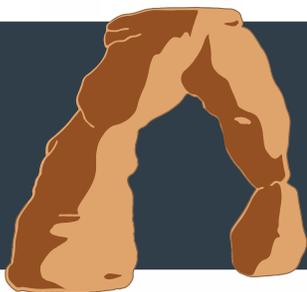


Celebrating our front-line clinicians and their inspiring resilience in the face of COVID-19.

BEST IN  
**KLAS**<sup>®</sup>



GLOBAL SOFTWARE

2022

Recognizing the software organizations that excelled in helping healthcare professionals deliver better patient care





**In 2021, KLAS celebrated our 25th anniversary. It has us reflecting on both the present moment and how much has changed in the last 25 years.**

**Then**

**Now**

*We started with just a handful of employees (okay, you could count the entire staff on two fingers).*

*Today, we have over 200 team members working to create transparency.*

*I started at a desk in my little student apartment. As we hired employees, they would take their breaks on my couch—until my wife put an end to that.*

*We are bursting at the seams with passionate healthcare researchers in the biggest office space we've had.*

*Our first evaluations were collected by fax, which seems appropriate for healthcare.*

*We leverage a large array of solutions to schedule calls, collect feedback, analyze it, and deliver insights to the market—but interviews with our healthcare friends are still at the heart of what we do.*

*Our very first vendor performance report, in 1998, ranked just 25 solutions.*

*The 2022 Best in KLAS report covers over 1,000 solutions. And the technology itself has advanced by leaps and bounds.*

*For KLAS, the last 25 years are a story of challenges and opportunities. But all our successes depend on you. Without the generosity and commitment of our provider and payer friends, we couldn't fulfill our mission to improve the world's healthcare.*

*The pandemic has been anything but linear, and we know that across the world, 2021 was a slog. While I write this, omicron is generating a record number of cases in our home state of Utah. I'm sure the same is happening where you live. It's no wonder the research shows healthcare workers are more burned out than ever.*

*And still, the market has grown and changed in surprising, positive ways. COVID-19 opened doors to innovation in healthcare delivery. Wise leaders are asking, "What has the pandemic done for us?" Energy continues to grow around emerging technologies for data analysis, telehealth, remote patient monitoring, and more.*

*Thank you for the sacrifices you've made and the difficulties you've endured to care for us and our loved ones. Thank you for your endless hope and innovation. We couldn't ask for better partners.*

Adam M. Gale  
CEO  
KLAS Research

# Understanding This Report

KLAS makes thousands of proactive calls each year to collect the research necessary for this report. In every instance, the KLAS methodology includes screening for bias to ensure as clean and random a sample as possible. To learn more about KLAS' research process and methodology, please visit [our website](#).

## Ranked Solutions

**Ranking and Overall Performance Score:** For each market segment in this report, the software products eligible to compete for Best in KLAS are ranked by their overall performance score (100-point scale). These scores are based on customer responses to 16 numeric ratings questions and 4 yes/no questions, all weighted equally. Overall scores are calculated by averaging all evaluations collected for a given product over the last 13 months. Only one product from any given vendor may be eligible for Best in KLAS ranking within any given market segment. This product will always be the vendor's most recent version. In instances where a vendor has multiple products of similar age (through acquisition, etc.), only the most comprehensive product (i.e., the product the vendor would lead with in the segment) is eligible.

**Trend:** Where available, trend data is included to indicate the percent by which a score has changed from the previous year's Best in KLAS report. "N/A" in the trend column indicates that a product was not included in the previous Best in KLAS report or was not a ranked solution in that report.

Software grading scale	
A+	95.0+
A	91.0-94.9
A-	88.0-90.9
B+	85.0-87.9
B	81.0-84.9
B-	78.0-80.9
C+	75.0-77.9
C	71.0-74.9
C-	68.0-70.9
D+	65.0-67.9
D	61.0-64.9
D-	58.0-60.9
F	< 58.0

**Customer Experience Pillars:** To enable readers to more quickly understand high-level differences in vendor performance, the questions from the KLAS evaluation are organized into six customer experience pillars—culture, loyalty, operations, product, relationship, and value, with vendors receiving a letter grade in each (see grading scale).

Category	Culture	Loyalty	Operations	Product	Relationship	Value
Standard software, imaging system & medical equipment evaluation metrics	 <p>Proactive service</p> <p>Keeps all promises</p> <p>Product works as promoted</p>	 <p>Part of long-term plans</p> <p>Would you buy again</p> <p>Likely to recommend</p> <p>Forecasted satisfaction</p> <p>Overall satisfaction</p>	 <p>Quality of training</p> <p>Quality of implementation</p> <p>Ease of use</p>	 <p>Product quality</p> <p>Product has needed functionality</p> <p>Supports integration goals</p> <p>Delivery of new technology</p>	 <p>Quality of phone/web support</p> <p>Executive involvement</p>	 <p>Money's worth</p> <p>Avoids nickel-and-diming</p> <p>Drives tangible outcomes</p>

## Solutions Not Ranked

Solutions in the categories below are not eligible for Best in KLAS ranking, though overall performance scores and customer experience pillar grades are still displayed.

- **Limited data (\*)**: Solutions whose sample sizes do not meet KLAS' required thresholds for Best in KLAS ranking but do meet lower "limited data" thresholds. See "Sample Sizes" below for more details.
- **Newly rated [NR]**: Solutions are newly rated in the market segment. They did not reach fully rated status early enough in the year to qualify for ranking.
- **Not eligible [NE]**: To be eligible for Best in KLAS ranking in regions outside the US, acute care EMR solutions must (1) have evaluations from two or more countries within the region and (2) have clients live in two or more countries within the region. Additionally, at least one customer in the region must be a HIMSS Level 6+ customer as confirmed by KLAS. PACS solutions outside the US must meet the first two criteria above, and at least one customer in the region must be using the PACS to manage 300,000+ studies per year, demonstrating that the solution can scale for organizations with larger imaging needs.
- **Not primary [NP]**: Solutions that may still be purchased but are not a vendor's lead solution in a market segment. In some cases, these solutions may not be actively sold in the listed market segment.
- **Regional [R]**: Solutions for which the majority of data comes from organizations in a small, specific geographical area.

## Sample Sizes

KLAS requires that the sample size for any given product reach certain thresholds before data can be reported.

