Make healthcare work better

Deliver better experiences and outcomes, without compromising security or compliance
Break down silos to deliver better care

Improve experiences with a more agile, intelligent organization

Spiraling healthcare costs, workforce shortages, chronic disease, and aging populations are stressing healthcare systems. And the rise of consumerism has changed how patients expect to interact with healthcare providers.

Delivering great patient experiences while navigating these challenges is complicated by outdated infrastructure, fragmented data, and inefficient processes. You need more efficient clinical and operational workflows to make work easier for those on the front lines.

ServiceNow® transforms healthcare operations with one platform—connecting every team, streamlining every workflow, and integrating critical systems. We advance your vision of:

- Providing convenient, seamless patient experiences
- Creating a safe, efficient work environment that allows clinicians to spend more time focused on patients
- Optimizing IT infrastructure to improve efficiencies and make operations more resilient
- Remediation threats quickly to improve security and compliance

ServiceNow provides a cloud platform that replaces unstructured work patterns with automated, intelligent workflows. We make healthcare simpler and easier for both patients and clinicians to navigate—from self-service tools to accelerated onboarding for new hires.

IDC calculated that ServiceNow healthcare clients will achieve a five-year ROI of 390% and break even on their investment within eight months. Healthcare organizations realize service management staff efficiencies, lower costs, and increased caregiver productivity levels.

Keep reading to learn more about the impact we make.
Create a better work experience for clinicians

Rethinking clinician onboarding
Clinician onboarding is both costly and time-consuming. Credentialing and onboarding involve months of manual coordination between departments, outside agencies, and other third parties.

ServiceNow offers a more unified solution, automating and orchestrating tasks and processes across entities and systems. Everyone has one place where they can find or upload the information they need.

The potential applications stretch beyond onboarding to other lifecycle events, creating an easier way to support those moving into new roles or transferring facilities. It’s a win-win!

EXPLORE DETAILS

The benefits of digital workflows
ServiceNow gives hospitals a single platform for setting up and managing onboarding and other key employee lifecycle events. Simplified access to HR services helps eliminate frustrations and improve employee satisfaction. Digital workflows and automation accelerate the onboarding process, making it easier and faster for clinicians to start seeing patients. Learn more about how ServiceNow can help improve HR productivity and the employee experience.

VIEW INFOGRAPHIC

HR can improve outcomes
In this paper, analysts at CIC demonstrate the value of ServiceNow HR Service Delivery with capabilities for safely onboarding, developing and engaging a healthcare workforce, ultimately reducing turnover.

Rather than trying to replace applications across clinical, HR, IT, and business functions, we help you:

• Create a next-generation employee experience through digital workflows that address workforce engagement and high turnover challenges.
• Leverage a single HR service delivery platform to make it easy for employees to get needed services.
• Use analytical services to track important HR performance metrics over time to continuously optimize service delivery and understand the issues that impact quality care.

REVIEW ARTICLE
Heighen security and compliance across the entire organization

Create a secure environment
Making clinical and administrative systems and workflows secure, without restricting them, is an important challenge. Technology that supports a security-first approach can help mitigate the risks and maintain security governance from the outset.

Analysts at CIC highlight how ServiceNow solutions deliver value with robust security and privacy controls to meet the needs of patients. With ServiceNow, healthcare organizations can develop a faster, more proactive approach to identifying and remediating threats.

REVIEW REPORT

Balance IT performance and security
It’s more critical than ever for healthcare organizations to have visibility into how traffic moves across their networks and when changes in IT service occur. But an increased security posture can conflict with what’s necessary to deliver optimal clinical and business services. For example, new security protocols for a system can create a ripple effect that negatively affects the clinician’s experience.

IT Operations Management (ITOM) and security solutions help balance healthcare systems’ security and performance requirements. Connecting IT operations and security teams on one platform helps everyone proactively manage risks.

FIND OUT HOW

Strengthen risk management
Providers must manage increasingly complex regulatory risks and cybersecurity threats. Vulnerabilities must be prioritized and addressed immediately; delays can be detrimental.

ServiceNow brings automation to the process:
- Scanning and assessing for potential vulnerabilities across the enterprise.
- Centralizing information in a single location and prioritizing risks.
- Immediately assigning and tracking actions and then alerting key parties to developments as they occur.

LEARN MORE

The state of security response
Cyberattacks against healthcare organizations are increasing in volume and severity. Hackers seem to be a step ahead. You don’t need more people—you need a better approach. ServiceNow provides better visibility into what’s happening across the organization and a more efficient way to manage problems.

