smartsheet

The connected hospital

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smartsheet

Hospitals and clinics are under constant pressure to drive efficiency and ease the weight of heavy workloads for healthcare workers across all departments. The COVID-19 pandemic put healthcare organizations under even greater strain, both operationally and financially. Treating the new virus and adapting processes while maintaining a healthy workforce was tough, and US medical practices saw a 32% average drop in revenue[1].

But COVID-19 merely amplified existing problems for hospitals and clinics. The need to stay on top of the latest medical techniques and technologies – and transform digitally in an efficient, cost-effective, and compliant way – has always been on the agenda, even before the pandemic created an urgent need for virtual care options.

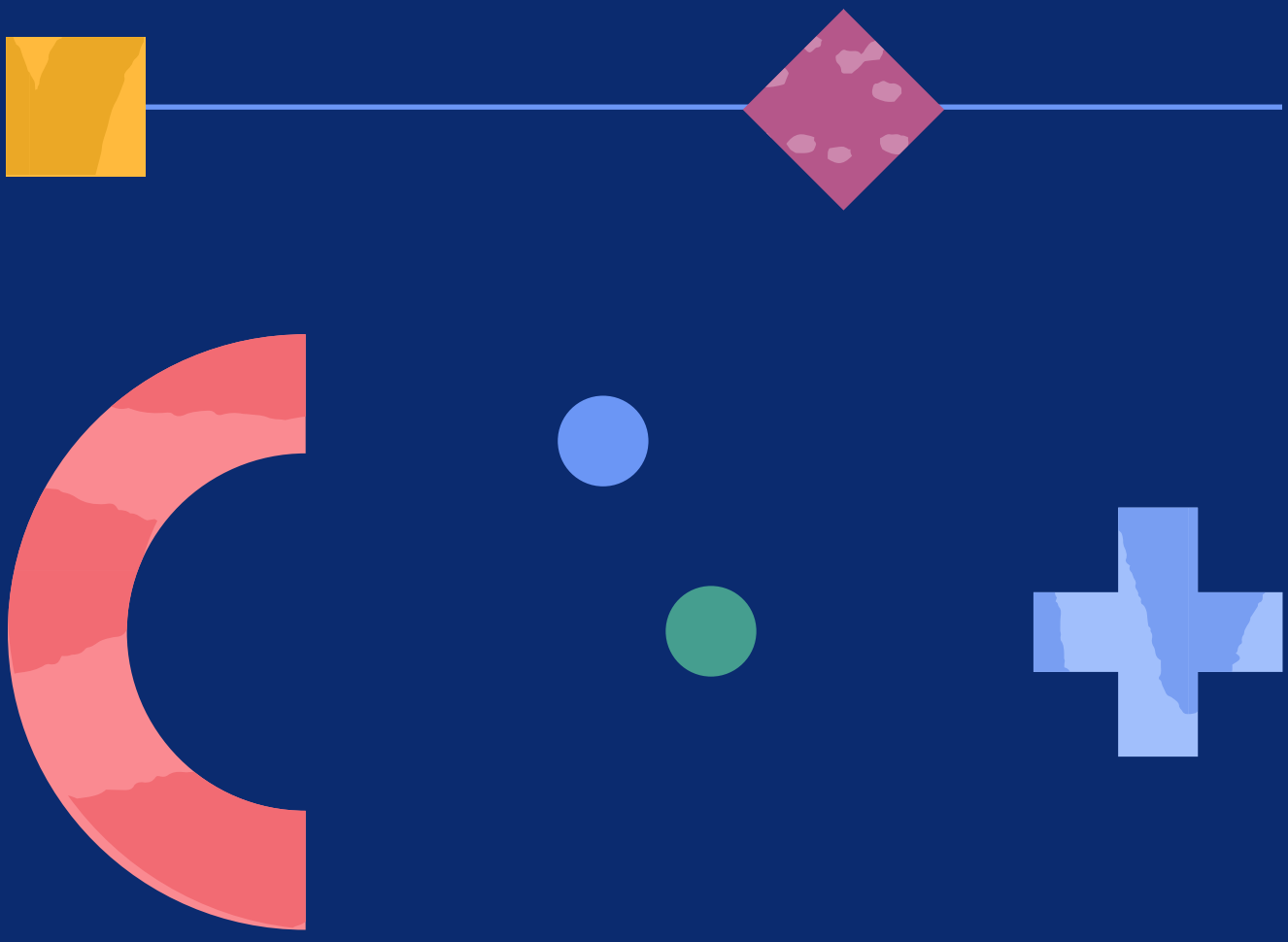
Many hospitals and clinics have struggled to keep up because they rely on fragmented, manual systems. Fundamental change to operations is needed for hospitals to capitalize on the latest technological opportunities and to improve the experience of both healthcare workers and their patients. Healthcare executives are aware of this need, too; 93%[2] believe that their organization's ability to generate business value will be increasingly determined by the limitations and capabilities of their technology architecture.

