N/A
InterSystems HealthShare CMS Solution Pack	86.7*	5	**A-***	B*	B-*	B+*	B+*	**A***	N/A

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

*Limited data

Definitions can be found on page iii.

Other Notable Performances

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

Avoids charging for every little thing?

1upHealth FHIR Platform	n=15	**100%**
Onyx Technology SAFHIR	n=6	**100%**
Smile Digital Health Smile Health Data Platform	n=9	**100%**

Keeps all promises?

Smile Digital Health Smile Health Data Platform	n=10	**100%**

Part of long-term plans?

Edifecs Interoperability Cloud	n=6	**100%**
Onyx Technology SAFHIR	n=6	**100%**

Would you buy again?

Onyx Technology SAFHIR	n=7	**100%**

CMS Payer Interoperability Continued

Recent Insights

CMS Payer Interoperability 2024

How Are Payers Optimizing the Use of Their Solutions beyond Compliance?

Key Findings:

1. Beyond Compliance, Current Uses of Solutions Most Often Revolve around Data Conversion; Future Use Cases Will Be Focused on EHR Integration & Closing Care Gaps
2. Smile Digital Health Customers Report Highly Varied Use Cases
3. InterSystems Builds Strong Customer Relationships but Has Opportunities to Provide More Product Value; 1upHealth Customers Only Report Compliance Work, with Some Considering Leaving
4. Edifecs & Onyx Technology Customers Highly Satisfied Due to Strong Relationships & Expertise in Compliance

Data Analytics Platforms (Payer)

Segment Definitions can be found on page iii.

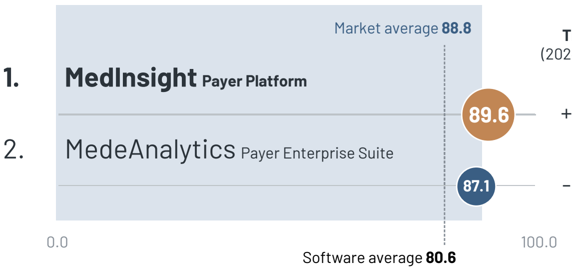
BEST IN KLAS® SOFTWARE & SERVICES 2025

Milliman MedInsight

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**MedInsight** Payer Platform	89.6	+9%	10	A-	A	B+	B	A	A	N/A
2.	MedeAnalytics Payer Enterprise Suite	87.1	-3%	6	B	A	B-	B	A-	A	N/A

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Clarify Health Solutions Healthcare Analytics Platform	87.7*	4	B+*	A+*	B*	C+*	A*	A*	N/A

*Limited data

Definitions can be found on page iii.

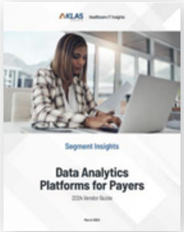
Other Notable Performances

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

*Limited data

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
MedeAnalytics Payer Enterprise Suite n=5 **100%***	None	MedeAnalytics Payer Enterprise Suite n=5 **100%***	MedeAnalytics Payer Enterprise Suite n=6 **100%**
MedInsight Payer Platform n=10 **100%**		MedInsight Payer Platform n=10 **100%**	MedInsight Payer Platform n=10 **100%**

Recent Insights



Data Analytics Platforms for Payers

2024 Vendor Guide

Key Findings:

1. Overview of Data Analytics Platform Vendors
2. Overview of Data Analytics Platforms

Post-Payment Accuracy & Integrity Solutions (Payer)

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

TREND HEALTH PARTNERS

Ranked Solutions

Grading methodology can be found on page ii.
*Limited data

Overall performance score (100-point scale)

Market average **87.4**

Software average **80.6**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Trend Health Partners TRENDConnect**	93.5	N/A	15	**A**	**A+**	**A**	**A-**	**A**	**A**	N/A
2.	Conduent Payment Integrity Solutions	86.0	-3%	6	**A-**	B	B+	B	**A-**	B+	N/A
3.	EXL Payment Integrity Solutions	83.1	-5%	7	B	B+	C	B-	B+	**A-**	N/A
4.	Cotiviti Payment Accuracy Solutions	82.2	-2%	12	B	B	B	C+	B+	B	N/A
5.	Optum Payment Integrity Solutions	57.4	-27%	6	D-	D-	D-*	F*	D*	F	N/A

0.0 100.0

Other Notable Performances

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

Avoids charging for every little thing?

EXL Payment Integrity Solutions	n=7	**100%**
Trend Health Partners TRENDConnect	n=15	**100%**

Keeps all promises?

None

Part of long-term plans?

EXL Payment Integrity Solutions	n=7	**100%**
Trend Health Partners TRENDConnect	n=14	**100%**

Would you buy again?

Trend Health Partners TRENDConnect	n=15	**100%**

Pre-Payment Accuracy & Integrity Solutions (Payer)

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **85.0**

					Customer experience pillars						
		Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1.	**Lyric** **ClaimsXten**	87.9	-2%	14	**A-**	**A-**	B+	B+	**A-**	B+	N/A
2.	HealthEdge Source	86.6	0%	12	B	**A-**	B	B+	**A-**	B	N/A
3.	Zelis Healthcare Payment Integrity Solutions	86.0	-7%	21	B	**A-**	B	B+	B	**A-**	N/A
4.	Cotiviti Payment Accuracy Solutions	82.9	N/A	9	B	B	B	B	**A-**	B-	N/A
5.	Optum Payment Integrity Solutions	79.4	N/A	10	C	B+	B-	B-	C+	C+	N/A

0.0 100.0

Software average **80.6**

Other Notable Performances

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

Avoids charging for every little thing?	**Keeps all promises?**	**Part of long-term plans?**	**Would you buy again?**
Zelis Healthcare Payment Integrity Solutions n=18 **100%**	None	Optum Payment Integrity Solutions n=8 **100%**	None
		Zelis Healthcare Payment Integrity Solutions n=21 **95%**	

Quality Measurement & Reporting (Payer)

Segment Definitions can be found on page iii.

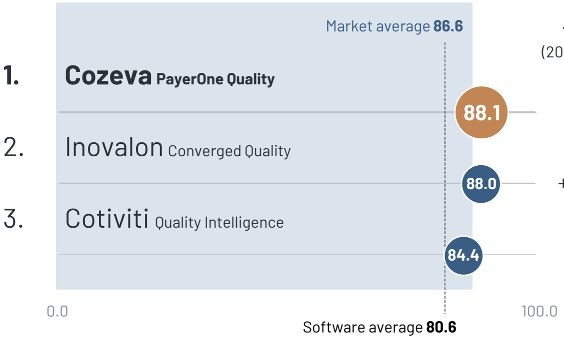
BEST IN KLAS® SOFTWARE & SERVICES 2025

Applied Research Works, Inc. COZEVA®

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Overall performance score	Trend (2024-2025)	# of unique orgs	Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
				Customer experience pillars						
1. **Cozeva** **PayerOne Quality**	88.1	N/A	10	B+	**A**	B+	B+	**A-**	B	N/A
2. Inovalon Converged Quality	88.0	+17%	11	**A**	**A**	B+	B+	**A-**	B-	N/A
3. Cotiviti Quality Intelligence	84.4	+1%	27	B	**A-**	B	B-	B+	B	N/A

Other Notable Performances

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

Avoids charging for every little thing?

None

Keeps all promises?

Inovalon Converged Quality	n=11	**100%**

Part of long-term plans?

Cotiviti Quality Intelligence	n=22	**100%**
Cozeva PayerOne Quality	n=9	**100%**

Would you buy again?

Cozeva PayerOne Quality	n=9	**100%**

Risk Adjustment

Segment Definitions can be found on page iii.

Ranked Solutions

Grading methodology can be found on page ii.

