



Hospital Management System Evaluation Scorecard

A structured way to compare hospital software options using workflow evidence, delivery responsibility and support readiness.

Use this workbook to prepare an informed discussion, compare options and record evidence.

Prepared for hospitals, clinics and healthcare delivery teams

How to use this scorecard

Use the same representative scenarios with every shortlisted vendor. Score the evidence you see, record the assumptions that affect the score and keep the decision group focused on what the facility needs to run safely and consistently.

SCORING GUIDE

- 1 No useful evidence or a major gap
- 2 Partial answer with important assumptions
- 3 Credible fit with risks to resolve
- 4 Strong fit with clear delivery evidence
- 5 Proven, well-explained fit for the required workflow

Evidence to request

Ask vendors to demonstrate a new patient journey, a payment or correction, a department handoff, a report review and an exception path. A feature list is not a substitute for seeing how the system behaves when normal work is busy or incomplete.

Vendor comparison worksheet

Complete one copy per vendor or delivery approach. Add a short note for the evidence you observed and a score from 1 to 5. A low score is not automatically disqualifying; it is a question the decision group needs to resolve before commitment.

Patient and department workflow fit

Can staff complete representative registration, appointment, consultation, billing, pharmacy or diagnostic handoffs with the patient and visit context they need?

Evidence or notes

Score: 1 2 3 4 5

Billing, payments and finance control

Can the system explain charges, payments, M-Pesa references, corrections, receipts, outstanding balances and reconciliation without a parallel workaround?

Evidence or notes

Score: 1 2 3 4 5

Data, access and integration readiness

Are patient identity, roles, audit evidence, current data, diagnostic, accounting, payer or payment connections and exception routes clearly addressed?

Evidence or notes

Score: 1 2 3 4 5

Implementation and change readiness

Does the proposed plan cover discovery, configuration or build, data work, scenario testing, role-based training, cutover and early-life support?

Evidence or notes

Score: 1 2 3 4 5

Support, ownership and future change

Are support response, documentation, handover, maintenance, release control and the responsibility for future change described in usable terms?

Evidence or notes

Score: 1 2 3 4 5

Decision record

Use this page to separate facts, assumptions and decisions. It is particularly useful when several departments are involved and no individual team can see the entire operating picture alone.

Vendor or approach

Decision group and date

First-release workflow

Important exclusions or later phases

Highest-risk assumption

Evidence still needed before selection

Recommended next step
