

WHITEPAPER

How BMC Helix Helps the Healthcare Industry Run and Reinvent

Modernizing the business,
Delivering exceptional care

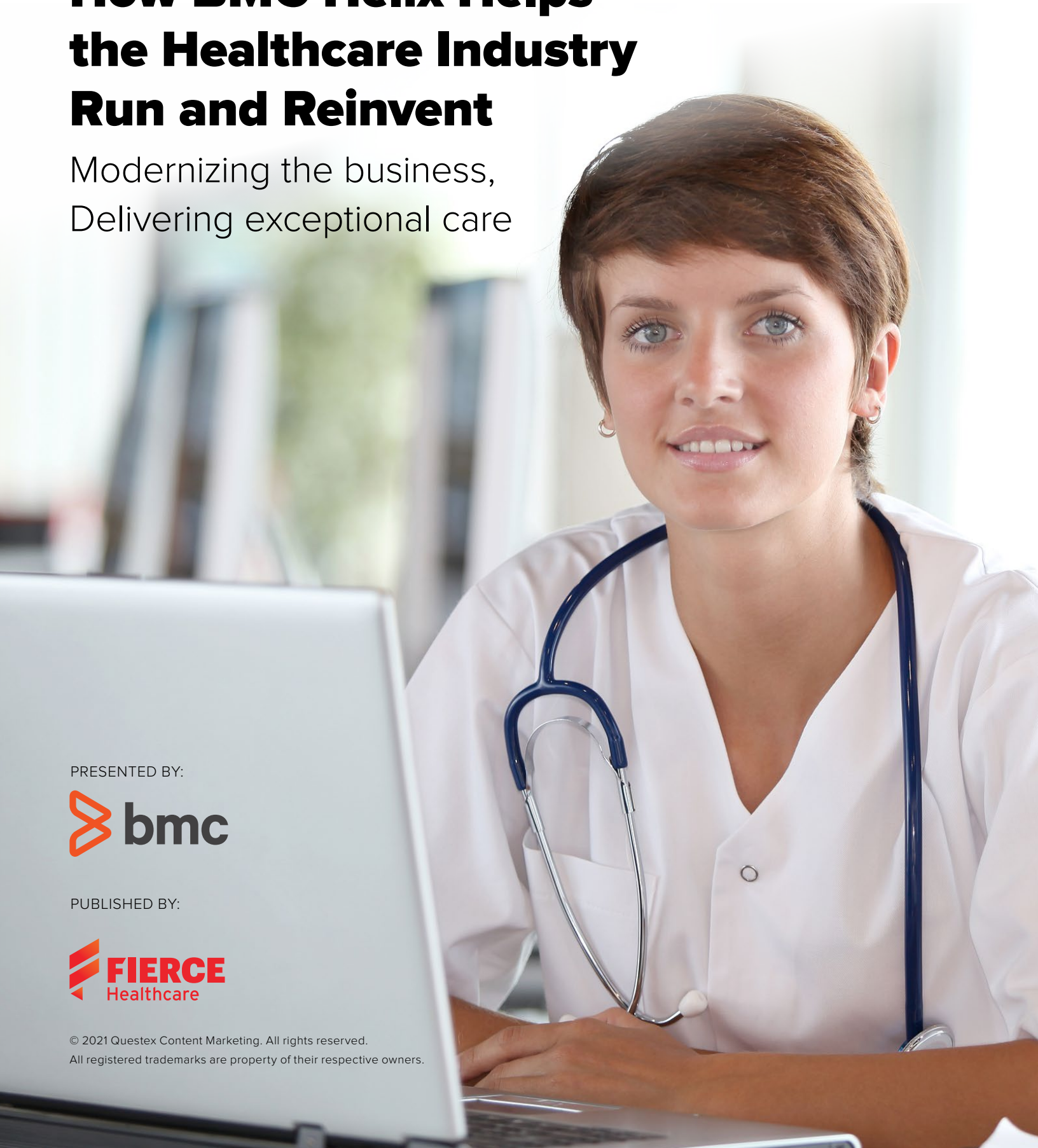
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INTRODUCTION

In healthcare, time is of the absolute essence – lives literally depend on the ability of healthcare employees to access data, communications, and other IT services quickly, easily, and securely. There is practically no other industry where fast and easy access to information and technology is so critical.