		Overall performance score (100-point scale)	Trend (2024-2025)	# of unique orgs	Customer experience pillars						Market energy
					Culture	Loyalty	Operations	Product	Relationship	Value	
1.	**Vatica Health Risk Adjustment and Quality of Care Solution**	94.4	+1%	11	**A+**	**A+**	**A**	**A-**	**A+**	**A+**	N/A
2.	Datavant (formerly Apixio) Risk Adjustment Suite	92.1	0%	15	**A**	**A**	**A-**	**A-**	**A**	**A**	N/A
3.	Cozeva PayerOne Risk	87.5	N/A	6	B-	**A**	B+	B+	**A**	B+	N/A
4.	Episource Clarity Platform	84.3	+4%	10	B+	B	B+	B-	B+	B	N/A
5.	Veradigm Risk Adjustment Solutions	82.7	N/A	10	B-	B+	B	B-	B	B+	N/A
6.	Datavant (formerly Ciox Health) Datavant Risk Adjustment Solution	82.2	-3%	11	B-	B+	B	B-	B	B	N/A
7.	Arcadia Risk Navigator Plus	81.3	+1%	8	B	B	B-	B-	B+	B-	N/A
8.	EXL Clarity	80.3	+1%	6	B	B-	C+	B	**A-**	C	N/A
9.	Edifecs Risk Adjustment Solutions	72.0	+6%	8	F	C	C+	C-	C	B	N/A
10.	Optum Change Healthcare Risk View	51.0	-33%	6	F	F	F	F	F	C-	N/A

Market average **83.3**

0.0

100.0

Software average **80.6**

Risk Adjustment Continued

Solutions Not Ranked

Ordered alphabetically

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Advantmed ELEVATE Risk Adjustment Insights	84.2*	3	B-*	B-*	B-*	B+*	**A***	**A***	N/A
Cotiviti Risk Adjustment Solutions	81.8*	3	B+*	**A-***	–	B+*	B-*	D*	N/A
Innovaccer Risk Analytics [NR]	95.9	6	**A+**	**A+**	**A+**	**A**	**A+**	**A**	N/A
Inovalon Integrated Risk	43.2*	4	F*	F*	F*	F*	F*	F*	N/A
Matrix Medical Network In Home Health Assessments	89.8*	3	**A***	**A***	**A-***	B+*	B*	**A***	N/A
Optum Risk Adjustment Solutions	80.4*	5	B*	C*	B*	B*	B+*	B-*	N/A
Signify Health In-Home Health Evaluations	73.6*	3	D-*	C-*	B-*	C*	B*	B*	N/A

*Limited data – Insufficient data [NR] Newly rated

Definitions can be found on page iii.

Other Notable Performances

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

*Limited data

Avoids charging for every little thing?		
Datavant (formerly Apixio) Risk Adjustment Suite	n=15	**100%**
Edifecs Risk Adjustment Solutions	n=8	**100%**
Vatica Health Risk Adjustment and Quality of Care Solution	n=10	**100%**

Keeps all promises?		
Datavant (formerly Apixio) Risk Adjustment Suite	n=15	**100%**
Episource Clarity Platform	n=8	**100%**
Vatica Health Risk Adjustment and Quality of Care Solution	n=11	**100%**

Part of long-term plans?		
Cozeva PayerOne Risk	n=5	**100%***
Datavant (formerly Ciox Health) Datavant Risk Adjustment Solution	n=11	**100%**
Episource Clarity Platform	n=8	**100%**
Vatica Health Risk Adjustment and Quality of Care Solution	n=9	**100%**

Would you buy again?		
Cozeva PayerOne Risk	n=6	**100%**
Vatica Health Risk Adjustment and Quality of Care Solution	n=9	**100%**

Recent Insights

Risk Adjustment 2024

Need for Both Retrospective & Prospective Capabilities Remains High

Key Findings:

1. Functionality the Number-One Reason for Selection; Cost a Common Reason for Both Selection & Replacement
2. Episource's Purchase Energy Has Grown Consistently; Change Healthcare Customers Leave after Security Breach
3. Inovalon* & Veradigm Considered but Chosen Less Frequently; Several Inovalon Customers Leave, Citing Unmet Expectations; Veradigm Stands Out for Submissions
4. Apixio Selected by Multiple Organizations & Current Customers Report Improved Loyalty; Organizations That Replace Edifecs Often Cite Declining Product & Relationship Post-Acquisition
5. Datavant Chosen for Chart-Retrieval Expertise; Current Customers Note Easy Chart-Retrieval Process
6. EXL's Analytics Facilitate Decision-Making for Customers; Arcadia Provides Retrospective & Prospective Analytics, Receives Mixed Feedback on Integration
7. Vatica Health's Prospective Solution Identifies Gaps at Point of Care
8. Matrix Medical Network* & Signify Health*—Vendors Focused on In-Home Health Assessments—Close Quality Care & Risk Gaps despite Shortcomings

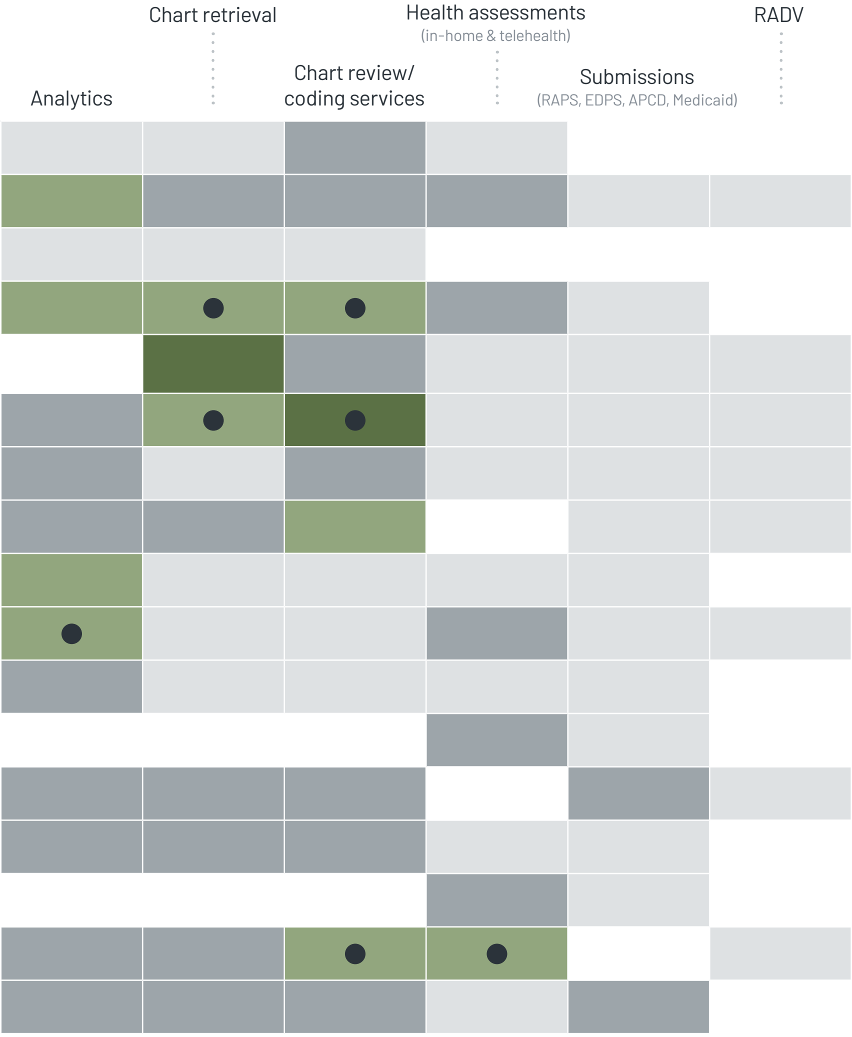
*Limited data

Risk Adjustment Continued

KLAS-Validated Risk Adjustment Areas

Interviewed customers validate using their risk adjustment solutions in the following areas. In some categories, such as submissions, the validated vendor may not have an end-to-end solution and may play more of a supporting role.

