Naming the Best in KLAS for HIT software and services

By Joseph Goedert | Published January 28 2016, 12:35pm EST

Vendor research firm KLAS Enterprises is out with its annual Best in KLAS awards for health information technology software vendors and service firms. Epic Systems is the top overall vendor for the 6th consecutive year and Impact Advisors is the No.1 IT services firm for the fourth straight year.

KLAS rankings, measuring satisfaction rates, are based on thousands of interviews with hospitals and physician practices during the past year. Health information exchange vendor Medicity scored 20 points higher than it did a year ago, making it the most improved vendor. Vendors with multiple top honors include Epic, Impact Advisors, Merge Healthcare, Athenahealth, CareTech Solutions, CureMD and Galen Healthcare. Here are the Best of KLAS winners:

Software Segment Leaders:
Acute Care EMR: Epic EpicCare Inpatient EMR
Ambulatory EMR (1-10 doctors): CureMD EMR
Ambulatory EMR (11-75 doctors): Athenahealth athenaClinicals
Ambulatory EMR (75+ doctors): Epic EpicCare Ambulatory EMR
Business Intelligence/Analytics: Dimensional Insight, The Diver Solution
Cardiology: Merge Cardio
Claims and Clearinghouse: ZirMed Clearinghouse
Community HIS: Meditech C/S Community HIS (v.6) (1-200 beds)
Emergency Department: Wellsoft EDIS
Enterprise Resource Planning: Oracle PeopleSoft Enterprise
Global (Non-US) Acute EMR: InterSystems TrakCare EPR
Global (Non-US) PACS: Sectra PACS (Non-US)
Global (Non-US) Patient Administration Systems: Cerner Millennium Patient Administration System (Non-US)
Health Information Exchange: Epic Care Everywhere
Homecare: Thornberry NDoc
Laboratory: McKesson Lab
Long-Term Care: PointClickCare
PACS: Sectra PACS (Large – over 200 beds)
Patient Access: Experian Health e-Care NEXT (Passport)
Patient Accounting and Patient Management: Epic Resolute Hospital Billing (Large – over 200 beds)
Patient Portals: Epic MyChart
Population Health: IBM Population Health Management Suite (Phytel)
Practice Management (1-10 doctors): CureMD PMS
Practice Management (11-75 doctors): Athenahealth athenaCollector
Practice Management (75+ doctors): Epic Resolute/Prelude/Cadence Ambulatory Radiology: Merge Unity RIS (DR Systems)
Speech Recognition – Front End: Dolbey Fusion SpeechEMR
Surgery Management: Epic OpTime
VNA/Image Archive: Merge iConnect Enterprise Archive

Professional Services:
Application Hosting (CIS/ERP/HIS): Cerner Application Hosting
Extended Business Office: Navigant Cymetrix
Extensive IT Outsourcing: CareTech Solutions
HIT Enterprise Implementation Leadership: Navin, Hafty & Associates
IT Advisory Services: Impact Advisors
Partial IT Outsourcing: CareTech Solutions
Revenue Cycle Transformation: Deloitte Consulting
Technical Services: Galen Healthcare
Value-Based Care Advisory Services: Premier
Value-Based Care Managed Services: Lumeris