



# Solving Healthcare's Toughest Challenges with Best in KLAS Analytics



# Why Best in KLAS Matters

As the volume of healthcare data continues to grow exponentially, hospitals and healthcare organizations are increasingly turning to digital solutions to manage their analytics. In fact, new reports suggest that **42% of IT leaders plan additional investments in data & analytics in the next few years**. For hospitals, having reliable analytics is more important than ever before—as the industry faces overwhelming challenges with staffing, budgets, and ever-evolving EHRs.

With a sea of vendors to choose from, hospitals often take a leap of faith when selecting a data solution. Data vendors may tout flashy innovations and make promises about ROI, but how can hospitals know which vendor will be their reliable partner in achieving real outcomes and tangible results?

As a trusted benchmark, the annual **Best in KLAS report** ranks software and services companies that excel in helping healthcare professionals take charge of their data. The rankings are a direct result of the feedback that KLAS receives from thousands of providers and payers. Overall scores are calculated by averaging all customer evaluations collected over the last 13 months. The rating reflects real-time data from customers in six areas: culture, loyalty, operations, product, relationship, and value.

In the annual report, the Data & Analytics Platforms category ranks the top healthcare data platforms on their ability to deliver results as promised. The Best in KLAS scores indicate that a vendor is delivering high value, reliability, and customer satisfaction.



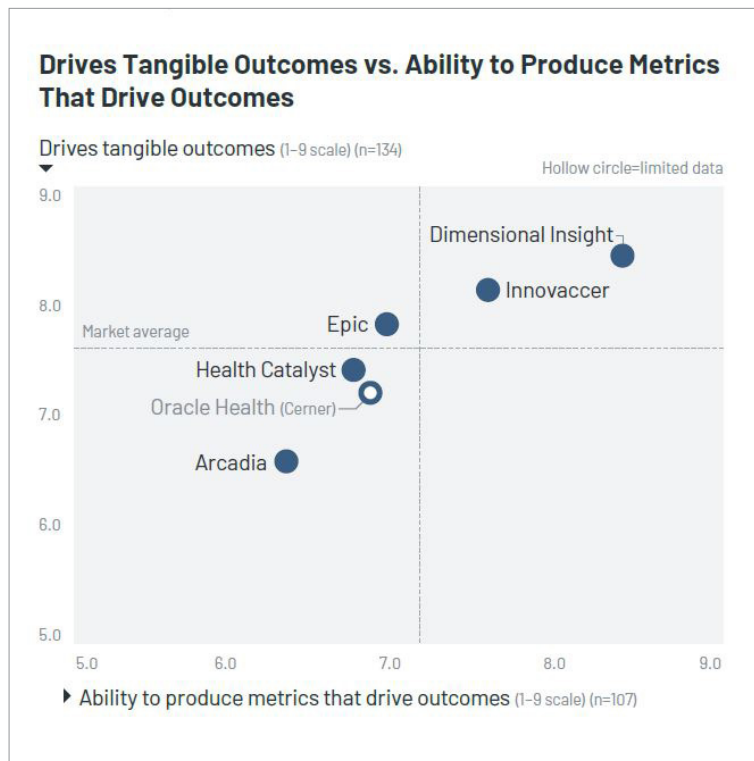
# The Dimensional Insight Difference: Why We're Best in KLAS (again!)



In 2024, Dimensional Insight was rated as the #1 performer in the Data & Analytics Platforms category in the Best in KLAS: Software and Services report.

Dimensional Insight received high scores in KLAS' six Customer Experience measures and ranked as a leading performer with an overall score of 91.5 out of 100.<sup>1</sup>

We've been the most consistent vendor in the data & analytics category for 15 years, ranking #1 for 10 years and #2 for the other five years. While new vendors may have their brief moment in the spotlight, we always rise back to the top because we keep our promises and we deliver tangible outcomes for our customers.



KLAS Performance Report, Data & Analytics Platforms 2023:  
Which Vendors Can Handle Complexity and Deliver Outcomes, Page 4

<sup>1</sup>Best in KLAS 2024 Software & Services report. p. 98.

# Making Meaning of Data in Healthcare

In the current healthcare climate, hospitals and healthcare systems face significant challenges, including financial constraints, staffing shortages, and the overwhelming volume of data generated daily.

Despite the potential of this data to improve patient care and operational efficiency, many healthcare providers struggle to extract meaningful insights from it.

**KLAS customer feedback proves:** Dimensional Insight's analytics solution offers **real results** and **tangible outcomes** to address healthcare's toughest challenges.