**Total evaluations vs. unique organizations:** The sample sizes displayed throughout this report (e.g., n=16) represent the total number of *individual respondents* who submitted an evaluation ("total evaluations") for a given product. To allow for the representation of differing perspectives within any one customer organization, these samples may include individuals from the same organization. However, in order for a product to be eligible for Best in KLAS ranking, feedback must have been received from a certain number of *unique organizations* (see "data thresholds" below). This is done to prevent any one organization's feedback from disproportionately impacting a product's score.

**Data thresholds for non-US regions:** Within each region in KLAS' global research, sample sizes of 6 or more *unique organizations* are considered fully rated, and sample sizes of 3-5 unique organizations are marked as limited data. If the sample size is less than 3, no score is shown. It should be noted that a vendor's sample size may vary from question to question as some respondents choose not to answer particular questions.

## What's New in Best in KLAS?

### 1. Dedalus Acquisition of DXC Technology's Health Business

Occasionally, you might not find the vendor you are looking for in KLAS' data. In some cases, this is due to a name change caused by a merger, acquisition, or rebranding. Please note that the acute care EMR products previously owned by DXC Technology can now be found under Dedalus.

### 2. New Market Segment

KLAS is constantly reviewing the market segments highlighted in the Best in KLAS report to ensure we are measuring vendor performance in the areas of most interest to healthcare providers. Given the meteoric rise in virtual care needs, this year's Global Best in KLAS report includes data on Virtual Care Platforms in the Middle East/Africa. Data on customer satisfaction in other regions will be shared as it becomes available.

For recently published reports visit  
[klasresearch.com/reports](https://klasresearch.com/reports)



# KLAS Advisory Board

The KLAS Advisory Board, comprised of some of the best and brightest in healthcare, guides our efforts to measure and improve the world's healthcare technology. This group of dedicated leaders exemplify the very best healthcare has to offer.

## International Advisory Board



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**Deputy CIO**

King Faisal Specialist Hospital & Research  
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Saudi Arabia



**Adrian Byrne**

**CIO**

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United Kingdom



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**Chief Information and Innovation Officer**  
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**Chief Nursing and Midwifery Information Officer**  
Sydney Local Health District  
**Deputy Director**  
Health Informatics Unit | ICT Services  
**Adjunct Associate Professor**  
Faculty of Medicine and Health, University of Sydney  
Australia

***"The efforts of this board have had a deep impact on the direction of KLAS. Thank you all for your guidance throughout the years."*** —Adam Gale, CEO, KLAS Research

## Emeritus Advisory Board

Thank you to our departing member:



**Phillipa Winter**

**Former Chief Informatics Officer**  
Bolton NHS Foundation Trust  
United Kingdom

*"I've had the pleasure of working with Phillipa for over five years. As a CIO with a clinical background, Phillipa is passionate about not only future-proofing health systems with technology, but doing it in a way that allows clinicians to thrive. We will miss Phillipa's kind heart and warm smile at our conferences. We wish her luck in her future endeavors and hope our paths can cross again soon."*

—Jon Christensen, Director, Analysis—International Markets, KLAS Research

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# KLAS International

## Even before the pandemic, healthcare had big problems to solve

We know that improving healthcare requires real collaboration, and collaboration happens best in person. Though COVID-19 will continue to throw curveballs, KLAS is excited about upcoming opportunities to get together (safely) with our friends across the globe.



We're optimistically planning to bring everyone together in Portugal in June 2022 for the KLAS International Summit. At the summit, we'll discuss:



Getting the most out of your EMR



Global investments into new technology



The rise of telehealth



And more!

Stay up-to-date on KLAS events at:  
[klasresearch.com/events](https://www.klasresearch.com/events)



