Selecting a Bar Coding Vendor

Once you’ve created your Change Team, you’re ready to begin the process of selecting a vendor. We’ve pulled together this resource to help you select a vendor that best suits your needs. It is not intended to replace your hospital’s vendor selection process, but to enhance that process.

About KLAS Enterprises

KLAS, established in 1996, provides unbiased information on health information technology (HIT) vendor performance. KLAS collects rankings and ratings of HIT vendors and personally interviews healthcare executives about their experiences with different vendors. The result is a dynamic database of information about the performance of over 200 HIT software vendors from over 3,500 healthcare facilities and on more than 300 different products. Through the creation of custom performance reports, healthcare providers can find vendors that truly deliver what they promise. In fact, vendors now turn to KLAS’ performance reports to ensure they are meeting the needs of their customers.

Two resources from KLAS are included here. The first is a sample performance report titled Medication Administration Bedside Study. The KLAS report is a compilation of data gathered from Web sites, healthcare industry reports, interviews with healthcare provider executives and managers and interviews with vendor and consultant organizations.

The second resource is a contact list of vendors that KLAS was able to verify had live medication administration sites, as reported by healthcare organizations. This is not an exhaustive list of vendor products. Some vendor products have not yet met the minimum KLAS standards for statistical confidence to be included in the report. More information is available by visiting the KLAS Web site at www.healthcomputing.com.

Also included are some tips to think about before contacting a vendor. Hospitals are encouraged to submit a request for proposal (RFP) to vendors that they are interested in pursuing. Your hospital also may decide to perform or purchase detailed market analysis reports. Companies that offer such reports include KLAS Enterprises, LLC (www.healthcomputing.com), FiveRights Consulting, Inc. (www.5rights.com) and HIMSS Analytics (www.himssanalytics.com).
Sample Performance Report

The following is a sample performance report generated by KLAS Enterprises in September 2004. This resource is included to give you an idea about the indicators KLAS uses to rate various vendors.

Medication Administration Bedside Study—Vendor Performance Ratings

Overall Vendor Rankings Based upon 40 Performance Indicators

<table>
<thead>
<tr>
<th>Ranking</th>
<th>Vendor/Product</th>
<th>Total Score (out of 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bridge Medical MedPoint</td>
<td>88.5</td>
</tr>
<tr>
<td>2</td>
<td>Siemens Med Administration Check</td>
<td>84.9</td>
</tr>
<tr>
<td>3</td>
<td>McKesson Admin-Rx</td>
<td>78.8</td>
</tr>
</tbody>
</table>

The performance rating measurements address 40 criteria in the following informational areas:

**10 Product/Technology Indicators** (rating 1-9, where 1=poor and 9=excellent)

Enterprise Commitment to Technology
Product Works as Promoted
Product Quality Rating
Quality of Releases & Updates
Quality of Interface Services

**10 Service Indicators** (rating 1-9, where 1=poor and 9=excellent)

Proactive Service
Real Problem Resolution
Quality of Training
Quality of Implementation
Implementation On Time

Interfaces Met Deadlines
Quality of Custom Work
Technology Easy to Implement & Support
Response Times
Third-Party Product Works with Vendor Product

Implementation within Budget/Cost
Quality of Implementation Staff
Quality of Documentation
Quality of Telephone/Web Support
Product Errors Corrected Quickly
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8 Success Indicators (rating 1-9, where 1=poor and 9=excellent)

- Worth the effort
- Lived up to expectations
- Vendor is improving
- Got money’s worth
- Vendor executives interested in you
- Good job selling
- Contracting experience
- Helps your job performance

12 Business Indicators (rating is a yes or no)

- Implemented in the last three years
- Core part of is plan
- Would you buy it again
- Avoids nickel-and-diming
- Keeps all promises
- Fair contract
- Contract is complete (no omissions)
- Timely enhancement releases
- Support costs as expected
- Would you recommended to a friend/peer
- Ranked client’s best vendor
- Ranked client’s best or second best vendor

The overall performance rating is calculated from individual scores for each of the 40 performance ratings above. The performance indicators (product/technology, service, and success) account for 70 percent of the rating and the business indicators account for the remaining 30 percent of the rating. The total score is based on a 100-point scale.

