



HFMA'S
PEER REVIEW
SUMMARY

PEER
REVIEWED
— by HFMA —

®

TruBridge RCM Solution

by TruBridge

OCTOBER 2019

Peer Review

hfma™

HFMA PEER REVIEW SUMMARY

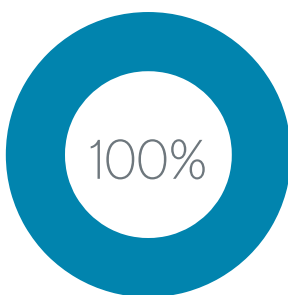
The Healthcare Financial Management Association’s Peer Review program is designed to help healthcare executives identify high-quality products and services based on ability to demonstrate value, effectiveness, and ease of use among other key purchasing criteria. The program’s initial survey consists of a rigorous 11-step, high-level screening process by a peer review panel consisting of current customers, prospects/non-purchasers who have not made a purchase, and expert HFMA Peer Review members.

What follows is a summary of results from an Interim HFMA Peer Review Survey. In developing this objective evaluation, HFMA surveyed current customers to verify the each product’s performance continues to meet HFMA’s strict Peer Review criteria. The survey was completed in October 2019.

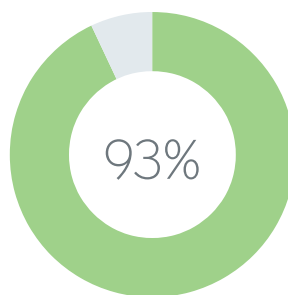
The purpose of this summary report is to provide those undergoing HFMA Peer Review with insight into what is required to meet market need, product or service strengths and opportunities, and performance trends.

RESEARCH FINDINGS AT A GLANCE

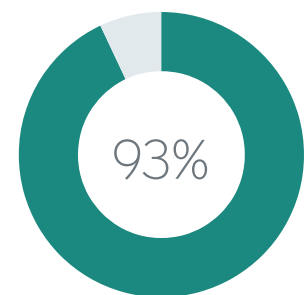
The following key findings were identified by HFMA researchers:



