

POPULATION HEALTH MANAGEMENT

WHICH VENDORS STAND OUT?

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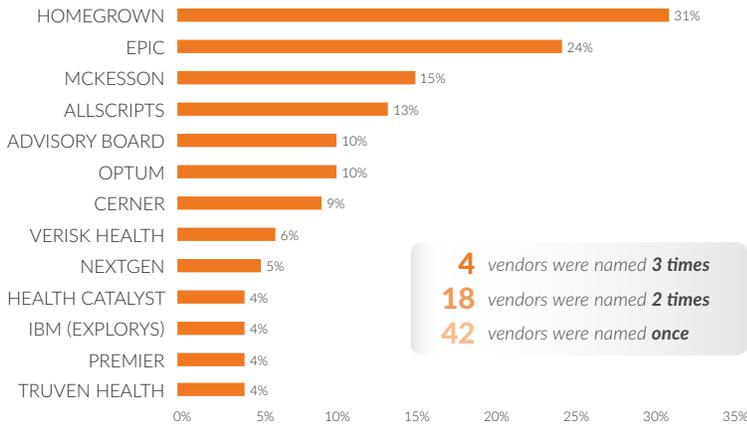
WHICH VENDORS STAND OUT?

In the history of KLAS, no market segment has matched the energy and breadth of population health management (PHM). Now several years in, is the PHM solutions market maturing? Which vendors are helping providers today? Where are providers placing bets going forward?

1 EPIC, MCKESSON, ALLSCRIPTS MOST ADOPTED IN EXPANDING MARKET

TODAY'S LANDSCAPE

What solutions are providers using? (Mentioned at least 4 times) (n=102 providers)



Matching product capabilities with client needs has not gotten any simpler as vendors continue to jump into the PHM market. Providers named 77 vendors currently in use, up from 53 a year ago. More than two-thirds of providers are using multiple vendors. The market is so spread out that even current Best in KLAS winner IBM (Phytel) does not stand out. The most mentioned vendor is Epic, thanks to high confidence among a growing EMR client base. McKesson, with products acquired from early industry leader MedVentive, has the most prevalent EMR-agnostic product. Allscripts follows with a diverse PHM portfolio.

2 RISK MANAGEMENT FUNCTIONALITY MATURING; CARE MANAGEMENT AN OPPORTUNITY FOR GROWTH

Among live clients, the PHM functionality most widely used is risk management, particularly for clinical analytics and performance reporting. Care management is perceived to be a greater strength for enterprise vendors like Epic and Cerner, where EMR integration often brings PHM into clinical workflows. Care management functionality is less prevalent and is a weak spot for analytics-focused vendors such as Advisory Board, IBM (Explorys), Optum, Premier, Qlik, and Verisk Health.

LEVEL OF PHM TOOL USAGE



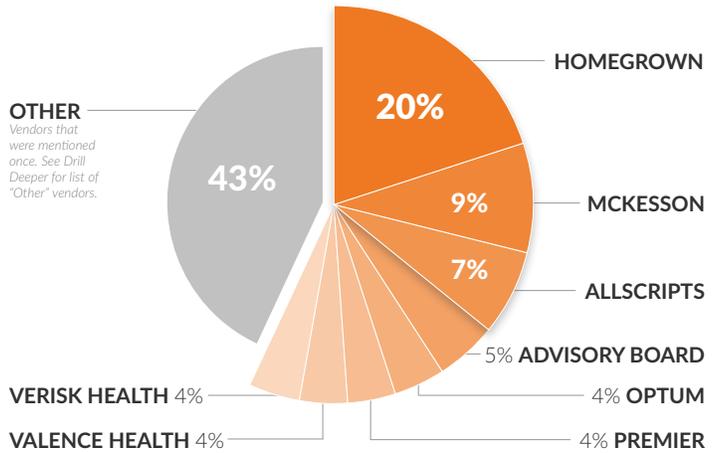
3 VENDOR REPLACEMENTS DRIVEN BY DEMAND FOR BROADER FUNCTIONALITY

41% percent of providers say they may replace an existing PHM solution. Some McKesson and Allscripts PHM clients plan to use their new EMR vendor's PHM tools instead. Others are leaving McKesson due to delivery challenges. Analytics-focused vendors (e.g., Advisory Board, Optum, Premier, Valence Health, and Verisk Health) are seeing clients pursue broader functionality—like care management—that makes analytics more actionable. The largest replacement category is homegrown systems—a sign that providers are gaining confidence in commercial solutions.

