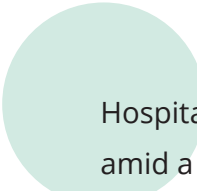
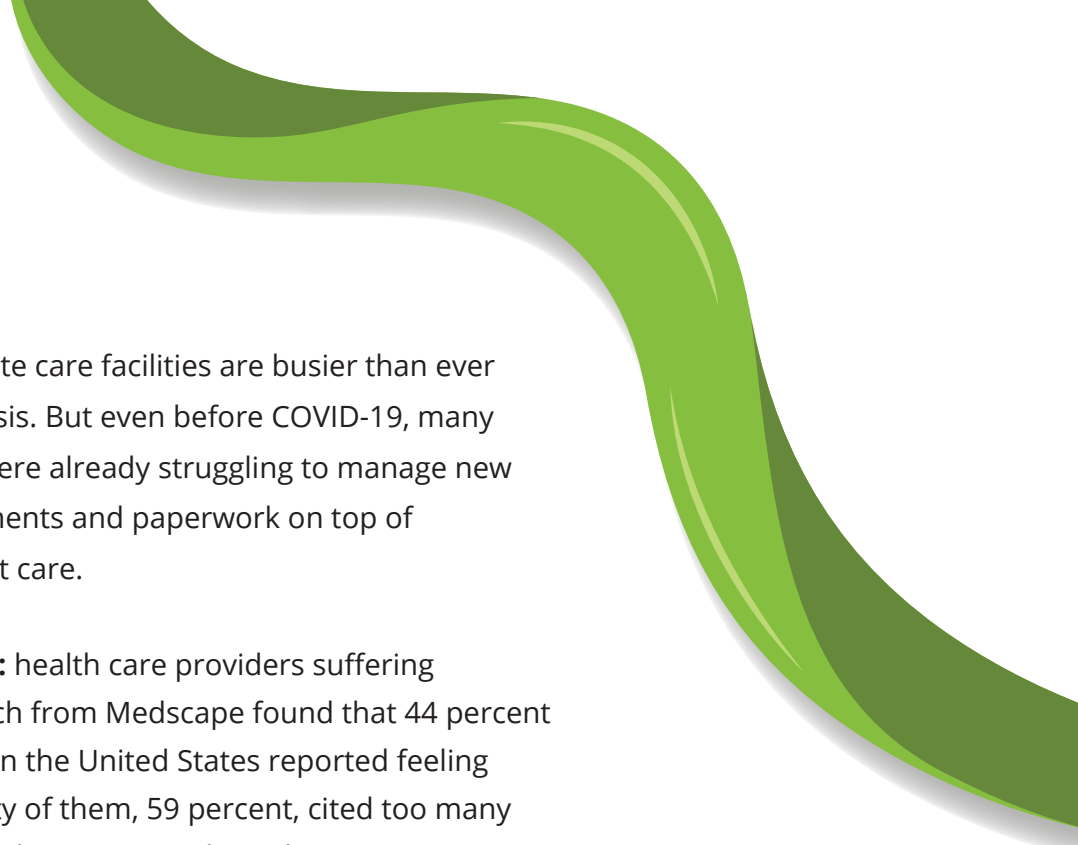


STREAMLINED  
WORKFLOWS AND

# IMPROVED PATIENT CARE WITH DeloitteRESOLVE


A dedicated health care  
workflow management  
ServiceNow application that  
can help you free up staff time  
to invest into patient care





Hospitals and other acute care facilities are busier than ever amid a global health crisis. But even before COVID-19, many health care providers were already struggling to manage new digital records requirements and paperwork on top of providing quality patient care.

**Among the challenges:** health care providers suffering burnout. Recent research from Medscape found that 44 percent of physicians surveyed in the United States reported feeling burned out. The majority of them, 59 percent, cited too many bureaucratic tasks, including paperwork, as the top cause.



Nurses are also taking a hit. The RNnetwork found that half of all US nurses it surveyed were considering not only leaving their current position, but their entire profession. The biggest reason: feeling overworked, with too much paperwork also high on the list.<sup>1</sup>

Even as health care facilities and providers make the shift to digital records, many processes and communications between care teams and support staff are still manual. And many of those who have made the shift are using outdated, time-consuming legacy systems. All of these issues not only negatively affect health care staff, but they can delay or otherwise negatively impact patient care as well. A common cause for all the problems: inefficient manual processes. And it doesn't help that all of this takes place amidst strict HIPPA guidelines and compliance requirements.

The good news is that workplace automation has the potential to help. But it can only do so if it's specifically geared to the needs of high-pressure health care environments and addresses the needs of both providers and patients.

Deloitte New Zealand spent a number of years working with hospitals in New Zealand and developed a solution based on the ServiceNow platform to address the opportunities they noticed as a result of this work. The solution, DeloitteRESOLVE, is now rolling out around the world. An add-on for COVID-19 management is also helping organizations both within and outside of the health care industry navigate and respond to the new reality.



# The problem: Health care is overwhelmed

In many ways, the problem is simple: methods for submitting and responding to service requests in hospitals and health care organizations have had little-to-no innovation over the last decade.

*“The way that work gets done in a hospital context, from an operations and logistics perspective, is really in an old-world mode, ”*

explains Matt Dalton, partner at Deloitte New Zealand and leader of the firm’s ServiceNow alliance across the Asia-Pacific region.