“agree” or “strongly agree” that they would recommend the product to colleagues

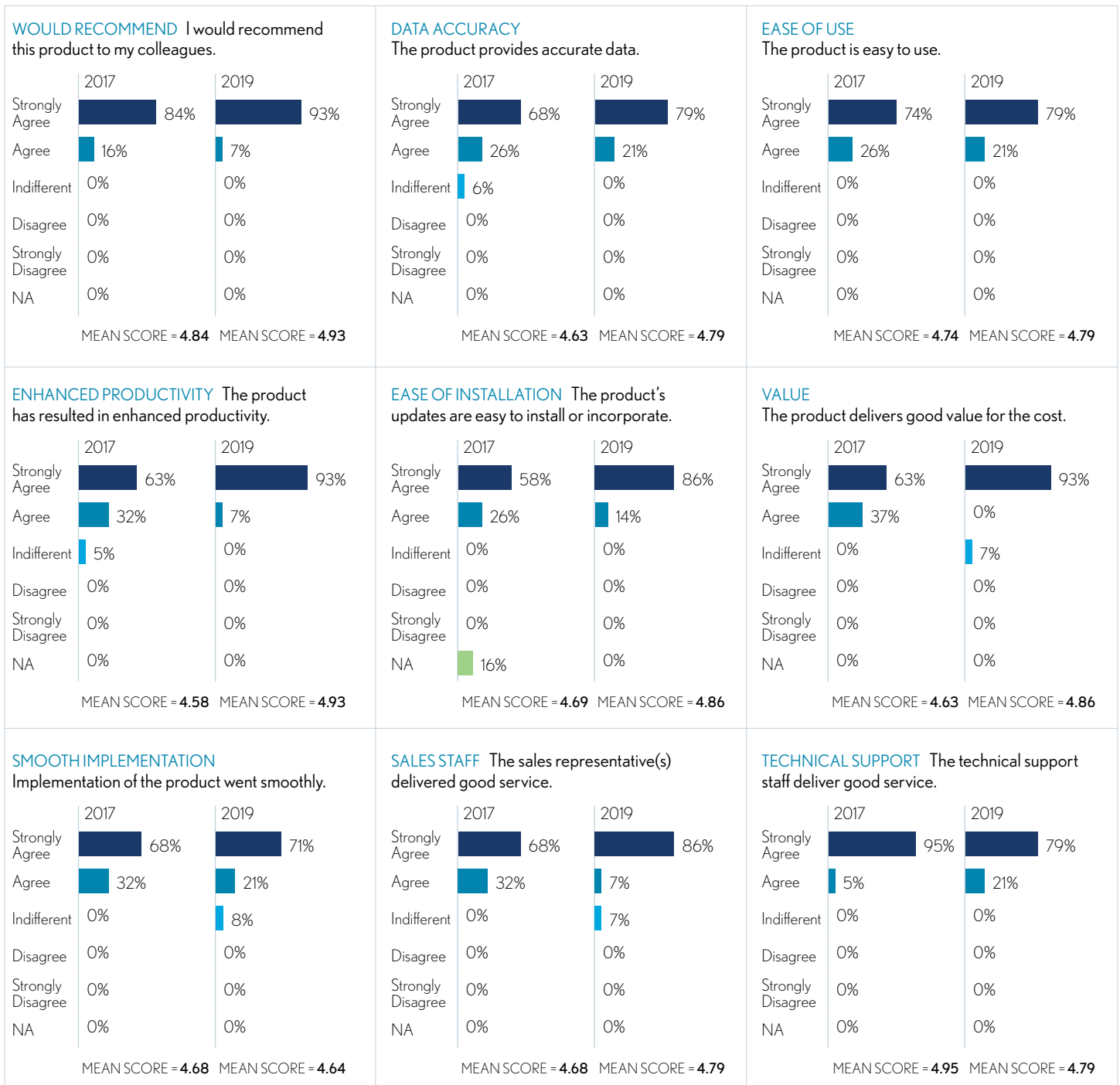


“strongly agree” that the product enhanced productivity



“strongly agree” that the product provides a good value

Participants provided comments on a variety of criteria. The information below depicts performance on nine core areas: willingness to recommend to colleagues, enhanced productivity, smoothness of implementation, data accuracy, ease of installation, quality of sales staff, ease of use, value, and quality of technical support.



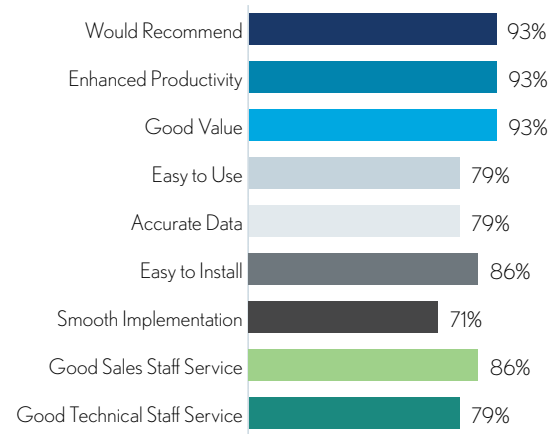
In addition to identifying performance strengths and opportunities in the nine core areas, HFMA researchers examined core area performance compared with that of high- and low-performing peers, as well as trending over time. The following charts present highlights of key trends.

PEER PERFORMANCE COMPARISON BY QUARTILE

Comparison of highest and lowest quartile performers for “would recommend” and “enhanced productivity” criteria

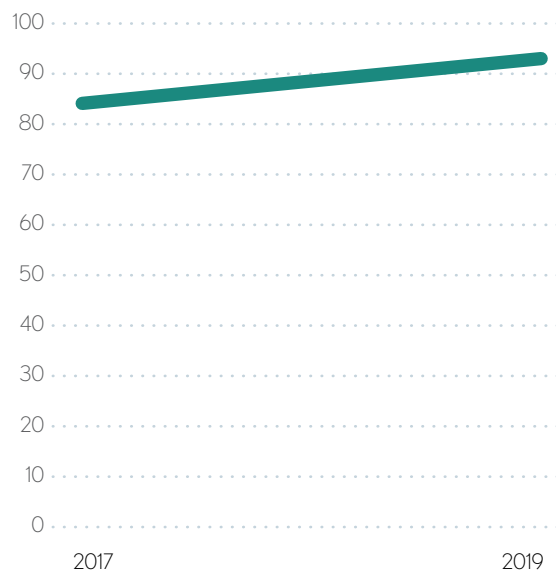
Would Recommend to Colleagues		Exceeded Expectations	
Highest Quartile	76%	Highest Quartile	59%
TruBridge RCM Solution	93%	TruBridge RCM Solution	93%
Lowest Quartile	40%	Lowest Quartile	39%

PRODUCT ATTRIBUTES Participants who “strongly agree” regarding products’s performance in the core areas



WOULD RECOMMEND, YEAR OVER YEAR

Yearly trending of percentage who “strongly agree” that they would recommend the product



EXCEEDS EXPECTATIONS, YEAR OVER YEAR

Yearly trending of percentage who “strongly agree” that the service exceeded expectations

