

# Health flow optimizer for surgery



Healthcare organizations around the world are experiencing challenges related to surgical service access and demand and are under pressure to reduce procedure backlogs and waitlists, while managing finite workforces with scarce peri-operative resources. At the same time, healthcare facilities are becoming more complicated with additional layers of personnel, data, equipment, devices and supplies that need to be tracked and monitored to optimize patient experiences and care plans.

## What's the solution?

Leveraging the flexible ServiceNow platform, KPMG firms have developed a health flow optimizer to automate and digitize for example, surgery scheduling processes, in order to help reduce cancellations and improve patient experiences.

The solution can help to:

- Streamline patient flow and scheduling across systems, facilities, types of procedures, resources and equipment
- Improve patient communication and security
- Employ algorithms and machine learning to help predict procedures at risk for cancellation
- Enhance patient experiences and operational capacity using digital twin for scenario modeling
- Reduce manual data entry and administration of complex activities for staff
- Enhance organizational ability to manage the proliferation of medical devices
- Provide full asset lifecycle management including updates, reporting and audit trails

## Potential benefits

The health flow optimizer solution can help to:

- Streamline scheduling across systems, facilities, types of procedures, resources and equipment
- Automate patient registration
- Reduce backlog, delays and cancellations

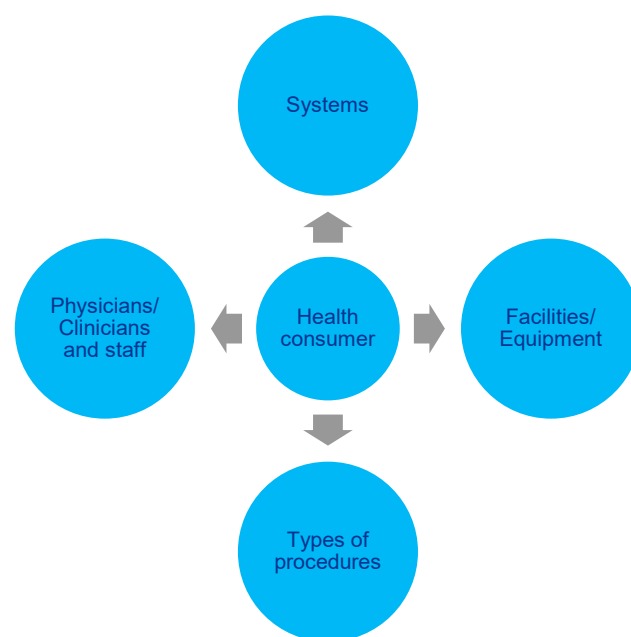
## How does it work?

KPMG professionals have a holistic design approach to help deliver connected experiences for administrators, clinicians and patients.

Our experienced clinicians and functional healthcare professionals work to understand the current environment including existing electronic health record (eHR), workflow, scheduling systems and more.

They also work with key staff to map out critical processes for integration and automation. Using advanced analytics, our teams can help to identify opportunities to enhance workflow. They leverage the ServiceNow platform to integrate with existing hospital systems, including eHR systems and tailor the platform to the areas of opportunity for automation.

Our holistic consulting services also include change management and program management to help ensure a successful implementation and adoption – even in the most complex areas of a hospital.



# Solution in action

Oslo University Hospital in Norway required a scalable platform to integrate multiple systems and automate surgical scheduling to increase efficiency, help reduce delays and approximately 3,000 cancellations per year, while improving patient safety.

KPMG in Norway is leveraging ServiceNow's low/no-code platform to automate the scheduling of surgeries across the hospital's three manual systems.





The hospital's initial goal is to save one hour from each surgery done. With 50,000 surgeries done per year a significant increase in efficiency is expected, even before adding advanced use cases with machine learning and predictive analytics, to further improve patient and clinician experiences.

The current target for the project is to target a 14 percent increase in utilization of operating theaters. The solution includes a digital twin that enables the hospital to simulate and prepare for contingencies, such as a sudden influx of patients, as well as to evaluate investment areas for increasing capacity planning in personnel, operating theatres and equipment.

# Patient-centric, technology enabled

KPMG has developed a portfolio of solutions leveraging the entire ServiceNow Platform, tailored to challenges healthcare organizations face, that enable us to help support leading health systems, ministries and academic medical centers on their digital transformation journeys. These assets and solutions enable KPMG firm clients to build secure, modern and trusted digital experiences to serve their clinicians and health consumers.

The health flow optimizer solution can help to:

-  Better engage with patients, customers, and employees
-  Modernize, digitize, and automate via a single platform
-  Transform data, and AI capabilities
-  Drive operational efficiency

## Why KPMG and ServiceNow?

Together with ServiceNow, an industry-leading workflow platform, KPMG digital solutions focus on strategic business outcomes and deep functional and technology experience to help healthcare organizations achieve more value and deliver game-changing economics across all functions of their enterprises. To help solve complex challenges for healthcare organizations, KPMG digital solutions leverage the full Now Platform and the healthcare expertise of over 5,000 KPMG professionals (including more than 100 clinicians) globally to enable consumer-like experiences, automate complex workflows, and deliver superior services while driving greater productivity.

### KPMG firms' and ServiceNow global capability and scale

  
1,000+ practitioners

  
8,700+ certifications

  
31 countries and territories

### ServiceNow awards won by KPMG

2023 Americas Transformation Partner of the Year  
2022 Global Transformation Partner of the Year  
2022 Americas Transformation Partner of the Year  
2021 Global Industry Solutions — Healthcare Partner of the Year

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