

What it means to be Best in KLAS

Named Best in KLAS across multiple categories for 2023, this recognition marks the fourth consecutive win for the MatrixCare Home Health EHR. We're proud to once again be receiving this honor and of the partnerships we have with providers that have allowed us to achieve these wins, but what does it truly mean to be Best in KLAS?

The Best in KLAS report recognizes software and services companies that excel in helping healthcare professionals improve patient care. All rankings are a direct result of the feedback of thousands of providers over the last year. This award signifies to the healthcare IT industry the commitment and partnership that the top vendors should provide.

Software providers are scored on performance based on customer responses to 20 equally weighted questions. They're also evaluated on six key categories: culture, operations, product, relationship, value, and loyalty. **As a proud recipient year over year, we know what it means to be Best in KLAS.**



MatrixCare makes us successful. They help drive us to be able to deliver the quality care that we know our patients deserve, and to maintain our employee satisfaction. When we need support, they're there. When we need changes, we're heard. Billing is efficient. Clinicians are efficient. And it truly makes the delivery of quality care easy."

Janell Solomon, Director of Compliance, Sangre de Cristo Community Care



What is the purpose of Best in KLAS?

The Best in KLAS mission is to improve the world's healthcare by providing insights, collaboration, and transparency to provider, vendor, payor, and investor organizations. However, for a solution to be eligible, feedback must have been received from at least 15 unique organizations (to prevent any one organization's feedback from disproportionately impacting a solution's score). Best in KLAS recognizes that a quality software vendor should have six key characteristics:

1. Value

Organizations don't just want a tech vendor, they want a long-term partnership with people they can trust. Our implementation experts, customer success team, and support staff take pride in the connections they forge with those we serve. Our clients come to us for our innovative solutions, but they stay for our dedication to their ongoing success.

2. Relationships

We're more than a vendor, we're an EHR partner dedicated to the success of our customers. Our drive to help organizations gain more collaboration and efficiency goes beyond implementation, empowering clinicians with less administrative burden and more focus on patient care.

3. Product

When it comes to software solutions, your product is your reputation. That's why we're dedicated to staying aware of regulation changes in the industry, sharing innovative updates, and ensuring our features help to solve customer pain points.

4. Operations

Software vendors that prioritize operations provide their customers with more efficient processes, more satisfied staff and more robust security. Our EHR is built to help our customers reduce manual, repetitive tasks and empower users by providing them with more time to focus on caring for their patients.

5. Loyalty

Loyalty in this industry is a true indicator of quality, knowledgeable service. With constantly evolving regulations and patient needs shifting, our technology helps keep our customers competitive in a new era of care.

6. Culture

We believe culture in business reflects your services, your people and your purpose. It's a commitment to working together to deliver the highest-quality software and an ongoing drive toward success for those we serve.

Four consecutive years of Best in KLAS

Our multi-award winning EHR solution for home health and hospice providers offers superior functionalities that help to intuitively boost efficiencies, simplify data-sharing, and close more gaps with interoperability capabilities. In our commitment to supporting those we serve, we will continue innovating new, creative ways for providers to deliver higher-quality care amid industry challenges and changes.

Visit **matrixcare.com** or call **866.469.3766** for more information.