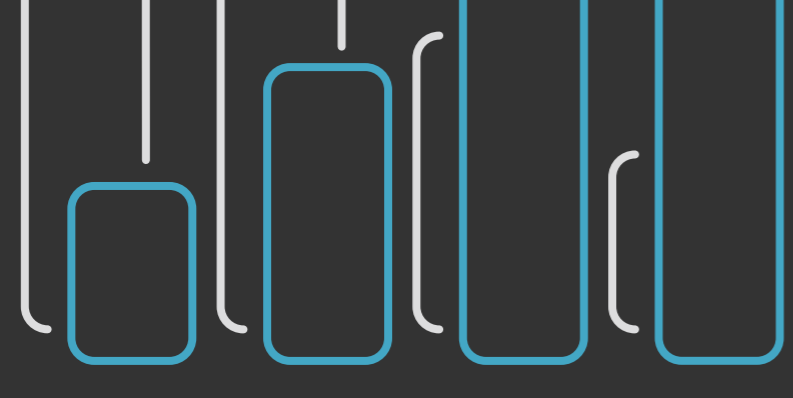


8 Questions to Ask When Choosing a Clinical Communication Solution

Improve care. Cut costs. Reduce burnout. There are new demands on health care every day. Meeting your organization's goals requires communication technology that can do more than simple messaging. The right clinical communication and collaboration (CC&C) solution should be a catalyst for transformative change, driving improved patient care, reduced costs, and enhanced overall operational efficiency. But how do you evaluate these technologies and the providers offering them?

Here are 8 must-ask questions when evaluating CC&C solutions and the vendors offering them.

01



Does the solution significantly reduce costs and improve workflows?

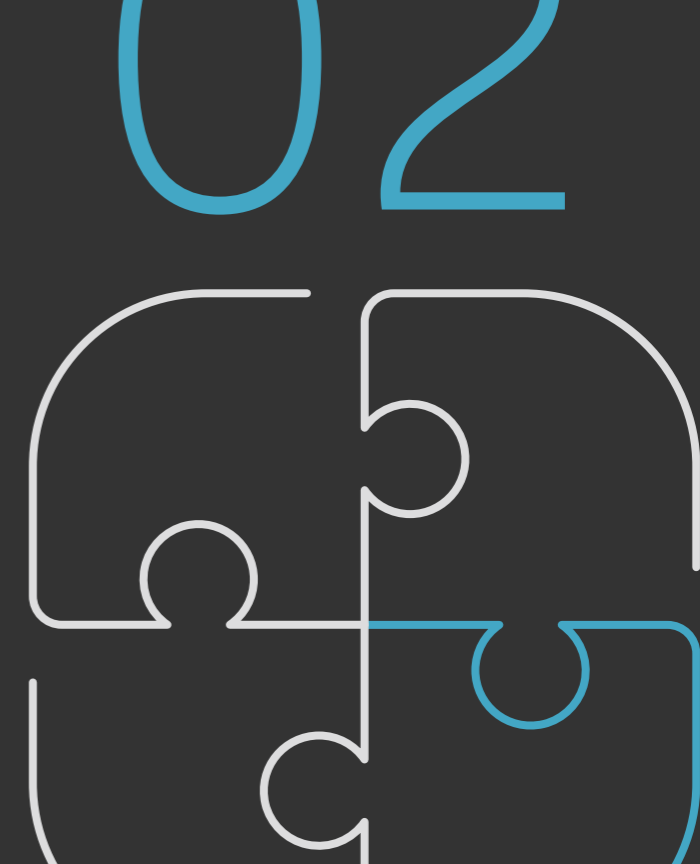
A CC&C vendor should be able to demonstrate the value of their solution against key metrics such as reduction in bed days, improved reimbursements, and HCAHPS scores. The vendor should provide referenceable customers and case studies.

Want some examples? Check out [customer success stories](#) from TigerConnect.

02

Can the CC&C solution easily integrate with other hospital systems?

To ensure your investment will pay off for many years, hospitals should opt for a cloud-based solution that can integrate with your existing hospital systems, such as your EHR, patient alarms, and schedules. This allows the CC&C to push patient data to care teams the moment it becomes available to speed decision making.