## Southern Ohio Medical Center

*Very Good things are happening here*

### THE CHALLENGE BUDGET PRESSURES

**OUR SOLUTION** By providing deep insights into operational efficiencies and patient care, Dimensional Insight helps healthcare systems optimize their budgets, ensuring resources are allocated effectively.

### REAL CUSTOMER SUCCESS

- ❑ With Dimensional Insight, SOMC recovered \$500k in lost charges and estimates it can prevent potential lost revenue of nearly \$3 million annually.
- ❑ SOMC estimates that increased data visibility and accountability will reduce expenses by 1-2% and save more than 1,000 hours of labor each year, resulting in nearly \$2 million in annual savings.



### THE CHALLENGE STAFFING SHORTAGES

**OUR SOLUTION** Through predictive analytics, Dimensional Insight aids in workforce planning, helping healthcare systems manage staffing shortages and improve staff satisfaction.

### REAL CUSTOMER SUCCESS

- ❑ Children's National Hospital's pharmacy department integrated eight (8) real-time datasets, including more than 180 employees and more than 10,000 shifts, to provide a clearer picture of operational and clinical efficiency.
- ❑ The pharmacy department witnessed a 75.5% overall reduction in QGenda open shift hours, reflecting the enhanced staffing efficiency afforded by the optimized analytics approach.
- ❑ The enhanced, automated data dashboards reduced the need for manual data entry and reporting, freeing up 25 hours of staff time monthly.

## **THE CHALLENGE**

### **GAINING ACTIONABLE INSIGHTS FROM DISPARATE DATA**

**OUR SOLUTION** Dimensional Insight transforms abundant healthcare data into actionable insights, empowering healthcare leaders to make evidence-based decisions that enhance patient outcomes.

### **REAL CUSTOMER SUCCESS**

- ❑ With Dimensional Insight, the hospital reduced its spending on acetaminophen by 78% over two years, from nearly \$250,000 in FY15 to just over \$55,000 in FY17.
- ❑ The hospital used our solution to test Entereg and found that patients on the drug had shorter lengths of stay and less readmission than other patients, resulting in a cost savings of \$112,000 over six months.



## **THE CHALLENGE MAXIMIZING EHR VALUE**

**OUR SOLUTION** Integrating data from financial, operational, sales, and other databases has never been easier with Dimensional Insight. Our solution provides data standardization so that everyone is looking at the numbers in the same way.

### **REAL CUSTOMER SUCCESS**

- ❑ With the help of Dimensional Insight, CHKD has combined data from three healthcare data systems into one data store, ensuring data trust.
- ❑ The new data store enables CHKD staff to view one longitudinal patient record instead of fragmented data from three silos.



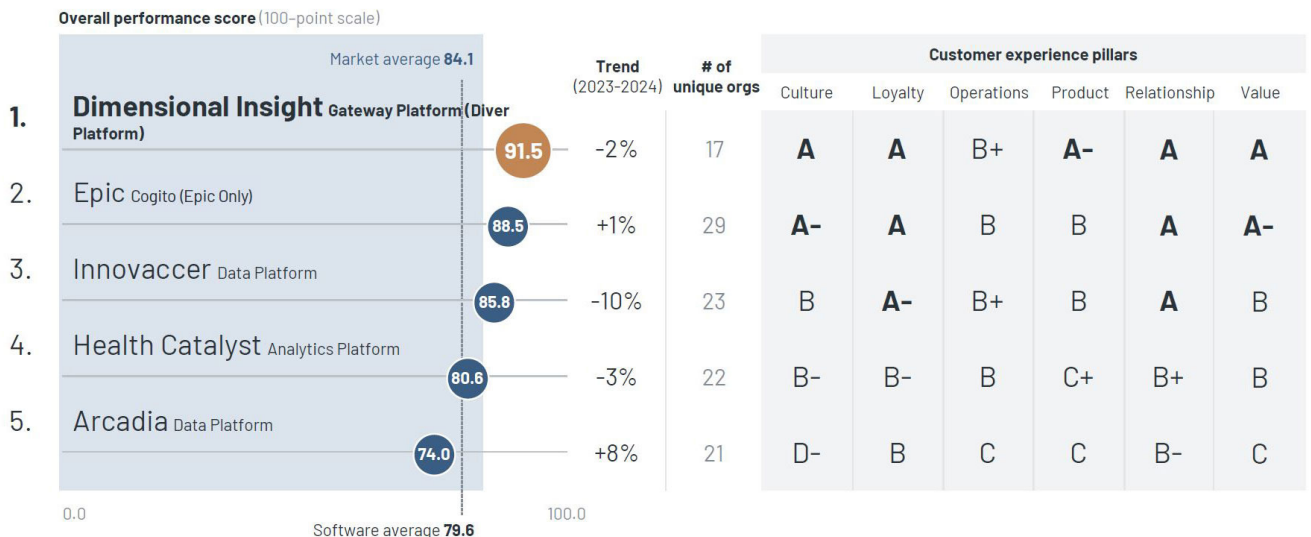
# Driving Outcomes for Healthcare: The Proof is in our Scorecard

Don't just take our word for it—hospitals and health systems just like yours are seeing *real results* with their analytics.