■ 10+ validations
▦ 6-9 validations
▨ 3-5 validations
□ 1-2 validations
● High performer in area
Fully rated in area, with overall score of >87.0



Vendors ordered alphabetically	Analytics	Chart retrieval	Chart review/ coding services	Health assessments (in-home & telehealth)	Submissions (RAPS, EDPS, APCD, Medicaid)	RADV
Advantmed ELEVATE Risk Adjustment Insights	□	□	▨	□		
Arcadia Risk Navigator Plus	▦	▨	▨	▨	□	□
Cotiviti Risk Adjustment Solutions	□	□	□			
Cozeva PayerOne Risk	▦	▦ ●	▦ ●	▨	□	
Datavant (formerly Ciox Health) Risk Adjustment Solution		■	▨	□	□	□
Datavant (formerly Apixio) Risk Adjustment Suite	▨	▦ ●	■ ●	□	□	□
Edifecs Risk Adjustment Solutions	▨	□	▨	□	□	□
Episource Clarity Platform	▨	▨	▦		□	□
EXL Clarity	▦	□	□	□	□	
Innovaccer Risk Analytics	▦ ●	□	□	▨	□	□
Inovalon Integrated Risk	▨	□	□	□	□	
Matrix Medical Network In Home Health Assessments				▨	□	
Optum Change Healthcare Risk View	▨	▨	▨		▨	□
Optum Risk Adjustment Solutions	▨	▨	▨	□	□	
Signify Health In-Home Health Evaluations				▨	□	
Vatica Health Risk Adjustment and Quality of Care Solution	▨	▨	▦ ●	▦ ●		□
Veradigm Risk Adjustment Solutions	▨	▨	▨	□	▨	

IT Consulting Services (Payer)

Segment Definitions can be found on page iii.

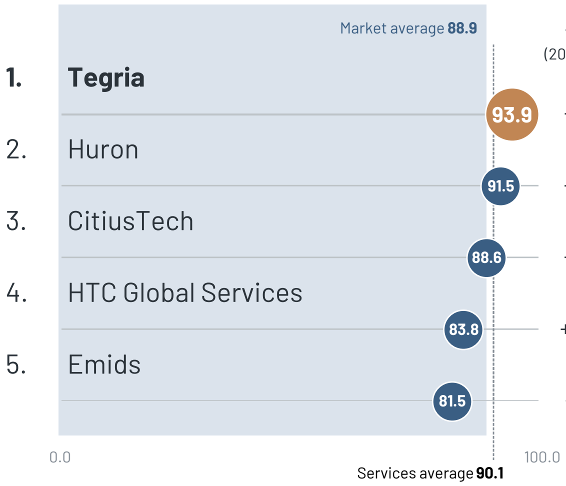
BEST IN KLAS® SOFTWARE & SERVICES 2025

Tegria

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)



	Solution	Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
1.	**Tegria**	93.9	+6%	8	**A+**	B+	**A**	B+	**A**	N/A
2.	Huron	91.5	+2%	10	**A-**	B+	**A-**	**A-**	**A-**	N/A
3.	CitiusTech	88.6	+2%	6	**A**	B	**A-**	B	B+	N/A
4.	HTC Global Services	83.8	+13%	6	B+	B-	B+	C	B-	N/A
5.	Emids	81.5	-8%	6	B-	C+	B-	B	C+	N/A

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

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
UST	93.1*	3	A*	A-*	A*	B+*	A*	N/A

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

*Limited data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?		
CitiusTech	n=6	**100%**
Huron	n=10	**100%**
Tegria	n=8	**100%**

Exceeds expectations?

None

Would you buy again?		
CitiusTech	n=6	**100%**
HTC Global Services	n=6	**100%**
Tegria	n=8	**100%**

PAYER SOLUTIONS | EMPLOYER SERVICES

Employer-Sponsored Healthcare Services

Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

QuadMed

Ranked Solutions

Grading methodology can be found on page ii.

Overall performance score (100-point scale)

Market average **87.3**

		Overall performance score	Trend (2024-2025)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
					Customer experience pillars					
1.	**QuadMed**	**89.3**	0%	10	**A**	**A-**	**A**	B+	B-	N/A
2.	Marathon Health	87.6	-3%	44	**A**	B	B+	B	B	N/A
3.	Proactive MD	87.5	-2%	12	**A-**	B	**A-**	B+	B	N/A
4.	Premise Health	86.8	0%	9	**A**	B-	B	B+	B-	N/A

0.0 100.0

Services average **90.1**

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Loyalty	Operations	Relationship	Services	Value	Market energy
			Customer experience pillars					
Crossover Health	87.2*	3	A-*	A-*	–	B+*	B-*	N/A

*Limited data – Insufficient data

Definitions can be found on page iii.

Other Notable Performances

Ranked solutions for which 100% of respondents answered yes.

Avoids charging for every little thing?

None

Exceeds expectations?

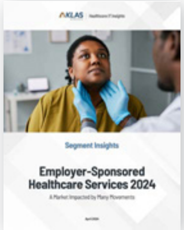
None

Would you buy again?

Marathon Health	n=43	**100%**
Premise Health	n=9	**100%**
QuadMed	n=10	**100%**

Employer-Sponsored Healthcare Services Continued

Recent Insights



Employer-Sponsored Healthcare Services 2024

A Market Impacted by Many Movements

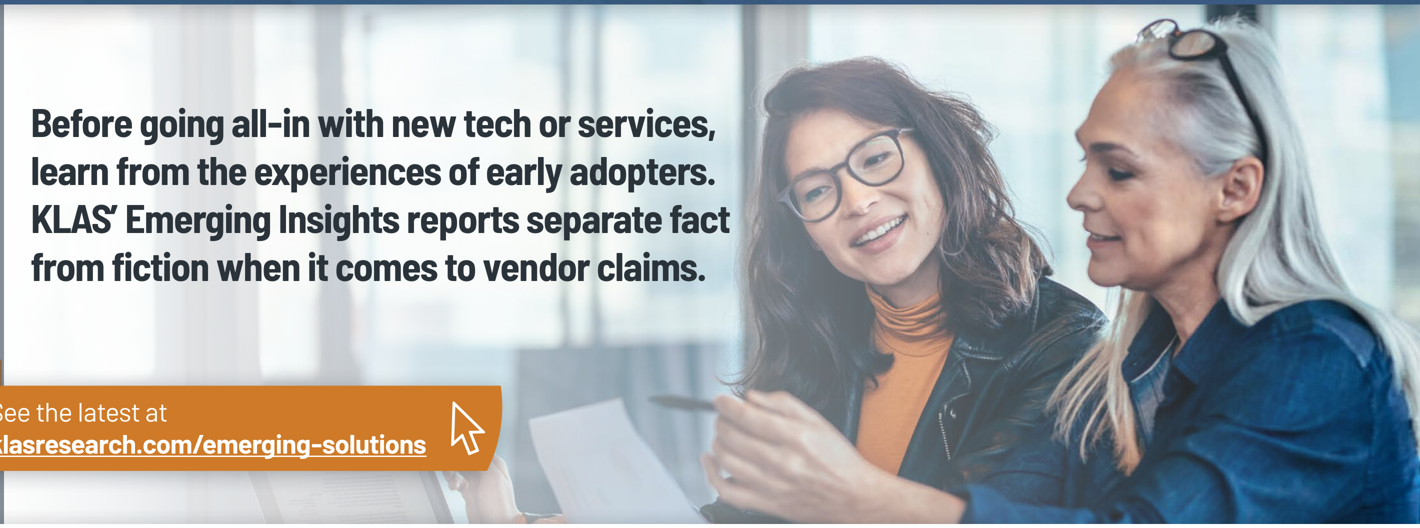
Key Findings:

1. Marathon Health & Premise Health See Market Share Growth through Acquisition; Clients Highlight Marathon Health for Their Time Spent with Patients
2. Proactive MD Excels at Reducing Costs & Improving Patient Health
3. QuadMed Respondents Highlight Improvements Due to Investments in People & Processes
4. Clients Most Often Contract for Primary Care & Telehealth; ROI Is Often Determined by Successful Marketing & Education

KLAS EMERGING INSIGHTS

Cut Through the Hype

Emerging Insights reports shed light on early customer experiences



Before going all-in with new tech or services, learn from the experiences of early adopters. KLAS' Emerging Insights reports separate fact from fiction when it comes to vendor claims.