Every healthcare organization is examining ways to leverage advances in technology—from 5G, artificial intelligence (AI) and automation, to machine learning and IoT—to unleash the full potential of their organization, provide employees with the tools, data, and insights they need when they need them, and ultimately to deliver better patient outcomes.

But the modern healthcare technology and business ecosystem is increasingly complex and disparate. Consider the myriad touch points involved in providing patient care. We're a long way from the days of a one-stop shop general practitioner and cash payments.

Further, patients are investing in their health with digital tools such as telehealth, chat, text, email, and patient portals. This requires an interconnectedness as healthcare organizations learn to be agile, adopt change enabled by intelligent technology, and use data to deliver better patient experiences.

Big data and artificial intelligence (AI) technologies play an expanding role in modern medicine as well.

In this whitepaper, we'll cover the role that the BMC Helix portfolio can play in helping healthcare organizations to modernize their infrastructure and drive digital transformation.

Let's begin by examining some of the unique industry challenges facing healthcare organizations on their journey towards innovation and digital transformation.

A GROWING AND COMPLICATED HEALTHCARE ECOSYSTEM

Typically, patients have a primary care physician, and then, dependent on their state of health, a care team composed of various specialists. From there, the ecosystem grows with additional elements ranging from prescriptions to diagnostics (technicians, diagnosticians, and labs) to hospitalization (extended care teams and additional diagnostics and labs) to outpatient care (physical therapy, in-home care) to health insurance and billing.

And each of those points of contact are handling precious personal data—usually electronically—which means greater opportunities for service disconnects and lapses, as well as breaches and compounded regulatory requirements for handling.

According to Hal Wolf, president and CEO of Healthcare Information and Management Systems Society, Inc. (HIMSS), “We see all stakeholders within the health ecosystem working more closely...with patients as essential partners. [It’s] forcing us to look beyond the traditional methods of serving our patients in brick-and-mortar settings, and instead use innovation and technology to extend care outside the hospital in ways that better fit the needs of the consumer.”

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DEMAND FOR A CONSUMER-FRIENDLY HEALTHCARE EXPERIENCE

Patients and healthcare system members alike expect their healthcare providers to provide compelling and secure services to manage their health just as they do with other aspects of their personal and professional lives. For example:

- The HIPAA-mandated shift to electronic health records has empowered caregivers to share patient history, records, test results, imagery, and notes digitally—if they are on the same platform (i.e., Epic, Cerner, GE, CoreCloud, AthenaHealth, eClinicalWorks, Nextgen, Allscripts). Similarly, patients can now track their own health history with detailed records through self-service patient portals. That visibility expands treatment options by consolidating patient history for easy access, review, and sharing.
- E-mail and text reminders help patients remember to take medications as prescribed, order refills, and keep appointments.
- Telehealth has risen with the global pandemic, and it offers promise for rural areas where doctors may be a long drive away. However, the technology only goes so far. Successful telehealth consults hinge on communication between the provider and patient. A pre-existing relationship helps, too, giving the provider insight into the patient’s medical history, support system, financial situation, and willingness to follow professional advice.

Alden Globe [explains](#), “As part of a future Transcendent Customer Experience where patients get what they want, when and where they want it, self-help and “self-health” will come together. Armed with ubiquitous digital access to decision-quality data, visualizations, trends, real-time feedback, records, and reminders, it will be easier for patients to stay healthy, make better decisions, work with their doctors, and adopt lifesaving habits.”

HOW BMC CAN HELP

Empower healthcare employees and clinical staff with intuitive and intelligent technology designed with “app-like” ease.

Clinical staff and other healthcare employees depend on IT’s service catalog to request or access the services they need to be successful. [BMC Helix Digital Workplace](#) helps aggregate hardware, software, and services from multiple cloud-based and on-premises sources, turning your service catalog into a modern service app store.

