

## Other Professional Services

Rank	Previous Rank	Vendor/Product	Overall Score	Rating % Change	Konfidence Level	Buy Again	Money's Worth	Real Problem Resolution
<b>Extended Business Office<sup>§</sup></b>								
Ongoing collection services performed by a third-party firm for the business office of a hospital.								
1	1	Dell Perot Systems	92.9	+11%	✓	100%	8.38	8.38
2	NA	HRG	88.3	NA	✓	100%	8.33	7.56
3	NA	Deloitte Consulting	85.9	-7%	✓	100%	7.71	7.43
4	NA	ACS	83.7	-8%	✓	86%	7.86	7.86
5	NA	Cymetrix	78.9	NA	✓	89%	7.00	7.44
6	NA	PHNS	72.1	NA	✓	78%	6.44	6.11
NA	NA	NCO*	87.9	NA	-	100%	7.67	8.00
NA	NA	PwC*	91.9	NA	-	100%	8.00	7.67
<b>Other Business Process Outsourcing<sup>§</sup></b>								
Ongoing services offered by a third party where a provider organization outsources business processes in lieu of using internal staffing.								
1	1	Alpha Systems	92.8	-1%	✓✓	100%	8.21	8.62
2	NA	EDCO	85.9	NA	✓✓✓	85%	7.81	7.78
3	2	HealthPort SDS	79.7	-1%	✓	88%	7.43	7.17
<b>Other Services<sup>§</sup></b>								
1	NA	InSiteOne InDex	87.0	NA	✓	89%	7.75	7.67
<b>Outsourced Coding<sup>§</sup></b>								
Services where a provider organization outsources some or all of its coding of medical records to a third-party firm.								
NA	NA	Peak*	72.1	NA	-	80%	6.60	6.80
<b>Revenue Cycle Outsourcing<sup>§</sup></b>								
Ongoing services offered by a third party where provider organizations outsource a majority of the revenue cycle or a majority of the front-, middle-, or back-end portion of it, such as the business office.								
NA	NA	Dell Perot Systems*	63.3	NA	-	60%	5.60	6.20
<b>Staff Augmentation<sup>§</sup></b>								
Engagements in which a professional services firm (PSF) provides resources that have specific skill sets with no or limited deliverables and that are working under the guidance of the client, following the client's methodology, and using their tools. Most staff augmentation engagements are done on a time and material basis.								
1	NA	Innovative Healthcare Solutions Inc.	96.8	+4%	✓	100%	8.50	8.50
2	NA	Coastal Healthcare Consulting	91.4	+1%	✓	100%	8.57	8.14
3	2	Hayes Management	91.2	0%	✓✓	100%	8.17	8.45
4	NA	Ingenix (Healthia Consulting)	90.1	NA	✓	100%	8.14	8.29
5	3	maxIT Healthcare	88.6	-3%	✓✓✓	97%	8.00	8.10
6	4	CTGHS	86.3	-1%	✓✓	94%	7.94	7.60
7	NA	IBM	86.0	-6%	✓	100%	7.88	7.89
8	NA	CSC	85.2	-3%	✓	80%	7.50	8.10
9	5	Vitalize Consulting Solutions Inc.	84.7	-2%	✓✓	93%	7.00	7.21
10	6	ACS	83.9	0%	✓✓	100%	7.40	7.70
NA	NA	Atlanticon*	89.0	NA	-	100%	8.00	8.33
NA	1	Beacon Partners*	90.6	-2%	-	100%	8.60	7.80
NA	NA	Ingenix (Global Works)*	85.4	NA	-	100%	7.00	8.00
NA	NA	Navin, Haffty & Associates*	79.7	NA	-	67%	6.33	6.67

