Embracing disruption to drive transformational success in healthcare
Healthcare providers face unprecedented change, driven by consumerism and technology advancements.

In this new digital era of healthcare, organizations must re-center their operational focus around improving experiences and long-term outcomes for patients, their clinicians and staff across the entire continuum of care. Data must be accessible, sharable, and highly secure to better inform decisions and affect the quality of care.

But there are several major challenges slowing progress. Siloed systems and processes are the norm in many organizations, creating widespread inefficiencies. Physicians are frustrated about spending more time on documentation and bureaucratic tasks than with patients. Further, disjointed systems and processes increase risks, leaving the door open for undetected vulnerabilities that can lead to data breaches.

Healthcare organizations need a radical change to IT infrastructure to bring greater interconnectivity and a more patient-centric approach.

Enter ServiceNow. We help healthcare providers accelerate change, providing a clear roadmap to seize the value of their digital transformations. This includes:

- Modernizing IT infrastructure to connect critical systems
- Transforming the clinical experience
- Strengthening risk management

We provide a single, secure platform to deliver seamless healthcare experiences that improve outcomes.

Answering healthcare consumer demands

Consumers today expect healthcare organizations to take a hyper-personalized approach to addressing their needs. To succeed, providers must have deep, data-driven insights about the patients they serve in the moment they are responding to them.

Consumerism is also driving changes to the convenience of care, expanding the number of touchpoints for patients – from telehealth to urgent care facilities to self-service options. Having the right IT infrastructure is critical to providing caregivers across the entire spectrum with a more holistic view of patients, as well as providing a consistent and coordinated care experience.
Modernizing IT infrastructure to connect critical systems

A large web of legacy systems, as well as fragmented and manual processes, support the day-to-day operations of many healthcare organizations.

Sharing information – and acting on it quickly – can be a slow, manual process prone to errors. ServiceNow brings greater connectivity across the organization, uniting disparate systems and processes on a single platform that can automatically assign actions and track progress. Improving direct access to data across the organization leads to better decision-making, improved patient satisfaction, and empowered employees.

Transforming the clinical experience

Job satisfaction is negatively affected when people feel weighed down by low-level tasks or can’t get the information they need to do an effective job. It’s a major pain point for clinical staff but carries over to the administrative side as well. Technologies, like automation and artificial intelligence (AI), can take on some of the mundane tasks that exist in nearly every corner of the organization – from compliance to security audits to payments and documentation. The Now Platform® harnesses these technologies to change how work and information flows throughout the organization, reducing inefficiencies and leaving employees feeling empowered to spend more time on the things that matter most.

A closer look: Scripps Health and the Now Platform®

ServiceNow helped Scripps Health transform clinical workflows and make it easier for clinical staff to focus on patients. The efforts helped reduce service desk call volume by 20%, resulting in an estimated savings of $150,000-$200,000 per year, and freed up clinician time for patients.

Read the full story here.

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It’s definitely saving money, but at the end of the day, any time you can free up time for a physician or other caregiver to spend time with a patient, that is almost incalculable.

— Clark Kegley, MBA CHCIO
Assistant Vice President for Information Services
Strengthening risk management

Cybersecurity threats against healthcare organizations are rising in severity and frequency—some even threatening to bring operations to a screeching halt. Beyond the cyber world, providers must also diligently manage complex regulatory risks. There is no room for error, and delays can put highly sensitive information at risk. But disconnected operational processes and systems dictate the timeframe, slowing response times.

ServiceNow’s Governance, Risk, and Compliance solution brings automation to the process—scanning and assessing potential vulnerabilities across the enterprise, centralizing information in a single location, and prioritizing how critical each risk is to your specific organization. Actions can be assigned immediately and tracked through the system, alerting all key parties to developments as they occur.

A closer look: Community Health Systems

ServiceNow helped one of the largest US-based health systems automate low-level compliance tasks and gain greater visibility over all software assets across their enterprise.

Automation helped discover 19,000 machines with license overlap; they realized a 40% savings on license true-up costs.

“Before, gathering data for a single audit cost us more than $100,000. With ServiceNow Software Asset Management, we can save millions on compliance fines and resource costs.”

– Briana Alexander, Vice President of Process and Performance Excellence

About ServiceNow

Healthcare organizations that embrace digital transformation have turned it into a competitive advantage, positioning them as visionary leaders who are improving patient care. However, not all have seized the full value of this change. ServiceNow offers solutions to power the future of healthcare.

For more on ServiceNow’s healthcare solutions, visit: https://www.servicenow.com/solutions/industry/healthcare.html.