

Software Buyer's Cheat Sheet:

Human Services in Alberta

Product Capabilities

Care Coordination

- ▶ How does the platform facilitate communication and coordination among different healthcare professionals?
- ▶ Can the platform accommodate various care disciplines and specialties within the same system?
- ▶ Does the product offer improved scheduling capabilities?

Data Capture

- ▶ Does the software enable efficient data collection, analysis, and reporting for improved population health outcomes?
- ▶ How does the platform ensure data accuracy and integrity during health data management?
- ▶ Can the platform provide examples of improved population health outcomes resulting from data utilization?

Mobility

- ▶ Does the software support secure delivery, tracking, and verification of care services regardless of location?
- ▶ How does the platform address security concerns associated with delivering care services in diverse locations?
- ▶ Can the platform adapt to different devices and operating systems to ensure mobility in care delivery?

Reporting

- ▶ How does the software facilitate reporting on various aspects of care delivery?
- ▶ Can the platform generate customizable reports based on specific organizational requirements?
- ▶ What tools or features does the platform offer to empower users in generating insightful reports?

Cost and Fees

Implementation Fees

- ▶ What are the implementation fees, and how are they structured?
- ▶ Are there additional costs related to customization, and how are these handled in the implementation process?
- ▶ How does the software justify costs?

Hidden Costs

- ▶ Are there hidden costs associated with the software licensing?
- ▶ What are the security costs associated with data management in the software?
- ▶ Are there any infrastructure or server costs? If so, how do these costs change with scalability?

Licensing Fees

- ▶ What are the licensing fees and support costs associated with the software?
- ▶ How does the licensing model accommodate scalability as organization grows?

Interoperability

- ▶ How well does the software integrate with digital health systems for enhanced coordination?
- ▶ Can the platform seamlessly exchange information with existing electronic health record (EHR) systems?
- ▶ What measures does the platform have in place to address interoperability challenges?

Growth, Innovation, and Vision

Global Impact & Outcomes

- ▶ How committed is the platform to achieving better outcomes in vulnerable populations in Canada?
- ▶ What proof points demonstrate the commitment to the future of your province and adherence to provincial requirements?
- ▶ How does the platform collaborate with provincial or national healthcare bodies to drive positive outcomes?

Growth Focus

- ▶ How does the platform support the province's growth, and does it have a research and development department?
- ▶ How does the platform stay abreast of emerging healthcare trends and technologies?

Business Focus

- ▶ How does the company balance business goals with a genuine commitment to improving home-based care?
- ▶ Can the platform provide examples of initiatives that showcase its dedication to the betterment of healthcare?

APIs & Integrations

- ▶ Does the software provide open APIs for integration with other systems?
- ▶ How easily can the platform integrate with existing healthcare technologies and data sources?
- ▶ Can the platform share instances where open APIs facilitated seamless data exchange and integration?

Implementation

Support Structure

- ▶ What type of support is offered during the implementation process?
- ▶ Do they offer a dedicated team to support the implementation of software into your organization?
- ▶ How does the platform support change management and training with your staff?
- ▶ Do they offer professional development or online learning for quicker adoption?

Time to Value

- ▶ What is their proposed time to value?
- ▶ What are the missed opportunities your organization will have should you have a delayed implementation?
- ▶ What is the expected payback time for purchasing the platform?
- ▶ How long will it take for you to start seeing efficiencies? What efficiencies are they proposing you will see?

Operational Impact

Operations

- ▶ What sort of tools does the software provide to increase efficiencies within your organization?
- ▶ What measures does the platform take to improve risk management?
- ▶ How does the software address potential safety concerns and promote a secure care environment?
- ▶ What does software do to maximize resources, productivity, and collaboration among employees?

Product & Security

- ▶ What specific features or functionalities contribute to the most cost savings in your operations?
- ▶ How does the platform ensure data security compliance with provincial and national regulations?
- ▶ How does the platform ensure scalability and performance in diverse IT infrastructures?

Individuals Receiving Care

- ▶ How can the software improve the number of patients receiving care?
- ▶ How does the software contribute to a positive and individualized experience for children and their families?
- ▶ What patient-centric features does the software offer to ensure individualized and compassionate care?

Employees

- ▶ How does the platform enhance the overall experience for healthcare professionals and support staff who use the software?
- ▶ Is the platform suitable for non-technical employees?
- ▶ How does the software improve employee retention?

Support & Customer Experience

Issue Resolution & Support

- ▶ What happens if something doesn't work, and how does the platform address unexpected issues?
- ▶ Are there established processes for identifying, escalating, and resolving critical issues promptly?

Support Team

- ▶ How well does the software support your organization? Do they offer a support team or dedicated representative?

Configurations

- ▶ How configurable is the software to meet your organization's specific needs?
- ▶ Can the platform accommodate changes in workflows and processes without disrupting operations?
- ▶ What tools or resources does the platform offer to empower users in configuring the system?

Roadmap

- ▶ How much development does the platform put into its system?
- ▶ Does platform share its roadmap for upcoming features and enhancements?
- ▶ Do the customers have an input on product roadmap?