Modern self-service provides intuitive and intelligent consumer-like experiences help clinicians and hospital staff to gain access to the information they need quickly and easily:

- Intelligent self-service helps employees quickly solve problems before submitting an incident or request
- Unified service catalog eliminates catalog confusion by presenting services from multiple business units in a single catalog
- Consumer-like interface provides a familiar way to help employees get what they need with a one-stop shop for products and services
- Omni-channel availability of value-added experiences and knowledge management helps employees find the information they need, when they need it
- Easy administration with drag-and-drop workflow customization and configuration enhancements help drive faster resolution and better user experience

Case Study

The [U.S. Oncology Network/McKesson](#), for example, uses BMC solutions, which provide comprehensive service management in the cloud. The BMC Helix CMDB has an accurate inventory of IT assets and their relationships, enhancing the efficiency of service management processes.

With the BMC solutions, the IT team at the U.S. Oncology Network keeps systems that directly impact patients constantly running at peak performance, so network members can deliver on their shared vision of improving patient outcomes and quality of life.

As a result:

- With best practices and automation, IT can support an increasingly diverse technology environment, and a customer base that has grown over 33 percent in two years.
- IT gained visibility into IT assets and their relationships to critical systems speeds incident resolution and accelerates the approval and rollout of changes.
- Problem management slashed the number of recurring incidents, reducing incident volumes, and minimizing the risk of service disruption for physicians and their patients.

Automate and leverage AI capabilities wherever possible

As AI and automation become foundational to service management, IT organizations within healthcare must evolve to meet new expectations for service delivery. The next stage of the journey embraces and integrates AI-enabled service management to create a new intelligent enterprise with BMC Helix.

A recent [Emerj survey](#) of healthcare executives identified personalized medicine and drug development as ripe for AI, given its ability to use natural language and shave significant time off otherwise lengthy processes.

Embedding AI-enabled capabilities with [BMC Helix Digital Workplace](#) will revolutionize people-centric experiences in the workplace.

- Intelligent: Predictive analysis provides fast and accurate results
- Conversational: Virtual agents understand your queries
- Personalized: Chatbots provide relevant and targeted information

