



Turn vendor management from hidden cost into measurable value

RCM vendor partnerships can be powerful—but unmanaged, they quickly turn into hidden debt. Too many health systems stack vendor on top of vendor without a clear inventory, strategy, or exit plan. The result? Overlaps, wasted spend, and tools no one's using.

This checklist helps you step back, bring clarity to your vendor relationships, and ensure every partnership adds real value.



Vendor Clarity Checklist

01

Inventory Every Vendor

Don't rely on memory or procurement lists. Pull data from IT, Finance, and Operations.

- Who are we paying?
- For what specific service?
- Under what terms?

02

Assess What's Working (and What's Not)

Each vendor should have a defined goal, an owner, and a measurable budget. Review not just whether a vendor delivers what they promised, but whether that's still what you need.

- Why were they brought in?
- Who is managing them?
- Are we tracking outcomes?
- What are their KPIs?
- Is their performance lagging behind, meeting, or exceeding expectations?
- Is the service still needed?

04

Look for Untapped Capabilities and Areas for Consolidation

You may already be paying for more than you use.

- Are there features/modules we're ignoring?
- Can this vendor replace others?

03

Identify Overlaps & Redundancies

Cross-reference responsibilities and outcomes.

- Are two vendors solving the same issue?
- Who is underperforming?
- Where is the overlap?

05

Assess Automation Opportunities

What can be digitized to save costs or streamline workflows?

- What's still manual?
- Could automation replace vendor labor?

06

Create a Vendor Succession Plan

Document everything from purpose to results.

- Who brought the vendor in?
- What problem were they solving?
- What's the transition plan?

08

Revisit Annually—Not Just at Renewal

Make vendor management a living part of your RCM strategy.

- Have our needs evolved?
- Is this vendor evolving with us?

07

Prepare a Strategic Business Case

Use real numbers to make your case.

- What would we save by consolidating?
- What performance gains could we expect?

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to build an RCM strategy that delivers results.

