

# Streamline the delivery of value-based care with the ServiceNow Digital Health Platform

Across the healthcare industry, hospitals, aged care providers and private practices are grappling with how to improve patient care in the face of rising costs and growing staff shortages. It's a challenging time, with figures showing the health workforce must become four times more productive by 2050 to meet forecast demand.<sup>1</sup>

Digital transformation is key to improving the health of the system. With the right tools in place, healthcare providers can achieve the quadruple aim in healthcare: improving the patient experience, reducing costs, advancing population health, and improving the provider experience.

The ServiceNow Digital Health Platform delivers on all these goals.



**14.2%**

of GPs time is spent on non-billable admin work.<sup>2</sup>

**78%**

of nurses report feeling burnt out.<sup>3</sup>

**80%**

of healthcare CEOs believe that healthcare needs disruption and change.<sup>4</sup>

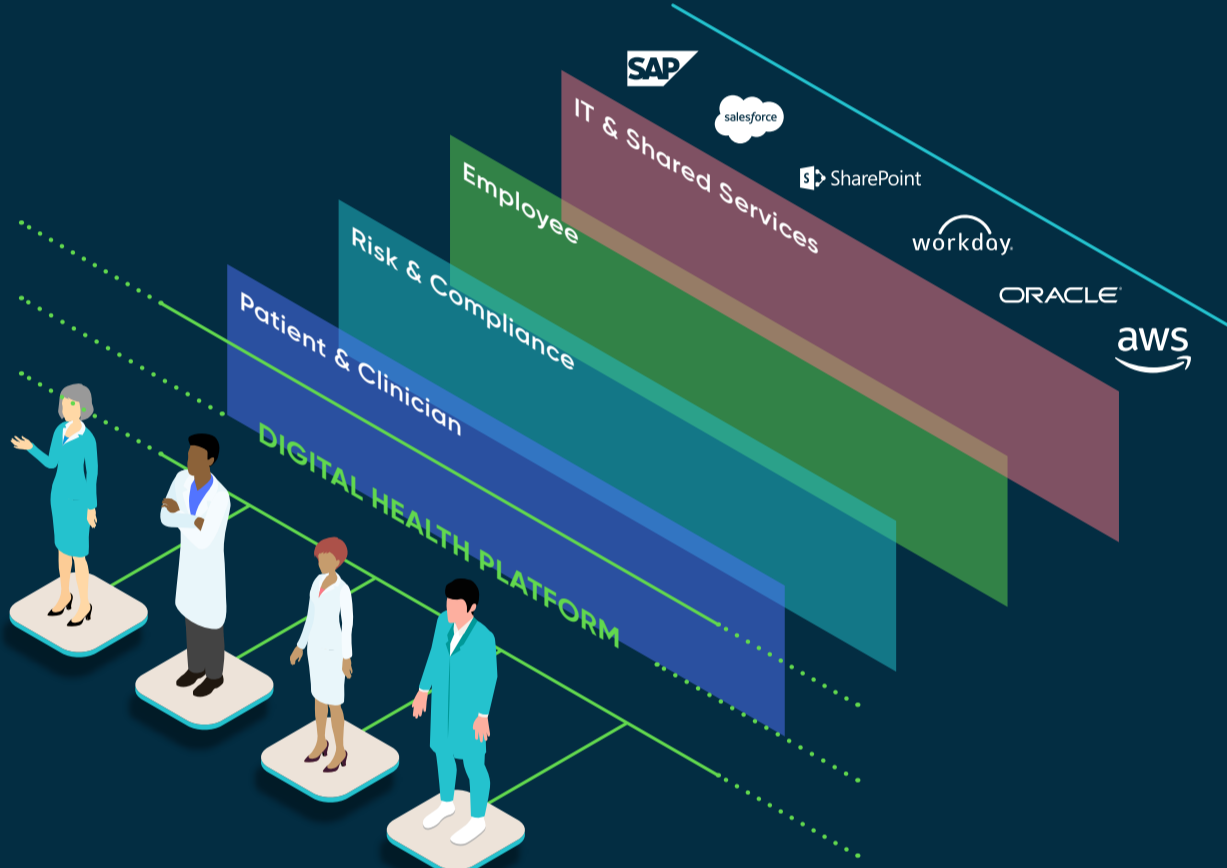
**4x**

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## What is the ServiceNow Digital Health Platform?

The Digital Health Platform sits across your entire IT infrastructure to enable the seamless, interoperable and secure sharing and flow of patient information and healthcare data – no matter which systems and tools you use today.

It unifies existing electronic medical records (EMRs) and links patient, provider, and payer data based on the FHIR–HL7 healthcare data model. The platform is optimised to meet ongoing security and privacy regulations.



## The path to delivering value-based care

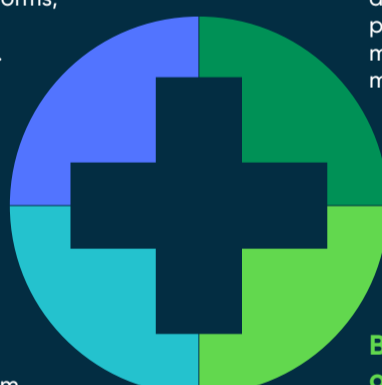
Acting as an 'engagement' layer, the ServiceNow Digital Health Platform brings all your workloads to life and puts the right data into the hands of healthcare practitioners and administrators – where and when they need it.

### Improve the clinician experience

Simplify and automate workflow tasks across channels and platforms, helping users work smarter and faster.

### Enhance the patient experience

Help caregivers enhance care, by providing a clear picture of a patient's medical history, medications, care plan and more, all in one place.



### Reduce costs

Get more value from your existing technology investments, boost productivity, and reduce maintenance and management overheads.

### Boost health outcomes

Bring disparate systems of data together to deliver richer insights that enable more impactful decision-making and action.

## Additional benefits of the ServiceNow Digital Health Platform



### Manage data and compliance

Protect patient data, sensitive information, and connected medical devices. Do it all while maintaining regulatory compliance and without interrupting workflows or patient care.



### Become more agile

With comprehensive data at your fingertips, respond to regulatory changes and other demands faster than ever.



### Gain a single view

From vaccine administration management to consent and digital documentation, all healthcare workflows can be streamlined and consolidated into a single view.

## NSW Health transforms end user experience with ServiceNow



**880k**

active users

**\$16m+**

in savings over 2 years

**1** integrated platform for IT infrastructure, applications and information management

## Your transformation starts here

To learn more about how the ServiceNow Digital Health Platform can help your healthcare organisation move towards a value-based care model, [visit your.servicenow.com/health](https://www.servicenow.com/health).



1. Deloitte, [Australia's Health Reimagined](#), 2022 / 2. The Royal Australian College of General Practitioners, [How do Australian general practitioners spend their time?](#) 2021 / 3. RACGP, [A quarter of the primary care nurse workforce could soon quit, survey shows](#), 2022 / 4. KPMG, [Healthcare CEO Future Pulse](#), 2021