See the latest at
klasresearch.com/emerging-solutions

KLAS publishes four different types of Emerging Insights reports:

Emerging Company Spotlight
A report on a solution KLAS has never measured before and that is from a newer company

Emerging Insights Case Study
A case study on a new solution that KLAS has never measured before and that has only a handful of initial customers

First Look
A report on a company that isn't new but is offering a new solution or one that KLAS is measuring for the first time

Second Look
An update on a solution previously featured in a Spotlight or First Look report

The Provider Perspective

"Companies that give KLAS the opportunity to evaluate them, even if they only have a few clients, can really be elevated in the marketplace. From my perspective and the perspectives of a lot of the CIOs and CMIOs I talk with, if a report is available from KLAS, the status of the vendor is automatically elevated." —CIO

Participating Vendor Perspective

"We anticipated that the company spotlight would be a good piece of marketing collateral and something we could share with prospective customers. We didn't anticipate that it would be something we could use as evidence for customers that we are onboarding and for clinicians that says our tool is effective and helpful." —CEO of emerging company

2024
Emerging Solutions
TOP 20
KLAS RESEARCH

KLAS Emerging Solutions Top 20 Report

Access the
full report here

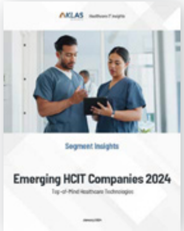
For KLAS' Emerging Solutions Top 20 report, prominent members of the healthcare community rated several new offerings against their potential to help healthcare organizations achieve the goals of the Quadruple Aim: improve outcomes, reduce costs, improve patient experiences, and improve clinician experiences.

Recent Emerging Insights Reports


Segment Insights

2024 KLAS Emerging Solutions Top 20

2024 KLAS Emerging Solutions Top 20
What Can Hospitals Do to Invest in Their Own Success?


Segment Insights

Emerging HCIT Companies 2024

Emerging HCIT Companies
Top-of-Mind Healthcare Technologies

Emerging Company Spotlights 2024

Abridge
Utilizing Ambient Speech Generative AI to Decrease Documentation Time and Physician Burnout

Ambience Healthcare
Optimizing Clinical Workflows with Ambient Speech AI Technology

Artisight Smart Hospital Platform
Improving Patient Care with an AI-Driven Virtual Care Platform

DeepScribe Ambient AI
Enhancing Clinician Experience & Efficiency Through Ambient Speech AI

Edgility Platform
Improving Patient Throughput with AI-Enabled Tools

Fathom
Optimizing Revenue Cycle Operations through Medical Coding AI

The Garage Bridge
Population Health Management for Value-Based Care

Emerging Company Spotlights, continued

Intraprise Health BluePrint Protect
Reducing Vulnerability by Closing Cybersecurity Gaps

KODE Health On-Demand Coding Services
Connecting Healthcare Organizations with On-Demand Medical Coders through a Marketplace Platform

LogicStream Health Shortage Navigator
Identifying and Navigating Drug Shortages with a Fully Integrated Solution

Medallion
Streamlining Credentialing, Enrollment & Licensing with One Platform

Mytonomy Cloud for Healthcare
Providing Modern Healthcare Education through a Cloud-Based Platform

Nabla
Streamlining Clinical Documentation through Customizable & Intuitive Ambient Speech AI

OrbitalRX
Mitigating Drug Shortage Impacts with Real-Time Inventory Management

Proscia Concentriq
Digital Pathology Software Aimed at Overcoming Diagnostic Challenges & Improving Lab Efficiency

Rivia Health Payment Engagement Technology
Increasing Revenue through Payment Collection Automation

Simple Fractal
Custom and Turnkey Digital Workforce Bot Solutions for Manual Process Automation

Continued on next page

Recent Emerging Insights Reports Continued

Emerging Company Spotlights, continued

Simple Interact Front Office Automation
Improving the Front Office Experience for Both Patients and Providers

Suki Assistant
Improving Clinician Well-Being and Efficiencies through Ambient Speech AI Technology

TeamBuilder
Workforce Management and Predictive Staff Scheduling through a Digital Platform

Time Study
Streamlining Time Tracking with Minimal Employee Disruption

Trusted Health Works
Reducing Clinician Burnout with a User-Friendly Scheduling Platform

Vital ERAdvisor
Keeping ER Patients More Informed and Engaged

Emerging Insights Case Studies 2024

Apprio
Automation Technology Solutions for Revenue Cycle Management

iatricSystems DetectRx
Preventing Drug Diversion Through Automated Monitoring

Vodafone Egypt
Assisting Healthcare Clients in Digital Adoption and Increased Efficiency

First Look Reports 2024

Beckman Coulter TriageGO
Improving Triage Accuracy and Throughput with AI

First Look Reports, continued

Bionexo
Supply Chain Optimization and Price Transparency for Reduced Costs

CareStack PMS (a Straumann Group Partner)
Providing Operational, Financial & Clinical Tools for Dental Organizations

Cencora Medication Tray Solution
Utilizing RFID Scanning to Track Medication Inventory

CitiusTech
Working to Drive Healthcare Transformation through Data and Analytics Services

Clearwave Patient Revenue Platform
Boosting Practice Revenue by Improving Patient Engagement

COPE Health Solutions Analytics for Risk Contracting (ARC)
Analytics & Visualizations to Enable Value-Based Payment Performance Improvement

DrFirst SmartRenewal
Streamlining the Prescription Renewal Process

Emids Payer IT Consulting
Helping Payers and Provider Organizations Maximize Their Technology and Decrease Load

Epic Hello World
Engaging Patients with Epic-Native Interactive SMS

iMEDWAY iMedical
Providing Integrated Tools for Patients & Provider Organizations

Continued on next page

Recent Emerging Insights Reports Continued

First Look Reports, continued

InteliChart Patient Portal
Providing a Best-of-Breed Patient Portal Focused on Engagement

Jobsity
Connecting Health Technology Companies with Vetted Software Engineers

LeanTaaS iQueue for Inpatient Flow
Optimizing Capacity, Patient Flow, and Staffing

Managed Resources Denials Management Services
Overturning and Limiting Claims Denials through Education and Market Expertise

Medical Guardian Remote Patient Monitoring Solutions
Remote Patient Monitoring Hardware and Software Tools for Reduced Readmissions and Efficient Care

MEDITECH Traverse Exchange (Canada)
Ensuring Continuity of Care through the Exchange of Secure Health Data

Mirth Connect by NextGen Healthcare (Global)
Reliably Integrating Data & Reducing Costs

Optimum Healthcare IT ServiceNow Business Implementation
Providing Expert Implementations for ServiceNow Healthcare Applications

Overjet Insurance Intelligence Platform
An AI Platform for Insurance Annotation & Claims Review

Roche navify Analytics
Providing Actionable Insights to Improve Laboratory and Point-of-Care Management

First Look Reports, continued

SimulConsult
Augmenting the Clinical Team through Diagnostic Decision Support and Workflow Software

Surescripts Real-Time Prescription Benefit
Supporting Patients & Providers throughout the Prescription Process

TransformativeMed Core Diabetes
Bringing Glycemic Control Management Directly to the EHR

Second Look Reports 2024

Collette Health Remote Patient Observation
Improving Patient Safety Through Remote Patient Observation

SocialClimb
Elevating Healthcare Organizations' Marketing

Additional KLAS-Validated Solutions

Additional KLAS-Validated Solutions

Solutions with Limited Data or Other Designations

Ordered alphabetically

Grading methodology can be found on page ii.