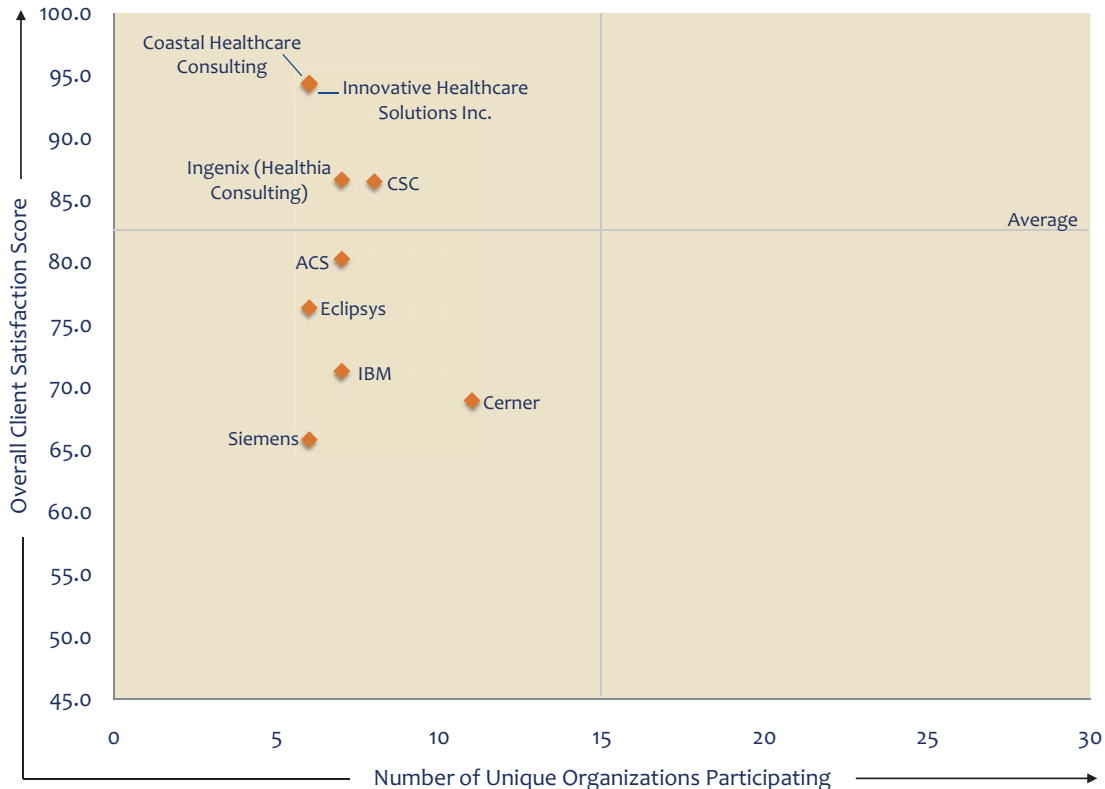
\*Preliminary scores do not meet KLAS' minimum konfidence level §Table legend can be found on page 74

### Clinical Implementation Supportive

Engagements in which a professional services firm (PSF) assisted a provider in implementing inpatient EMR, ambulatory EMR (25+ physician practices only), ED, OR, or pharmacy applications by providing expertise and resources. The PSF played a supportive role in the implementation and a measurable portion of the work has been completed. Various is used when a firm has implemented a vendor or vendors only once.