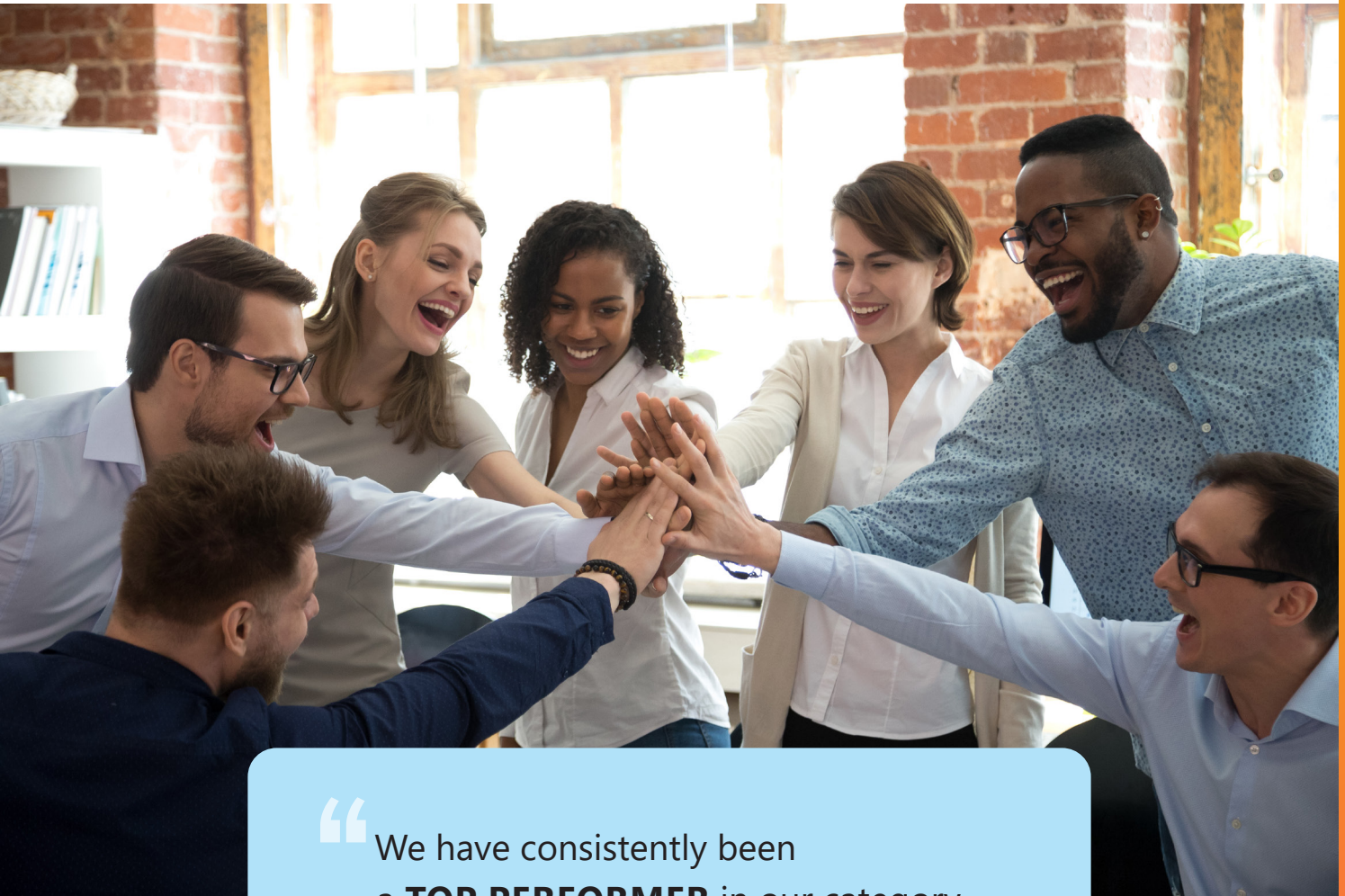
In the 2024 Best in KLAS: Software and Services report, customers evaluated vendors in six different areas. Based on these scores, KLAS graded Dimensional Insight with an A in culture, an A in loyalty, a B+ in operations, an A- in product, an A in relationship, and an A in value.<sup>1</sup>

