EHR and/or Data Analytic Vendor Selection

The first step is to understand your organization and its needs. Here are a few questions for your internal project team to consider:

- ✓ What is your organization trying to accomplish with this vendor?

- ✓ What are your goals?

- ✓ What is your long-term strategy? This is an investment, try to consider years out, not just what you need today.

- ✓ Are you looking for a behavioral health or ambulatory care? Or an integrated vendor

Steps to select a vendor (EHR or Data Analytics tool):

1. Create a list of your requirements.

2. Know your budget.

3. Look at behavioral health vendors with integrated care management and/or ambulatory care

4. Solicit advice from others who use EHRs.

5. Determine how much support you will need.

6. Understand the implementation plan and impacts to your agency.

7. Make sure your selection project has a provider champion.

8. Understand your role in Managed Medicaid and the NC state Policy Paper for Data Security and Privacy before talking to vendors. The document can be found here.

9. If you are considering participating in a CIN, also review the Data Strategy to Support Advanced Medical Home Program.

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Questions for EHR vendors:

- Is the vendor certified? In the NC policy papers, the state recommends the use of certified vendors.
- If you are an integrated agency: does the EHR have behavioral health and medical care customers? Ask them to show you how to document through each type of visit.
- Practice management: appointment types and scheduling – does it integrate with clinical?
- Clinical: are the measures included? What standards or specifications are used for measurement development?
- Labs: can you do bidirectional – lab orders and receive results? Is there a "minimum" number of labs for the lab companies to do this feed?
- Referrals: how do you handle referral tracking? How can you "close the loop"?
- CPOE (computerized physician order entry): will it include ePrescribing?
- Are educational tools in multiple languages that meet your members need?
- Clinical measures within the EHR: what specifications are these measures based on CMS? HEDIS?
- Clinical decision support: can these be based on behavioral health?
- Do you have a patient portal?
- How do you do health information exchange?
- Do you have interfaces with public health and clinical data registry reporting?

Questions for other data analytic vendors:

- Are the measures HEDIS certified?
- Do you ingest EHR data? Claims? How do you charge for feeds?
- Outbound and Inbound transmissions? How do you know if a transmission fails?
- How frequent are the feeds?
- How is the data mapped? Will we be able to review data once it is ingested?
- What is your data validation process?
- Do you have gaps in care? Are they based off the HEDIS measures? If the gaps are not based on HEDIS measures how are they calculated?
- Do you offer predictive analytics?
- Do you also have CMS measures?
- Can you get a list of measures?
- Capable of ADT feeds?
- Certified for MIPs reporting (to load the measure results)?
- Does your platform have the capability to email, text and call members?
- Security?
- Care management: capability to create assessments (customize them) and plans?
- Assessments for social determinants of health (SDoH)? Do you ingest any data to inform the SDoH?
- Can you perform risk stratification? What is the methodology behind your logic?
- Can care team members communicate with one another in your application?
- All-inclusive source of data: what types of data feeds do they suggest ingesting to give a robust view of the member?
- Are analytics embedded in all components of the platform? Quality measures, patient engagement, utilization, costs, timeliness: how are these measures displayed in a user-friendly way?