RPM Vendor Selection Toolkit

California
Telehealth
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CALIFORNIA TELEHEALTH RESOURCE CENTER
Part of **OCHIN**

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ABOUT CTRC

The California Telehealth Resource Center (CTRC) offers no-cost, unbiased training, educational resources, and technical assistance to help California providers and patients get the most from telehealth. As the federally designated telehealth resource center for the region, we offer unbiased tools and services based upon proven telehealth practices. We create lasting change and improvement by focusing on implementation, sustainability, reimbursement and policy, integration, workflows, and patient/provider adoption.

As part of the National Consortium of Telehealth Resource Centers and the OCHIN family of companies, CTRC assists thousands of providers and patients annually. We have extensive experience supporting the health care safety net, rural and urban providers, and patients and families throughout California who would otherwise be unable to access quality health care due to geographic isolation, language/cultural barriers, lack of insurance, disability, homelessness, and more.

CTRC RPM Vendor Selection Toolkit

Remote Patient Monitoring (RPM) has emerged as a game-changing technology in the healthcare industry, empowering healthcare centers to provide more effective and efficient care to patients. By keeping patients connected to their care teams and allowing for real-time monitoring of vital health parameters, RPM has transformed the way health care providers manage chronic conditions, reduce hospital readmissions, and improve overall patient outcomes. However, choosing the right RPM vendor is crucial to the successful implementation of this technology in a health care setting.

With numerous RPM vendors in the market, it can be overwhelming for health care centers to identify the best partner to meet their unique needs. The right vendor can not only help streamline patient care, but also support the long-term growth and sustainability of the health care organization.

This Remote Patient Monitoring (RPM) Vendor Selection Toolkit poses key considerations for health centers selecting an RPM vendor as well as a systematic approach to vendor evaluation to identify the most suitable RPM partner.

11 Considerations for Selecting an RPM Vendor

1. Review the vendor's track record and experience with remote patient monitoring solutions.

2. Examine the vendor's technology platform and key features such as patient data tracking, engagement tools, and secure data storage.

3. Confirm the vendor provides HIPPA-compliant privacy and security safeguards to protect patient data.

4. Assess the responsiveness and effectiveness of the vendor's customer support services, including training and technical support.

5. Compare the vendor's pricing to other market options to ensure that it fits your budget.

6. Choose a vendor able to integrate with existing health IT systems, such as EHRs and practice management systems.

7. Consider the vendor's approach to support patient engagement, such as a patient portal, mobile apps, digital health devices and dashboards.

8. Look for a vendor who provides customizable and adaptable solutions, allowing you to tailor the system to your specific requirements.

9. Obtain vendor references from other health care providers/clients specific to vendor performance in terms of data accuracy and reliability.

10. Examine the vendor's ability to handle large amounts of data; ensure that their systems are scalable and capable of accommodating growing patient populations.

11. Seek vendors that provide regular software updates and enhancements to remain current on the latest technologies and advancements in remote patient monitoring.

Put it Into Practice: Consider These Questions Before Selecting a Vendor

1. How many years has the vendor been operating? How many clients do they have? Are they vetted or approved by payers such as Medicare/Medicaid? Consider their track record here.

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2. What are the benefits and weaknesses of their software? Does it have all the capabilities you will require? Which EHRs are compatible? Consider below.

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3. Is their system HIPPA-compliant? Does it take every possible measure to protect patient information? Consider below.

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4. Are you confident that in an emergency, you would receive quick and efficient support from their team? Do they provide training and technical support? Consider below.

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5. Who are their closest competitors and what is their pricing? Is one solution more reasonably priced than the other? Does the vendor fit your budget? Consider below.

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6. What EHR do you utilize? Is the vendor's system able to seamlessly integrate into your EHR and other existing health IT systems? Consider below.

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7. What patient engagement opportunities does the vendor support? Will they benefit your patients? Are there capabilities that may be lacking? Consider below.

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8. Will the vendor's technology and solutions scale with your practice? Do you see yourself with the vendor years down the road? Does the vendor provide customizable solutions? Consider below.

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9. Is the vendor willing to connect you with clients you can contact for references? Did the vendor come recommended by a trusted partner? Consider below.

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10. Can the vendor's systems handle the amount of data your practice will require? Are their systems scalable and capable of accommodating growing patient populations? Consider below.

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11. Does the vendor stay current on the latest technologies and advancements in remote patient monitoring? Will they provide your practice with regular software updates and enhancements? Consider below.

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