KLAS: Providers want higher quality management tools

KLAS' most recent report, "**Quality Management for 2019: The Search for a One-Stop Shop**," points towards dissatisfaction with present quality management tools with providers needing to plug gaps with EHRs, population health management platforms and business intelligence tools.

"Expectations for **quality management** vendors have shifted—while provider organisations were previously satisfied with basic regulatory reporting tools, they are now looking for a single platform that provides more robust quality improvement functionality," said KLAS in the report.

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The report explored the correlation between trust and customer loyalty, customer satisfaction with current functionality, and which vendors use strong guidance to ensure customer success.

Healthcare providers are seeking a **'one-stop shop' platform** that can cover all quality management requirements and not solely the basic regulatory reporting tools that are on offer right now, said the report.

Vendors included in the study included Conduent, Healthmonix, IBM Watson Health (Truven), Medisolv, Mingle Health, Nuance, Premier, Quantros, SPH Analytics and Vizient.

A leading factor in choice of vendor is **trust** which leads to customer loyalty, said the report.

While report respondents said that quality management data couldn't solve all of the issues arising in the area of quality management in healthcare, vendors could contribute with effective guidance and service to clients.

Source: KLAS

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