All Healthcare IT Vendors Say They're Trustworthy. How Do You Know?

A Practical Checklist for Evaluating Partner Relationships

ROI
HealthcareSolutions

Zoom In: What Actions Earn Trust?

Nearly every healthcare IT services company claims that it's trustworthy. Why not? It's easy to state and challenging to verify.

The numbers, however, don't lie. Only 20-30% of healthcare IT projects succeed . Common sense says that truly trustworthy vendors ought to generate considerably better results.

These high failure rates often leave healthcare leaders disoriented and discouraged about outside consultants. And yet, healthcare systems need assistance. Markets & Markets projects that the healthcare IT market in the U.S. will reach $390.7 billion by 2024 . This anticipated growth will come from the healthcare industry's increased focus on innovation, emerging technology, and analytics, which requires an upskilling effort for internal staff or hiring. Only trustworthy vendors can deliver the consulting, technical, and staffing services to help health systems remain competitive within this landscape.

Healthcare IT partnerships are like most other relationships. Trust comes from two separate areas – functional and emotional. Functional relates to how the partner gets things done. Emotional involves communication between the vendor and the healthcare system. Both aspects require active management for a healthy association.

Failure means money wasted, disappointed stakeholders, and no clear financial or operational pathway forward. So why is it so hard to find that genuinely trustworthy partner?

James Layton, PMP, Client Services Executive at ROI Healthcare Solutions, confronts this challenge daily. His customers regularly tell him what partner behaviors do and do not generate trust. Based on this feedback, he uses a simple, direct approach to help clients evaluate their partner affiliations.

According to Layton, "We recommend using an accountability checklist. Doing so gives healthcare CxOs, Directors, and VPs a quick benchmark to identify areas for improving vendor relationships. It also might help you recognize that it's time to find a different healthcare IT partner."

Sample Partner Trust and Accountability Checklist

Functional Categories

✓ Do they follow through on their promises and their commitments? Do they keep their word in both big and little ways?

✓ Do they follow up on open issues without prompting – or anticipate obstacles before they become operational challenges?

✓ Do they understand what you are trying to accomplish and how their work fits into that overall plan?

✓ Do they set realistic expectations? Do they know how to navigate complex problems, breaking them into smaller nuggets for incremental success?

✓ Do they work well with other entities? Do they act as a team player and not self-serving?

Emotional Categories

✓ Do they spend time building relationships with people who have different personality types?

✓ Are they willing to say they don't know?

✓ Do they make ongoing efforts to attend every important meeting? To stay informed of changes and new directions?

✓ Do they spend time learning your systems, processes, and culture?

✓ Are they willing to extend their team dynamics beyond being the "go-to person," including helping your staff become more self-sufficient?

ROI – A Client-Validated Trustworthy Partner

Since 1999, customer trust has been central to ROI's healthcare IT success. Don't just take our word for it. Ask about our customer references and our internal program to turn client feedback into stronger partnerships.

We're happy to talk to you about your next ERP, EHR, or Revenue Cycle project, as well as our active investments in customer partnership and trust. Contact us at 678-270-2867 to learn more.

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