

Vendor Evaluation Framework for eReferral: An Evaluation Model to Support an Innovative Vendor Agreement Process

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ISSUE

- There is a growing concern within healthcare leadership and management to ensure vendor procurements are conducted in a responsible and successful manner
- Traditionally, evaluation of vendor procurement has focused on the cost of the product,^{1,2} however, more recently the focus has expanded to include multiple criteria such as performance and quality,³ and more specifically in the healthcare context, usability and safety³
- Implementing evaluation strategies and frameworks are a way to support successful vendor relationships and agreements

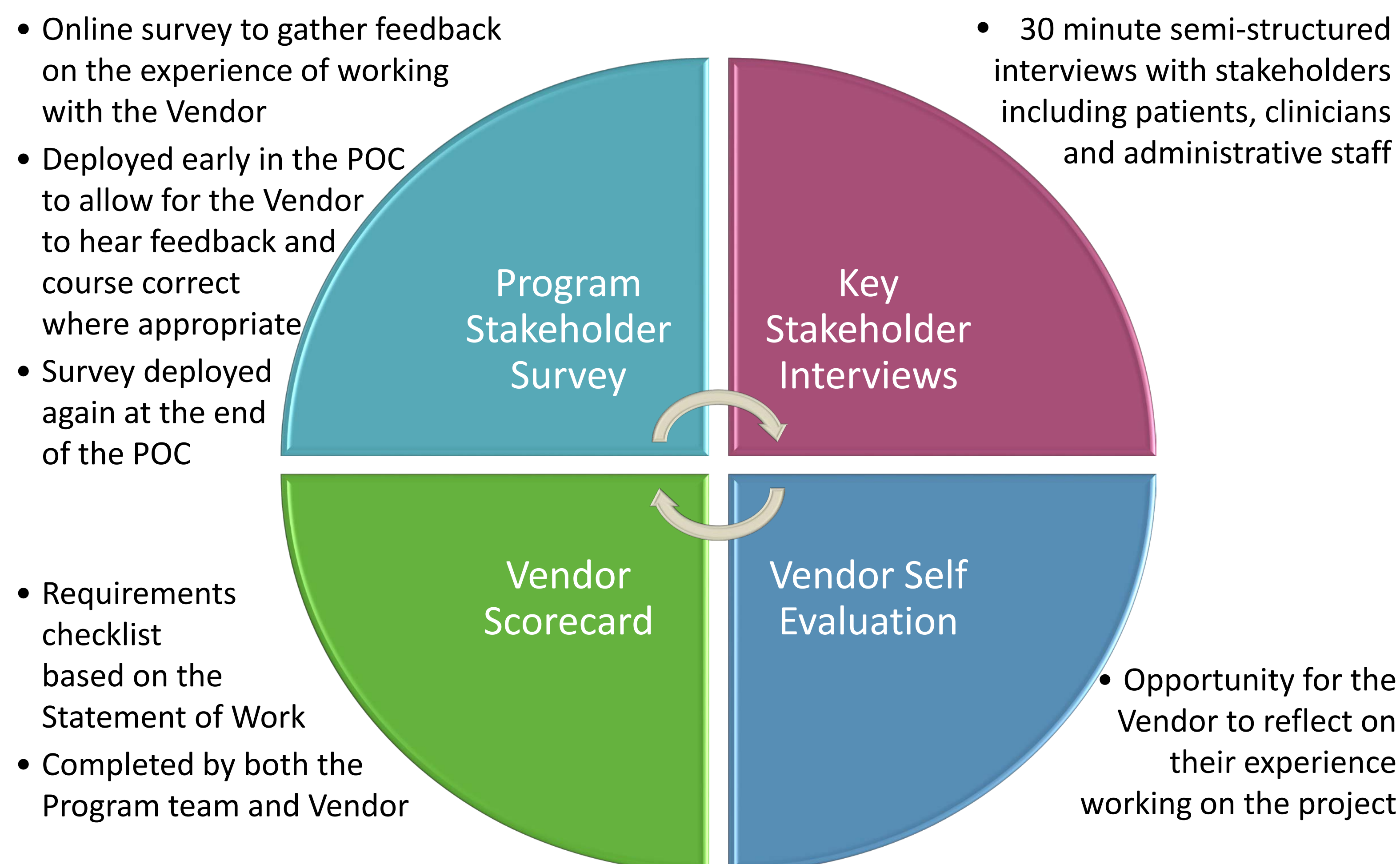
BACKGROUND

- The eHealth Centre of Excellence (eCE) led an innovative procurement to secure a vendor to facilitate the design and deployment of an eReferral platform for the Waterloo Wellington LHIN
- The innovative procurement included a Proof of Concept and opportunity for the project governance to make a decision on whether to continue with the vendor in a long-term contract, or return to market
- The Benefits Realization team at the eCE developed a framework to ensure a transparent and evidence based decision making process

