Driving better patient experiences through workflow technology

Where do hospitals and acute-care facilities stand?

Hospitals and acute-care facilities are leveraging technology to create more efficient staff workflows that drive better patient and business outcomes, according to a recent survey of clinicians, healthcare IT and business leaders by HIMSS Media.*

WHERE DO HOSPITALS AND ACUTE-CARE FACILITIES STAND?

GOALS ARE HIGH

Nearly 8 out of 10 clinicians, healthcare IT and business leaders believe process automation is a high priority for improving workflow and efficiencies.

MANY CITE POSITIVE IMPACT

Top 5 positive impacts:
- Improved workflow charting efficiencies/fewer repetitive tasks: 22%
- More collaboration/communication: 15%
- Reduced costs: 14%
- Better patient experience: 12%
- Increased process efficiency/speed: 12%

GOALS ARE HIGH

Nearly 8 out of 10 place a high priority on process automation as a way to create efficient workflows.

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THERE HAVE PAIN POINTS TO ADDRESS

TOP PAIN POINT PERCEPTIONS VARY BY ROLE

Less than 1/2 think their current software solution is addressing their biggest pain points.

PERCEIVED BARRIERS SLOW PROGRESS

HOSPITALS ARE MOVING FORWARD TO ACHIEVE THEIR GOALS

7 out of 10 are:

- Leveraging or likely to use artificial intelligence and machine learning
- Scoring or planning to score cybersecurity threats
- Automating processes for detecting/patching IT vulnerabilities

Learn more about healthcare workflow optimization at servicenow.com/healthcare

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**The word “staff” refers to all clinicians and team members serving the patient.

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