



## STREAMLINING HEALTHCARE IT FOR BETTER PATIENT OUTCOMES

### Operational efficiency for healthcare providers

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While other industries focus on the bottom line, the healthcare industry puts people first. But when it comes to achieving the best possible health outcomes for the greatest number of patients, there's no overlooking the importance of bottom-line business efficiency.

The fact is, greater efficiency across the uniquely demanding workflows common to healthcare organizations helps improve health outcomes and save lives. How? By saving time. Physicians, nurses and other clinicians who spend less time navigating complex processes can dedicate more time to delivering quality care. And when they have quick, easy and secure access to the information they need, clinicians can deliver that care faster and more effectively.

To achieve this, your organization needs healthcare IT that streamlines healthcare processes. This is where RES can help. If your goal is to improve operational efficiencies and drive down costs in the pursuit of constantly higher quality patient care, read on.



### FAST, SECURE ONBOARDING AND OFFBOARDING

As the number, complexity and sensitivity of healthcare technology systems grow, the burden of onboarding and offboarding employees grows with it. Many providers have a high number of physicians, nurses, clinicians, students and employees who are changing roles within the organization and frequently cycling in and out. All of these people need system access quickly — and then, when that access is no longer needed, it should be appropriately revoked. Failure to grant access can put patient outcomes at risk. Failure to revoke access can violate patient privacy and put regulatory compliance at risk.

RES helps automate the process of adding and removing employees so you and your people can focus more on what matters most. Tying directly to HR information systems and solutions, such as physician credentialing systems, RES uses advanced workflow automation technology and an understanding of each user's full working context to enable quick and secure access to appropriate systems. What's more, ultimate control for adding and removing employees lies with the relevant department, not with IT. By simplifying, accelerating and insuring correct onboarding and offboarding practices, RES allows your organization to significantly decrease costs, improve user satisfaction and adhere to critical compliance regulations.

### SELF-SERVICE IT AND CONTEXT-AWARE AUTOMATION

Employee satisfaction is one of the keys to maintaining a productive, effective workforce. But whether it's a physician tending to a patient or a hospital worker managing a heavy workload, a hassle-filled process for gaining access to critical systems and applications is a recipe for frustration.

Healthcare professionals now hold IT to a standard of ease and simplicity that we all experience with today's consumer-based IT. Simply download a browser plug-in or a smartphone app and you're off and running. It's no wonder, then, that healthcare professionals with busy schedules and a tremendous need for quick access to information have little patience for the obstacles they typically encounter with workplace-based IT.



With RES, your organization can achieve the efficiency it needs so that clinicians and employees of all types can dedicate their energies to realizing the best possible patient outcomes.

That your IT organization bears responsibility for the licensing, budgeting, suitability, stability and security of all systems and applications under management means little to your end users. In the final analysis, these users simply want to do their jobs — and it is the job of IT to deliver quick and easy access to needed systems and information in a way that balances all other IT responsibilities. After all, in healthcare, time is not only money — it's also tightly linked to quality care. The hospital that can speed system access is the hospital that can improve efficiency, reduce costs and drive higher levels of care.

To this end, RES provides innovative solutions for self-service IT. Using a store concept, your healthcare professionals can quickly download vetted versions of applications and solutions. They can also access services that automate business processes — services that can range from resetting user passwords to streamlining the discharge process through efficiently routing paperwork and validating the signatures needed for patient release. Users who should have access to an application or service can easily gain its use, while those lacking permission won't even see the solution as an option. In the background, RES streamlines the entire experience with context-aware automation to define appropriate levels of access based on role, location, device type, time of day and other situational factors.

All of this helps minimize confusion and dissatisfaction while automating the IT governance required to ensure compliance both with external regulations and internal policies. It also frees up an enormous amount of time. Physicians, nurses and other clinicians can spend more time with patients. Non-clinical employees can execute their responsibilities faster, thus avoiding bottlenecks in critical healthcare processes. And for IT, the result is a dramatic reduction in service desk tickets — which frees time to work on the value-added IT activities that help drive healthcare success.

## **STREAMLINED HEALTHCARE PROCESSES, BETTER FINANCIAL POSITIONS AND IMPROVED PATIENT OUTCOMES**

Inefficient systems negatively impact the patient experience and the quality of care delivered. When doctors, nurses or other clinicians are delayed or unable to complete their rounds due to an IT issue or slow login times, it is the patient who suffers.

With RES, your organization can achieve the efficiency it needs so that clinicians and employees of all types can dedicate their energies to realizing the best possible patient outcomes.

From minimizing patient wait times and reducing length of stay to complying with new regulations and facilitating a wide range of individual workflows automatically, RES helps streamline healthcare processes with automated service and application delivery and context-aware self service. This helps you and your organization do more and do it better. As a result, patients are safer, users are happier, and your organization runs on a far more efficient and cost-effective level. In the end, this helps your organization execute its mission to deliver the highest quality care day in and day out.

## **LEARN MORE**

To find out more about how RES can help you streamline healthcare IT processes at your organization, call us at [1.800.893.7810](tel:1.800.893.7810) or visit us at [www.res.com](http://www.res.com)

## **ABOUT RES**

RES, the leader in digital workspace technology, helps organizations achieve better business results with reduced risks in security and compliance — while making enterprise technology easier and less disruptive for the worker to access. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. RES was named a “Cool Vendor 2015” by Gartner, Inc., for the innovative capabilities of its RES ONE Service Store. For more information, visit [www.res.com](http://www.res.com), contact your preferred RES partner, or follow updates on Twitter [@ressoftware](https://twitter.com/ressoftware).