Rank	Previous Rank	Vendor/Product	Overall Score	Rating % Change	Konfidence Level	Buy Again	Money's Worth	Real Problem Resolution
<b>Current Products<sup>§</sup></b>								
1	1	Coastal Healthcare Consulting [GE Only]	94.4	+2%	✓	100%	8.67	8.67
2	2	Innovative Healthcare Sol. Inc. [McKesson Only]	94.3	+3%	✓	100%	8.67	8.50
3	5	Ingenix (Healthia Consulting) [Epic Only]	86.6	+8%	✓	100%	7.56	7.78
4	3	CSC [Allcripts, Cerner, Epic and Various]	86.5	+2%	✓	100%	7.75	7.67
5	NA	ACS [Eclipsys, Epic and Meditech]	80.3	-7%	✓	100%	6.83	7.71
6	7	Eclipsys [Eclipsys Only]	76.4	0%	✓	67%	6.83	6.67
7	8	IBM [Eclipsys, Epic, Siemens and Various]	71.3	-4%	✓	86%	5.75	6.63
8	10	Cerner [Cerner Only]	69.0	+7%	✓✓	82%	6.45	6.55
9	9	Siemens [Siemens Only]	65.8	-3%	✓	83%	5.67	6.00
NA	NA	Aspen Advisors [Epic and Various]*	90.8	0%	-	100%	8.50	8.00
NA	NA	Courtyard Group [Various]*	88.2	NA	-	100%	8.00	8.17
NA	4	CTGHS [Various]*	89.1	+8%	-	100%	8.25	8.00
NA	11	GE [GE Only]*	62.5	+1%	-	100%	5.67	5.33
NA	NA	Hayes Management [Epic and Various]*	86.8	+10%	-	100%	8.00	8.00
NA	NA	Ingenix (Global Works) [Allscripts Only]*	83.2	-3%	-	100%	7.20	7.40
NA	NA	maxIT Healthcare [Eclipsys and Various]*	92.0	+47%	-	100%	8.50	8.75
NA	6	McKesson [McKesson Only]*	69.8	-9%	-	80%	6.25	6.80
NA	NA	Peer Consulting [GE and Various]*	93.5	-2%	-	100%	8.33	8.33
NA	NA	Vitalize Consulting Sol. Inc. [Cerner and Eclipsys]*	95.8	NA	-	100%	9.00	8.33

The following chart includes products that meet minimum konfidence in a “Best in KLAS” market segment. The chart compares the products overall score and konfidence level. See page 4 for a listing of “Best in KLAS” market segments and page 74 for konfidence level definitions.



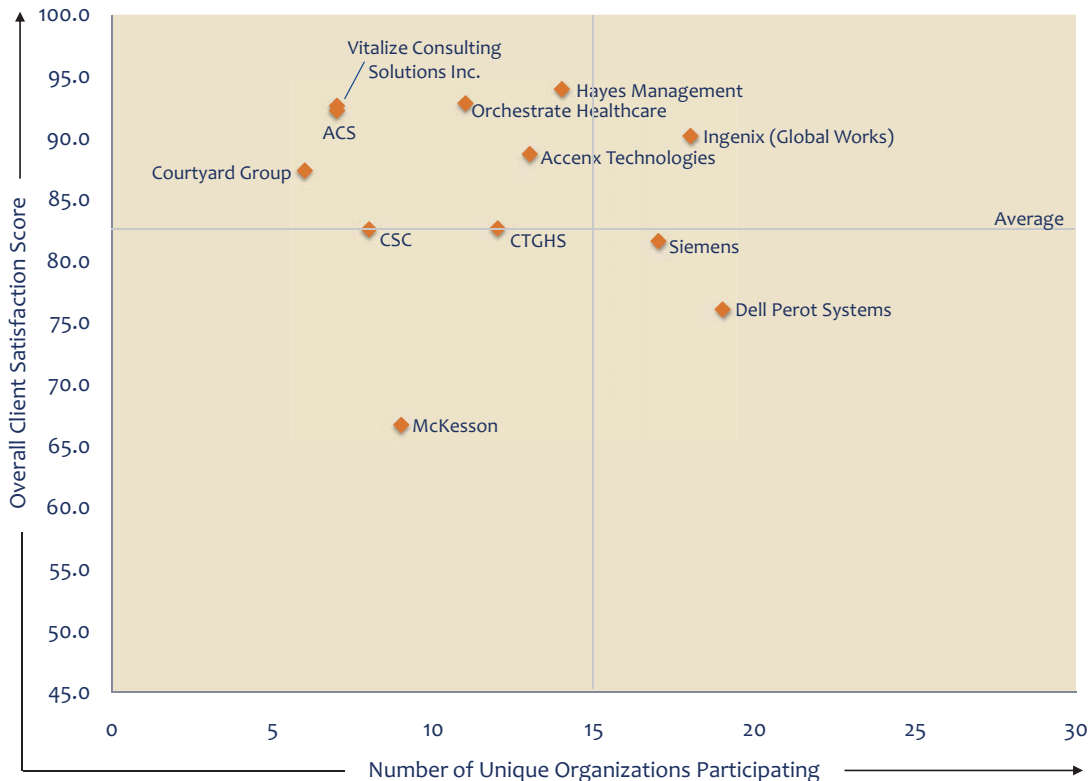
\*Preliminary scores do not meet KLAS' minimum konfidence level §Table legend can be found on page 74

## Technical Services

This category includes a broad array of technical services such as hardware and network installation, integration and interfacing, security services, single sign-on, Web/portal design, Web/portal installations, programming and database development, IT system optimization, etc. For engagements that qualify for this category, the professional services firm (PSF) provides guidance, expertise, tools, and methodology and is responsible for specific deliverables.

