## 8 Questions You Should Ask When Evaluating **Clinical Communication Solutions**

To navigate the path to communication efficiency, here are the 8 most important questions you should ask when evaluating a clinical communications solution.



Are there ROI examples of how the solution improved workflow communications and reduced hospital costs?

A serious solution should have no problem being measured against key metrics such as reduction in bed days, improved reimbursements, and HCAHPS scores.



It should integrate in a multitude of ways starting with real-time, alert-based messages that can be redirected to a physician or nurse's smartphone.





Is there training and support offered so employees are properly on-boarded and you are getting value from the solution?

No matter how elegantly designed or intuitive a communications solution is, some level of end user training is required to ensure successful adoption.

What types of ongoing support is provided to ensure you have a successful outcome, meaningful engagement, and a high adoption rate?

Since the majority of employees will be required to communicate on a single platform, it's important they receive proper training and end-user support to achieve high internal adoption.



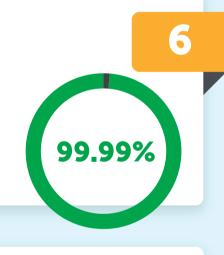


What types of usage data and reporting does the solution track?

Common types include usage trends, real-time data around specific activities, and the metadata related to every message that's sent within your organization.

## How reliable is the platform?

A sustained record of 99.99% uptime or greater is crucial. Anything less than four 9's in uptime reliability is cause for concern.

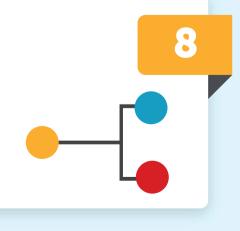


Is the solution encrypted & secure, and what security certifications has the solution earned from an accredited third party?

A HIPAA compliant solution, with valid 3rd-party security certifications such as HITRUST can help mitigate organizational risk in the event of a security flaw.

Is the vendor focused on clinical communication or is it just an add-on to another product?

Focused vendors ensure that you get a product that evolves with the industry and addresses your needs.



be a fairly straightforward exercise. By using these important criteria to identify a vendor's strengths and weaknesses, you will have the information and confidence you need to make an informed decision about the right solution for your organization.

At the end of the day, finding the right clinical communications solution can

For a more in-depth look at how to evaluate a clinical

communication provider, visit www.TigerConnect.com

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