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Precyse University Earns High Marks in KLAS ICD-10 Consulting Report

Precyse University, delivered exclusively through HealthStream, received very high satisfaction scores from clients for eLearning averaging 4.8 out of 5.0

Wayne, Pa. and Alpharetta, Ga., May 27, 2014— Precyse, an industry leader in Health Information Management (HIM) Performance Management services and technologies, and HealthStream (NASDAQ: HSTM), a leader in workforce development for healthcare organizations, are pleased to announce that Precyse University ICD-10 education solution received very high overall and eLearning scores in a recent ICD-10 Consulting report authored by KLAS, titled “ICD-10 Consulting Services: Who can help in the eleventh hour?”. Precyse was rated as a component vendor in this report for its Precyse University solution. An overall performance rating of 93 out of 100 was reported, along with a client satisfaction average of 4.8 out of 5.0 for the Precyse University solution for ICD-10 education. The report states that “Of the firms included in this research, Precyse is by far the most frequently used for eLearning.”

Available exclusively through HealthStream, Precyse University is designed to prepare coders, physicians, nurses, case managers, administrative staff, and all others impacted by the transition to ICD-10. For this research, KLAS interviewed healthcare providers that have recently or are currently using services from a third-party firm to help them prepare for the switch from ICD-9 to ICD-10. At this time, Precyse University is used by approximately 1.6 million learners in healthcare organizations — where a sample were interviewed by KLAS for their report. The overall score (which was 93 out of 100 for Precyse University) is further broken down into several subsections by KLAS. Of these subsections, Precyse University scored 100% in three categories: “Would purchase again,” “keeps promises,” and “avoids charging for every little thing.”

The comments and outcomes of this report further reinforce that the healthcare industry has spent considerable time and resources ensuring preparedness for the original October 1, 2014 deadline that has now been changed to a date that will be, according to the Protecting Access to Medicare Act of 2014, “*not before October 2015.*”

One client stated in the report “Precyse's eLearning is very comprehensive and well thought out. We have yet to go to Precyse with something that was lacking where a solution didn't already exist, wasn't in planning, or wasn't something they were willing to do for us. Precyse gets started right away and



works on anything that hasn't been developed. They have just been outstanding on all fronts in terms of what they promised and fixing any gaps. They are very quick to deliver.”ⁱ

“I am thrilled that our clients have given Precyse University such an excellent review in the ICD-10 Consulting report. Across the board, Precyse University earned high scores that show we work very hard to ensure clients are receiving the products, service, and support they need” said Chris Powell, CEO of Precyse. “With the ICD-10 implementation date now delayed, providers can utilize this time to ensure all impacted populations are educated and prepared for the switch.”

About KLAS

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard and counted. Working with thousands of healthcare professionals and clinicians, KLAS gathers data on software, services, medical equipment, and infrastructure systems to deliver timely reports, trends, and statistical overviews. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Follow KLAS on Twitter at www.twitter.com/KLASresearch

About HealthStream

HealthStream (NASDAQ: HSTM) is dedicated to improving patient outcomes through the development of healthcare organizations' greatest asset: their people. Our unified suite of software-as-a-service (SaaS) solutions is contracted by, collectively, approximately 3.85 million healthcare employees in the U.S. for workforce development, training & learning management, talent management, performance assessment, and managing simulation-based education programs. Our research solutions provide valuable insight to healthcare providers to meet HCAHPS requirements, improve the patient experience, engage their workforce, and enhance physician alignment. Based in Nashville, Tennessee, HealthStream has additional offices in Laurel, Maryland, Brentwood, Tennessee, Pensacola, Florida, and Jericho, New York. For more information, visit <http://www.healthstream.com> or call 800-933-9293.

About Precyse

Precyse provides industry-leading expert services and comprehensive technologies that empower healthcare organizations to most effectively and efficiently capture, organize, secure and analyze clinical data and transform it into actionable information, supporting the delivery of quality patient care and optimizing operating performance. Precyse has enabled nearly 5,000 healthcare facilities and health systems nationwide to improve efficiency and deliver tangible outcomes for more than a decade. With products ranging from an integrated transcription and coding platform with advanced speech recognition, expert workflow technologies and Natural Language Processing to HIM consulting and services, Precyse's flexible software can be delivered stand-alone or complemented by a professional staff of more than 1,300 experts. Now more than ever, hospitals and health systems are challenged to achieve meaningful use of the legal health record. Precyse is the partner hospitals across the country choose to achieve this goal. To learn more, visit www.precyse.com.

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ⁱThe above are selected commentaries that may not represent the whole of provider sentiment related to this product or service. Visit KLASresearch.com for a complete view. Comments were collected about Precyse ICD-10 Consulting by KLAS in January 2014. All rights reserved. www.KLAS.com