

KLAS (technology evaluation company)

Pronounced like “class”, KLAS is an independently owned and operated healthcare technology company headquartered in Orem, Utah whose mission is “To improve healthcare technology delivery by honestly, accurately, and impartially measuring vendor performance for our *provider partners*.”

The name KLAS comes from the first initials of the founders’ names: Kent Gale, Leonard Black, Adam Gale, and Scott Holbrook.

KLAS evaluates technology products in the categories of:

- healthcare software vendors (since 1997)
- professional services to healthcare providers including implementation, planning and assessment, vendor selection, technical consulting, IT outsourcing, and business process outsourcing (since 2004)
- research on medical equipment, including CR/DR and MRI scanners (since 2005)

According to the KLAS website:

KLAS data and reports represent the combined opinions of actual people from provider organizations comparing how vendors, products, and/or services performed when measured against the participant’s objectives and expectations. KLAS findings are a unique compilation of candid opinions and are real measurements representing those individuals interviewed. Findings are not meant to be conclusive data for an entire client base. KLAS provides the findings as valuable data points to be used with other data points in the reader’s overall analysis. We encourage our clients, friends, and partners using KLAS research to take into account the following statements as they include KLAS data in their other

due diligence.

Reports can be purchased by healthcare providers for +/- \$1000. Considering the amount of time and money invested in technology, \$1000 sounds like a reasonable price to me.