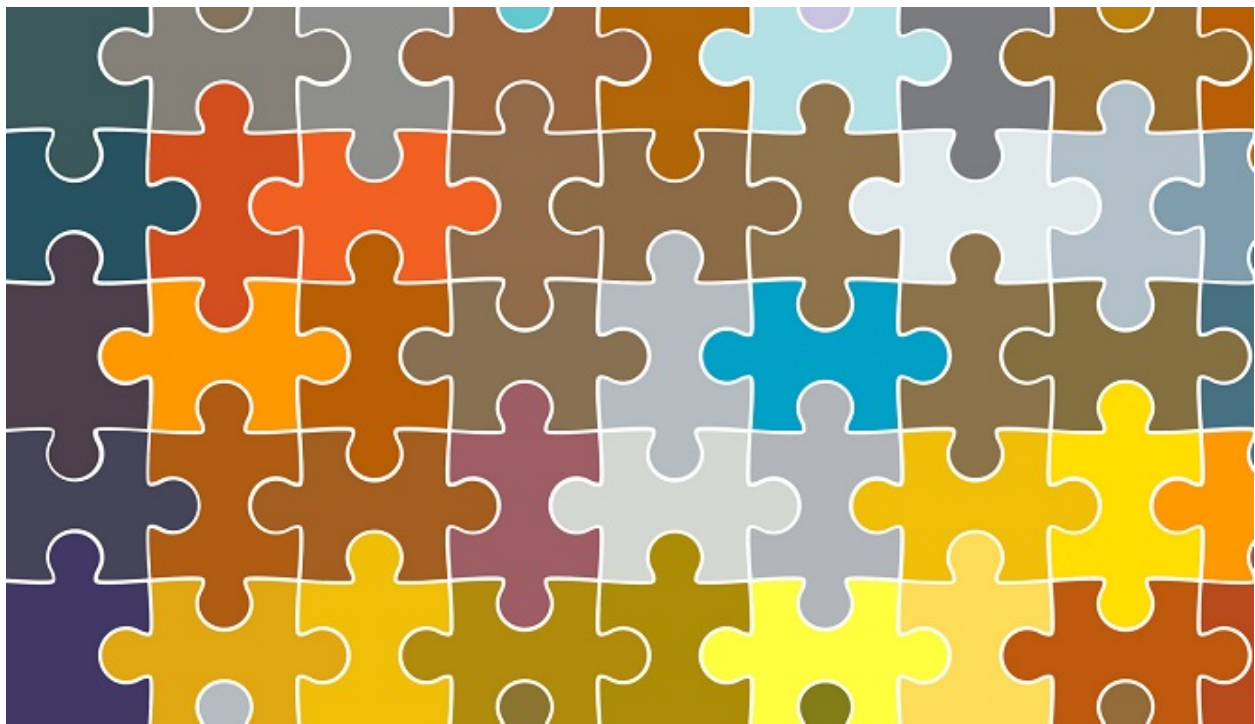




Familiar Names Sweep Best in KLAS for Data Analytics, CDS

The 2021 Best in KLAS report recognizes Dimensional Insight, Strata Decision Technology, and others for their data analytics and clinical decision support solutions.



Source: Thinkstock



By Jessica Kent

February 02, 2021 - This year's **Best in KLAS report** contained few surprises, with well-known vendors continuing to dominate in areas like data analytics, business intelligence, and clinical decision support.

Epic was named the top Overall Software Suite for the eleventh year in a row, beating out industry giants MEDITECH, Cerner, and Allscripts. The company was also ranked as the top Overall Physician Practice Vendor, maintaining its first-place title from **last year**.

Galen Healthcare also took the lead this year, coming in first in the Overall IT Services Firm category with a score of 95.5.

After a turbulent year, the healthcare industry is expecting even more from services and tools that are designed to achieve better outcomes and reduced costs. By evaluating the experiences of clinicals and executives, organizations and vendors can improve communication and enhance care delivery.

“Each year, thousands of healthcare professionals across the globe take the time to share their voice with KLAS. They know that sharing their perspective helps vendors improve and helps their peers make better decisions. These conversations are a constant reminder of how necessary accurate, honest, and impartial reporting is in the healthcare industry,” said Adam Gale, president of KLAS Research.

“Provider and payer organizations are demanding excellence from their software and services vendors, and they know that Best in KLAS sets the standard.”

The report showed that in addition to its many accolades this year, Epic was also ranked highest in data science solutions. The company received a score of 84.6, coming out ahead of Jvion's 78.0.

In the business intelligence and analytics category, Dimensional Insight was named number one for the third consecutive year, followed by Health Catalyst and Epic.

“These grades are a direct reflection of the continuous collaboration between Dimensional Insight and our customers, and the commitment to generating sustainable

improvements in our customers' health systems," **said** Kathy Sucich, vice president of marketing at Dimensional Insight. "The Best in KLAS designation is an incredibly proud achievement for us."

Syntellis Analytics Explorer – formerly Change Healthcare – came in first place for data visualization and reporting at 89.1, beating out Microsoft, Tableau, and Qlik.

Yet another well-known name, Strata Decision Technology, took the top spot for its business **decision support solution**. The company once again outranked other vendors, including Syntellis, EPSi, and Harris Healthcare, achieving a score of 90.9.

Beyond analytics and business intelligence, the report measured vendor success with elements of value-based care – including population health management. Innovaccer proved to be the top solution in this category, with an overall score of 93.8 and A's in culture, loyalty, product, and value.

The company came out ahead of last year's winner Enli, as well as Azara Healthcare, SPH Analytics, and HealthEC.

"We are thankful to our customers for their partnership and trust in us. The 'Best in KLAS' award is a testament to the direction we are headed and how satisfied our customers are with the healthcare outcomes they are achieving using our technology," **said** Kanav Hasija, Co-founder and Chief Customer Officer at Innovaccer.

The report also evaluated vendors' ability to help organizations address the **social determinants of health**. Aunt Bertha was found to perform best in this category: The social care network solution received an overall score of 91.7, with users making noting its excellence in culture, loyalty, relationship, and value.

KLAS also recognized IBM Watson Health Merge picture archiving and communication system (PACS) software as the year's most improved software product.

The report noted that customer satisfaction with the solution increased by 20 percent since last year among organizations with an annual image volume of over 300,000 studies. Customers highlighted improvements in its support and response to COVID-19.

GE Healthcare took the top spot in cardiology for its Centricity Cardiology Enterprise solution. The platform outperformed IBM Watson Health, Siemens, and Change Healthcare, receiving an overall score of 81.4.

"We're committed to the cardiovascular care area and to our customers' success," **said** Christina Demur, General Manager, Cardiology IT, GE Healthcare. "We'd

like to thank our customers for being on this journey with us. Customer feedback is very important to us and we're encouraged by the positive feedback.”

As the industry continues to move past the disorder of 2020, payer and provider organizations will be looking to leverage vendor solutions for more efficient care at lower costs.