Digital Continuing Care Vendor Evaluation Scorecard for Treatment Centers

Use this worksheet to compare digital continuing care tools before you bring a recommendation to clinical leadership, operations, or ownership.

How to Use This Scorecard

1. Review the evaluation categories with the stakeholders who will influence adoption.
2. Score each category from **1** to **5**.
3. Note any non-negotiables, implementation concerns, or red flags.
4. Complete the final pilot decision worksheet before moving to a vendor pilot.

Scoring Scale

- **1** = Poor fit for our program
- **3** = Acceptable with caveats
- **5** = Strong fit with high executive confidence

Suggested Stakeholders

- Clinical leadership
- Operations
- Discharge or alumni program owners
- Executive leadership or ownership

1. Clinical Fit

Does the tool reinforce the modalities your team already teaches rather than introduce a competing philosophy?

Questions to score:

- Does it align with the clinical language your team already uses in residential, PHP, and IOP?
- Will clinicians feel comfortable recommending it during treatment and after discharge?
- Is it clearly positioned as a supplement to care rather than a therapy replacement?

Score (1-5): _____

Notes: _____

2. Safety and Clinical Boundaries

Clear product boundaries matter more than feature breadth when the cost of confusion is clinical risk.

Questions to score:

- Are the limits of the product explicit, including crisis and escalation boundaries?
- Does it avoid high-risk engagement patterns like anonymous forums or open-ended AI therapy chat?
- Would your compliance and clinical leaders agree that the product stays in its lane?

Score (1-5): _____

Notes: _____

3. Privacy and Compliance Exposure

Executives do not want hidden PHI workflows or provider-side data management surfacing after procurement starts.

Questions to score:

- Where is client activity data stored and who controls it?
- Does your team need to manage patient data in a provider dashboard?
- Can clients choose if and when they share their activity with staff?

Score (1-5): _____

Notes: _____

4. Operational Lift

A tool that sounds lightweight in a demo can still create rollout drag or long-term monitoring burden.

Questions to score:

- How much staff training is required before launch?
- Does anyone need to check a dashboard, queue, or inbox on an ongoing basis?
- Can this be introduced without adding work to case management or discharge teams?

Score (1-5): _____

Notes: _____

5. Implementation and Adoption

The best-fit solution should be easy to introduce at intake, step-down, discharge, or alumni handoff points.

Questions to score:

- Can clients start using it quickly without complex setup or account provisioning?
- Are staff materials available for rollout and talking points?
- Can you launch a limited pilot without major IT or EHR work first?

Score (1-5): _____

Notes: _____

6. Pilot Readiness and Measurement

A strong partner should help you define success before rollout rather than after budget is already committed.

Questions to score:

- Can you define a small, low-risk pilot with a clear owner?
- Do you know what first-30-day metrics would indicate traction or poor fit?
- Can the tool be evaluated without a six-month implementation cycle?

Score (1-5): _____

Notes: _____

7. Commercial Fit

The buying model should match how treatment centers actually budget and evaluate new services.

Questions to score:

- Is pricing simple enough to model for leadership and ownership?
- Can the vendor support a pilot before a larger commitment?
- Does the contract structure fit how your program approves new tools?

Score (1-5): _____

Notes: _____

Red Flag Checklist

Mark any item that would make the tool meaningfully harder to approve or operate.

- Requires staff to monitor a new dashboard or inbox every day
- Creates unclear HIPAA, PHI, or provider-side data workflow questions
- Uses anonymous community features or other unmoderated peer content
- Markets itself as a replacement for therapy, counseling, or clinical judgment
- Requires heavy IT, EHR, or integration work before a pilot can begin
- Cannot explain what success should look like in the first 30 days

Pilot Decision Worksheet

- Top three must-haves for our program: _____
- Top three red flags we will not accept: _____
- Best first use case: intake, step-down, discharge, alumni, or group support
- Pilot owner and cross-functional stakeholders: _____
- First-30-day success metrics: _____
- Recommended next step: reject, revisit later, or pilot now

Want help pressure-testing fit for your program? Book a 30-minute program review .

Or learn more at neurtureapp.com/for-treatment-centers .