Selecting a Vendor Guide

There are many factors to consider when evaluating and selecting a health care technology vendor.

Use the criteria below to guide your evaluation of each vendor under consideration, so you can make a comprehensive and informed decision when selecting a partner.

On the following pages, you will find a sample vendor-information request form, which can be sent directly to your vendor or used as a guide to create your own form.

BUSINESS

- ❏ Cost of service
- ❏ Business model
- ❏ Ability to demonstrate ROI
- ❏ Reimbursement rates
- ❏ Financial viability

IT

- ❏ Ease/cost of integration with existing technology
- ❏ Customization
- ❏ Connectivity
- ❏ Patient access to data
- ❏ EHR integration
- ❏ Updates and maintenance process

DATA SECURITY/PRIVACY

- ❏ HIPAA/HITECH compliance
- ❏ Third-party audits
- ❏ (SOC 2, HITRUST)
- ❏ Penetration testing for software and device
- ❏ Liability structure
- ❏ User authentication and authorization
- ❏ Transparency on collected data use practices

CUSTOMER SERVICE

- ❏ Pre-launch support
- ❏ Ongoing clinical support
- ❏ Patient training
- ❏ Patient support
- ❏ Data analysis

USABILITY

- ❏ Data accuracy
- ❏ Device ease of use for patients
- ❏ Dashboard/workflow assimilation
- ❏ Front/back-end user interface
- ❏ Multi-disease state application
- ❏ Cross-system interoperability

EFFICACY

- ❏ Previous results
- ❏ Case studies or testimonials
- ❏ Peer-reviewed literature/ clinical evidence
- ❏ Ability to deliver on your organization's goals, metrics, and KPIs