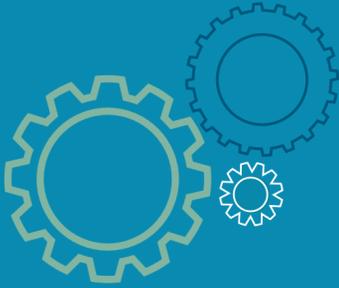


Where do hospitals and acute-care facilities stand?

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.*

GOALS ARE HIGH



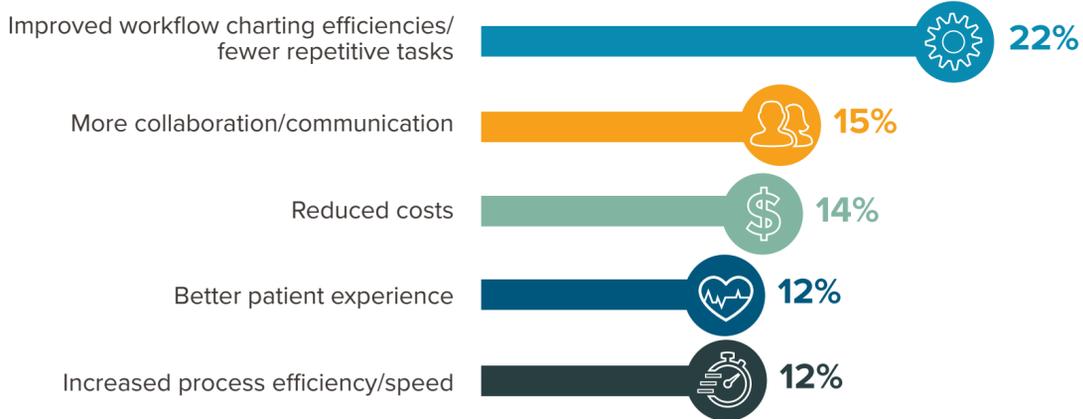
Nearly **8** out of **10** place a **HIGH PRIORITY** on **PROCESS AUTOMATION** creating efficient workflows



Nearly **7** out of **10** are **LEVERAGING TECHNOLOGY** to create a great staff experience**

MANY CITE POSITIVE IMPACT

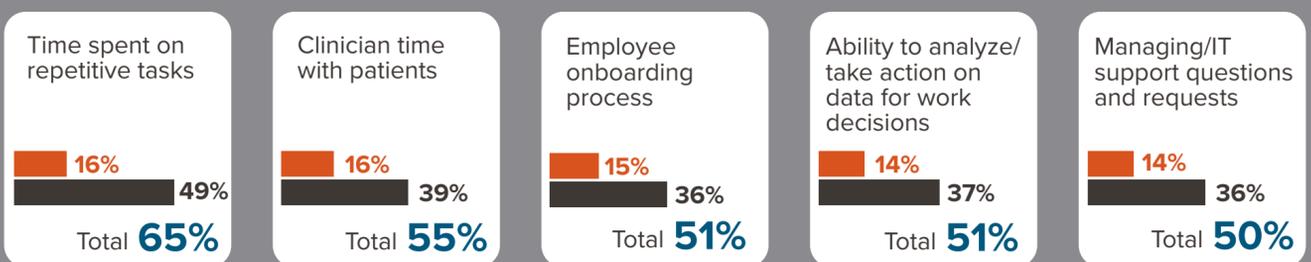
Top 5 responses



THEY HAVE PAIN POINTS TO ADDRESS

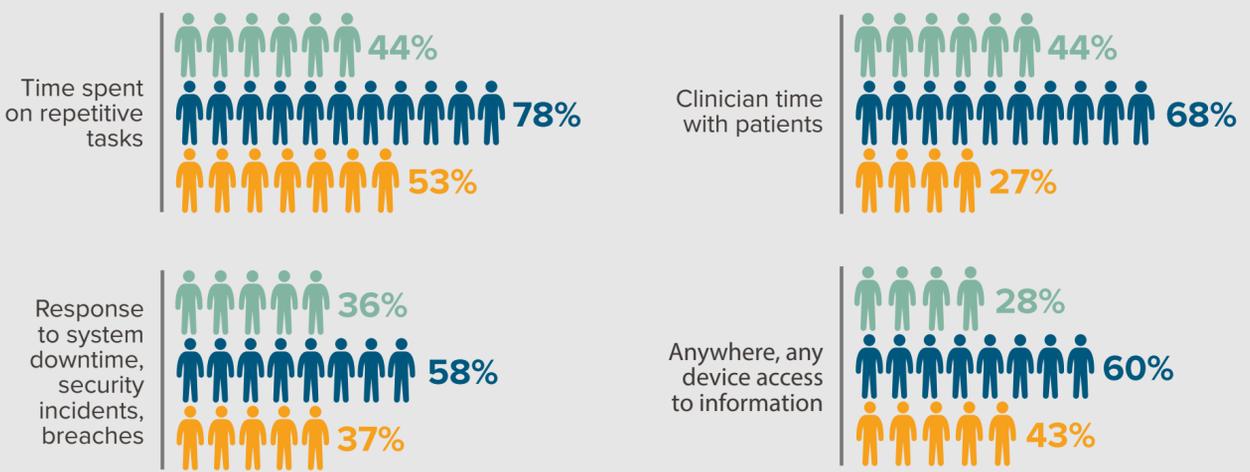
Ranked by significant pain point/needs improvement

● Significant pain point ● Needs improvement



TOP PAIN POINT PERCEPTIONS VARY BY ROLE

● Technology staff ● Clinical staff ● Business staff



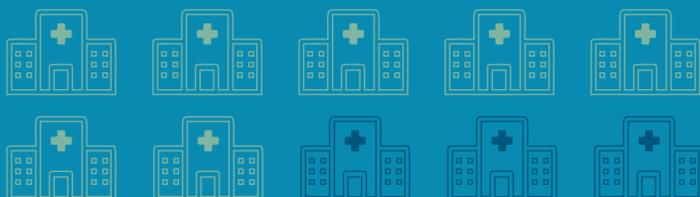
Less than **1/2** think their current software solution is addressing their biggest pain points

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



ServiceNow (NYSE: NOW) makes work, work better for people. Our cloud based platform and solutions deliver digital experiences that help people do their best work.

*HIMSS Media Research Report, sponsored by ServiceNow, December 2018. Hospitals and acute-care facilities include a mix of multi-hospital systems, integrated delivery networks, academic medical centers, stand-alone specialty hospitals and long-term care facilities.

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

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