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars						Market energy
			Culture	Loyalty	Operations	Product	Relationship	Value	
Goliath Technologies System Performance Monitoring Software	87.3*	6	A*	B-*	A-*	B+*	A+*	A*	N/A
ServiceNow Workflow Automation	90.5*	13	A*	A+*	B+*	A*	B+*	B*	N/A
Updox Electronic Fax	90.6*	7	A*	A*	A+*	B+*	B-*	A-*	N/A

*Limited data

Definitions can be found on page iii.

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Index

Segments & Definitions

340B Management Systems 25–26

Software and associated services that help provider organizations identify eligible 340B claims, submit them for reimbursement, and manage overall compliance with the 340B program.

Access Management 172

Technology solutions that ensure the right individuals have access to the right resources at the right times and for the right reasons.

Acute Care EHR & Patient Accounting: Large (>400 Beds) 18

Acute Care EHR & Patient Accounting: Midsize (151–400 Beds) 19

Acute Care EHR & Patient Accounting: Small (1–150 Beds) 20–21

Software products that provide core inpatient clinical and financial functionality, including a clinical data repository, order entry, results reporting, clinician documentation, patient management, patient accounting, basic scheduling, and general financials.

Additional KLAS-Validated Solutions 248

KLAS uses this general category to display performance data on any healthcare IT software solutions that belong to market segments where KLAS isn't actively measuring more than one vendor.

Ambient Speech 88–89

Voice-enabled systems clinicians use to passively capture patient/provider conversations and contextualize this information in a structured format through fully automated generative AI technologies. While this technology is most frequently referred to as "ambient speech" technology, other common descriptors include "ambient AI," "AI scribing," and "AI clinical scribe."

Ambulatory EHR: Health System Owned 50

Ambulatory EHR: Independent (>75 Physicians) 51

Ambulatory EHR: Independent (11–75 Physicians) 52

Clinical software that provides functionality for charting, order entry, prescription orders/refills, and more.

Ambulatory Ophthalmology Solutions 53–54

EHR and practice management platforms that are either completely focused on ophthalmology or have a significant ophthalmology customer base. Optometry software and ASC services may also be included. Customer feedback comes solely from independent ophthalmology clinics.

Ambulatory Pediatric Solutions 55–56

EHR solutions used solely by independent pediatric clinics. Measured vendors in this segment either are completely focused on pediatrics or have a significant pediatrics customer base. Feedback is from only full pediatric clinics (feedback from multispecialty groups is not included).

Ambulatory RCM Services (EHR-Agnostic) 57

Firms that provide RCM services to ambulatory organizations and integrate with multiple EHRs; excludes EHR vendors that provide such services to their own software customers.

Ambulatory RCM Services (EHR-Associated) 58

Services provided to a physician practice or group so they can outsource some or all billing responsibilities to a third-party billing company.

Ambulatory Specialty EHR 60

Products that provide clinical solutions for medical specialties and do not offer family practice, general practice, or internal medicine functionality.

Ambulatory Surgery Center Solutions 61

Solutions designed for the outpatient workflow to allow physicians and administrators to document clinical data, optimize revenue, increase operational efficiency, and maintain compliance standards.

Application Hosting 206

Hosting of applications by a third-party firm. In order for firms to be rated in this segment without a component [C] designation, KLAS must have collected surveys from at least 10 unique client organizations that use the firm to host major applications (i.e., EHR, ERP, patient accounting).

Automated Dispensing Cabinets 27

Products providing both software and hardware (e.g., cabinets) to organize, control, and monitor the dispensing of medications in nursing units.

Autonomous Coding 90

Medical coding systems powered by AI that automatically assign medical codes to charts with minimal or no human intervention.

Behavioral Health 85

Software products offering clinical and/or financial management functionality for behavioral health facilities.

Business Decision Support 124

Products that provide financial decision support and budgeting tools. This category does not include products that focus on clinical decision support.

Capacity Optimization Management 125

Solutions that use AI and machine learning to help optimize facility scheduling, specifically for operating rooms, infusion centers, and inpatient beds.

Cardiology 216

Products that provide digital image management for cardiovascular modalities.

Cardiology Hemodynamics 217

Systems that measure and monitor blood flow, pressure, and circulation during heart catheterizations and other cardiovascular procedures.

Care Management Solutions (Payer) 228

Standalone vendor solutions that provide analytics and workflow capabilities to help healthcare payers manage and improve member/patient health conditions.

Claims & Administration Platforms (Payer) 229

Core claims/administration systems used by health plans to process and pay (adjudicate) claims, enroll health plan members, and manage payer product lines (i.e., benefit/plan offerings).

Claims Management & Clearinghouse 91–92

Software tools that help provider organizations manage claims and submit them to payers.

Clinical Communications: Acute Care 37–38

Clinical Communications: Ambulatory/Post-Acute Care 62

HIPAA-compliant, asynchronous communication platforms used on smartphones, laptops, or computer stations via a web browser or downloaded application. Functionality is used to support the workflows of physicians, nurses, and others (administration, IT, transport teams, housekeeping, environmental services, etc.). System interfaces enable push notifications for patient care teams.

Clinical Decision Support: Point-of-Care Disease Reference 39

Solutions that provide clinicians with insights on disease conditions at the point of care; insights are from evidence-based research and/or clinical collaboration.

Clinical Decision Support: Point-of-Care Drug Reference 40

Solutions that provide clinical decision support content related to drugs and medications for pharmacists, nurses, and physicians.

Clinical Documentation Integrity 93

Software solutions designed to improve clinical documentation accuracy and quality through automated tools and workflows, including chart prioritization and physician querying.

Clinical Optimization 182–83

Projects focused on improving the way in which clinical systems operate and are used by clinicians. Projects often result in higher physician adoption, improved patient care, and an improved ROI.

Clinician Digital Workflow 41–42

Solutions that leverage integration with clinical systems to enhance and streamline the clinicians' digital workflow by (1) automating the prioritization of information and content shown to clinicians; (2) automating parts of the documentation process; and (3) enhancing care team coordination through intelligent documentation and escalation tools.

CMS Payer Interoperability 230–31

Software designed to meet requirements for CMS-regulated payers and state agencies by providing a patient access API, provider directory API, and payer-to-payer data exchange.

Complex Claims Services 104

Services focused on assisting provider organizations with complex claims—specifically, claims for workers' compensation, VA, motor vehicle accidents, and out-of-state Medicaid.

Computer-Assisted Coding (CAC) 94

Software that uses natural language processing (NLP) to analyze clinical documentation and produce appropriate medical codes.

Computer-Assisted Physician Documentation (CAPD) 95

Conversational AI 150

Chatbot or virtual assistant tools that imitate human language interactions between patients and healthcare providers. They provide automatically generated text-based conversations and can assist with tasks such as appointment scheduling, symptom assessment/triage, and routing to appropriate care to improve patient engagement and streamline administrative processes.

Credentialing 133

Software designed to help healthcare organizations streamline, automate, and track the credentialing and re-credentialing process. The software helps manage primary source verification, manage the application process, maintain and track organizational records (e.g., compliance training, immunizations), and monitor peer reviews and ongoing performance (OPPE/FPPE).

Customer Relationship Management (CRM) 151

Systems that manage patients' contact data by organizing and managing current patients and potential/acquired patients, much like sales organizations do. These tools are also used for improving care collaboration.

Data & Analytics Platforms 126

Software that provides enterprise analytics and reporting on clinical, operational, and financial data. Products ingest, analyze, and display results using formats like dashboards or scorecards to help non-IT users reasonably understand the data.

Data & Analytics Services 184

Advisory projects focused on helping organizations design, develop, and enhance their analytics strategy or program. Should result in greater organizational alignment and clarity regarding analytics and provide a road map for implementing analytics.