VIEW THE DATA
Optimize care to improve patient satisfaction

Better experiences require efficiency
Patients today have greater access to health information, empowering them to seek treatment that’s higher quality, more convenient, and a better value. They expect more and want answers fast, but it’s not easy to meet this challenge.

Delivering effective customer service requires you to break down silos and automate processes across practices to diagnose and meet patient requests more efficiently.

ServiceNow:
- Gives patients more power to directly get the answers they need with personalized, self-service options and online support.
- Enables customer service representatives to effectively triage more complex needs.
- Provides real-time knowledge about the health of medical devices and home care delivery.

With connected teams, systems, and workflows, healthcare providers can shift from reactive mode to providing the proactive service and support that patients demand.

Deliver consumer-like experiences
Patients are thinking and acting more like consumers when it comes to healthcare. Providers need to deliver more streamlined, engaging experiences. To improve patient satisfaction, they need consumer-like solutions that leverage modern technology.

ServiceNow can help. For instance, a voice-activated bedside assistant can help patients communicate with their care team while AI prioritizes the requests and routes information to the right resources to help. Read more about five steps you can take to start improving patient experiences.

SEE DETAILS

The new healthcare consumer
The consumer is now king in healthcare. Organizations must create digital continuums of care that deliver consistent access, engagement, and experiences for patients.

Those that effectively respond to the rise of consumerism in the digital era show:
- Better relationships with patients
- Improved clinical and operational efficiencies

ServiceNow transforms operations with digital workflows and automation to help healthcare organizations deliver more consumer-like experiences.

READ THE EBOOK

LEARN MORE
Modernize IT to realize greater operational efficiencies

**Next-generation EMR management**
EMR systems are continuously maintained and optimized to support more complex services and technologies. But the IT department lacks visibility into the second- and third-order effects of different changes made to the platform. These changes can affect how clinicians do their work, creating frustration.

Healthcare organizations need a clear view into the underlying IT infrastructure that supports EMR. Without it, siloed data sources, disconnected point solutions, and service disruptions may interfere with clinicians’ ability to deliver quality patient care. ServiceNow provides a more holistic approach to EMR maintenance and management.

**Ensure resiliency for critical healthcare IT services**
Healthcare IT professionals are tasked with growing responsibilities as the industry embraces more mobile and digital technologies. How can organizations optimize IT investments?

ServiceNow can help your IT team to deliver more value and gain real-time visibility across the entire organization. Take a quick glance at three ways we can improve the value of IT.

**Automate EMR service requests**
The last thing clinicians have time to deal with are the inevitable technology issues that occur with EMR systems. ServiceNow makes it easier for clinicians to make a service request or improvement suggestion with one click of a button inside the EMR platform—giving them more time to spend with patients.

Healthcare IT teams are enabled to resolve issues more quickly, with requests automatically routed to the right team. Everyone has one place to go to see the status of requests, eliminating the need for emails or calls back and forth.
Create more efficient processes with flexible digital apps

**Execute contracts from anywhere fast**
Healthcare doesn’t pause. Organizations need to be able to continue to operate no matter what happens. Executing and managing contracts are a normal, but critical, part of the routine behind-the-scenes to keep operations on-track. And it’s a process that relies heavily on in-person touch points—from reviewing papers to signing documents to flagging changes. With more healthcare employees working remotely, creating a more efficient, digital process is critical.

App Engine lets you build fast, customized solutions to transform niche processes—like contract management—so it works better for everyone. It automates the flow of work to prompt people to take action at the right time, creates more transparency, and integrates easily with eSignature software so paper doesn’t need to change hands.

**Eliminate complexities around small tasks**
Small details—like safety signage—can play a big role in preventing accidents, injuries, and even illnesses by keeping safety protocols top of mind. It’s also a critical part of keeping facilities compliant. While it may seem like a minor task, it involves layers of operational complexities.

App Engine helps you simplify the process:
- Quickly build new workflow applications around signage so that you stay compliant with safety standards and quality assurance policies.
- Create a central portal with standardized signage choices to gain better control over messaging, design, and placement.
- Automate workflows to accelerate approval processes and coordination.

*“ServiceNow has driven us to improve our own processes and that has resulted in our clinicians spending more time with patients.”*

Chuck Huntley
Director of DPS Service Delivery
Novant Health