

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 <ul style="list-style-type: none"> • Multiple note creation options (transcribe, voice, template) • Provider can modify/create own templates • 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					



FPM Toolbox To find more practice resources, visit <https://www.aafp.org/fpm/toolbox>.

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