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## KLAS Klarification<sup>®</sup> Re: G4 Consulting

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 15, 2009

**Who:** G4 Consulting

**What:** G4 Consulting Press Releases and Web Pages

**When:** June 11, 2009

**Where:** G4 Consulting's website <http://www.g4consulting.us>

**Data Claim:** G4 Consulting's press releases and website contain several false and inaccurate claims regarding G4 Consulting's performance in KLAS research.

Press release posted to the website, dated March 7, 2007:

1. G4 Consulting claims to be "named Top 100 Professional Services Firm 2007 by KLAS Enterprises"
2. G4 Consulting claims to be ranked "as an overall leader in implementation of new clinical / financial applications and legacy applications by KLAS Enterprises Professional Services Perception Report issued January 2007"
3. G4 Consulting claims that the study "quoted healthcare providers that utilized G4 Consulting on multiple levels of service including temporary outsourcing, clinical implementation, financial implementation, planning and assessments"
4. G4 Consulting quotes President and CEO Nancy Griga as saying that G4 Consulting has "worked very hard to earn this honor"
5. G4 Consulting quotes Vice President of Business Development and Marketing Tom Gringa as saying that the KLAS Professional Services Perception Report "provides invaluable feedback from our clients" and recognizes G4 Consulting as a "strong industry leader... in both clinical and financial implementations"

Press release posted to the website, dated June 2, 2009:

1. G4 Consulting quotes Nancy Girga as saying that "many of our clients have rated G4 Consulting LLC as one of the best implementation firms as listed by KLAS for the past three years in both financial and clinical implementations"

Home page:

1. Toward the bottom of the G4 Consulting homepage, G4 Consulting claims to be "rated 'Best in KLAS' 2007"

2. The Web page uses the KLAS logo as validation
3. Additionally, G4 Consulting claims to be “named Top 100 Professional Services Firm 2007 by KLAS Enterprises” and links to a secondary page on the Web site

Secondary page:

1. The secondary Web page claims that G4 Consulting was ‘Rated ‘Best in KLAS’ 2007 “ranked overall” and states that the “prestigious honor is the culmination of hard work, long hours, excellent client relationships,” etc.
2. The Web page uses the KLAS logo as validation

Industry News page:

1. Toward the bottom of the G4 Consulting Industry News Web page, G4 Consulting claims to be “named Top 100 Professional Services Firm 2007 by KLAS Enterprises” and “Ranked Overall Top 100 Implementation Professional Services Firm”
2. The Web page uses the KLAS logo as validation
3. This Web page links to the March 7, 2007 press release

Left sidebar / left navigation on the website:

1. The press release from June 2, 2009 is posted on the website under “Industry News” in the left column of the website. The inaccuracies of this press release are delineated earlier.
2. G4 Consulting has posted a reference to their claim of being “named Top 100 Professional Services Firm 2007 by KLAS Enterprises” and that “G4 Consulting LLC Ranks Overall Top 100 Implementation Professional Services Firm”

**Data Klarification:** To date, G4 Consulting has not been rated by providers or ranked by KLAS in any market segments.

- G4 Consulting was not rated for temporary outsourcing (KLAS does not have a temporary outsourcing market segment)
- G4 Consulting was not rated for clinical implementation
- G4 Consulting was not rated for financial implementation
- G4 Consulting was not rated for planning and assessments

G4 Consulting did not receive any Best in KLAS awards in 2007.

- IBM Healthlink was named Best in KLAS in the *2007 Top 20 Best in KLAS Awards* report for Clinical Implementation Principal
- Coastal Healthcare Consulting was named Best in KLAS in the *2007 Top 20 Best in KLAS Awards* report for Clinical Implementation Supportive
- ACS was named Best in KLAS in the *2007 Top 20 Best in KLAS Awards* report for Financial Implementation Principal
- Hayes Management was named Best in KLAS in the *2007 Top 20 Best in KLAS Awards* report for Planning and Assessment

G4 Consulting was mentioned in one comment collected from one healthcare professional in the January 2007 *Professional Services Perception Report*. Perception studies focus on provider perceptions and do not contain performance scores; perception reports do not include rankings.

**Data Restatement:** G4 Consulting was mentioned by one healthcare provider in the KLAS January 2007 *Professional Services Perception Report*.

**Update:** As of December 2009, G4 Consulting removed from its website several false and inaccurate claims regarding G4 Consulting’s performance in KLAS research.