REPLACEMENT PLANS

Which solutions are being replaced the most?

Total number of planned replacements=54



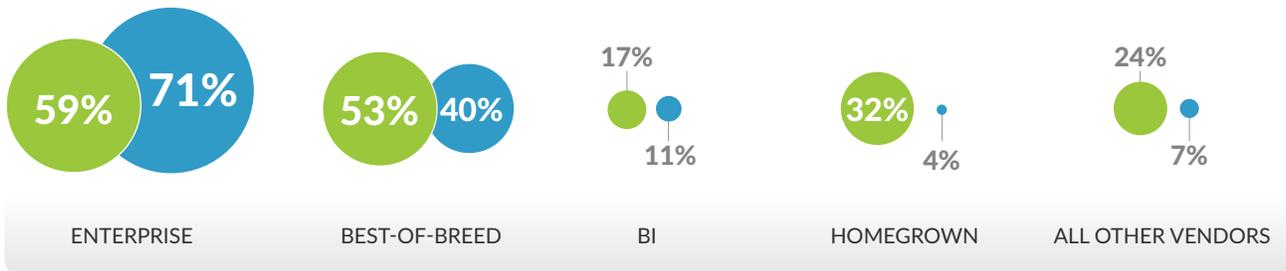
4 ENTERPRISE OFFERINGS POISED FOR PHM EXPANSION

The desire to bring PHM directly to the point of care leads providers to most frequently name their enterprise vendor as a target for new investment. Enterprise players represent only 14% of the 77 PHM vendors being considered, but they account for 79% of providers' upcoming purchasing decisions—well above current adoption rates. Best-of-breed vendor consideration is lower than current adoption levels.

VENDOR TYPES IN USE

What percent of providers are using/considering each type of solution?

● Percent Using ● Percent Considering

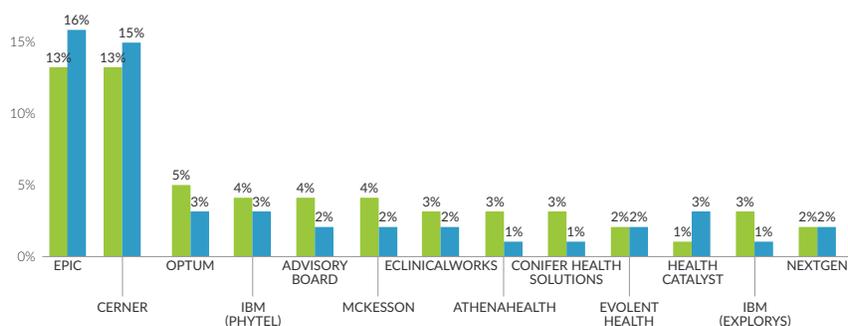


5 ENTERPRISE VENDORS CERNER AND EPIC TO SEE HIGHEST GROWTH

FUTURE PLANS

What vendors are you considering for population health management?

● Risk Management ● Care Management



Enterprise players Cerner and Epic stand to gain the most in the coming years as their EMR client bases seek lower PHM costs and greater EMR workflow integration. Cerner is experiencing pent-up demand for their new HealthIntent platform, which is being rolled out beyond last year's few early sites. Epic is gaining more PHM users through functionality enhancement and growth in EMR market share.

REPORT INFORMATION



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KLAS data and reports represent the combined opinions of actual people from provider organizations comparing how their vendors, products, and/or services performed when measured against participants' objectives and expectations. KLAS findings are a unique compilation of candid opinions and are real measurements representing those individuals interviewed. The findings presented are not meant to be conclusive data for an entire client base. Significant variables including organization/hospital type (rural, teaching, specialty, etc.), organization size, depth/breadth of software use, software version, role in the organization, provider objectives, and system infrastructure/network impact participants' opinions and preclude an exact apples-to-apples vendor/product comparison or a finely tuned statistical analysis.

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