

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.

1

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.



2

Can the solution integrate with EHR and other clinical systems?

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.



3

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.



4

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.



5

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.



6

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.



7

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

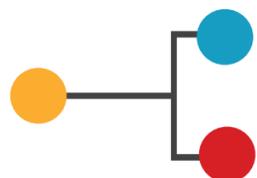
A HIPAA compliant solution, with valid 3rd-party security certifications such as HITRUST can help mitigate organizational risk in the event of a security flaw.



8

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.



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.

For a more in-depth look at how to evaluate a clinical communication provider, visit www.TigerConnect.com