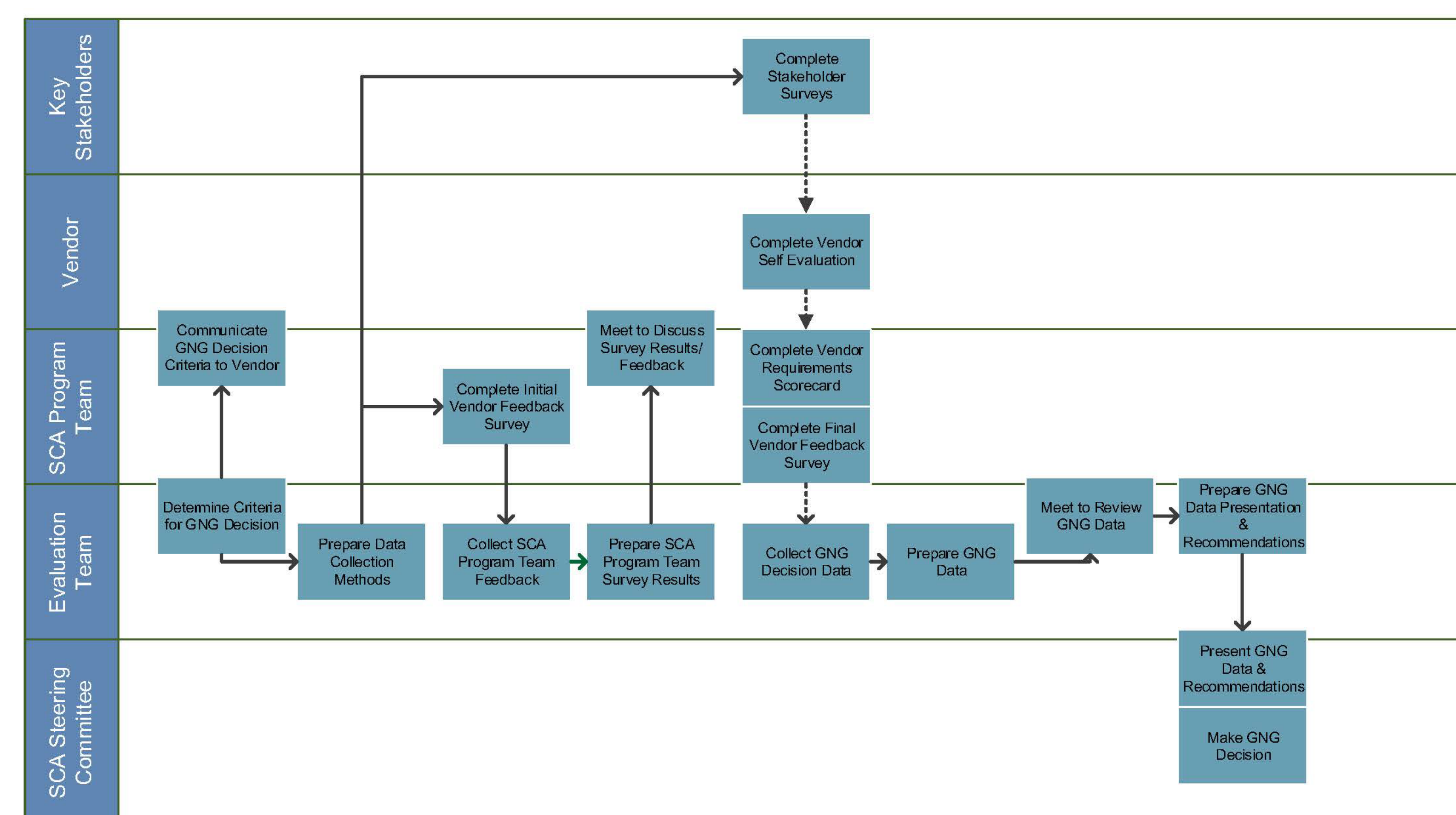
EVALUATION & DECISION PROCESS



DATA SOURCES



EVALUATION PROCESS



CRITERIA

Solution Quality	Compliant to Specifications Fit for Purpose, User Experience
Implementation	Project Management, Communications
Service	Responsiveness, Issue Resolution End User Support
Engagement, Training, Knowledge Transfer	Training Fit for Solution Change Management
Vendor Team	Alignment / Fit for Project
Project Experience	Vendor Experience Customer / Stakeholder Experience

CONCLUSION

- This framework provides a method to assess vendors' performance and to highlight where vendors may be falling short in relation to the statement of work as well as where they are excelling. It also serves to provide a greater level of transparency for the customer, stakeholders and the vendor
- Overall, the vendor evaluation was found to be of high value to the program team, the steering committee and the vendor themselves. This vendor evaluation framework can be considered as a potential best practice for other health care organizations to leverage

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