

# An Introduction To Health Catalyst

Health Catalyst has established an ordered set of operating principles, which guide how we manage our company with respect to opportunities, clients, team members and community. Following the concept that you can't manage what you don't measure, we have established metrics for each of these principles. These metrics are measured and reported weekly with respect to our clients and projects.

## Health Catalyst Operating Principles

- **Customer Success**
  - Our customer's long-term success is our highest priority
  - We protect the private health data of our customer's patients
  - We are passionate about our customer's improvement
  - We create broad relationships with many customer stakeholders
  - We measure our success in improved health, reduced waste and enhanced patient experience
- **Pragmatic Innovation**
- **Ownership**
- **Transparency**

Health Catalyst is proud and honored to have received KLAS customer satisfaction scores well over 90% for the last three years. While our client base is small, our KLAS metrics would indicate they are very satisfied. The real story is why our clients are happy. Is it because we have the best products or support? That certainly helps, but the big reason is that ***we are committed to the long-term success of our clients.*** Success that is measured in improved and measurable outcomes defined as higher quality and lower costs.

What makes Health Catalyst different is that we have understood from the very beginning that ***great software products alone do not create great outcomes.*** This document, like our company is focused on the three key systems that are required for performance improvement and thus long term success at our clients.