That legacy mode includes manual systems that can create the potential for delays in responses to service requests in a hospital. Even when requests do get through to the right people in a timely fashion, organizations are often hobbled by confusion among staffers regarding what they need to meet a given request. Additionally, manual systems provide no ability to access and analyze data for driving effective resourcing, scheduling, and asset management decisions.

It all adds up to inefficient systems—and that can contribute to less-than-desirable patient experiences, inefficiencies for care teams and orderlies, and a negative impact on staff retention and job satisfaction. COVID-19 has magnified these challenges.

These factors put pressure on already stressed and often under-resourced facilities managers and providers who strive to provide better patient care and services to internal customers in increasingly compressed timeframes.

But there’s good news. Easy-to-deploy, easy-to-use automation from Deloitte using the ServiceNow platform can help. “There is so much opportunity to redesign [those workflows] and reimagine that in the context of what modern technologies such as ServiceNow and DeloitteRESOLVE can bring,” Dalton says.

# The traditional hospital technology challenge

Deloitte has found that implementors of new technology in the health care or hospital setting typically encounter a common set of change management and technology implementation challenges. **These can include:**

Years of entrenched, manual processes that must be untangled and replaced with digital processes

Slow, waterfall-style IT management that can impede deployment

Competing priorities for staff and management teams in a fast-moving work environment that can sideline new technology implementation

Education challenges stemming from some individuals requiring additional or more in-depth technology training

Digital projects that get stalled without buy-in from every level of management and administration

## Solving the problem with Deloitte and ServiceNow

DeloitteRESOLVE is a certified ServiceNow application, meaning that it has gone through the rigor of ServiceNow review and approval to ensure it is fit for purpose. The application's health operations suite streamlines tasks and data access in the hospital context. Staff can access requests in real time through an intuitive mobile interface, move the requests through workflows, and assign them to different users, all while keeping everyone up to date with the latest status reports and service request activity.

DeloitteRESOLVE is already helping hospitals streamline requests for porters and maintenance support, as well as other operational workflows, while relieving pressure on health care providers.

The solution is easy to deploy and requires minimal configuration and training, as the design is based on real-life experiences and input from actual users. In addition, the existing and well-established ServiceNow platform helps enable fast and easy deployment.

In addition to core workflow management functionality, the solution offers a COVID-19 add-on to help organizations of any type manage return-to-work functions, including contact tracing.

One New Zealand health board deployed DeloitteRESOLVE to facilitate patient visitor registration and monitoring in their hospitals as part of the COVID-19 response.

People visiting the hospital sign in using a digital form before they can go beyond the entrance. This form also lets staff advise visitors of any social distancing or hygiene protocols they must follow during their visit.



The ability to securely store data removes the need for paper documents



Reports are available and ready to use in real time, which enables management teams to view information about visitors who are currently on one of their sites



The intuitive, user-centric solution enables management to stay on top of patient, staff, and visitor welfare throughout the COVID-19 response



Staff and patients can feel secure knowing that security personnel are tracking everyone on a ward on any given day

The DeloitteRESOLVE team has optimized the mobile app to work in a hospital context. That includes using low bandwidth when connected to hospital networks and the ability to function completely when offline. The mobile app has been designed in a way that allows staff to use all functionality while holding the device in one hand, limiting disruption to their day-to-day tasks in responding to requests.

The streamlined approach to making and responding to requests enabled by DeloitteRESOLVE can help eliminate waste and improve response times within the hospital, letting everyone, from patients to staff, breathe easier.

# Benefits throughout the organization

DeloitteRESOLVE links many different areas across an organization, including:

- CARE TEAMS
- FACILITIES MAINTENANCE AND ENGINEERING
- HUMAN RESOURCES
- IT
- SUPPORT TEAMS
- HOSPITAL MANAGEMENT

That's because the unified "platform of platforms" enabled by the underlying ServiceNow application reaches across organizational barriers to streamline operations. This also makes it easy to scale as implementers achieve buy-in across the organization. Organizations can start with one or two use cases where they see immediate value, before expanding their use of DeloitteRESOLVE to the management of other workflows once staff are familiar with using the tool.

## Getting started and best practices

Deloitte implementers for DeloitteRESOLVE have developed a range of leading practices for health care facilities to help them get started.

- Get buy-in at every level of management, from the ward up through health care facility and system administration
- Plan deployment timeframes around the facility's schedule, engaging providers on the shifts they work, and around their schedules
- Build up trust and ease adoption by working side-by-side with users, including facilities staff and providers
- Assist with handling change management as well as deploying the technology
- Start with one ward or department and expand from there

Finally, look to Deloitte for help with all of the above.

***“ We support people around the world through that change journey, ”***

Dalton says. “In our minds, that's the secret sauce to getting real benefits and outcomes from the solution, not just putting in technology.”

# The bottom line

Hospitals and other health care facilities are under more pressure than ever, as made particularly apparent in the COVID-19 crisis response. DeloitteRESOLVE can help with end-to-end workflow automation that frees up providers and staff to do what they do best: take care of patients.

Support and management of people—providers and staff—is a crucial element in successful deployment, and Deloitte can help with hands-on expertise in leadership engagement and change management. DeloitteRESOLVE is available in the ServiceNow store and undergoes regular updates in response to the rapidly evolving needs of the health care community.

**For more about how workflow automation can save time and free up resources for your organization, visit**

<https://www2.deloitte.com/us/en/pages/about-deloitte/solutions/servicenow.html>

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<sup>1</sup> Portrait of a Modern Nurse Survey, RNnetwork, February 2017

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