

NEWS RELEASE

Chartis is #1 in Digital Transformation Services 2023 in KLAS Ranking

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<https://www.chartis.com/about/news/chartis-1-digital-transformation-services-2023-klas-ranking>

Chartis, a comprehensive healthcare advisory firm, announced today it has been rated #1 in Digital Transformation Consulting 2023 by KLAS¹, a national healthcare IT data and insights company, based on its consistent performance meeting client needs.²

According to the report, respondents indicate Chartis consultants are seen as strategic partners and thought leaders who provide a broad, deep perspective on industry trends.³ Chartis' engagements spanned all categories evaluated: digital care strategy, provider digital engagement, digital architecture and analytics, and consumer digital engagement.⁴ Clients consistently report high satisfaction with Chartis—almost half of respondents gave the firm the highest possible score.⁵ And Chartis was the only company with a near perfect score in Digital Transformation Expertise.⁶

According to one industry Director who was interviewed for the report, "Chartis spent a lot of time assessing our pain points. They took time to understand our unique structure and where we had been, and that information helped them determine which road map we needed. The firm's process helped us to prioritize key solutions. Within the first several months of the project, we implemented actual changes that we had determined to be critical to our success. Chartis absolutely hit the mark."

The Top Digital Transformation Consulting provider rating is given to the firm with the highest overall performance score on a 100-point scale. With 50% more respondents than any other firm⁷, Chartis received an overall performance score of 97.7⁸, demonstrating Chartis' leadership position in digital transformation, both in terms of scale and quality.

"Earning the #1 rating for Digital Transformation Consulting reflects our deep partnership with clients and a shared commitment to catalyze industry change," said Tom Kiesau, Chief Innovation Officer and Digital Leader at Chartis. "We love working side-by-side with clients as they push boundaries to create and implement impactful digital strategies that not only differentiate them but improve healthcare in their communities and the world."

Chartis also has been recognized with three Best in KLAS rankings—Best Overall Healthcare Management Consulting Firm for the third straight year, Best Digital Transformation Consulting for the second year, and Best in Revenue Cycle Optimization (recently acquiring Chi-Matic). And last month, KLAS rated Chartis #1 in its IT Advisory Services 2023 Performance Report.

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 18 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.

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 Digital Transformation Consulting 2023 Performance Report | April 2023, p. 3

²2023 Performance Report, p. 3

³2023 Performance Report, p. 3

⁴2023 Performance Report, p. 3

⁵2023 Performance Report, p. 5

⁶2023 Performance Report, p. 4

⁷2023 Performance Report, p. 8

⁸2023 Performance Report, p. 3