Data Analytics Platforms (Payer) 232

Payer software solutions that provide enterprise analytics and reporting on clinical, member, operational, and financial data. Products ingest, analyze, and display results using formats like dashboards or scorecards to help non-IT users reasonably understand the data.

Data Archiving 23–24

Allows healthcare organizations to access old data from legacy systems and be compliant with regulations around preserving healthcare data. Data can then be used for business use cases, legal needs, analytics, or predictive modeling.

Data Visualization & Reporting 127

Analytics solutions that provide front-end graphical, visual, and tabular displays of different kinds of data (e.g., clinical, operational, financial) to inform end users' and analysts' decisions.

Debt Collection Services 105

Services provided to healthcare organizations to collect the final balance on unpaid patient accounts.

Denials Management Services 106–7

Services that help healthcare organizations ensure they get reimbursed correctly for services provided, specifically in reacting to denied claims.

Digital Rounding 152

Tools that help measure, track, and improve the patient experience and that are typically used as clinicians make their rounds in inpatient settings. Tools may also help with service recovery needs and can provide reports on rounding frequency and effectiveness.

Digital Transformation Consulting 189

Consulting engagements intended to help healthcare organizations better understand, interact with, and effectively engage consumers by integrating digital technology into all areas of business. The results can fundamentally change how a health system or payer operates, engages customers, and delivers value to patients.

Drug Diversion Monitoring 28

Solutions that monitor data sources to detect and identify people who should be investigated for potentially diverting drugs.

EHR-Centric Virtual Care Platforms 163

EHR-centric telehealth tools that may be driven through a patient portal. These solutions typically allow for scheduling, documentation, and billing, either natively or through integration with an EHR. Video capabilities may be facilitated via third-party technology.

Eligibility Enrollment Services 108

Healthcare organizations' cash flow is supported via patient advocacy services that obtain eligibility and enrollment (Medicaid or other benefits) for uninsured patients.

Employer-Sponsored Healthcare Services 240–41

Healthcare services provided directly to employer organizations by a dedicated third-party vendor; these vendor-staffed services are offered on-site at the employer offices or at a nearby (i.e., near-site) location and typically include primary and/or urgent care, pharmacy, imaging, laboratory, occupational health, wellness coaching, behavioral health, and telehealth services.

End-to-End Revenue Cycle Outsourcing 109

End-to-end engagements in which a provider organization outsources all or key components of their patient access, HIM, and business office departments to a third-party firm on an ongoing basis. KLAS must validate that three or more unique outsourced clients have net patient revenue of >$1 billion in order for a firm to be rated in this segment without a component [C] designation.

Enterprise Resource Planning (ERP): Large (>300 Beds) 134

Products that provide the following functionalities: financials (GL and A/P), HR/payroll, and supply chain management. Customer feedback and ratings are collected exclusively from provider organizations with 300 or more beds.

Enterprise Resource Planning (ERP): Small (1–300 Beds) 135

Products that provide at least two of the following functionalities: financials (GL and A/P), HR/payroll, and supply chain management.

Customer feedback and ratings are collected exclusively from provider organizations with less than 300 beds.

ERP Business Transformation & Implementation Leadership 195

Firms acting as the overall implementation leader for highly complex ERP projects. These engagements require three core competencies to qualify for this segment: business transformation, overall ERP implementation management (i.e., they are the general contractor, not a subcontractor), and the ability to provide consultants with technical expertise. Services span the implementation life cycle and must include organization-level business transformation in the scope of the engagement (i.e., pre-implementation planning, business transformation, departmental or small-scale change management, project management, system build/integration, end-user training). These projects always have project managers and are usually staffed with >10 consultants. Clients are often larger health systems, and the engagement time frame is longer than a project that just includes implementation of the software.

ERP Implementation Leadership 196–97

Firms that are engaged as overall implementation leaders and that provide project managers and/or technical staff for ERP projects. Validated engagements typically include >10 consultants, and the firm demonstrates at least two of the three following key competencies: business transformation, application implementation management, and technical expertise. Services usually span the implementation life cycle, including implementation planning, change management, project management, system build/integration, and end-user training. Firms are expected to have consultants with both depth and breadth of experience.

Extended Business Office: Large (>200 Beds) 110

Ongoing collection services performed by a third-party firm for the business office of a hospital with 200+ beds. Includes government and commercial billing and self-pay. If the majority of a firm's work in this market is not ongoing insurance billing and follow-up, the firm's offering will be marked as a component offering in KLAS data.

Extended Business Office: Small (1–200 Beds) 111

Ongoing collection services performed by a third-party firm for the business office of a hospital with less than 200 beds. Includes government and commercial billing and self-pay. If the majority of a firm's work in this market is not ongoing insurance billing and follow-up, the firm's offering will be marked as a component offering in KLAS data.

Financial Planning & Analysis 128

Software solutions that provide financial planning and budgeting functionalities for healthcare organizations.

Financial/Clinical Improvement Consulting 190

Consulting engagements focused on improving the financial performance of a healthcare organization, which could include reducing cost, increasing net revenue, and/or improving efficiency. Engagements often assist with redesigning the revenue cycle of the organization, are very large in scope and investment (i.e., exceed minimum of $500K), and are over six months in duration.

Go-Live Support 198–99

Includes projects where consultants are brought in to assist during the go-live phase of an HIT product implementation and includes elbow-to-elbow support, lasts at least one week in duration, and has a minimum of 10 go-live resources on the project. Most engagements have over 50 go-live resources.

Government Reimbursement Services 113

Services that help healthcare organizations complete Medicare/Medicaid cost reports. Includes adjustments like DSH, IME, wage index, bad debt, uncompensated care, and S-10.

Healthcare Artificial Intelligence: Data Science Solutions 129–30

Software that provides machine learning (ML) or natural language processing (NLP) capabilities in clinical, operational, and financial focus areas. ML products learn algorithms and statistical models to effectively perform tasks without explicit instructions while relying on patterns and inference to determine outcomes. NLP is a form of AI that processes large amounts of natural language data.

Healthcare Experience Management 153–54

Solutions that help provider and payer organizations measure the healthcare experience of various stakeholders. These solutions often focus on the patient experience but may also measure the experience of members, families, consumers, clinicians, or staff.

Healthcare IoT Security 174

Software that helps detect, identify, classify, segment, secure, and visualize the activity of medical devices, internet of things (IoT) devices, and sometimes operational technology (OT) connected to a health system's network. Products also help stratify risk and enforce policies.

Healthcare Safety, Risk & Compliance Management 131

Healthcare solutions that provide capabilities around risk management, patient safety solutions, and compliance management to help healthcare organizations better understand their risk initiatives while improving their quality of care.

HIT Core Clinical Implementation Leadership 200–201

Engagements involving the implementation of core clinical solutions (EHRs, patient accounting solutions, or lab solutions) in which the firm was contracted to lead the overall implementation. Tools and methodology are likely provided, and projects typically last six months or longer. KLAS must validate two different core clinical implementations in order for a firm to be rated in this segment without a component [C] designation.

HIT Staffing 202–4

Projects in which firms provide staff augmentation related to any HIT engagement. Roles may include application experts, analysts, builders, and trainers. Also includes engagements in which project leadership is provided but not at the overall level.

Homecare: Home Health: Health System Owned 73

Homecare: Home Health: Independent (>200 ADC) 74

Homecare: Home Health: Independent (1–200 ADC) 75

Vendor solutions providing core clinical and back office support for agencies providing home health services.

Homecare: Personal Care Services & Private Duty Nursing 77

Vendor solutions that offer scheduling, billing, and documentation support for agencies that provide private duty services.

Hospice: Health System Owned 78

Hospice: Independent 79

Vendor solutions providing clinical and/or financial support for agencies providing hospice services.

