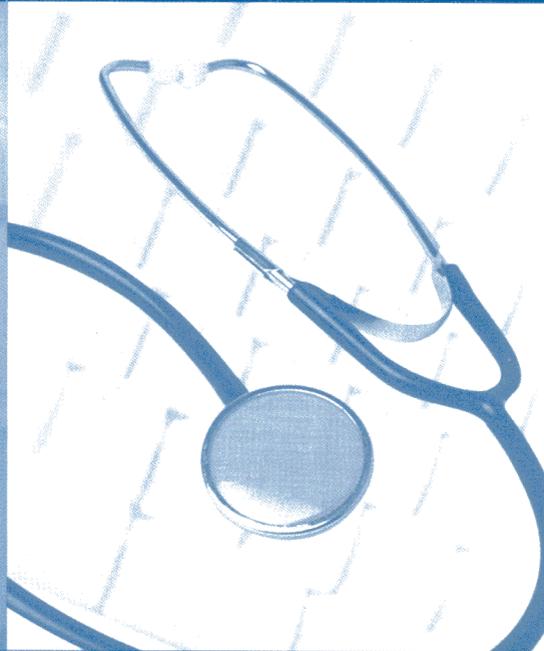


DECEMBER 2003

# TOP 20

YEAR-END  
BEST IN KLAS  
AWARDS



AN INDEPENDENT REPORT FROM HEALTHCARE EXECUTIVES & PROFESSIONALS

# 2003

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## Top 20: 2003 Best in KLAS

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### The Top 20: 2003 Best in KLAS

The *Top 20: 2003 Best in KLAS* reflects the summary of Healthcare Information Technology (HIT) product performance data collected over the past 13 months (October 15, 2002 – November 15, 2003) as reported by IDNs, large clinics and acute care facilities. Each vendor product has been categorized into a market segment where like products are subsequently compared and ranked against one another. In addition, an exclusive “Top 20” ranking is provided that involves vendor products from the ten market segments with the broadest operational impact.

The combination of the Top 20 Mid-Year Report Card (June) and the Best in KLAS Report (December) provide a solid overview of the state of each market segment, semi-annually. The detailed results are available on-line in Platinum KLAS, or in targeted KLAS “Specialty Reports.”

### Who We Are

KLAS, founded in 1996, is the only research and consulting firm specializing in monitoring and reporting the performance of healthcare’s information technology vendors and products.

### KLAS Mission Statement

To improve Healthcare Information Technology delivery by independently measuring vendor and product performance for the benefit of consultants, investors, vendors and our healthcare provider partners.

### How We Serve the Healthcare Industry

KLAS, in concert with thousands of healthcare executives, CIOs, directors, managers and clinicians has created a dynamic database of information on the performance of HIT vendors. The KLAS database represents the opinions of healthcare executives, managers and clinicians from over 4,500 healthcare facilities on 500+ different products. The information is continually refreshed with new performance evaluations and interviews daily.

### How the Data is Collected

KLAS utilizes a two-step process to collect candid performance data. First, KLAS collects a series of direct vendor/product evaluations completed by healthcare provider organizations covering 40 performance areas. Second, KLAS performs in-depth, confidential interviews with the IT executives and department directors completing the questionnaire to gather valuable insight into specific strengths, weaknesses and future expectations for the product. From these two sources, KLAS clients are able to clearly see how a vendor or product is truly performing.

### Current/Dynamic Reporting

For the information of this type to be valuable it must be current. KLAS performance data is updated daily, available online at [www.healthcomputing.com](http://www.healthcomputing.com). Data more than 12 months old (unless otherwise stated) is *not* considered current, is archived and is used for trending purposes only. Products included in this report that have not met KLAS standards for minimum confidence are noted as such.

### Available Services from KLAS

- **Platinum KLAS Subscription:** Web access to comprehensive individual and comparative vendor data, including tools for measuring trends, sales and a lot of candid commentary. Ratings cover 40 key performance areas.
- **KLAS Online:** Summary level of KLAS survey performance data, free to all KLAS provider participants.
- **Specialty Reports:** In-depth research on a market segment, including performance ratings, product history, strategy, pricing and more. See below for a partial listing.
- **Consulting Services:** Independent third party data with presentations to executives, marketing teams and boards.

### Select Specialty Reports Available 2003

- **Document Management & Imaging** (December 5, 2003; 344 pages) – This study looks at the major DMI products in the market today, and offers a detailed performance section and commentary from healthcare providers using each system.
- **PACS Report 2003** (November 19, 2003; 499 pages) – This year’s PACS Study focuses on acute care settings with a detailed performance section and commentary on why each system was selected, plus pricing and more.
- **PACS Perception** (October 16, 2003; 91 pages) – The purpose of this study was to find out which vendors are most likely to be included by radiology and IT professionals in today’s selection process and why.
- **Emergency Department Systems** (July 30, 2003; 370 pages) – The report looks at the major players in the ED market.

### Upcoming KLAS Reports

- **CPOE Digest 2004:** An update to last year’s comprehensive CPOE Digest, targeting actual use of CPOE.
- **On-Time Delivery:** Details on the successes and challenges vendors are having delivering new core clinical products.
- **Outsourcing and Consulting Services:** KLAS moves outside of product ratings into services and consulting.
- **Ambulatory EMR Perception:** The latest KLAS Perception report; who providers are looking at for an EMR.