

KLAS Arch Collaborative Awards 2026



Arch Collaborative

The mission of the KLAS Arch Collaborative is to improve the clinician EHR experience worldwide. Awarded by the Arch Collaborative, the EHR Experience Pinnacle Award and EHR Experience Breakthrough Recognition celebrate organizations who have worked diligently to raise the bar.

Arch Collaborative EHR Experience Pinnacle Award

The EHR Experience Pinnacle Award is a celebration of *achievement* and is awarded to member organizations with a Net EHR Experience Score (NEES) of **≥75.0 for nurses** or **≥60.0 for physicians**.[†]

[†] Across the Collaborative, the average nurse NEES is 47.3 (n=113,045) and the average physician NEES is 23.4 (n=53,037).



Arch Collaborative EHR Experience Breakthrough Recognition

The EHR Experience Breakthrough Recognition is a celebration of *improvement* and is given to member organizations whose NEES (for physicians, nurses, or both) has **increased by at least 15 points** between measurements.



Why Give Arch Collaborative Awards?

1 Highlight That Improvement Is Possible

The awards demonstrate, even to organizations outside the Collaborative, that both big and small changes can improve clinician EHR satisfaction. While each organization begins their journey from a different starting point, we have seen concrete improvement across the Collaborative.

2 Celebrate the Organizations Putting in the Hard Work

It is abundantly clear that improvement doesn't just happen—it is the result of intentional effort. The awards recognize the incredible and inspiring work of healthcare organizations who are moving the needle and making the EHR experience better for their clinicians.

3 Continue to Raise the Bar for EHR Satisfaction

Our main goal is to improve the EHR experience for clinicians worldwide. As Collaborative members continue to improve over time, KLAS will consider adjusting the award criteria to continually raise the bar for excellence.

How Do Arch Collaborative Members Qualify?

1. Awards are **given annually** and dated for the year in which they are won. Your most recent EHR Experience Survey must have been completed between May 1 of the preceding year and April 30 of the award year.



Key Dates for 2026 Awards

- **Measurement cutoff:** April 30, 2026
- **Winners officially notified:** Second week of May 2026
- **Awards show at KLAS Arch Collaborative Learning Summit:** July 29, 2026 in Salt Lake City, UT

2. **All relevant clinicians must be given the opportunity to participate.** While organizations can choose to survey just

physicians, just nurses, or both, we expect organizations to invite all locations and individuals within the relevant clinical group to participate (e.g., organizations can't exclude specific individuals or locations already known to be dissatisfied).

3. You **must receive a response rate of at least 10% of your surveyed population** or at least 30 responses (whichever is higher). The required minimum drops 1 percentage point for every 1,000 clinicians surveyed. All measurements must pass a statistical test by KLAS to ensure the sample is representative.
4. **All 11 NEES questions must be asked.** Pre-, post-, and pulse surveys do not qualify for awards.

5. The NEES will be **rounded to the nearest tenth of a point** (e.g., if an organization has a physician NEES of 59.6, they will not qualify for a Pinnacle Award since the NEES for physicians must be at least 60.0).

Response Rate Requirements

Surveyed population	Minimum required response rate
≤300	30 respondents
301–1,000	10%
1,001–2,000	9%
2,001–3,000	8%
3,001–4,000	7%
4,001+	6%

EHR Experience Pinnacle Award Details

The Arch Collaborative EHR Experience Pinnacle Award is a celebration of achievement and is separated into two categories: nurses and physicians. Organizations can win in one or both categories.

Criteria for *nurse* award

- ✓ Organizations must have achieved a NEES of at least 75.0 on their qualifying EHR Experience Survey. Only scores from registered nurses are included in the NEES calculation.

Criteria for *physician* award

- ✓ Organizations must have achieved a NEES of at least 60.0 on their qualifying EHR Experience Survey. Only scores from physicians are included in the NEES calculation (residents and fellows are excluded).

EHR Experience Breakthrough Recognition Details

The Arch Collaborative EHR Experience Breakthrough Recognition is a celebration of improvement and is given to member organizations whose NEES has increased at least 15 points between measurements. It can be given for physicians, nurses, or both.

Criteria for *nurse* award

- ✓ Only scores from registered nurses are included in the NEES calculation.

Criteria for *physician* award

- ✓ Only scores from physicians are included in the NEES calculation (residents and fellows are excluded).

Additional criteria

- ✓ While the *most recent measurement* must occur within the 12 months preceding the cutoff date, there is no time limit as to how far back the previous measurement could have taken place.
- ✓ The most recent NEES must be positive in order for the organization to qualify. For example, an organization that moves from a score of -50.0 to -25.0 increased 25 points but is still in the negative and therefore does not qualify for recognition.
 - A score of exactly 0.0 would still qualify as it is not negative.
- ✓ Individual respondents do not have to be the same across the two measurements. The organization just needs to have remeasured the same clinical background group.

How Is the Net EHR Experience Score Calculated?

Using a five-point Likert scale,[†] respondents are asked to rate their agreement with the statements to the right. Each individual's responses are aggregated into an overall Net EHR Experience Score (NEES), which represents a snapshot of the clinician's overall satisfaction with the EHR environment at their organization. A NEES can range from -100 (all negative feedback) to +100 (all positive feedback).

[†] Respondents can choose from the following options or can mark the question as not applicable:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

The EHR . . .

1. is available when I need it
2. has the fast system response time I expect
3. provides expected integration within my organization
4. provides expected integration with outside organizations
5. has the functionality for my specialty/clinical-care focus
6. is easy to learn
7. makes me as efficient as possible
8. enables me to deliver high-quality care
9. keeps patients safe
10. has alerts that prevent care-delivery mistakes
11. allows me to deliver patient-centered care