



# KLAS 2020 Healthcare AI Report Identifies ClosedLoop as a Top Performer

*“Expertise and Partnership Top Decision Drivers, as Exemplified by Newcomer ClosedLoop.ai”*



Newcomer, healthcare-dedicated AI company; offers data science/ML platform as well as prebuilt model catalogue focused on population health management, risk adjustment, and quality improvement. Has small but growing base among payers, providers, and ACOs. Offers healthcare-specific support for data normalization, feature engineering, automated model training, model deployment, and report generation. First-time KLAS measurement. Considered in just six validated decisions (13%) but selected in five Organizations that chose them cite strong healthcare expertise and ClosedLoop’s ML Content Library, which includes customizable model templates and reusable predictive features and improves patient outcomes and patient retention. Many highlight that these features are explainable, making for easier adoption. All six interviewed current customers are satisfied/highly satisfied, reporting strong partnership, collaboration, and responsiveness. Some would like better training. The organization that considered but did not choose ClosedLoop.ai was looking for broader operational and financial use cases/capabilities.

**Overall Performance Score**  
(100-point scale)



**Would You Buy Again?**



## Customer Experience Pillars



Culture  
**A**



Loyalty  
**A**



Operations  
**B**



Product  
**B+**



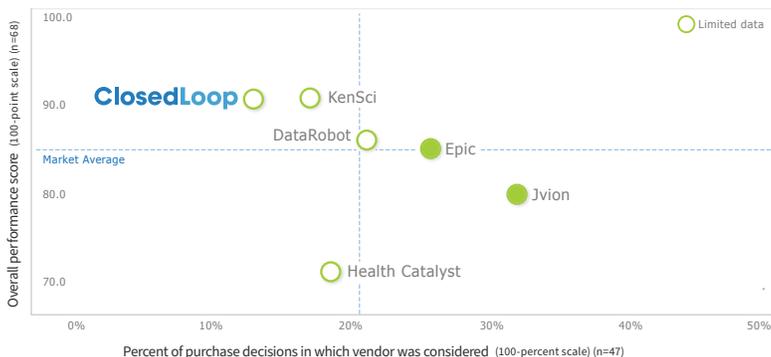
Relationship  
**A+**



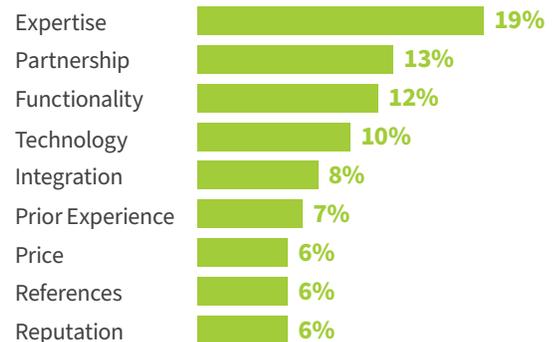
Value  
**A+**

*“ClosedLoop.ai wasn’t trying to fit a square peg into a round hole. They understood that we had a unique interest and a unique situation. ClosedLoop.ai’s healthcare expertise was a big deal to us... It didn’t take a lot to translate things, and they adapted their approach to create a predictive model for our unique interest in the data streams. — CEO, RECENTLY SELECTED CLOSEDLOOP.AI*

## Overall Performance vs. Consideration Rate



## Reasons Vendor Was Selected



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 view the full report please visit <https://klasresearch.com/report/healthcare-ai-2020/1443>

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