freshservice
by freshworks

ITSM in Healthcare

Re-define Patient experience and deliver world-class health care

Role of Technology in Healthcare

The age of connected patients, digital network and data rich departments demand seamless service delivery and effective patient care. Technology touches lives in healthcare and it is vital for hospital administration to think unconventionally and invest in the latest technology for better IT Service Management (ITSM). However, data privacy and security are crucial in managing patient medical information. IT Service Management (ITSM) streamlines existing processes and improves value delivered to end users.

Today, technology transforms our quality of life. Following the trend of other industries, healthcare leverages the benefits of IT and technology to provide world-class service. ITIL framework helps businesses to track processes and improve efficiency. Fragmented IT departments across hospital chains have their own IT team and CIOs. It is vital to implement a single service desk system to consolidate fragmented data. Healthcare IT is dependent on technology to provide advanced patient care and world class facilities. Service quality is crucial in healthcare IT that it cannot afford to have any service outage or disruption.

Drivers of ITSM

- ✅ Electronic Health Record, EHR
- ✅ Telemedicine and telehealth
- ✅ Mobility & BYOD
- ✅ Smart medical devices
- ✅ Chain of hospitals
- ✅ Better patient care

Electronic Health Record, EHR

Digital transformation in healthcare resulted in online medical record storage. Electronic health records store patient medical information including prescription and other medical documents digitally. Exchange of patient records happen online and it is easier to access health records quickly. It ensures secured exchange of information with patients and clinicians. Service quality improves with electronic data and records are mostly medical images that are shared with doctors online. This reduces errors, provides safer and effective patient healthcare.

Telemedicine and telehealth

Telemedicine provides remote healthcare using distant monitoring and uses EHR to share patient medical history. Technology enables remote connectivity between patient and doctor. Online records and technology availability are crucial in delivering uninterrupted health service. However, it is important to ensure availability of online tools and manage services efficiently through ITSM strategy. It is also crucial to handle training of these applications and address any issue reported.

Mobility & BYOD

Doctors and hospital staff use their personal devices most of the times. They expect the availability of medical data in their own devices. This is a result of Bring Your Own Device and it is the responsibility of IT to ensure patient's EHR application is compatible to any device. In this case, data security is important as medical data are sensitive. Security plays a major role in choosing an ITSM solution

Smart medical devices

Healthcare involves usage of medical devices and clinical instruments that are connected with other devices. IT Asset management helps in managing these assets and identify any potential failure. Inventory and contract management ensure assets are managed with proper context. Major incidents are avoided with continuous asset lifecycle management. These devices are connected with each other digitally and therefore, proactive service management eliminates unexpected interruptions in service.

Chain of hospitals

Hospital expands their network by adding smaller clinics and hospitals. However, it is recommended to manage infrastructure and IT centrally to consolidate data. Central IT team handles procurement and infrastructure maintenance. Following an unified ITSM strategy connects various hospitals and data is maintained centrally to take any meaningful decisions. Local support team handles day to day operations and firefighting activities. However, implementing a single service desk solution consolidates data and helps management to derive meaningful insights.

Better patient care

Healthcare IT cannot tolerate any failure or slow response. Patients nowadays access their EHR from anywhere and connect with doctors remotely for treatment. Therefore, addressing any issues reported by clinical staff on time is crucial to meet end user satisfaction and deliver a better patient care.

Role of service desk in healthcare

ITIL aligned service desk helps hospital IT support team to address staff issues properly and streamline internal processes.

Clinical Process Improvement with Incident management

Healthcare industry handles multiple clinical devices and instruments. Digital applications are also on the rise with EHR. Therefore, it is essential to resolve users' issues as fast as possible. Incident management ensures seamless operations and manage issues related to any infrastructure. Medical devices are connected to each other and therefore, incident management is crucial to avoid any service interruption.

Clinical Asset lifecycle management

Automate your asset management by maintaining device history such as date of acquisition, warranty, cost, contract details, expiry etc. End to end asset lifecycle management and asset tracking are easier. Interdependencies between assets are maintained that help to understand impact. Protecting clinical assets and ensuring their smooth operations improve patient care and patient experience.

System monitoring and management

Clinical service desk ensures seamless working of medical systems and infrastructure using service desk's system monitoring capabilities. Alerts and notifications are sent in case of any system failure. Technological faults are intolerable in healthcare industry and therefore 24/7 monitoring is important to maintain normal operations of the hospital.

Proactive IT with Problem Management

Healthcare IT has great benefits being proactive and avoiding any potential operational failures. Healthcare deals with human lives and therefore, proactive ITSM is preferred to avoid any risk. However, everyday firefighting activities are inevitable and handled by Incident management. Problem management helps in analysing the root cause analysis (RCA) and figuring out a permanent fix to known problems.

Intuitive user experience with a Service Catalog

Clinical staff request management is handled with an user-friendly and intuitive service catalog to streamline employee requests related to IT, admin, HR etc. It provides a shopping cart like experience to request for relevant items and end users can track the availability and status of requested service item.

New Technology implementation with Change Management

Healthcare companies undergo new projects to be up to date with latest technology trends. ITIL Change management ensures smooth transition without any interruption to hospital service. In order to meet new business opportunities and grow faster, agile change management ensures faster release and service excellence. Agility is important to meet healthcare users' demands and improve service execution.