03



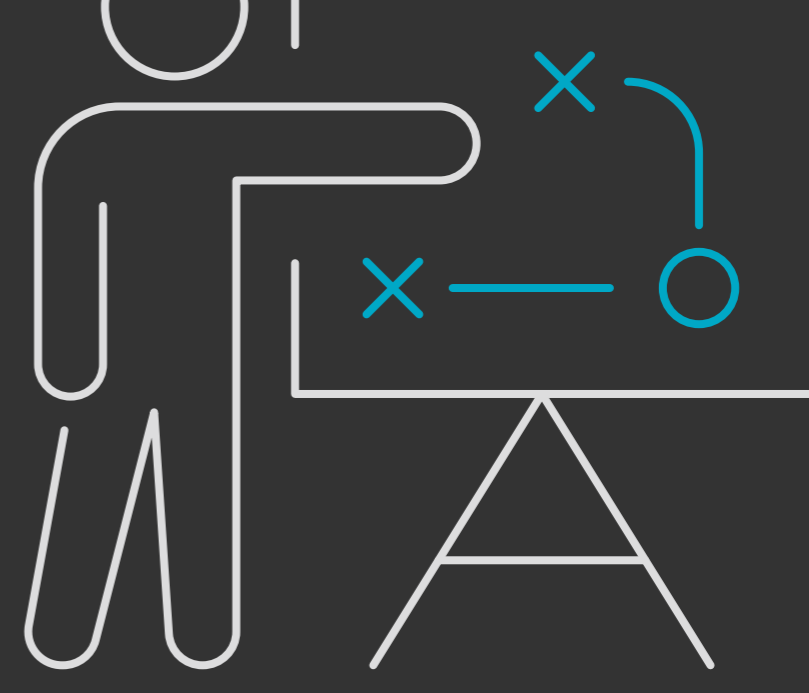
Is the solution HIPAA compliant and HITRUST certified?

A HIPAA compliant solution, with valid third-party security certifications such as HITRUST, helps keep patient data protected and mitigates organizational risk in the event of a security flaw.

04

What types of training and support are offered?

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



05



Does the solution have a reliable uptime of 99.99% or greater?

In the case of EHR downtime, cyberattack, or a power outage, communication within healthcare systems must keep flowing to ensure continuity and prevent risks to patient safety. Given the mission-critical nature of healthcare, the potential impact of a communications service outage on patient outcomes means that anything less than 99.99% uptime reliability is cause for concern.

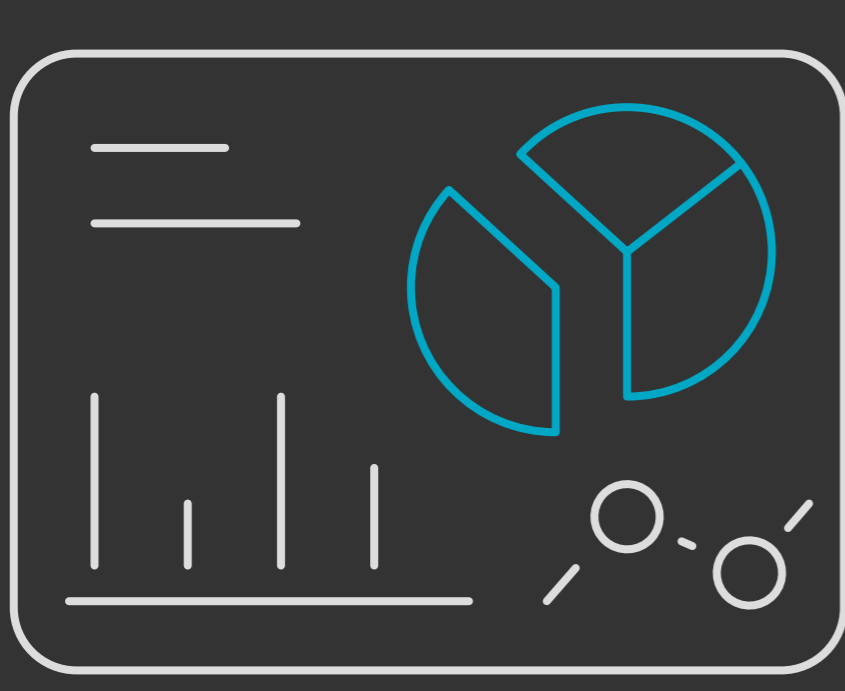
06

Can the solution enable communication with anyone, even those outside the four walls of the hospital?

Because communication takes place in various disconnected systems inside and outside the hospital, vendors should be able to support communication with external providers, facilities, and patients.



07



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

A vendor should provide access to analytics and insights to provide insight into your organization's communication effectiveness. Common types include usage trends, real-time data around specific activities, and the metadata related to every message that's sent within your organization.

08

Will the solution improve care team productivity?

A CC&C solution should speed care coordination by reducing inefficiencies in how you interact with care teams and your systems, resulting in greater productivity and better patient outcomes. A vendor should be able to demonstrate how the solution will reduce inefficiencies in your clinical workflows, such as eliminating time spent searching for the right people or reducing interruptions from non-actionable alerts and notifications.



Be confident your CC&C investment proves worthwhile. To learn more about these considerations, download the eBook: 8 Must-Ask Questions When Evaluating a Clinical Communication Solution.

[Download eBook >](#)