# VENDOR RATING TOOL

For each EHR product you are considering, assign a ranking from 1 to 5 (with 5 being best) for each of the criteria listed in the functionality and vendor characteristics categories below. Total the rankings for each vendor to determine a combined score for each category, then assign an overall ranking. For the cost section, supply a dollar amount for each criteria listed and then rank each vendor based on your assessment of its total initial and total annual costs. Next, consider the relative importance of the three categories and assign a percentage to each (e.g., functionality = 40 percent, cost = 20 percent and vendor characteristics = 40 percent). Finally, use these percentages to calculate the weighted scores for each vendor.

| Functionality | Vendor 1 | Vendor 2 | Vendor 3 | Vendor 4 | Vendor 5 |
|---|---|---|---|---|---|
| Quality/presence of features we prioritized (see demo rating summaries) | | | | | |
| Ease of use (e.g., minimizes typing, is intuitive, simple layout) | | | | | |
| Speed (network/hardware configuration, minimizes keystrokes) | | | | | |
| Individual user flexibility<br>• Multiple note creation options (transcribe, voice, template)<br>• Provider can modify/create own templates<br>• Provider can create own macros | | | | | |
| Preloaded templates and patient education | | | | | |
| Combined functionality score (total the rankings for each vendor) | | | | | |
| **A** Overall functionality ranking | | | | | |

| Cost | Vendor 1 | Vendor 2 | Vendor 3 | Vendor 4 | Vendor 5 |
|---|---|---|---|---|---|
| Initial hardware and network upgrades | | | | | |
| Initial interfaces | | | | | |
| Initial software | | | | | |
| Total initial cost | | | | | |
| Annual software maintenance (includes upgrades and support) | | | | | |
| Annual interface upgrades | | | | | |
| Total annual cost (excludes initial costs) | | | | | |
| **B** Overall cost ranking | | | | | |

| Vendor Characteristics | Vendor 1 | Vendor 2 | Vendor 3 | Vendor 4 | Vendor 5 |
|---|---|---|---|---|---|
| Training | | | | | |
| Support | | | | | |
| Implementation | | | | | |
| Software upgrades | | | | | |
| Company stability | | | | | |
| Combined vendor characteristics score (total the rankings for each vendor) | | | | | |
| **C** Overall vendor characteristics ranking | | | | | |

| | | |
|---|---|---|
| **D** Functionality | | % |
| **E** Cost | | % |
| **F** Vendor characteristics | | % |
| | should total 100% | |

| Overall Ranking | Vendor 1 | Vendor 2 | Vendor 3 | Vendor 4 | Vendor 5 |
|---|---|---|---|---|---|
| **G** Weighted functionality score ( (A × D) ÷ 100) | | | | | |
| **H** Weighted cost score ( (B × E) ÷ 100) | | | | | |
| **I** Weighted vendor characteristics score ( (C × F) ÷ 100) | | | | | |
| Weighted overall score (G + H + I) | | | | | |
| **Final Ranking** | | | | | |