Human Capital Consulting 191

Consulting engagements that help healthcare organizations better manage their people and culture; human capital consulting work is often focused on helping organizations achieve their goals around attracting great talent, improving retention, and improving employee performance.

Identity Management 173

Technology solutions that enable and secure digital identities through administrative control across multiple systems for multiple user types.

Image Exchange 218

A hosted or cloud-based platform that enables images to be exchanged between provider organizations.

Infection Control & Monitoring 43

Software used for the monitoring and prevention of infectious disease.

Insurance Discovery 96

Products that help provider organizations search for and identify patient insurance coverage through Medicare, Medicaid, or other insurance providers. These tools help reroute many accounts that might otherwise have been diverted into charity pathways or designated as write-offs.

Integration Engines 46

Products used to interface systems from one or more vendors.

Interactive Patient Systems 155

Solutions that provide functionality for education and entertainment on a patient's in-room monitor.

Interoperability: Other Validated Software 47

Software that belongs under the umbrella of interoperability but doesn't currently fit in any of KLAS' more defined segments.

IT Consulting Services (Payer) 239

Consulting services that help payers with various technology-focused needs. Includes services such as IT assessment/advisory, IT implementation, IT managed services, IT optimization, IT staff augmentation, IT strategy, IT vendor selections, interoperability, technical services, and other IT-related projects.

IT Planning & Assessment 185–86

Engagements that provide healthcare organizations with guidance on their IT environments via assessments, strategic planning, product selections, and more. Intended to result in enhanced IT capabilities, better product rollouts, increased efficiency, and improved performance.

IV Workflow Management 29

Products that control, standardize, and document the process of manually compounding IVs.

Long-Term Care 81

Products that provide some or all of the core management software (clinical and financial) needed by long-term care facilities.

Managed IT Services 207–8

Outsourced engagements in which part or all a client's IT department is outsourced and managed by a third-party managed services provider (MSP). Services may include EHR clinical services desk, patient support desk, technical support, application management services, legacy application support, and other managed work.

Medication Inventory Management 30

Software solutions that provide healthcare organizations with end-to-end medication inventory counts from the drug wholesaler to the patient across multiple hospitals, hospital departments, clinics, or pharmacies.

Oncology: Medical 214

Systems used to manage patient data and orders in regard to medical oncology care. Sometimes referred to as oncology information systems (OIS).

Oncology: Radiation 215

Systems used to manage patient data and orders in regard to radiation oncology care. Sometimes referred to as oncology information systems (OIS).

Outpatient Therapy/Rehab 63

Best-of-breed vendors that provide comprehensive clinical and billing solutions to organizations ranging from small therapy/rehab clinics to large hospital-affiliated therapy centers.

Outsourced Coding 114

Engagements where a third-party firm is used to help with provider organizations' inpatient coding, generally on an ongoing basis.

Outsourced Virtual Clinician Services 164

Virtual physicians, clinicians or nurses that are offered through third-party vendors to care for patients and/or members. Physicians, clinicians or nurses could be used in acute settings (e.g., neuro, psych, virtual sitting, virtual nursing, etc.) or ambulatory settings (e.g., PCP, pediatric, behavioral health, etc.).

PACS: Large (>300K Studies) 219

PACS: Small (≤300K Studies) 220–21

Picture archiving and communication system (PACS) software that archives digital images and provides a platform for displaying and transmitting images for physician review.

Patient Access 97

Solutions designed to help with the tasks associated with patient registration, including determination of insurance eligibility, determination of propensity to pay or charity care needs, preauthorization, estimation of patient responsibility costs, and point-of-service collections.

Patient Communications 156–57

Solutions primarily used to communicate with patients, support their interactions with care providers, and encourage their adherence to care plans, appointments, and treatments. To be considered a complete solution, vendors must have KLAS-validated clients in 6 or more unique large ambulatory or acute organizations.

Patient-Driven Care Management 158

Tools that extend beyond patient communications to provide guidance that helps patients manage their own care. Unlike population health tools (driven by the provider), these tools are provided to patients to self-manage their care journeys.

Patient Education 159–60

Systems that provide healthcare organizations with an array of patient educational materials.

Patient Financial Engagement 98

Technology that supports the financial aspects of patient engagement by facilitating patient payments via a patient portal. Tools may also provide predictive modeling, segmentation, business rules, inbound/outbound IVR, and appointment reminders. Primarily patient-facing tools that benefit provider organizations by accelerating cash collections and reducing resource burden for business offices.

Patient Financing Services 115

Vendor services offered by provider organizations (through vendor/provider agreement) that give patients additional healthcare financing options. Services are typically offered by provider organizations that do not want to carry large patient account balances or finance patient debt for extensive periods of time.

Patient Flow 141

Systems employed to monitor bed/room status and facilitate patient throughput.

Patient Intake Management 64–65

Software solutions specifically designed to digitize the patient intake process with electronic and online forms. Solutions also focus on facilitating the collection of insurance information, patient payments, and other information. To be considered a complete solution, vendors must provide integration across multiple PM/EHR vendors.

Patient Portals 161

Systems that allow patients to view personal health and billing information and/or schedule appointments.

Patient Privacy Monitoring 175

Technology deployed to monitor and detect privacy breach events that occur as a result of hospital employees or others inappropriately accessing patient records.

Patient Referral Management & Analytics 82

Ecosystem of software technology vendors that help provider organizations manage care handoffs and the transfer of patient information between care settings.

Patient Self-Scheduling 162

Standalone software tools that assist and guide patients in scheduling their own appointments. May include both autonomous and staff-assisted tools.

Pharmacy Automation: Dispensing Robotics 31

Technology that automates and controls medication processing, storage, and inventory in the pharmacy.

Pharmacy Surveillance 44

Third-party (i.e., best-of-breed) solutions that assist pharmacists and other clinicians by monitoring the conditions of patients and providing important information on drug utilization and resistance. Products are typically used by inpatient pharmacies and often include analytics and reporting capabilities.

Physician Advisory Services 116

Services that help organizations with their physician and utilization review.

Population Health Management 146–47

Pre-packaged IT solutions that provide analytics and care management functions for analyzing, understanding, and proactively managing patient populations.

Post–Acute Care Patient Analytics 83

Software technology, analytics, and dashboards that (1) help with patient care, rounding, assessments, reassessments, and patient risk scores in post-acute care settings and/or (2) provide post-acute care facilities, referral sources (hospitals), related value-based care organizations (clinics, ACOs, health plans, payers), HIEs, Quality Improvement Organizations, and others with analytics regarding the clinical care handoffs of patients discharged to care partners. These tools can provide transparency, overviews, risk scores, and other analytics regarding ongoing care of discharged patients and their health status.

Post-Payment Accuracy & Integrity Solutions (Payer) 233

Vendor software solutions used by payers to help ensure accurate payment/reimbursement. Common capabilities in payment integrity include both pre-pay functions (i.e., processes to ensure accuracy before payment is made) and post-pay functions (i.e., processes that identify or recover losses after payment is made).

Practice Management: Health System Owned 66

Practice Management: Independent (>75 Physicians) 67

Practice Management: Independent (11–75 Physicians) 68

Solutions that focus on practice billing and scheduling and that accommodate the needs of broad-market primary care practices as well as multispecialty groups.

Pre-Payment Accuracy & Integrity Solutions (Payer) 234

Vendor software solutions used by payers to help ensure accurate payment/reimbursement. Common capabilities in payment integrity include both pre-pay functions (i.e., processes to ensure accuracy before payment is made) and post-pay functions (i.e., processes that identify or recover losses after payment is made).

Public Cloud 211

Public cloud provides on-demand computing resources over the internet. It uses a pay-per-use model with features like self-service, resource pooling, and rapid elasticity. Public cloud service models include Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS), offering foundational components, development environments, and application access, respectively.

Purchasing Optimization Analytics 32–33

Analytics and purchasing solutions that analyze pricing across a health system's medication wholesaler/supplier contracts to highlight savings opportunities and improve purchasing efficiency.

