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

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
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

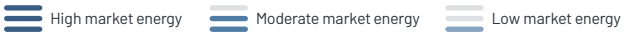
Grading Scales for Customer Experience Pillars

	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.



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**

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

Healthcare Safety, Risk & Compliance Management

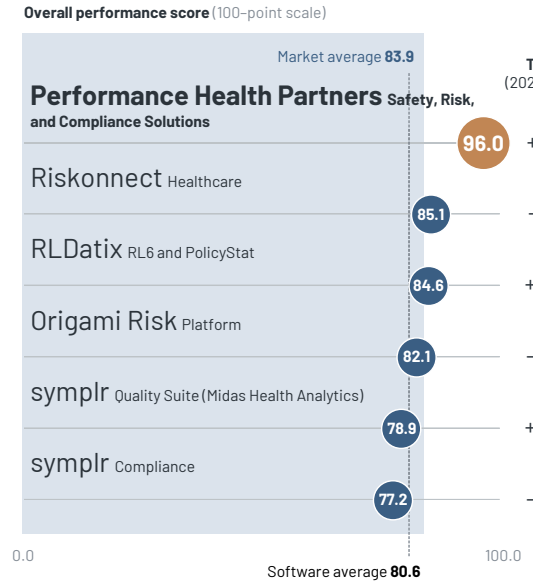
Segment Definitions can be found on page iii.

BEST IN KLAS® SOFTWARE & SERVICES 2025

Performance Health PARTNERS™

Ranked Solutions

Grading methodology can be found on page ii.



	Trend (2024-2025)	# of unique orgs	Customer experience pillars: Culture	Loyalty	Operations	Product	Relationship	Value	Market energy
1. Performance Health Partners Safety, Risk, and Compliance Solutions	+1%	30	A+	A+	A	A	A+	A+	
2. Riskonnect Healthcare	-1%	20	B	A-	B-	B+	B+	B	
3. RLDatix RL6 and PolicyStat	+3%	69	B	A-	B	B	B-	B	
4. Origami Risk Platform	-3%	17	C	A	B-	B-	B-	B	
5. symplr Quality Suite (Midas Health Analytics)	+2%	36	B-	B	C+	C+	C+	C+	
6. symplr Compliance	-3%	17	C-	B-	C+	C+	B	B-	

Solutions Not Ranked

	Overall performance score (100-point scale)	# of unique orgs	Customer experience pillars: 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%**