Dimensional Insight was also ranked highly in other notable customer satisfaction measures:

- **Reliability:** 90% of customers reported that Dimensional Insight “keeps all promises.” We also scored highest of any vendor on proactive customer service and “product works as promoted.”
- **Value:** The value proposition of Dimensional Insight’s platform is clear, as 95% of customers reported that Dimensional Insight “avoids charging for every little thing.”
- **Customer Satisfaction:** 100% of surveyed customers reported that they would purchase Dimensional Insight’s platform again—the highest score of any vendor.<sup>1</sup>



<sup>1</sup>Ibid



“ We have consistently been a **TOP PERFORMER** in our category, ranking **#1 for 10** of the 15 years that KLAS has rated Dimensional Insight. We attribute this to our **‘CUSTOMER FIRST’ CULTURE**, where our success is tied directly to the success of our customers. ”

—*Fred Powers, CEO and Co-founder,  
Dimensional Insight*

# What it Feels Like to Work with a Best in KLAS Vendor

Working with a Best in KLAS vendor like Dimensional Insight means experiencing a solution catered to the complexities and challenges unique to the healthcare industry.

Our approach is designed to empower healthcare organizations with personalized analytics, transforming complexity into clarity for smarter, more impactful decisions. With Dimensional Insight, you can have your data, your way. Here's what sets this experience apart:

- ❑ **Tailored expertise at your service**—Feel the confidence that comes from partnering with a team deeply rooted in healthcare. Our industry-specific expertise means we're not just another vendor; we're a part of your team, dedicated to improving outcomes and maximizing ROI together.
- ❑ **Consistent excellence and results**—Our track record of high Best in KLAS ratings reflects a commitment to excellence that directly benefits our customers. Working with us, you'll see why our sustained success in delivering results has made us a trusted partner for healthcare organizations seeking reliable improvements and outcomes.
- ❑ **A culture that puts you first**—Our customer-first culture is evident in every interaction. We believe in exceeding your analytics needs through close collaboration, sharing ideas, and developing solutions that are not just effective but also aligned with your specific goals and challenges.
- ❑ **Analytics that adapt to your needs**—Experience the freedom of exploring your data your way. While many analytics solutions offer only pre-defined drill-paths, our personalized analytics offer the flexibility to dive deep into your data, uncovering insights that are most relevant to your role and your goal.

“ I have been a fan of the solution since the beginning. **Diver Platform is robust and is a beast in terms of capability.** The product is facile and quick. I can get to things very quickly and even do certain things while in a meeting. If somebody asked me to punch something up really fast, I could open up the platform and put all of the data together really quickly. ”

—Dimensional Insight Customer, COO, January 2023



# Conclusion

Dimensional Insight is honored to be awarded the 2024 Best in KLAS Data & Analytics Platform.

As an award-winning provider of personalized analytics, **Dimensional Insight's mission is to empower healthcare organizations to make data-driven decisions that result in increased revenue, lowered costs, and improved patient outcomes.**

The recognition by KLAS as a winning Data & Analytics platform fuels our **mission to provide critical insights to transform healthcare.**

KLAS subscribers can see [current rankings](#) in the Data & Analytics Platform category on the KLAS website.

“

Winning the 2024 Best in KLAS data & analytics platform award **reflects our steadfast dedication to delivering impactful results to our customers.** We thank our customers for their candid feedback and for co-innovating with us to take healthcare analytics to the next level. ”

— **Fred Powers**, CEO and Co-founder,  
*Dimensional Insight*

## About Dimensional Insight

Dimensional Insight® is a leading provider of personalized analytics, turning complexity into clarity for smarter decisions and real results. We are your one-stop shop for all your analytics needs: with our in-house technology, consulting, and applications, every part of our solution is seamlessly integrated for flexibility, efficiency, and value. Founded in 1989, Dimensional Insight has thousands of customer organizations worldwide. Dimensional Insight has been ranked #1 in the annual Best in KLAS report 10 times, and it consistently ranks as a top-performing analytics organization by customers and industry analysts in its core market segments. For more information, please visit <https://www.dimins.com>.

## About KLAS Research

KLAS is a research and insights firm on a global mission to improve healthcare. Working with thousands of healthcare professionals and clinicians, KLAS gathers data and insights on software and services to deliver timely reports and performance data that represent provider and payer voices and act as catalysts for improving vendor performance. The KLAS research team publishes reports covering the most pressing questions facing healthcare technology today, including emerging technology insights, that provide early insights on the future of healthcare technology solutions. KLAS also fosters measurement and collaboration between healthcare providers and payers and best practice adoption. Learn more at [klasresearch.com](https://www.klasresearch.com).

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