



"Meeting New Challenges Together"

An Outsourcing Checklist

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BUSINESS ADDRESS: 945 CONCORD ST.
FRAMINGHAM, MA 01701
PHONE: 888-SCRIBE-IN (727-4234) • FAX: 866-828-8458
EMAIL: INFO@M-SCRIBE.COM WEB SITE: WWW.M-SCRIBE.COM

First Step to Medical Transcription is easier than you think...

For most Medical Offices, the decision to outsource their transcription work is a simple question of upside. The bottom-line benefits of successful outsourcing promise to be substantial and, for an ever-growing cadre of executives, well worth the risks that accompany ceding control over certain no strategic--and, in an increasing number of cases, strategic--assets.

Today, executives are seeking to establish repeatable formulas to mitigate risk and maximize reward. While each hospital outsourcing arrangement requires its own unique treatment, several best practices in selecting which services to outsource, which vendors to use, and how to manage these new relationships have begun to show their value across the board. The following nine rules should be tacked to the bulletin board of any executive concerned with outsourcing:

- 1. Make an outsourcing decision based on strategic goals, not just tactical urgency.** Use an enterprise wide assessment of cost- and productivity-enhancing options.
- 2. Communicate fully with current employees.** They must shift from an initial position of fear or anxiety to one of positive collaboration in transferring knowledge to the vendor.
- 3. Build joint company-vendor teams.** Joint transition efforts help to fine tune and introduce new processes. Training and site visits should be reciprocal.
- 4. Invest in a robust selection process.** It's not easy to switch vendors later, so careful consideration, interviews with other clients, detailed modeling, multilevel contacts, and due diligence are worth the substantial effort.
- 5. Define appropriate performance measures.** Key performance indicators should address service delivery quality and total costs, and should be within the provider's clear control.
- 6. Design an exit strategy.** Prepare to survive a contract termination, when operations might need to be transferred to another vendor or brought back in-house.