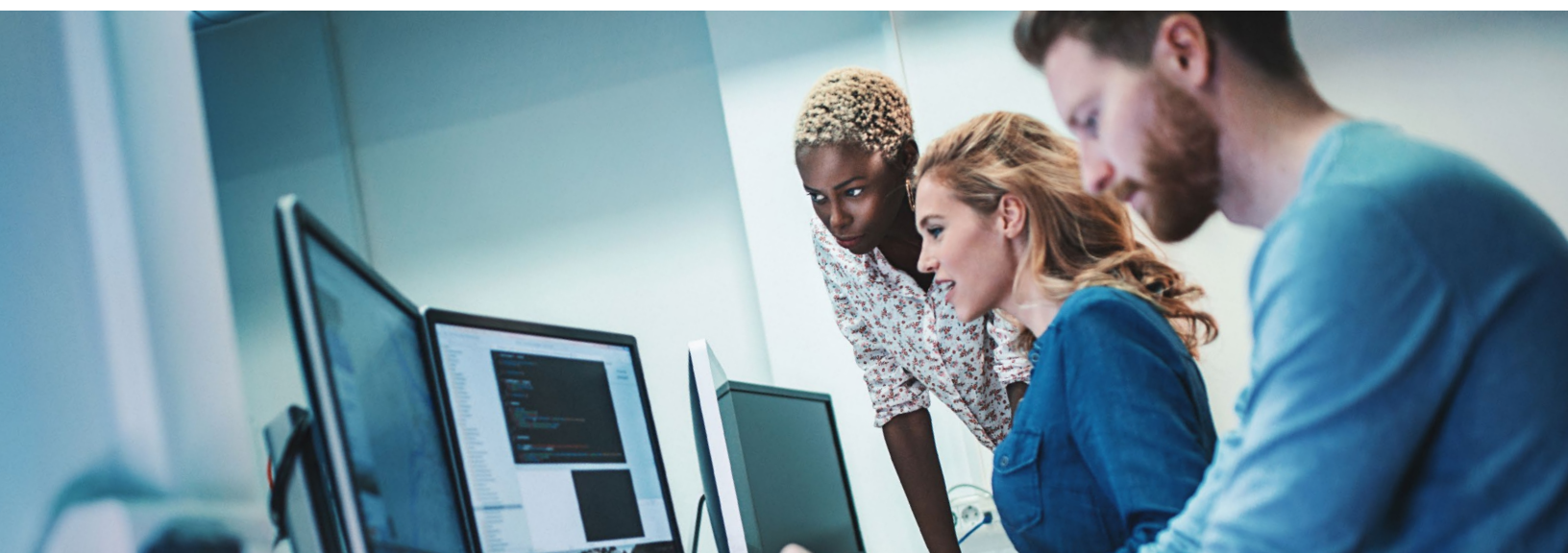
Case Study

The Dudley Group NHS Foundation Trust provides hospital and adult community services to a population of about 450,000. As the implications of COVID-19 became clear, the Trust moved the majority of its non-essential workers to home offices, requiring the IT organization to quickly strategize a better solution for managing its employees' devices off the network.

The Trust implemented BMC Helix Client Management because of the solution's ability to deliver automated endpoint management and provide great service to end users while keeping costs down, maintaining compliance, and mitigating risk.

The organization has seen immediate improvements to productivity and user satisfaction:

- The solution took just 24 hours to implement and 30 days to deploy across the enterprise.
- The Trust's IT group was able to build over 650 laptops for remote workers in just 5 days with only 2 engineers as they fully automated the process.
- IT patched its enterprise PDF application on 2,643 devices in just 10 minutes—previously, this would have taken about 200 hours.
- With faster software deployments, problems are also resolved more quickly, saving the Trust the equivalent of several days per month.
- The IT organization reports drastically reduced support calls due to the solution's communication features, and much faster resolution of incidents, including first call resolution rates and mean time to repair (MTTR).

