



PERFORMANCE REPORT

November 2011

Non-Provider Price \$10,980

DELIVERING MORE THAN PATIENT EDUCATION

INTERACTIVE PATIENT SYSTEMS 2011



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■ HOW DO THE VENDORS STACK UP?

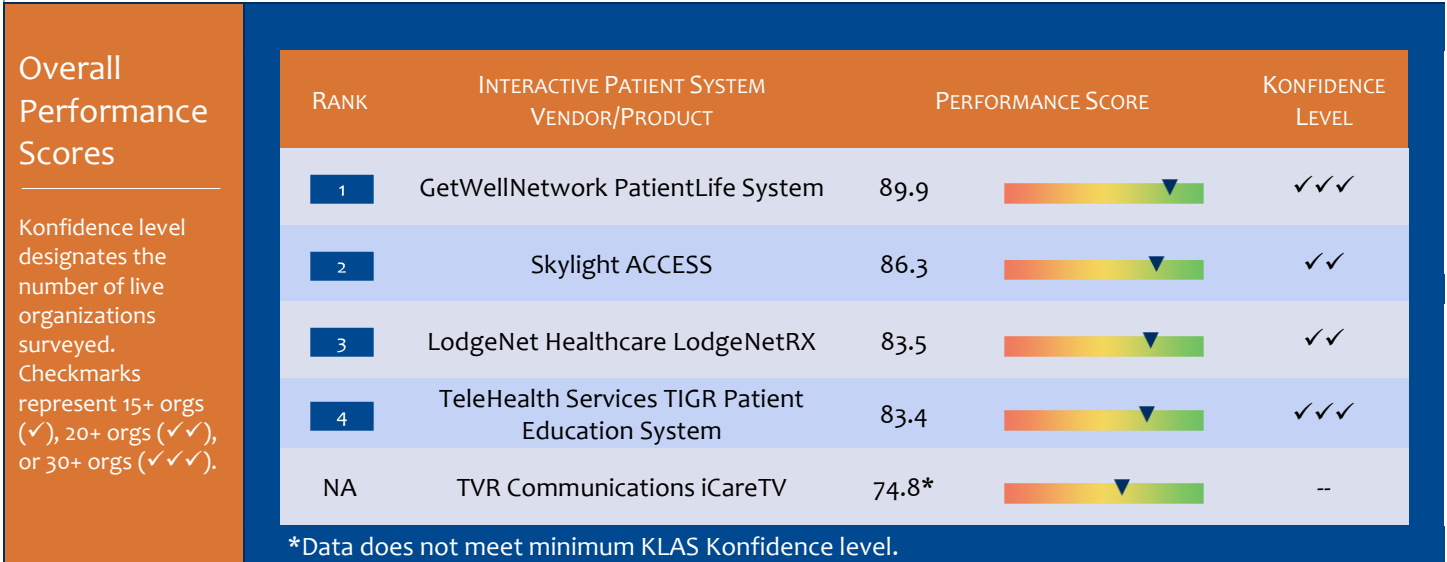


Figure 1

■ WORTH KNOWING

DIFFERING NEEDS: Providers have various goals for an IPS solution—some are complex and others are simple—and vendors offer solutions that will accomplish each one. Ninety-three percent of respondents report that their IPS goals have been met.

VENDORS ARE DELIVERING; REALLY, THEY ARE: The reaction to IPS is overwhelmingly positive—the ranked vendors received high marks in many areas. Providers know what they want, and vendors deliver what is expected. As evidence, the lowest provider satisfaction metric scores a 7.6 (1–9 scale).

ADOPTION: THE SKY IS THE LIMIT: Many providers report buying an IPS to do the bare essentials but then realize that an IPS can do and be much more. When purchasing an IPS, the choice a facility has to make is rarely one of functional abilities but rather of expense and the level of adoption they are willing to commit to.

GOING GREAT GUNS: GetWellNetwork and Skylight lead the charge when it comes to utilizing features that require deep adoption and changes in workflow. Of the IPS features KLAS measures, GetWellNetwork and Skylight respondents report the highest functionality utilization rates.

■ THE BOTTOM LINE ON VENDORS

Download additional vendor information by clicking on a vendor name.

GETWELNETWORK: PatientLife System is a fully featured IPS, and many providers see it as more than a tool that provides education, entertainment, and patient feedback. The solution does require a greater investment in time and money from clinicians than other solutions do, but providers report that the investment is paying off.

LODGENET HEALTHCARE: Customers report that LodgeNetRX has durable controls and keyboards and is easy to maintain because it doesn't require additional in-room hardware. Most LodgeNet customers report that they currently use LodgeNetRX for the bare essentials but like the ability to increase depth of use in the future.

SKYLIGHT: ACCESS customers often use the deeper functionalities, focusing on patient feedback and service requests. Customers report excellent service and support from Skylight representatives, especially account managers. Customers also give positive feedback concerning the flexibility of their contract, allowing them to adopt functionalities at their own pace.

TELEHEALTH SERVICES: TIGR customers are pleased with the low maintenance and simplicity of the system. Some customers are now looking to expand the depth of use and are evaluating their options. TeleHealth currently has two products (TigrNet and TIGR v.7.0) designed to meet the expectations of providers who want an IPS with deeper functionality.



Delivering More than Patient Education: Interactive Patient Systems 2011

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