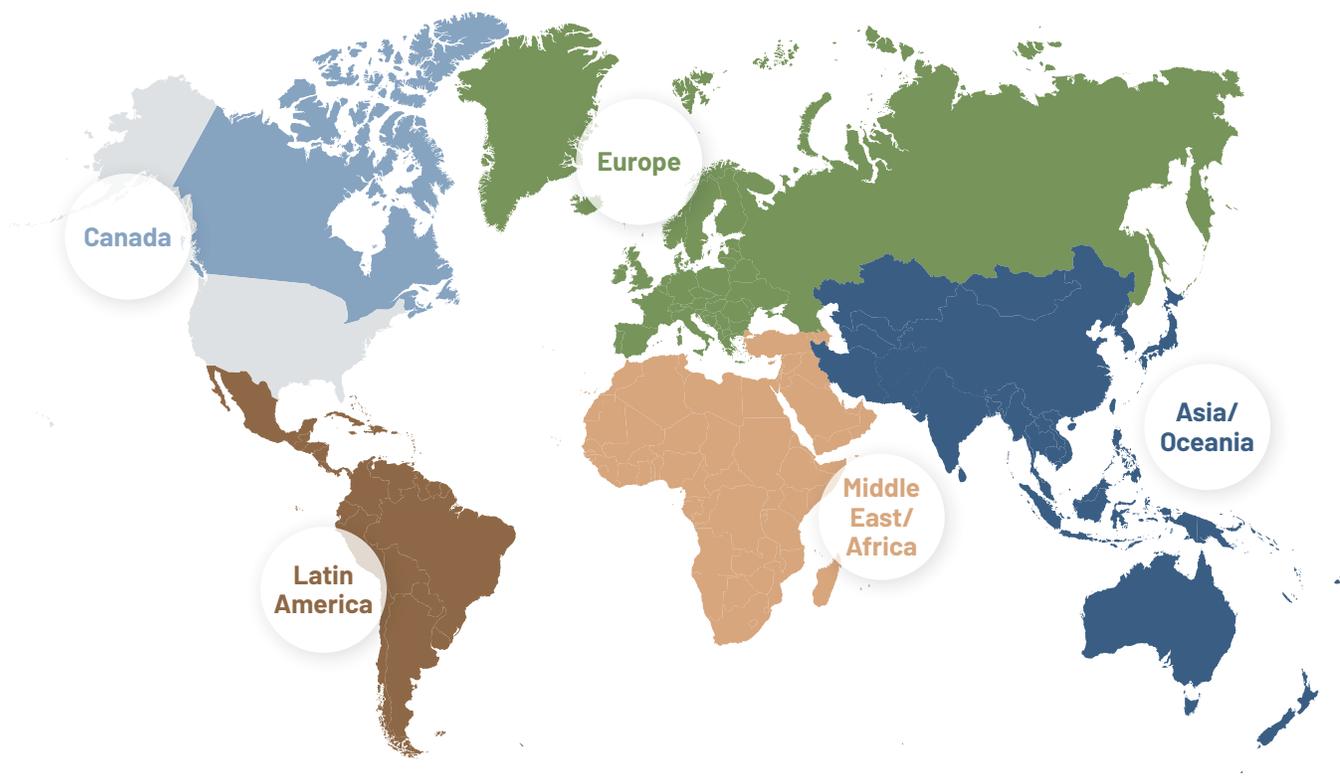
# Introduction

- 2** Executive Insights
- 4** 2022 Best in KLAS Awards

# Executive Insights

The Global Best in KLAS report examines the performance of multinational healthcare information technology (HIT) products and vendors in regions outside the United States, including Asia/Oceania, Canada, Europe, Latin America, and the Middle East/Africa. Country-specific and custom solutions are not included in the data.

## Regional Breakout

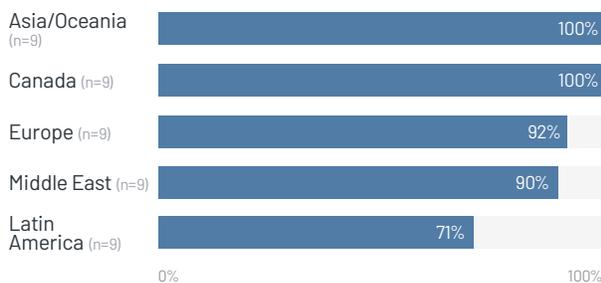


## Key Learnings from 2021

### 1 Telehealth Is Here to Stay

Around the globe, healthcare organizations now view telehealth technology as mission critical for their organizations. In research KLAS published in 2021, we interviewed 113 healthcare organizations outside the US, and 90% had adopted or were planning to adopt some form of virtual visit technology. Many who have implemented a solution, especially since the pandemic, did so within a matter of days. See the [full report](#) for more details.

#### Are You Using or Considering Using a Virtual Visit Platform? Percent of respondents who answered yes



### 2 EMR Optimization Sees Increased Attention

Many healthcare organizations have spent a significant amount of time and money implementing EMR solutions over the last several years. Now, they are turning their attention to increasing adoption and improving usability for their clinician users. Via our Arch Collaborative initiative, KLAS has worked closely with a number of governments (including in England, Australia, and the United Arab Emirates) to measure the clinician EMR experience and create improvement strategies to maximize usability and improve patient care. Key results from the Collaborative are summarized below. For additional information, visit the [KLAS website](#).

#### 59% of Organizations Have Seen Statistically Significant Improvement

- Repeat respondents see average **increase** in Net EHR Experience Score (NEES) of **6.5 points** (n=8,651 respondents from 46 organizations)
- Provider subgroup (repeat and non-repeat individuals) saw an average NEES **increase of 10.1 points** (n=29,991 respondents from 46 organizations)
- Nurse subgroup (repeat and non-repeat individuals) coincidentally also saw an average NEES **increase of 10.1 points** (n=25,926 respondents from 26 organizations)

### 3 Digital Pathology Growing Rapidly in Europe

Adoption of digital pathology technology in Europe is growing rapidly—outpacing similar efforts in other parts of the world—with Philips, Sectra, and Tribun Health seeing some of the highest adoption. Many in the industry believe digital pathology technology will play a crucial role in advancing research efforts and is ripe with opportunities to utilize AI technology.

#### Digital Pathology Landscape in Europe

Vendors are ordered alphabetically	Market consideration and selection rate High Moderate Low	Estimated IMS customer base (live/contracted) for primary diagnosis in Europe >50 31-50 11-30 1-10	IMS/scanner offering IMS & scanner IMS only	European countries where digital pathology vendors are present										
				Benelux/Scandinavia			DACH		Southern/Eastern Europe		Western Europe		United Kingdom	
				Denmark	Netherlands	Sweden	Germany	Switzerland	Czech Republic	Slovakia	Monaco	Spain		
Philips	High	>50	IMS & scanner	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sectra	Moderate	31-50	IMS & scanner	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tribun Health	Moderate	11-30	IMS & scanner	✓			✓				✓			
Other validated vendors														
Hologic	Low	1-10	IMS only			✓	✓							
Indica Labs	Low	1-10	IMS only				✓							✓
Inspirata/Fujifilm†	Moderate	31-50	IMS & scanner				✓							✓
Leica Biosystems	Low	1-10	IMS only											✓
Proscia	Low	1-10	IMS only	✓										
Roche Diagnostics	Low	1-10	IMS only										✓	

† Inspirata is the original owner of the IMS measured in this report. In certain European countries, including the UK, Fujifilm is contracted as the solution reseller.

Note: Vendors may have clients in other countries using their scanner or IMS for research purposes.

Note: Hologic, Inspirata/Fujifilm, Leica Biosystems, and Roche Diagnostics did not share client lists with KLAS; validated customers are based on independent research efforts by KLAS.



The Best in KLAS award is given to vendors to recognize their outstanding efforts to help healthcare professionals deliver better patient care. Global awards are given only in the following software market segments: (1) acute care EMR, (2) digital pathology, (3) PACS, and (4) virtual care platforms.



## Acute Care EMR

Asia/Oceania

**InterSystems** TrakCare EPR **74.6**

Canada

**Epic** EpicCare Inpatient EMR **93.2**

Europe

**Epic** EpicCare Inpatient EMR **86.7**

Latin America

**Philips** Tasy Java/HTML5 **75.9**

Middle East/Africa

**Cerner** Millennium PowerChart **85.7**

## PACS

Asia/Oceania

**Sectra** PACS **84.2**

Canada

**Sectra** PACS **93.3**

Europe

**VISUS** JiveX **91.0**

Latin America

**Fujifilm** Synapse **89.5**

Middle East/Africa

**PaxeraHealth** PaxeraUltima PACS **87.1**

## Digital Pathology

Europe

**Tribun Health** CaloPix **88.0**

## Virtual Care Platforms

Middle East/Africa

**Okadoc** **91.6**



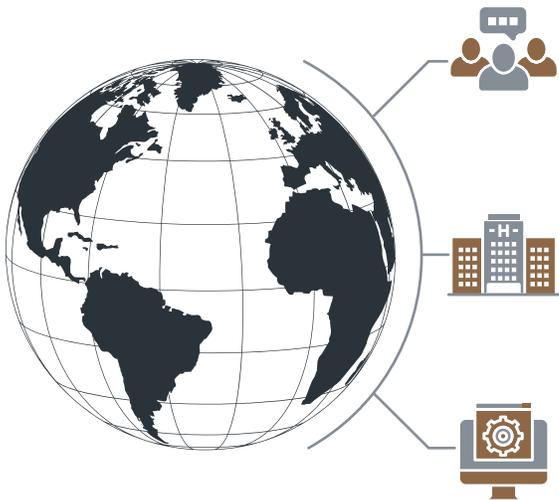
# Be Heard, Be Counted

## Share your voice, and learn from another's

Give a little feedback on the tools you're using and get a lot of insights in return via free access to KLAS ratings, commentary, and market trends.

