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KLAS Klarification®

Re: KLAS approval of PHNS advertisement

This notification is a clarification or correction of the public use of KLAS data where the use of KLAS data was unclear, partial or incorrect.

Today's Date: June 13, 2008

Who: KLAS
What: KLAS' approved PHNS advertisement
When: June 2008
Where: HCI magazine, Volume 25, #6, Page 3

Data Claim: A single page PHNS advertisement titled "It's in the Numbers" claimed PHNS was the highest scoring vendor when comparing scores of the following vendors: PHNS, Cerner, Eclipsys, NaviSite, netASPx, PerotSystems, Siemens, McKesson and ACS.

Data Klarification: The PHNS one page advertisement was approved for use by KLAS based upon the fact that each individual element was accurate as reported when looked at individually. However, KLAS was in error approving the ad because asterisked (preliminary) performance scores cannot be compared to fully rated performance. As clearly stated by the asterisk in the advertisement, performance data with an asterisk cannot be compared to fully rated performance scores. KLAS has asked PHNS to no longer use the advertisement because it is not an accurate comparison of performance data. KLAS has updated internal policies stating that asterisked performance data cannot be used in advertisements and KLAS will not approve such use in the future.

Data Restatement: PHNS scores represent early performance data from highly satisfied clients based upon a small number of participating customers. Such performance scores are asterisked, meaning they cannot be compared to fully rated performance scores where the number of provider sites reporting is much larger.