

VENDOR SELECTION PLAYBOOK

7 STEPS TO CHOOSING THE
RIGHT REV CYCLE PARTNER

1

DEFINE THE ISSUE



Start with the problem. Not the solution.

What isn't working?

What goals aren't being met?

What is the true root cause?



2

DEFINE THE NEED



What will solve the problem?

Is the need is **one-time or recurring?**

Will your issue be solved with **consulting, managed services, or technology?**

3

ESTABLISH CRITERIA



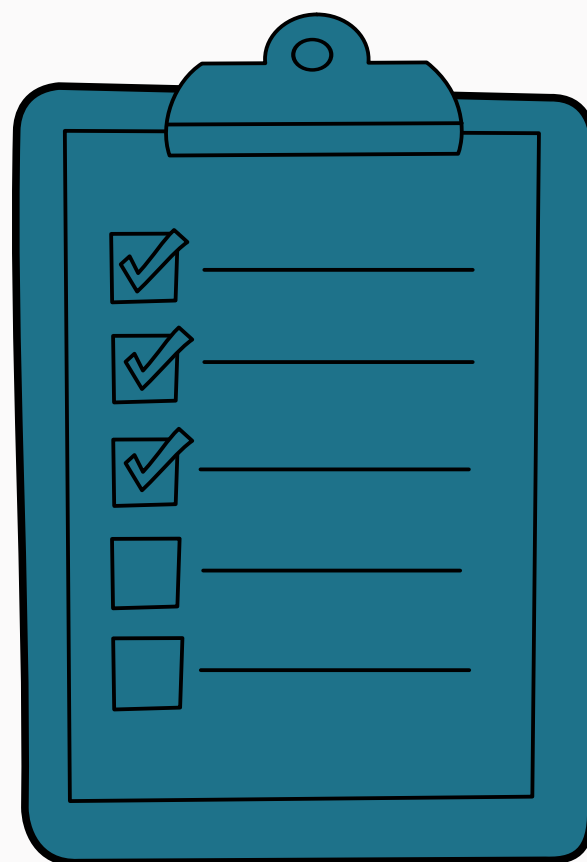
Establish initial search parameters.

Document:

- requirements
- preferences
- and dealbreakers

4

LIST ALL QUALIFYING OPTIONS



Be comprehensive at the start.

You will rarely have all the answers.

Cast a wide net first.

5

REVIEW & SHORTLIST



Use available, objective information to rough-rank / tier the qualifying options.

Generate a short list worth meeting.

You can always come back to the full list.

6

MEET, EVALUATE, NEGOTIATE



Meet multiple times. Include multiple stakeholders. Watch for **culture fit**.

Scope a specific solution & confirm steps 1-3.
Where applicable - **see the solution**.

Interview **referrals**.

Calculate ROI. Set SLAs w agreed upon datasets.

7

SELECT WITH CONFIDENCE



It's time to select your partner!

You've done the work. Be confident.

Often the worst action is inaction.