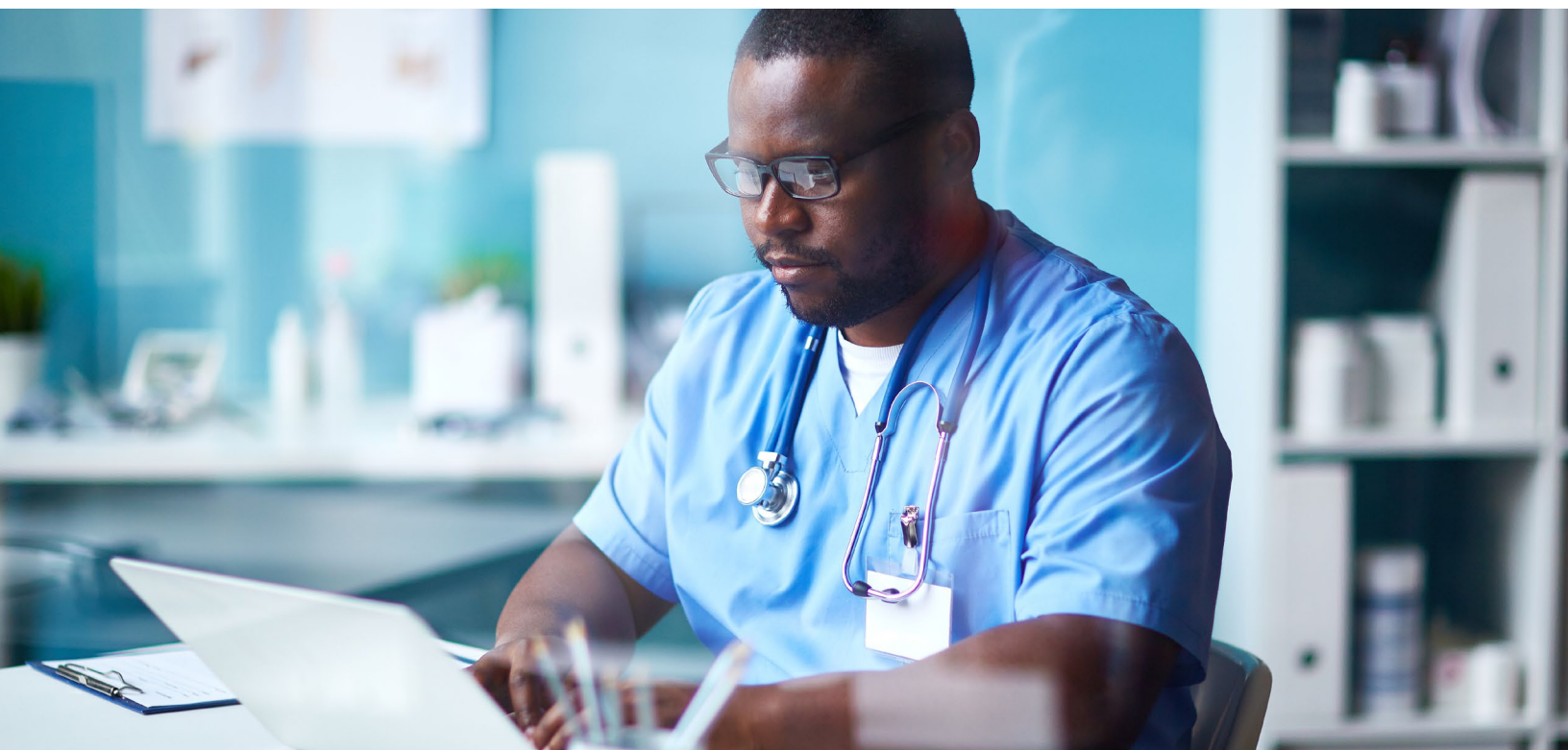


Empower clinicians and healthcare staff with a modern, self-service portal that they can access anywhere, on any device

Service desk managers need to streamline service processes with an eye toward increased accuracy and cost efficiency. At the same time, a premium must be placed on delivering compelling end user experiences.

BMC Helix Digital Workplace enables modern self-service, providing intuitive and intelligent consumer-like experiences to help organizations step into the future of work.

- Intelligent self-service helps clinical staff quickly solve problems before submitting an IT incident or request
- Unified service catalog eliminates catalog confusion by presenting services from multiple business units in a single catalog
- Consumer-like interface provides a familiar way to help employees get what they need with a one-stop shop for products and services
- Omni-channel availability of value-added experiences and knowledge management helps employees find the information they need, when they need it
- Easy administration with drag-and-drop workflow customization and configuration enhancements help drive faster resolution and better user experience



Case Study

Spanish healthcare provider [Quirónsalud](#) chose BMC Helix ITSM along with BMC Helix Digital Workplace to provide an intelligent, omni-channel service management solution.

Quirónsalud uses BMC Helix ITSM for incidents, requests, and knowledge management modules. BMC Helix ITSM offers speedy ticket creation and “how-to” articles for efficient knowledge management, allowing users to self-resolve their issues. BMC Helix Digital Workplace to provide a modern, intuitive, and mobile-friendly interface.

By transitioning to these BMC Helix solutions, Quirónsalud has realized measurable value:

- Doubled end-user satisfaction
- Increased first-call resolution 15 percent to 20 percent through self-service and knowledge management
- Reduced the number of calls by 50 percent with the end-user portal adoption through BMC Helix Digital Workplace
- Cut resolution time by 30 percent using automated prioritization and self-routing tickets through BMC Helix Digital Workplace



IN CONCLUSION

Healthcare organizations are going through a cycle of rapid change. There is the opportunity to deliver new, personalized services to patients and empower healthcare employees with flexible and powerful IT services and tools.

The complex technical challenges may seem like a hurdle, but there is too much critical data, information, and insights already in existing systems that need to be brought forward. Likewise, many processes can't and shouldn't be scraped, but integrated and automated, to maximize the value extracted by all. BMC helps healthcare organizations gain first-mover competitive advantage in turning the potential of technology innovations into operational advantage.



About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.