

NEWS RELEASE

Chartis Rated #1 in IT Advisory Services 2023 Performance Report by KLAS Research

| MAR 14, 2023

<https://www.chartis.com/about/news/chartis-rated-1-it-advisory-services-2023-performance-report-klas-research>

Chartis, a comprehensive healthcare advisory firm, announced today it has been rated #1 in the IT Advisory Services 2023 Performance Report by KLAS Research¹, a national healthcare IT data and insights company, based on the services Chartis offers and the consistency of firm performance.²

According to the multiyear report, Chartis respondents are highly satisfied with the firm's extensive healthcare expertise, experience, and execution that guides them to success. Chartis is the only firm with A grades across the board for the customer experience pillars of loyalty, operations, services, relationship, and value.³ The validated engagements spanned IT planning and assessment, revenue cycle optimization, clinical optimization, and analytics advisory services across a 27-month timeframe, which concluded in November 2022.⁴

"Chartis is honored to be recognized by KLAS," said Jody Cervenak, Director and Informatics & Technology Practice Leader at Chartis. "The recognition is a direct reflection of the deep commitment to our clients and their success. With every project and every client, we are unwavering in achieving our mission to materially improve healthcare in their communities and the world. We are especially grateful for the positive feedback because it represents the meaningful results we accomplish together with our clients."

The Top IT Advisory Services provider rating is given to the firm with the highest overall performance score on a 100-point scale. With 39 individual respondents representing 34 unique organizations,⁵ Chartis received an overall performance score of 95.5.⁶

In addition, KLAS recognized Chartis with two Best in KLAS rankings, including Best Overall Healthcare Management Consulting Firm for the third straight year. Chartis also ranked #1 in Digital Transformation Consulting for the second consecutive year, based on client satisfaction. Chi-Matic, recently acquired by Chartis, was named a Best in KLAS winner in Revenue Cycle Optimization.

About This Report

Each year, KLAS interviews thousands of healthcare professionals about the IT solutions and services their organizations use. For this report, interviews were conducted over the last 27 months using KLAS' standard quantitative evaluation for healthcare services, which is composed of 9 numeric ratings questions and 3 yes/no questions, all weighted equally. Combined, the ratings for these questions make up the overall performance score, which is measured on a 100-point scale. The questions are organized into five customer experience pillars—loyalty, operations, relationship, services, and value.⁷

About KLAS Research

KLAS is a data-driven company on a mission to improve the world's healthcare by enabling provider and payer voices to be heard and counted. Working with thousands of healthcare professionals, KLAS collects insights on software, services, and medical equipment to deliver reports, trending data, and statistical overviews. KLAS data is accurate, honest, and impartial. The research directly reflects the voice of healthcare professionals and acts as a catalyst for improving vendor performance. To learn more about KLAS and the insights we provide, visit [KLASresearch.com](https://www.klasresearch.com)

Source

¹KLAS Research IT Advisory Services 2023 Performance Report | February 2023, p. 2

²2023 Performance Report, p. 2

³2023 Performance Report, p. 3

⁴2023 Performance Report, p. 2

⁵2023 Performance Report, p. 7

⁶2023 Performance Report, p. 2

⁷2023 Performance Report, p. 7