



Best in KLAS Awards unveiled

KLAS unveiled its annual "Best in KLAS Awards" for software and professional services in 2011. The list ranks the best-performing healthcare IT vendors in more than 100 market segments based on ratings from over 18,000 interviews with healthcare providers.

Epic was the top-ranked overall software vendor with a score of 87.1 out of 100. MaxIT Healthcare garnered top ratings for professional services, with an 88.7 score.

Previously known as "Top 20 Best in KLAS," the research firm has renamed the awards "Best in KLAS," and surveyed new market segments in the report, including clinical decision support products, self-service patient kiosks and more.

KLAS has been described in various publications as a *Consumer Reports* (CR) for healthcare IT products. KLAS' website describes it as being more like J.D. Power and Associates (JDP) than CR. This distinction is important to understanding how KLAS pursues its mission to benefit providers. KLAS focuses on the HIT industry.

Best in KLAS rankings celebrate vendors receiving highest provider scores for software, professional services, and medical equipment. The *Best in KLAS Awards for Software and Professional Services* report is published each Dec. 15. The *Best in KLAS Awards for Medical Equipment* report is published each June 15.

According to *HealthcareIT News* (published in partnership with HiMSS; Dec. 16, 2011), this year's report notes certain systems have more successful go-lives than others. Those with the lowest risks were interface engines, RTLS, health information exchange and revenue cycle and patient flow management, officials say. IT segments still struggling with the go-live process included anesthesia, medication administration, ambulatory EMRs, practice management and patient accounting/patient management.

"Since 1998, KLAS has been committed to helping healthcare providers make decisions based on candid peer feedback," said KLAS President Adam Gale.

"Best in KLAS rankings mark those vendors who best keep their promises in their market segments for offering a combination of superior products, strong service, and high customer value. We hope these ratings continue to help providers find transparency from their vendors in making purchasing decisions."

The 2011 Best in KLAS vendors for software includes (full report available at http://www.klasresearch.com/Best_In_KLAS/Software):

- Acute Care EMR – Epic EpicCare Inpatient EMR
- Ambulatory EMR (more than 75 physicians) – Epic EpicCare Ambulatory EMR
- Ambulatory EMR (11-75 physicians) – athenahealth athenaClinicals
- Ambulatory EMR (1-10 physicians) – Amazing Charts
- Business Intelligence/Reporting – Dimensional Insight The Diver Solution
- Cardiology – Digisonics DigiView
- Community HIS – McKesson Paragon
- Document Management and Imaging – MedPlus/Quest Diagnostics ChartMaxx
- Emergency Department – Tie between Epic ASAP ED and MEDHOST EDMS
- Enterprise Scheduling – Unibased USA RMS
- Financial/ERP – Oracle PeopleSoft Enterprise
- Homecare – Homecare Homebase

- Laboratory – Siemens Novius Lab
- Oncology – Elekta MOSAIQ
- PACS – DR Systems Unity PACS
- Patient Accounting and Patient Management – Epic Resolute Hospital Billing
- Pharmacy – Epic Willow
- Practice Management (more than 75 physicians) – Epic Resolute/Prelude/Cadence
- Practice Management (11-75 physicians) – Greenway Medical PrimeSuite Practice
- Practice Management (1-10 physicians) – Greenway Medical PrimeSuite Practice
- Radiology – Epic Radiant
- Speech Recognition – Nuance eScription
- Surgery Management – Epic OpTime

The 2011 Best in KLAS vendors for services includes (full report at http://www.klasresearch.com/Best_In_KLAS/Professional_Services):

- Application Hosting (CIS/ERP/HIS) – Cerner
- Claims and Clearinghouse Services – ZirMed
- Clinical Implementation Principal – Impact Advisors
- Clinical Implementation Supportive – Innovative Healthcare Solutions Inc.
- Financial ERP Implementation – ACS
- Extended Business Office – PwC
- IT Outsourcing (Extensive) – CareTech Solutions Inc.
- Planning and Assessment – Tie between Cumberland and Encore
- Revenue Cycle Transformation – PwC
- Technical Services – Orchestrate Healthcare
- Teleradiology Services – Teleradiology Solutions (TRS)
- Transcription Services – TransTech Medical Solutions

Click on this link to access the *2010 Best in KLAS* vendors for software:

<http://www.healthcareitnews.com/news/klas-names-top-20-software-and-service-vendors?page=0,1>

About KLAS

- KLAS conducts more than 1,900 healthcare provider interviews per month, working with over 4,500 hospitals and over 3,000 doctor's offices and clinics.
- KLAS has ratings on more than 250 healthcare technology vendors and over 900 products and services.
- KLAS publishes approximately 40 performance and perception reports per year.
- KLAS is independently owned and operated, headquartered in Orem, UT, with independent researchers throughout North America. The name KLAS is an acronym comprising a letter from each of the founders' names.
- KLAS independently monitors vendor performance through the active participation of thousands of healthcare organizations. KLAS uses a stringent methodology to ensure all data and ratings are accurate, honest, and impartial.

Research results are offered to healthcare providers through the following mediums:

- **Performance Database** — Real-time performance ratings for all of the markets, vendors, and products KLAS monitors (free access to healthcare providers)
- **Specialty Reports** — A detailed look at the performance or perception of specific segments, as well as key issues within the vendor market
- **Advisory Services/Custom Research** — Providers and vendors can engage KLAS to conduct custom research projects or deliver on-site consulting engagements