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<b>Current Products<sup>§</sup></b>								
1	T3	Hayes Management	94.0	+4%	✓✓	100%	8.44	8.81
2	1	Orchestrate Healthcare	92.8	+1%	✓✓	100%	8.54	8.75
3	7	Vitalize Consulting Solutions Inc.	92.6	+10%	✓	100%	8.29	8.43
4	T3	ACS	92.2	+2%	✓	100%	8.43	8.57
5	5	Ingenix (Global Works)	90.2	+3%	✓✓✓	100%	7.95	8.05
6	2	Accenx Technologies	88.7	-2%	✓✓	100%	7.92	8.08
7	NA	Courtyard Group	87.3	NA	✓	83%	7.50	8.33
8	8	CTGHS	82.7	0%	✓✓	93%	7.14	7.64
9	6	CSC	82.6	-3%	✓	100%	7.38	8.17
10	11	Siemens	81.6	+3%	✓✓✓	94%	7.44	7.83
11	9	Dell Perot Systems	76.1	-5%	✓✓✓	84%	7.13	7.12
12	NA	McKesson	66.7	-4%	✓	67%	6.56	6.56
NA	10	Allscripts*	82.8	+4%	-	100%	7.33	8.00
NA	NA	Atlanticon*	93.4	0%	-	100%	8.67	8.50
NA	NA	Cerner*	95.1	0%	-	100%	8.43	8.57
NA	NA	GE*	85.6	+3%	-	100%	8.00	8.20
NA	NA	Iatric Systems*	90.8	NA	-	100%	7.50	8.67
NA	NA	IBM*	68.1	NA	-	80%	6.00	6.20
NA	NA	Innovative Healthcare Solutions Inc.*	95.2	NA	-	100%	8.67	8.67

The following chart includes products that meet minimum konfidence in a “Best in KLAS” market segment. The chart compares the products overall score and konfidence level. See page 4 for a listing of “Best in KLAS” market segments and page 74 for konfidence level definitions.



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### Other Implementation Services

Rank	Previous Rank	Vendor/Product	Overall Score	Rating % Change	Konfidence Level	Buy Again	Money's Worth	Real Problem Resolution
<b>Other Implementation<sup>§</sup></b>								
Engagements in which a professional services firm (PSF) assists a provider in implementing HIT applications (excluding inpatient EMR, ambulatory EMR (25+ physician practices only), ED, OR, pharmacy, or ERP) by providing guidance, expertise, tools, methodology, and resources. The PSF played either a major or supportive role in the implementation and a measurable portion of the work has been completed. Various is used when a firm has implemented a vendor or vendors only once.								
1	2	ACS [Kronos and Various]	87.8	+4%	✓	83%	8.00	8.33
NA	NA	Accenture [Epic and McKesson]*	81.5	NA	–	75%	8.33	7.25
NA	NA	CTGHS [Epic and Various]*	83.4	-4%	–	80%	7.40	7.80
NA	NA	Cumberland [eClinicalWorks and Various]*	87.2	-4%	–	100%	7.80	8.00
NA	NA	Dell Perot Systems [Siemens and Various]*	78.9	NA	–	100%	7.00	7.50
NA	NA	Hayes Management [Mostly GE]*	86.5	-9%	–	100%	8.00	8.29
NA	NA	Innovative Healthcare Sol. Inc. [McKesson Only]*	96.6	+2%	–	100%	8.75	8.75
NA	NA	Peer Consulting [GE and Various]*	94.3	0%	–	100%	8.75	8.75

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