## Tips for Selecting a Vendor

- Develop a budget before you begin contacting vendors.
- Make lists of your needs; include hardware, software and telecommunication products and services. If you include telehealth technology, incorporate additional allowances needed at both sites (e.g., boom lighting and clinic room telephone lines).
- Contact more than one vendor; shop around for quotes.
- Ask vendors for an overview of their products and services and how they can assist you.
- Ask vendors for a reference from providers near you that currently use their products. Call references and ask about their satisfaction with products and service.
- Schedule a time to test equipment and products at either your site or their showroom.
- Schedule sufficient educational sessions to ensure that the product performs as promised and to the best of its abilities. If you are considering a telehealth technology, include educational time at both the host and remote location.
- Strive for uniformity and compatibility among the products at the host and remote sites; this streamlines technical support.

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### Bar Coding Vendor Contact Information

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Product</th>
<th>Web site</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMTSystems</td>
<td>PatientSafe®</td>
<td><a href="http://www.amtsystems.com">www.amtsystems.com</a></td>
<td>800-569-9059</td>
</tr>
<tr>
<td>Baxter</td>
<td>Patient Care Center</td>
<td><a href="http://www.baxter.com">www.baxter.com</a></td>
<td>800-422-9837</td>
</tr>
<tr>
<td>Bridge Medical</td>
<td>Med Point - Med Admin</td>
<td><a href="http://www.bridgemeical.com">www.bridgemeical.com</a></td>
<td>858-350-0100</td>
</tr>
<tr>
<td>Cardinal Health</td>
<td>Pyxis MedStations</td>
<td><a href="http://www.cardinal.com">www.cardinal.com</a></td>
<td>858-480-6000</td>
</tr>
<tr>
<td>Care Fusion</td>
<td>wCareMed™</td>
<td><a href="http://www.carefusion.com">www.carefusion.com</a></td>
<td>703-714-0730</td>
</tr>
<tr>
<td>Cerner</td>
<td>Millenium PowerPOC™</td>
<td><a href="http://www.cerner.com">www.cerner.com</a></td>
<td>866-221-8877</td>
</tr>
<tr>
<td>Eclipsys</td>
<td>Sunrise™</td>
<td><a href="http://www.eclipsys.com">www.eclipsys.com</a></td>
<td>561-322-4321</td>
</tr>
<tr>
<td>GE</td>
<td>Centricity® MedAdmin in Motion</td>
<td><a href="http://www.gehealthcare.com/it_solutions/">www.gehealthcare.com/it_solutions/</a></td>
<td>800-645-0985</td>
</tr>
<tr>
<td>IntellIDOT</td>
<td>IntellIDOT</td>
<td><a href="http://www.intellidot.net">www.intellidot.net</a></td>
<td>858-746-3100</td>
</tr>
<tr>
<td>McKesson</td>
<td>Admin-Rx™</td>
<td><a href="http://www.mckesson.com">www.mckesson.com</a></td>
<td>800-981-8601</td>
</tr>
<tr>
<td>MDG Medical Corporation</td>
<td>ServeRx®</td>
<td><a href="http://www.mdgmedical.com">www.mdgmedical.com</a></td>
<td>888-634-6341</td>
</tr>
<tr>
<td>Medical Information Technology</td>
<td>Bedside Medication Verification</td>
<td><a href="http://www.meditech.com">www.meditech.com</a></td>
<td>781-821-3000</td>
</tr>
<tr>
<td>Mediware</td>
<td>MediMAR™</td>
<td><a href="http://www.mediware.com">www.mediware.com</a></td>
<td>800-255-0026</td>
</tr>
<tr>
<td>Misys (Per-Se)</td>
<td>Misys CPR</td>
<td><a href="http://www.misys.com">www.misys.com</a></td>
<td>866-647-9787</td>
</tr>
<tr>
<td>QuadraMed</td>
<td>Affinity® Medication Charting</td>
<td><a href="http://www.quadramed.com">www.quadramed.com</a></td>
<td>800-393-0278</td>
</tr>
<tr>
<td>Siemens</td>
<td>Med Administration Check™</td>
<td><a href="http://www.smed.com">www.smed.com</a></td>
<td>888-826-9702</td>
</tr>
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</table>

Source: KLAS Enterprises. Used with permission.