



NextGen Healthcare Receives Industry Recognition for Innovation and Customer Satisfaction

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Recent KLAS report identifies NextGen Healthcare as a top performer in driving positive financial outcomes for healthcare providers

IRVINE, Calif.--(BUSINESS WIRE)--Jun. 17, 2019-- [NextGen Healthcare, Inc.](#) (NASDAQ: NXGN), the leading provider of ambulatory-focused technology solutions, announced today that NextGen® Enterprise Practice Management (PM) solution earned top scores in the KLAS Practice Management (11+ Physicians) 2019 performance report. Customers praised NextGen Enterprise PM, designed to optimize financial and administrative workflows, for "significant support and usability improvements" with 50% of large-practice customers (organizations with more than 76 physicians) reporting "high" satisfaction – the most among measured vendors. Additionally, customers recognized the solution for helping drive positive financial outcomes.

"Our mission is to empower the transformation of ambulatory care by delivering innovative solutions and quality support to help providers achieve their practice imperatives," said Rusty Frantz, NextGen Healthcare president and CEO. "This industry recognition affirms that our practice management solutions deliver unmatched value for increased revenue capture along with an enhanced patient experience."

The KLAS report – compiled using data from websites, industry reports and interviews with thousands of operations and financial professionals in healthcare – provides insight on top-level differences in Practice Management vendor performance.

NextGen Enterprise PM users consistently reported measurable success, citing positive impacts on revenue, patient engagement and productivity. The company's culture and highly visible engagements from its executive leadership team were noted as key factors for improved vendor-client relationships and overall user satisfaction. In fact, in just one year, client satisfaction with NextGen Enterprise PM increased by 5.5% – which led to the solution being named Best in KLAS in 2019 for midsize ambulatory clinics.

Cherokee Health Systems, a Federally Qualified Health Center, is a source of support for the underserved and general population in 13 counties in Tennessee. With over 200 providers, it provides integrated care at 24 rural and urban clinics and on-site and telehealth services to area school systems. Cindy O'Keefe, Director of Patient Accounting, relies on NextGen Enterprise PM to help fill the center's diverse needs.

"The previous practice management system was unable to manage our variety of programs and plans, or the daily multiple encounters with payers and patients. Since 2008, NextGen Enterprise PM has shouldered the challenges our providers and specialists face, enabling a collaborative environment and the ability to better serve our communities through improved administrative flow and financial management," said O'Keefe.

Clients interviewed noted that their positive working relationships with NextGen Healthcare executives contributed to their favorable opinion about the organization and its PM solution. Many clients reported that they feel NextGen Healthcare leadership is invested in the success of their practice. And customers applauded NextGen Healthcare's support team for being "knowledgeable, responsive and empowered to solve problems quickly."

To learn more about NextGen's Enterprise PM solutions, please visit <https://www.nextgen.com/products-and-services/practice-management>.

About NextGen Healthcare, Inc.

NextGen Healthcare provides a range of software, services, and analytics solutions to medical and dental group practices. The company's portfolio delivers foundational capabilities to empower physician success, enrich the patient care experience, and enable the transition to value-based healthcare. Visit www.nextgen.com for additional information.

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About KLAS

KLAS is a data-driven company on a mission to improve the world's healthcare by enabling provider and payer voices to be heard and counted. Working with thousands of healthcare professionals, KLAS collects insights on software, services and medical equipment to deliver reports, trending data and statistical overviews. KLAS data is accurate, honest and impartial. The research directly reflects the voice of healthcare professionals and acts as a catalyst for improving vendor performance. To learn more about KLAS and its insights, visit www.KLASresearch.com.

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