

# A Guide For Evaluating Value-Based Care Platform Solutions

To succeed in value-based care, embracing technology is no longer a luxury—it's a necessity. **But with so many** options available from point-of-care technology to risk adjustment platforms, how do you identify the solution that best meets your organization's and your provider network's unique needs?

This checklist will help you ask potential technology vendors the right questions. Use it as a roadmap to navigate your options and ensure the solution you choose can grow alongside you and respond to the ever-changing healthcare industry.



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Interoperability/Scalabil	ity
All-in-one platform for value-based care.	
Ability to take insights from payers, analytics vendors, providers, ACOs, etc., and connect them across EHR workflows at the point of care.	
A scalable infrastructure that can support new partnerships (third-party analytics and technology partners/developers).	
Unified view that supports multiple data sources, payers, and applications to enhance customer-owned data and workflows.	
Ability to handle increased data volumes and network growth (more customer providers and end users).	
Integration and interoperability with older/legacy EHRs.	
Ability to support customer-developed applications and workflows.	
Seamless updates for data sources, applications, and features without additional provider setup.	



EHR Integration	
Ability to support EHRs with an integration roadmap.	
Proven proprietary process to integrate with new EHRs in weeks, not months.	
Automatically adjust workflows based on EHR updates to ensure minimal disruption.	
Bi-directional data exchange across EHRs for patient-specific data sharing.	
User-controlled interface placement to maximize EHR screen use.	
Controls to minimize provider/user disruption during existing workflows (e.g., limit push notifications).	
Flexible EHR integration approaches, including native EHR integrations and overlays.	
EHR integration that works independently of specific EHR access points (does not limit deep clinical workflow integration).	

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Clinical Onboarding	
Rapid EHR connection on clinical devices with near-zero lift from provider teams.	
Customizable onboarding workflows tailored to specific clinical settings, including owned and affiliate practices.	
Live support and comprehensive training materials for fast adoption and continued successful use.	
Back-end user access and control platform.	
Flexible network deployment options, e.g., Chrome Store and Microsoft configurations (GPO and MSI).	
Customer controls for data and application roll-out (e.g., ability to do phased or broad deployment for each app or workflow).	

Provider/Care Team Experience	
Enhances workflows regardless of data source or EHR.	
Integration of actionable data, insights, and applications at the point of care to aid decision-making and support care opportunities.	
Opportunities for end users to provide product feedback and engage with vendor team reinforcing platform adoption.	
Ongoing and real-time tech support and customer service.	
Single Sign On (SSO) and other log-in options for seamless end-user experience.	
Ability to remotely enable functionalities for provider groups, eliminating the need for extra implementation efforts at the clinic level.	



Features & Functionalit	ty
Actionable, patient-specific data and insight sharing during EHR workflows.	
Core apps improve quality and risk adjustment performance (options to bring data or leverage vendor-curated data).	
Seamless patient chart retrieval through EHR connectivity.	
Prescription adjustment and recommendation workflows with core application.	
Referral and prior authorization workflows.	
Real-time patient matching logic from EHR records.	
Automated write-back triggered by user actions to remove manual data entry back into the EHR.	
Auto-expansion when relevant data is found; no unnecessary pop-ups.	
Auto-resolution of gaps when associated ICD-10 codes already exist within the chart, reducing duplicative work.	
Helpful tooltips for end-users while navigating the user interface (e.g., industry descriptions for quality measures).	
White labeling of workflow to improve provider brand recognition.	
Ability to customize data fields within existing applications.	

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# **Monitoring & Reporting Capabilities**

Ability to track progress towards value-based care goals.	
Interactive dashboards monitor network utilization and engagement.	
Ability to track engagement funnel and meaningful actions from providers and clinical users.	
Ability to generate exportable engagement metric reports (PDFs and images).	
Insights into user actions via secure passback reports at a regular frequency (daily, weekly, or monthly).	

Technical Considerations	
Cloud-based infrastructure to enable seamless updates and scalability.	
Flexible customer data ingestion methods via flat-file or APIs.	
Disaster recovery protocols and uptime guarantees for uninterrupted care delivery.	
Flexible deployment options to accommodate various healthcare IT infrastructures (cloud-based and on-premise).	
Minimum uptime service level of 99% (in each year, month, week, and day).	
Automated version control/updates of core applications with zero downtime or reconfiguration.	
Multiple communication channels for customers and end users, including in-app support, email, live chat, and optional shared Slack channel.	



Data Security & Compliance
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Compliance with HIPAA Privacy and Security Rules, HITRUST CSF and SOC 2 Type II certifications; manages BAAs to ensure ecosystem-wide compliance.	
Data storage in dedicated U.S. environments with strict data lifecycle management and regular audits to ensure confidentiality and compliance.	
End-to-end encryption (AES-256, SHA-512, RSA-2048) reinforced by secure key management practices, including regular key rotation and monitoring.	
Restricted access using multi-factor authentication (MFA), VPNs, virtual desktops, RBAC, and the Principle of Least Privilege, with comprehensive logging and routine audits.	
Continuous monitoring and automated threat detection supported, including dedicated incident response plan and team.	
Training for internal teams on security awareness, covering topics such as HIPAA requirements, phishing awareness, and data handling best practices.	



Vim's value-based care platform seamlessly integrates with existing clinical workflows and EHRs to enhance provider capabilities. Our technology delivers data, applications, and curated patient insights directly at the point of care across EHRs, when providers need them most.

Vim makes using new technology and participating in value-based care as simple as a provider logging into their existing EHR. Digital health builders of all sizes, including national health plans, leading MSOs, value-based care enablers, and tech companies, use Vim's platform to connect with and empower thousands of provider organizations.

Schedule Your Walkthrough