- See how healthcare IT vendors compare
- Find ratings on vendor performance
- Learn about new and emerging technology

Speak up and share your experiences! We can't change healthcare without you.



**23,735** evaluations from healthcare professionals across the globe who shared feedback regarding the software and services they use. The vast majority of these evaluations came from on-the-phone discussions, resulting in deep, insightful feedback.

**4,500+** healthcare organizations across the world whose feedback is represented in KLAS research. The voices of these professionals give us not only the scores you see in this Best in KLAS report, but all the scores and commentary we publish online and in other reports throughout the year.

**1,000+** healthcare technology products and services measured in KLAS' scores, commentary, and reports. If you're making a software or services purchase decision in healthcare, take advantage of the hindsight of those who have walked a similar path.

*"We need a company like KLAS that can take a look at things, try to aggregate information, and help people to make better-informed decisions. I think KLAS is essentially the only organization out there that really does those things. I think that work is very useful; if I didn't think so, I wouldn't be talking to KLAS."* —Director of clinical technology, small acute care facility

Share your voice:  
[klasresearch.com/evaluation](https://klasresearch.com/evaluation)



# Global Software Rankings

## 8 Acute Care EMR

Asia/Oceania  
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Middle East/Africa

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Middle East/Africa

# Acute Care EMR Asia/Oceania

Segment definitions can be found on page 28.

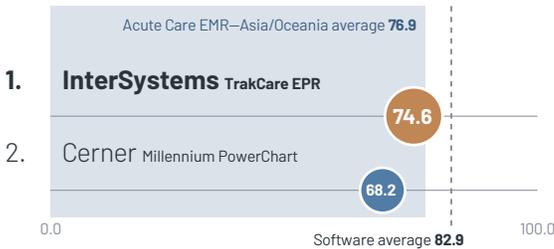


## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	

Overall performance score



Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
-9%	n=13	C-	B-	C-	C-	B-	B-
0%	n=8	F	B	D	C-	C-	D-

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Allscripts Sunrise Acute Care	69.2*	n=5	D*	C*	C+*	C*	C-*	D*
Epic EpicCare Inpatient EMR	85.8*	n=4	A*	A*	C*	B*	-	B*
ezCaretech BESTCare 2.0 (South Korea Only) [R]	87.8	n=12	A	A	B	B	A-	B

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in Acute Care EMR-Asia/Oceania

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	ezCaretech BESTCare 2.0 n=12 <b>100%</b>	ezCaretech BESTCare 2.0 n=12 <b>100%</b>	ezCaretech BESTCare 2.0 n=12 <b>100%</b>



# Acute Care EMR Canada

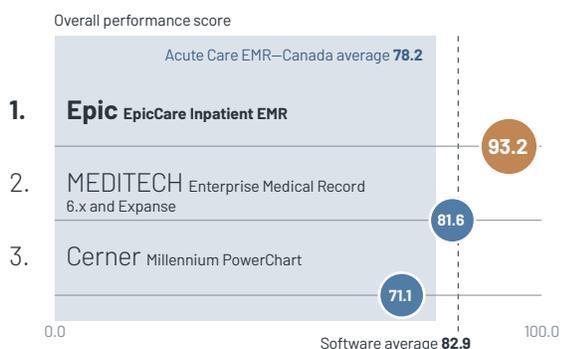
Segment definitions can be found on page 28.



## Solution Comparison

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A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
+4%	n=9	A+	A+	A-	A-	A	A-
+2%	n=13	B	A-	C	B-	B-	B
-3%	n=16	D-	B	D	C	C	D

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Allscripts Sunrise Acute Care	81.3*	n=3	A*	A*	C*	B*	A*	F*
MEDITECH Legacy [NP]	64.9*	n=3	C*	D*	C*	D*	-	F*

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in Acute Care EMR-Canada

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Epic EpicCare Inpatient EMR n=9 <b>100%</b>	Epic EpicCare Inpatient EMR n=9 <b>100%</b>	Epic EpicCare Inpatient EMR n=9 <b>100%</b>
		MEDITECH Enterprise Medical Record 6.x and Expanse n=13 <b>100%</b>	
		Cerner Millennium PowerChart n=16 <b>100%</b>	



## Recent Insights



### [Canada EMR 2020](#)

Comprehensive Vendor Performance and Market Share Overview

#### Key Findings:

1. Epic and MEDITECH Selected Most Frequently in Recent Decisions; Allscripts Considerations Dwindling
2. Epic Excels in Implementations and Partnerships
3. MEDITECH's Revamped Expense Interface a Win; Delivery Inconsistent
4. Cerner's Overall Performance Stable; Perceptions of the Product Declining amid Limited Access to Updates