CASE STUDY

How NHS benefited from implementing a service desk

Western Sussex Hospitals NHS Foundation Trust runs three hospitals, serving a population of 450,000 people across most of West Sussex. Unhappy with their IT service, they switched to Freshservice and used it to create their current system, which won Best Implementation of an ITSM Solution Award at the 2017 SDI IT Service & Support Awards.

The major challenge faced by NHS was the outsourced IT services that did not meet expectations. After months of evaluation of 14 vendors, NHS finally chose Freshservice service desk that is simple and user friendly. NHS ensured self-service was adopted among user groups to improve efficiency and email channel was completely removed.

Here is what Grant Harris, Head of IT Operations says, "After the quick implementation with continued support throughout the process, Freshservice clean, simple interface and adaptability further won the IT team's support. As the performance of IT operations improved, so did the end-users' perception of the IT team, which became viewed as a value-add. Automation was a big win – it reduced time spent on calls, improved SLAs, and relieved pressure on the IT team."

METRICS	BEFORE FRESHSERVICE	AFTER FRESHSERVICE
Wait times	15 Minutes	16 Seconds
First call resolution	55%	91%
Self service usage	10%	42%
Csat	-	96%
Received Calls	4249	2925
First Response Time	6 Minutes	3 Minutes

Here is the report after one year of successful implementation of service desk.

- 22 second average pick up time on the phones
- 95.6% of our users are happy with the service
- 91.9% first contact resolution
- 42,697 tickets were logged, we have an average of 5 agents on our desk, 9 desktop engineers and 6 Infrastructure engineers. We provide the service to about 8000 users with 5500 client devices.
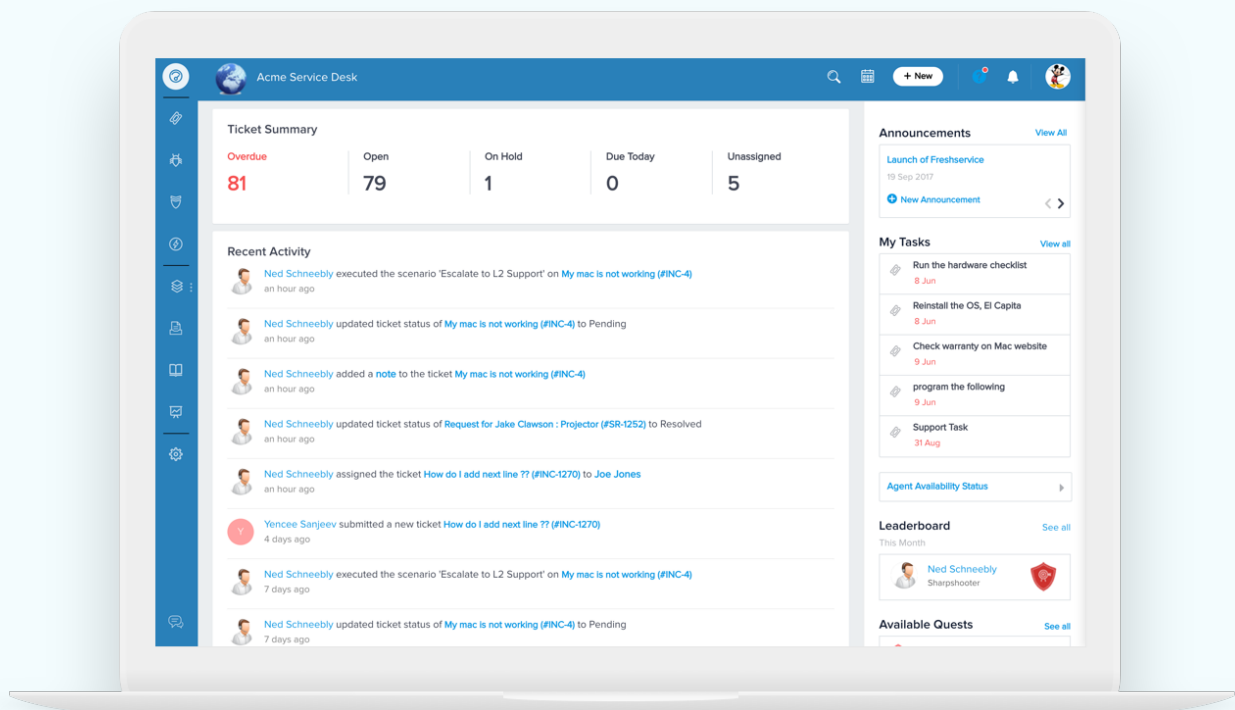
Benefits of Healthcare IT

- Cost reduction with cloud solutions
- Improve user experience with Self-service
- Deliver Clinical excellence
- Outstanding Patient experience
- Data innovation through consolidated service management
- Proactive IT support

About Freshservice

Freshservice is a cloud-based IT service desk and IT service management (ITSM) solution that is quick to setup and easy to use and manage. Freshservice leverages ITIL best practices to enable IT organiations to focus on what's most important - exceptional service delivery and customers satisfaction. With its powerfully simple UI, Freshservice can be easily configured to support your unique business requirements and integrated with other critical business and IT systems. Are you trying to keep up with the current ITSM trends? Freshservice is on a constant mission to innovate and deliver great experience.

Start your free trial now :

www.freshservice.com/signup

by freshworks