

6 Questions to Ask When Choosing a Clinical Communication & Collaboration Vendor

Healthcare organizations face many demands. Improve patient care. Cut costs. Reduce staff burnout. To achieve these imperatives investing in modern technologies, such as a clinical communication and collaboration (CC&C) solution, is a must.

Here are six **MUST-ASK** questions when evaluating a CC&C vendor.



1. ROI: Does the solution significantly reduce costs and improve workflows? Can the vendor demonstrate successful installations?

A robust CC&C solution should have no problem being measured against key metrics such as reduction in bed days, improved reimbursements, and HCAHPS scores. The vendor should provide referenceable customers.

2. Integration: Can the CC&C solution easily integrate with other hospital systems? Does the provider possess that integration expertise?

Investing in a cloud-based platform that can integrate with existing health systems such as an EHR, plus integrate in a multitude of ways starting with real-time, alert-based messages, scheduling and patient engagement ensures your investment will pay off for many years.



3. Training and Support: What types of training and support are offered to ensure your employees are properly on-boarded and the hospital is 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.

4. Data and Analytics: What types of usage data and reporting does the solution track? Does the vendor provide access to analytics and insights to help benchmark your performance against other hospitals?

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



5. Security and HIPAA Compliance: Is the solution secure and HIPAA compliant?

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

HITRUST



6. Reliability and Availability: How reliable is the platform? Does it have a sustained record of 99.99% uptime or greater?

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



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

Read the eBook:
Transforming Care Experiences with Clinical and Collaboration 6 Must-Ask Questions