# Acute Care EMR Europe

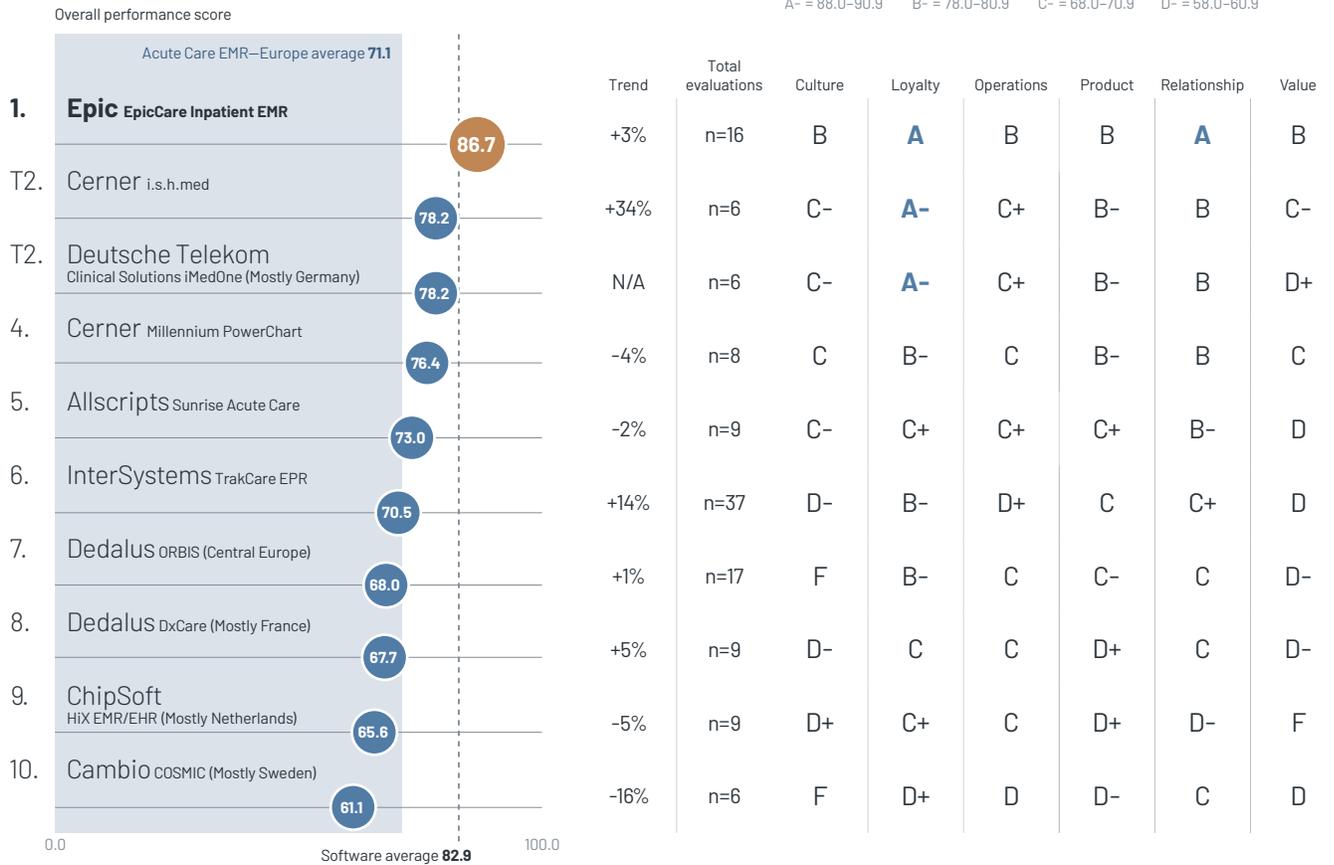
Segment definitions can be found on page 28.



## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
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A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	





# Acute Care EMR Europe Continued

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
CompuGroup Medical medico (Mostly Germany)	67.1*	n=4	D*	C-*	C+*	C*	C*	F*
Dedalus Lorenzo (UK Only) (DXC Technology)	33.5*	n=4	F*	F*	F*	F*	F*	F*
Dedalus xHIS (DXC Technology)	63.0*	n=3	D-*	D*	C+*	D*	C*	F*
MEDITECH Enterprise Medical Record 6.x and Expanse	82.5*	n=4	B*	B*	C*	B-*	A-*	A*
Meierhofer M-KIS Akut (Mostly DACH)	64.8*	n=4	F*	D*	C-*	C+*	D+*	D*

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in Acute Care EMR—Europe

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	<b>Epic EpicCare Inpatient EMR</b> n=17 <b>100%</b>  <b>InterSystems TrakCare EPR</b> n=33 <b>97%</b>	<b>Epic EpicCare Inpatient EMR</b> n=16 <b>100%</b>

# Acute Care EMR Latin America

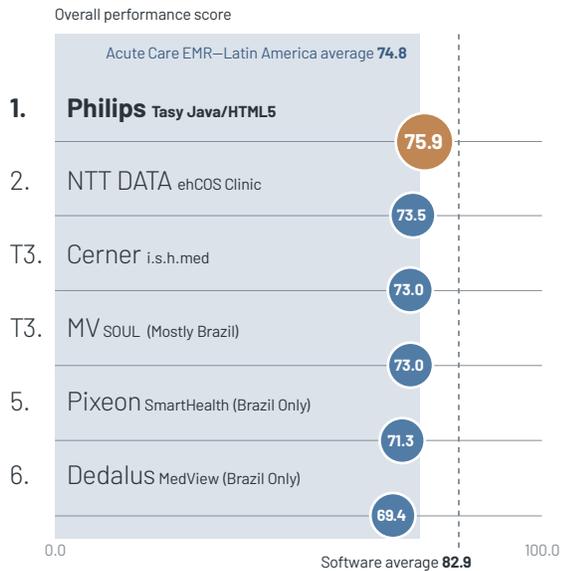
Segment definitions can be found on page 28.



## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
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A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
-1%	n=18	D+	B-	C+	B	C	C
+8%	n=9	D+	C	C	B	C+	C-
-4%	n=10	D	B-	C	C+	C+	D
-9%	n=22	D-	B	B-	B-	D+	D
-4%	n=12	D-	B-	C	C	B-	D-
0%	n=10	C-	C-	B-	D+	B-	F

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Dedalus xHIS (DXC Technology)	59.4*	n=5	D+*	D-*	D-*	F*	D+*	F*
InterSystems TrakCare EPR (Chile Only) [R]	84.7	n=11	B	A	B-	B	B	B
SPDATA PEP - Prontuário Eletrônico do Paciente (Brazil Only) [R]	86.7	n=6	B-	A	B+	B+	A-	B-

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in Acute Care EMR—Latin America

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	InterSystems TrakCare EPR n=11 <b>100%</b>	InterSystems TrakCare EPR n=11 <b>100%</b>
		MV SOUL (Mostly Brazil) n=20 <b>95%</b>	

# Acute Care EMR Middle East/Africa

Segment definitions can be found on page 28.

