Performance Health Partners Named "Best in KLAS"

BEST IN KLAS® HEALTHCARE SAFETY, RISK & COMPLIANCE MANAGEMENT 2024
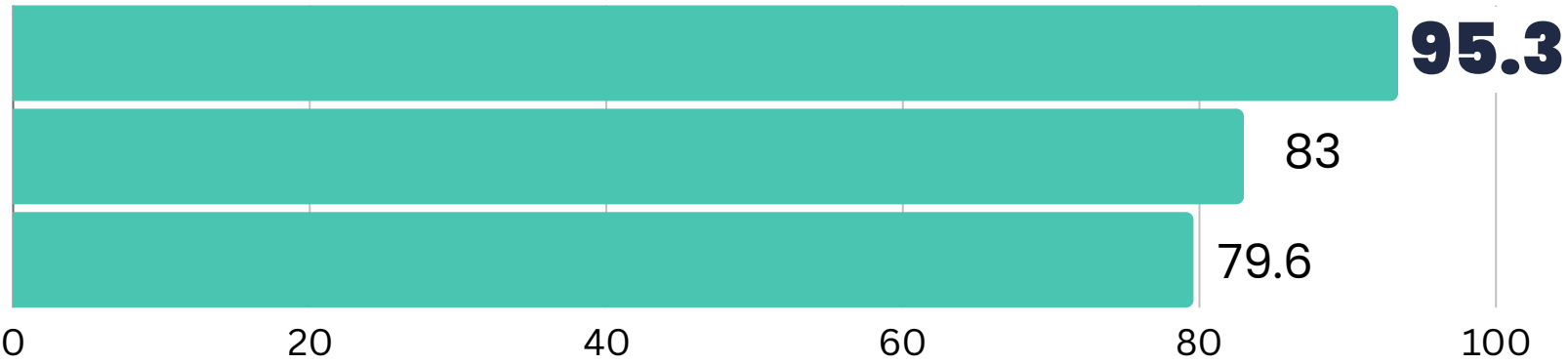
Performance Health Partners has, for the second year in a row, been named the number one software for Healthcare Safety, Risk, and Compliance Management by KLAS Research. The designation is awarded by KLAS based on extensive evaluations and conversations with thousands of healthcare providers.

Overall Performance Score

	Score
Performance Health Partners	95.3
Average for Healthcare Safety, Risk & Compliance Management	83
Average for KLAS Rated Software	79.6

Customer Experience Pillars

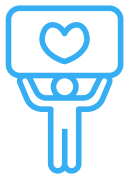**Overall: A+**

Performance Health Partners is the only company included in the report to achieve "straight As" across all categories.

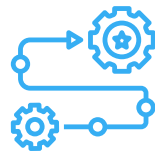| A+	A+	A	A+	A+	A
Culture	Loyalty	Product	Relationship	Value	Operations

When surveyed by KLAS Research...

100%

of PHP's customers answered "Yes" when asked if PHP:

- ☑ Keeps all their promises
- ☑ Avoids charging for every little thing

Performance Health
PARTNERS™

Customer Comments

Performance Health Partners is very professional, interactive, and communicative. Our representative is amazing; anytime we need anything, it is done within hours, and we don't see that a lot nowadays. We can't understand how to fix something if we don't know it is happening, so the vendor encourages us to reach out if we need help or have questions, and they are available to us whenever we need them. They host meetings regularly to get our thoughts and ideas, and we frequently deal with the top executives. The tech support team is excellent and so supportive. That is one of the greatest things about the solution, next to the data. Performance Health Partners never leaves us stranded. There is no delay in anything. As far as reaction time goes, the vendor is on top of things and fixes things. I like fixers. Our coder is also very valuable to us. They are learning about our organization to better help us, and they have saved us a lot of time. They provide multiple options, and they listen. They are not just typical salespeople that want us to buy a product. - Analyst/Coordinator, July 2023

I recommend the product to everybody. I love Performance Health Partners and can't give them enough rave reviews. Their product is the easiest product to use in my position, and I have used several products throughout the years. The drive behind the product is based on the customer. I can't thank the vendor enough for that. I have no doubt I will still be highly satisfied next year. - Manager, February 2023

With the product, we have been able to centralize and review our events across all our service line programs. That has allowed us to identify more organizational initiatives for quality improvement and risk management, whereas before, we may have done some spot cleaning following an event. Now we can monitor trends across programs, look at systemic issues, and address them, whereas we used to deal with things at a program-by-program level. The current version allows any of our employees to quickly submit a report and does well for communication and visibility of events. When we didn't have the software, there wasn't much visibility into major events that I had to report to my regulators. The product provides visibility, routing, and communication that have improved our internal processes.
- Director, January 2023