Quality Measurement & Reporting (Payer) 235

Vendor solutions used by health plans to measure and report performance on quality of care. Common solution capabilities include regulatory reporting and HEDIS submission, identifying and analyzing gaps in care, and medical record retrieval/review. Advanced capabilities include advanced analytics (predictive analytics, ML, AI), year-round measurement analysis and insights, and member-outreach functions.

Real-Time Location Systems (RTLS) 142–43

Systems that use a variety of technologies to locate and track assets and people in real time.

Release of Information 117

Service involving release or disclosure of patient record information and all associated tasks such as obtaining patient consent, tracking, and fulfilling requests, collecting fees, etc. Release of information is governed both by individual organizational requirements and by HIPAA standards.

Remote Patient Monitoring 165

Solutions that acquire, store, transmit, and display electronic health information from patients outside of conventional clinical settings—most often their homes. Data may include biometric device readings (such as vital signs, weight, blood sugar, and oxygen levels) as well as patient-reported data (such as mood, comfort level, and medication adherence).

Revenue Cycle Analytics 99

Analytics tools specifically designed for revenue cycle management insights.

Revenue Cycle Optimization 187–88

Engagements focused on improving the way revenue cycle systems operate and are used by health system professionals, with the goal of improving practices, coordination, tracking, and financial performance.

Revenue Cycle: Charge Capture 100

Tools that automate the billing audit process to aid in billing compliance and to improve reimbursement via identification of missing charges. These tools help identify systemic problems related to the charging process and typically eliminate the need for manual charge reviews.

Revenue Cycle: Chargemaster Management 101

Tools that manage the chargemaster file in order to ensure regulatory compliance and maximize revenue.

Revenue Cycle: Contract Management 102

Tools that assist in managing contract provisions and calculating expected reimbursement.

Risk Adjustment 236–38

Products that provide methods and techniques for identifying high-risk members/patients along with improving gaps in HCC coding and CMS reimbursement.

Scheduling: Nurse & Staff 136

Products that provide comprehensive employee and nurse scheduling and reporting tools.

Scheduling: Physician 137

Software that uses rules and algorithms to help schedule physicians and providers.

Security & Privacy Consulting Services 176

Consulting engagements that help organizations assess, enhance, and develop security and privacy programs through technical or advisory work, which should result in a more secure and private environment. Services include security risk assessments, HIPAA privacy assessments, provision of a virtual/interim CISO, penetration testing, vulnerability testing, network web application testing, and security testing.

Security & Privacy Managed Services 177

Engagements where all or part of an organization's security or privacy program is outsourced and managed by a third-party firm. May include managed detection and response (MDR), SOC monitoring, software managed services, third-party risk management, medical device security management, incident response services, managed privacy services, and other managed work.

Senior Living: Assisted Living & Memory Care 84

Products providing core clinical and financial management software for senior living facilities (i.e., assisted living and memory care facilities).

Small Practice Ambulatory EHR/PM: Independent (1–10 Physicians) 69–70

Vendor solutions providing both an EHR and practice management solution used by practices with 10 physicians or less. EHR solutions provide charting, orders, prescriptions, and/or other EHR functionality; practice management solutions focus on patient registration, scheduling, and billing.

Smart Pumps: EHR-Integrated 34

Smart Pumps: Traditional 35

Equipment used for large volume infusions (LVPs), infusion of patient-controlled analgesia (PCA) medications and epidurals, and infusion of small-volume medications dispensed via a syringe; includes a drug library and dose-error reduction system to establish drug limits and prevent IV medication errors. User feedback is separated into two subgroups: EHR-integrated, which means the organization has at least one hospital live with bidirectional pump-EHR interoperability (auto-programming and auto-documentation), and traditional, which means the organization has all elements of smart pump technology in place but has not bidirectionally integrated the pumps with the EHR. KLAS' Best in KLAS rankings focus on LVPs since they handle the majority of hospital infusions. Solutions that offer only a PCA or syringe pump are given a component [C] designation.

Social Determinants of Health Networks 148

Software that supports the development of social determinant referral networks and ongoing SDOH collaboration between patients, providers, and community resources.

Speech Recognition: Front-End EHR 103

Systems clinicians use for real-time voice-to-text conversion, enabling them to start, edit, complete, and sign off on notes or reports without using transcription services.

Speech Recognition: Front-End Imaging 225

Systems clinicians use for real-time voice-to-text conversion, enabling them to start, edit, complete, and sign off on notes or reports without using transcription services.

Strategy, Growth & Consolidation Consulting 192

Consulting engagements focused on helping healthcare organizations with growth, innovation, and consolidation; engagements can include developing organic or acquisition-based growth strategies, enhancing integration between providers/payers, improving leveraged growth, and other projects.

Talent Management 138

Software used to automate processes and help with business objectives related to workers and their skills, such as hiring, learning/training, goal management, compensation, and career planning.

Technical Services 209–10

Includes projects in the following areas: data migration/conversion, interfacing/integration, report writing, system design/build, and system testing. System design/build includes programming, database development, web portal design and implementation, hardware and network installations, interim database/network administrators, healthcare analytics technical work (such as installing a data warehouse/data mart), implementing an HIE, and setting up a security and privacy infrastructure.

Time & Attendance 139

Products that provide comprehensive tools for tracking and reporting on employee time and attendance.

Training & Learning Platforms 140

Software platforms that aid in staff training and learning.

Transcription Services 118

Services where a provider organization outsources a portion or all of their medical transcription and/or editing to a medical transcription services organization (MTSO).

Underpayment Recovery Services 119

Contingency services firms that perform audits and reviews to proactively discover missed revenue opportunity. This includes DRG validation, transfer DRG, coding compliance, and charge capture audit.

Universal Viewer (Imaging) 222

Solutions that can be used for referential and/or diagnostic viewing; that support multiple media types (e.g., DICOM, JPEG, MPEG, Cine clip); and that do so across multiple service lines (e.g., radiology, cardiology, pathology, wound care).

Value-Based Care Consulting 193

Consulting engagements focused on helping organizations plan for and transition from fee-for-service operations to fee-for-value delivery (i.e., value-based care models). Includes value-based care (VBC) clinical and operational readiness assessments, strategy development, implementations of VBC initiatives/programs, VBC optimization engagements, and any other advisory services directly related to VBC.

Value-Based Care Managed Services 120

Ongoing managed services that help hospitals, health systems, payers, and physicians more effectively manage patient populations and transition to value-based care and alternative payment models. Vendors in this segment offer a broad and often complete suite of solutions, including software and ongoing services, and typically do so on a long-term contract basis. Examples of VBC managed services include administrative services (network management, analytics as a service, risk adjustment services, etc.), clinical services (care management, care coordination, disease management, patient education), and financial services (health plan administration, member services, claims processing, PBM, benefits management, etc.).

Vendor Neutral Archive (VNA) 223

Solutions that offer an enterprise clinical imaging repository.

Video Conferencing Platforms 166

Video platforms—often cross-industry—that offer basic healthcare workflows; typically used to enable video conferencing. Sometimes used for general business functions, though customer satisfaction data is for clinical use cases only.

Virtual Care Platforms (Non-EHR) 167–68

Typically healthcare-focused solutions that enable multiple visit types and offer multiple healthcare workflows, such as virtual waiting rooms, patient check-in, and scheduling. May include physician network services and proprietary equipment. KLAS ratings come from provider, payer, and employer organizations.

Virtual Scribing Services 121

Services that provide remote/virtual scribes who take critical notes during patient visits and document each encounter.

Virtual Sitting & Nursing 169

Virtual solutions used in inpatient settings. Virtual sitting solutions allow one person to observe several patients at a time to avoid falls, self-harm, or elopement. Virtual nursing solutions allow organizations to offer knowledge-based nursing as a remote function separate from bedside nursing.

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Solutions