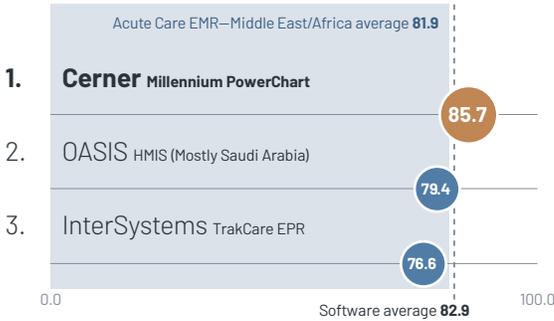


## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	

Overall performance score



	Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
1. Cerner Millennium PowerChart	-3%	n=44	B	<b>A-</b>	B+	B+	<b>A-</b>	B-
2. OASIS HMIS (Mostly Saudi Arabia)	N/A	n=9	B	B-	C	B	B-	B-
3. InterSystems TrakCare EPR	-3%	n=23	C	B	C+	C+	B-	D+

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Adaptive TechSoft Careware (Mostly Saudi Arabia)	81.7*	n=3	B*	B*	B*	C*	C*	A*
Cloud Solutions VIDA (Mostly Saudi Arabia)	87.7*	n=5	A*	A*	B*	B*	A*	B*
Dedalus Enterprise Management (DXC Technology)	84.4*	n=3	B*	A*	B*	B*	B*	C*
Epic EpicCare Inpatient EMR	93.4*	n=8	A*	A*	A*	A*	A*	A*
ezCaretech BESTCare 2.0	77.4*	n=3	B*	B*	B*	B*	B*	D*
Health Insights MEDICACLOUDCARE [NE]	87.7	n=12	A	A	B	B+	B	B+
Napier Healthcare Napier HIS	59.0*	n=3	D*	F*	D*	C*	D*	F*
Yasasii YASASII	76.1*	n=5	B*	B*	C*	C*	C*	D*

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in Acute Care EMR-Middle East/Africa

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?

Keeps all promises?

Part of long-term plans?

Would you buy again?

None

None

InterSystems TrakCare EPR

n=23 **100%**

None

Cerner Millennium PowerChart

n=41 **98%**



# Acute Care EMR Middle East/Africa Continued

## Recent Insights



### [Middle East & Africa EMR 2021](#)

#### Vendor Performance and Market Energy

#### Key Findings:

1. Cerner Continues to Lead in Performance, with Customers Reporting Stronger Relationships
2. Successful Migrations Greatly Boost Health Insights' Customer Experience
3. Growing Pains Still a Challenge for InterSystems Customers Despite Improvements
4. Regional Decisions Bolster Dedalus (DXC) & Cloud Solutions; Satisfaction High with Epic though Cost Is a Deterrent
5. Middle East/Africa EMR Landscape
6. Regional Summaries



# Digital Pathology Europe

Segment definitions can be found on page 28.



## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	

Overall performance score



	Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
1. Tribun Health CaloPix	-3%	n=9	B+	A	A-	B	A-	B+
2. Sectra Digital Pathology Solution	-5%	n=12	B-	A	B	B	B+	B+
3. Philips IntelliSite Pathology Solution	N/A	n=11	B	B+	B+	C+	A	C-

## ★ Other notable performances in Digital Pathology-Europe

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Tribun Health CaloPix n=9 <b>100%</b>	Sectra Digital Pathology Solution n=11 <b>100%</b>	Sectra Digital Pathology Solution n=12 <b>100%</b>
		Tribun Health CaloPix n=9 <b>100%</b>	Tribun Health CaloPix n=7 <b>100%</b>

## Recent Insights



### European Digital Pathology 2021

Adoption Grows for Primary Diagnosis

#### Key Findings:

- Digital Pathology Growing Rapidly in Europe; Philips, Sectra, Tribun Health Lead in Adoption
- Tribun Health Delivers Strong, Consistent Customer Experience in French-Speaking Countries
- Sectra's Well-Developed Solution Leads to Rapid Growth
- Philips Delivers Easy-to-Use, All-in-One Solution; Customers Want Faster Development
- Scanners from Hamamatsu Used Most Frequently, Followed by Leica Biosystems & 3DHISTECH

Segment definitions can be found on page 28.



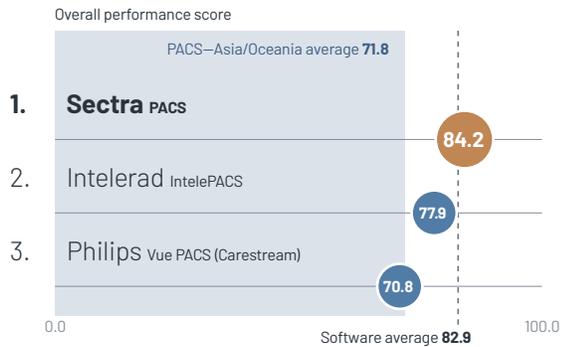
# SECTRA

Knowledge and passion

## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
-8%	n=10	B	<b>A-</b>	B	B	C+	B-
-8%	n=8	B-	B-	B-	B-	C-	C+
-11%	n=6	D+	B-	C	C	F	D+

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Agfa HealthCare Enterprise Imaging for Radiology	52.7*	n=10	F*	F*	F*	D-*	F*	F*
Agfa HealthCare IMPAX [NP]	52.7	n=10	F	F	D	F	D+	F
GE Healthcare Centricity PACS	72.6*	n=4	C*	D+*	B+*	B-*	C*	D*
INFINITT PACS	88.8*	n=3	A-*	A*	B*	A-*	B*	A*

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in PACS—Asia/Oceania

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	None	Philips Vue PACS n=5 <b>100%</b>	Sectra PACS n=10 <b>100%</b>
		Sectra PACS n=10 <b>100%</b>	



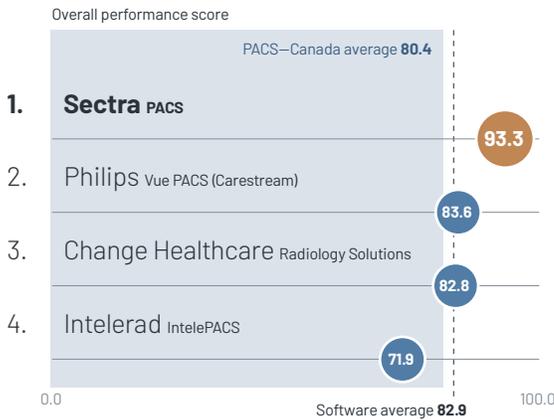
# SECTRA

Knowledge and passion

## Solution Comparison

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A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
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A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
-2%	n=13	A+	A+	A-	A	A	B
+1%	n=10	B	A-	B	B+	B	C
+12%	n=9	B	B+	B-	B-	B-	B+
-9%	n=15	C	C	C+	C+	D	D

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Agfa HealthCare IMPAX [NP]	75.5*	n=5	B-*	C*	C+*	C+*	C*	C-*
GE Healthcare Centricity PACS	68.5*	n=7	C*	D-*	C-*	D*	C+*	B*
Philips IntelliSpace PACS [NP]	78.0	n=8	B-	B-	B-	C+	C	C+

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in PACS—Canada

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Change Healthcare Radiology Solutions n=6 <b>100%</b>	Sectra PACS n=13 <b>100%</b>	Change Healthcare Radiology Solutions n=9 <b>100%</b>	Sectra PACS n=12 <b>100%</b>
		Philips Vue PACS n=10 <b>100%</b>	
		Sectra PACS n=13 <b>100%</b>	

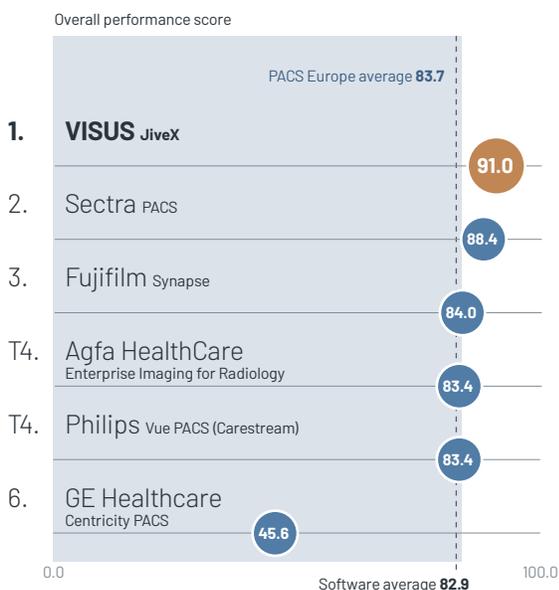
Segment definitions can be found on page 28.



## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
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A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



	Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
1. VISUS JiveX	+3%	n=26	B+	A+	A-	A-	A	A
2. Sectra PACS	0%	n=73	B+	A	A-	A-	B+	B
3. Fujifilm Synapse	+27%	n=6	B	B-	B+	B	C+	A-
T4. Agfa HealthCare Enterprise Imaging for Radiology	+4%	n=15	C+	A-	B-	B	B	B
T4. Philips Vue PACS (Carestream)	+6%	n=29	C+	B+	B	B+	B	B
6. GE Healthcare Centricity PACS	-27%	n=7	F	F	F	F	F	F

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Agfa HealthCare IMPAX [NP]	73.8*	n=4	D*	C*	C+*	C+*	C-*	B*
Change Healthcare Radiology Solutions	83.2*	n=4	A*	B-*	B+*	B*	A-*	C*
INFINITT PACS	80.6*	n=3	C+*	C+*	B-*	B-*	B+*	A-*
Intelerad Insight PACS (Insignia) (Mostly UK)	86.0*	n=4	B+	A-	B+	B+	C	B+
Philips IntelliSpace PACS [NP]	57.8	n=7	D-	F	C+	F	D	D-
Siemens Healthineers syngo.plaza	84.0*	n=3	B-*	B-*	B+*	B*	A+*	B+*

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

# PACS Europe Continued



## ★ Other notable performances in PACS Europe

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?		Keeps all promises?		Part of long-term plans?		Would you buy again?	
Fujifilm Synapse	n=5 <b>100%</b>	None		VISUS JiveX	n=26 <b>100%</b>	VISUS JiveX	n=26 <b>100%</b>
VISUS JiveX	n=22 <b>96%</b>			Sectra PACS	n=69 <b>96%</b>	Sectra PACS	n=69 <b>95%</b>

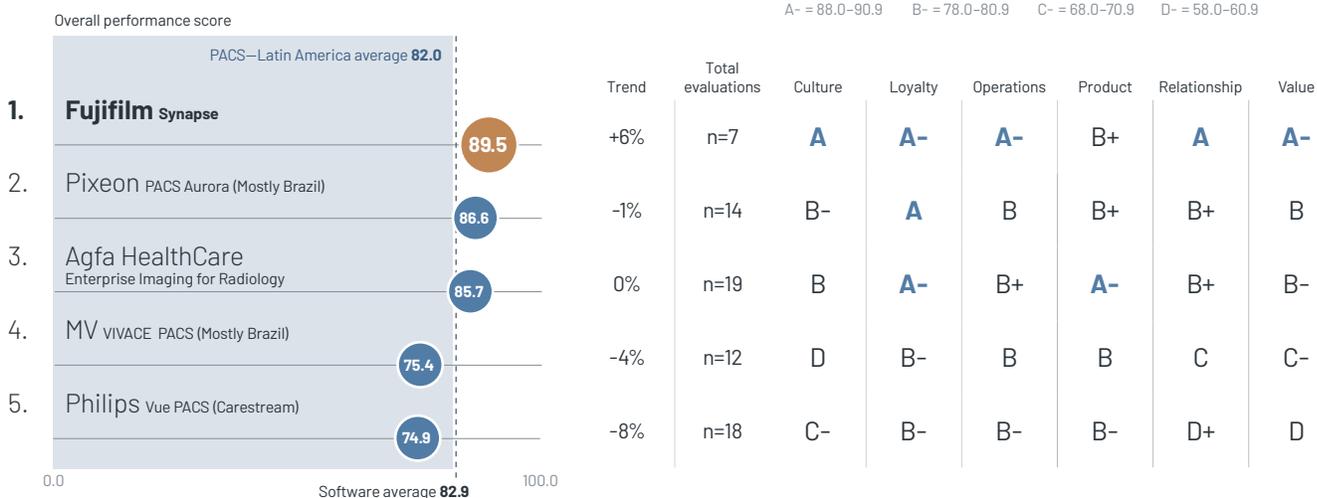
Segment definitions can be found on page 28.



## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Agfa HealthCare IMPAX [NP]	87.3	n=10	B+	B	A-	A-	A	A-
GE Healthcare Centricity PACS	76.3*	n=4	C+*	C+*	B*	B-*	F*	C+*
PaxeraHealth PaxeraUltima PACS	76.1*	n=3	C*	B*	C-*	C+*	C*	C+*

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

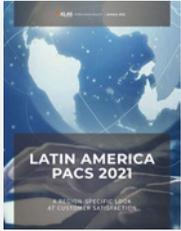
## Other notable performances in PACS—Latin America

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Fujifilm Synapse n=7 <b>100%</b>	None	Pixon PACS Aurora (Mostly Brazil) n=14 <b>100%</b>



## Recent Insights



### [Latin America PACS 2021](#)

A Region-Specific Look at Customer Satisfaction

#### Key Findings:

1. Global Players Philips (Carestream), Fujifilm & Agfa HealthCare Have Broad Presence; Pixon & MV Expand Their Regional Footprint
2. Pixon Significantly Outperforms Competitors in Brazil Thanks to High Value and Solid Relationships
3. Poor Relationships Reduce Perceived Value, Strength of MV & Philips (Carestream) Products
4. Agfa HealthCare's New Platform Leads Spanish-Speaking Market
5. Inconsistent Relationships a Struggle for Philips (Carestream) and Fujifilm Customers; Pixon Takes First Steps Outside Brazil

# PACS Middle East/Africa

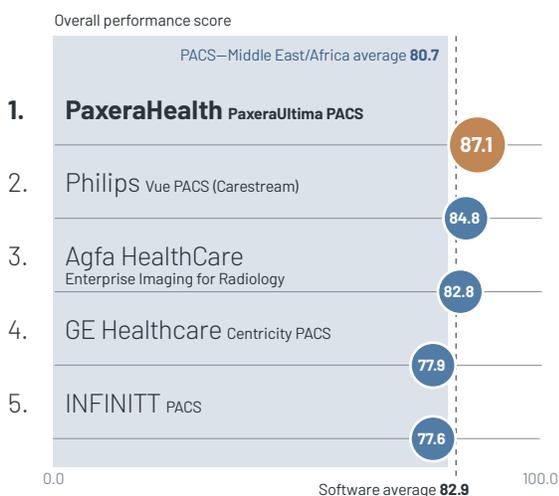
Segment definitions can be found on page 28.



## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
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A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



	Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
1. PaxeraHealth PaxeraUltima PACS	0%	n=12	B+	<b>A-</b>	B	B+	<b>A-</b>	B+
2. Philips Vue PACS (Carestream)	-1%	n=13	B+	B+	B	B	B	B
3. Agfa HealthCare Enterprise Imaging for Radiology	+8%	n=14	B-	B+	B-	B	B	B
4. GE Healthcare Centricity PACS	+22%	n=7	C+	C+	B-	B+	C	C+
5. INFINITT PACS	-15%	n=13	C+	C+	B-	B-	C+	C+

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Agfa HealthCare IMPAX [NP]	67.5*	n=3	D*	F*	B*	C*	C+*	B+*
Fujifilm Synapse	86.9*	n=6	B*	A*	A*	A*	B+*	B*
VISUS JiveX	88.0*	n=5	A*	A*	A*	B*	A+*	C*

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in PACS—Middle East/Africa

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
None	Philips Vue PACS n=12 <b>100%</b>	Philips Vue PACS n=13 <b>100%</b>	None

# Virtual Care Platforms Middle East/Africa

Segment definitions can be found on page 28.



## Solution Comparison

Grading scale (Grading methodology can be found on page ii)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	



	Trend	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
1. Okadoc	N/A	n=6	A	A	B+	A-	A	A
2. Microsoft Teams	N/A	n=10	A-	A	B	B+	B	B+

## Solutions not ranked

Ordered alphabetically	Overall performance score	Total evaluations	Culture	Loyalty	Operations	Product	Relationship	Value
Neev Tech Labs Connect2MyDoctor	91.4*	n=3	A*	A+*	B+*	A*	A+*	B*
Zoom for Healthcare	89.8*	n=3	A+*	A-*	B+*	A*	-	B+*

\*Limited data [NE] Not eligible [NP] Not primary [NR] Newly rated [R] Regional

Definitions can be found on page iii.

## Other notable performances in Virtual Care Platforms—Middle East/Africa

Solutions for which at least 95% of respondents answered yes.

Avoids charging for every little thing?	Keeps all promises?	Part of long-term plans?	Would you buy again?
Okadoc n=6 <b>100%</b>	Microsoft Teams n=8 <b>100%</b>	Microsoft Teams n=9 <b>100%</b>	Microsoft Teams n=10 <b>100%</b>
	Okadoc n=6 <b>100%</b>		Okadoc n=6 <b>100%</b>



# Make a Connection— Make Healthcare Better

Join us in moving the industry forward

KLAS consistently works to bring together leaders from across healthcare, and we are excited to gather in 2022 both digitally and (safely) in person. Real change can't happen without collaboration. That means getting the right people in the room together.



## Upcoming KLAS Events

### Interoperability Summit

February 7–8, Snowbird, UT

### Enterprise Imaging Summit

May 9–10, Park City, UT

### Payer/Provider Summit

May 24–25, Salt Lake City, UT

### International Summit

June 7–8, Portugal

### Arch Collaborative Learning Summit

July 27–28, Salt Lake City, UT

### Digital Health Investment Symposium (DHIS)

September 13–14, Park City, UT

Stay up to date on KLAS events at  
[klasresearch.com/events](https://klasresearch.com/events)





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## Segments & Definitions



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- Latin America 13
- Middle East/Africa 14

Electronic medical record (EMR) software products used outside the US that provide core inpatient functionality, including a clinical data repository, order entry, results reporting, and/or clinician charting and documentation.

### Digital Pathology

- Europe 16

Imaging solutions pathologists use instead of microscopes for primary diagnoses. Tools help view, measure, and count cellular details and can also include workflow and reporting tools and AI integration. Pathology slide scanners are not included in this segment.

### PACS

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Picture archiving and communication system (PACS) software used outside the USA that archives digital images and provides a platform for displaying and transmitting images for physician review.

### Virtual Care Platforms

- Middle East/Africa 24

Enable multiple virtual care visit types and offer multiple healthcare workflows, such as virtual waiting rooms, patient check-in, and scheduling. May include physician network services and proprietary equipment. KLAS ratings come from provider and payer organizations.

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