While healthcare, as an industry, continues to evolve under mounting cost, quality and resource pressures, the need for effective project management becomes more apparent. Implementing projects and processes that boost operational efficiency and save money can improve outcomes across all healthcare delivery settings.

That's where Smartsheet comes in.

A cloud-based single source of truth, Smartsheet streamlines operations, automates workflows, and connects teams. In doing so, it modernizes hospitals and clinics. Flexible and adaptable, Smartsheet's no-code platform provides the framework for effective project management, helping to solve problems across all departments and hierarchies.

By breaking down silos, improving visibility across teams and even hospitals, and supporting efficient resourcing and collaboration, Smartsheet turns a hospital into a well-oiled machine.



[1] https://www.iqvia.com/locations/united-states/blogs/2021/05/value-based-care-and-covid-19
[2] Accenture Digital Health Technology Vision 2021

Work better together

Support your people – and patients –
with more efficient operations

Automate workflows

Patient care is at the epicenter of all hospital and clinic work. But it's not only clinical teams that deliver caregiving. All hospital departments contribute to the processes behind patient care, and need systems that adequately support their work.

Outdated, manual, and fragmented systems often stand in the way of the efficiency that all healthcare departments need. Teams that depend on each other typically lack a central place to gather and find information, which means they waste time looking for answers and resolving issues when handing off work.

The potential for human error is greater when using manual processes, and the most common is misdelivery of documents, both electronic and paper-based[3]. This holds up progress and can have life-threatening consequences for patient outcomes. Hospitals and clinics that continue to rely on manual processes are putting their operations, patients, and future at risk.

Smartsheet is a lifeline for hospitals that need to modernize. Its workflows take the pressure off staff by automating repetitive tasks such as data compilation for electronic health records (EHRs). This improves accuracy, helps to cut administrative costs, and frees up staff to focus on important decision making.

Smartsheet worked with the UK's National Health Service (NHS) in England to automate its processes – and patient experiences – with a smart reporting function. Data compilation that used to take an entire business week now takes a few hours, while financial reports can now be created in just 10 minutes, down from a day. Smartsheet has helped the NHS to manage large-scale hardware deployments, software rollouts and workforce changes that enable patients to get the best possible care.

While it may seem daunting to make the move from manual systems to an automated platform, Smartsheet is reliable, efficient and, crucially, easy to onboard as software and from a training perspective.

"Smartsheet's impact has been first-rate. Its simplicity of use and informative dashboards are an absolute vote winner."

– Stewart Cooper, Senior Programme Consultant, NHS England

[3]https://www.verizon.com/business/resources/reports/dbir/2021/data-breach-statistics-by-industry/healthcare-data-breaches-security/

Support your staff

Hiring and retaining qualified workers for healthcare has always been a challenge. But the additional stress caused by the pandemic led to burnout and staffing shortages that have further impacted staff wellbeing and patient outcomes.

The workers that remain are required to do more with less. As many as 76% of healthcare workers reported exhaustion and burnout, while 75% said they were overwhelmed, according to a recent survey by Accenture[4]. The need for efficient, automated workflows to support the running of hospitals is more important than ever to lighten the heavy workloads of staff.

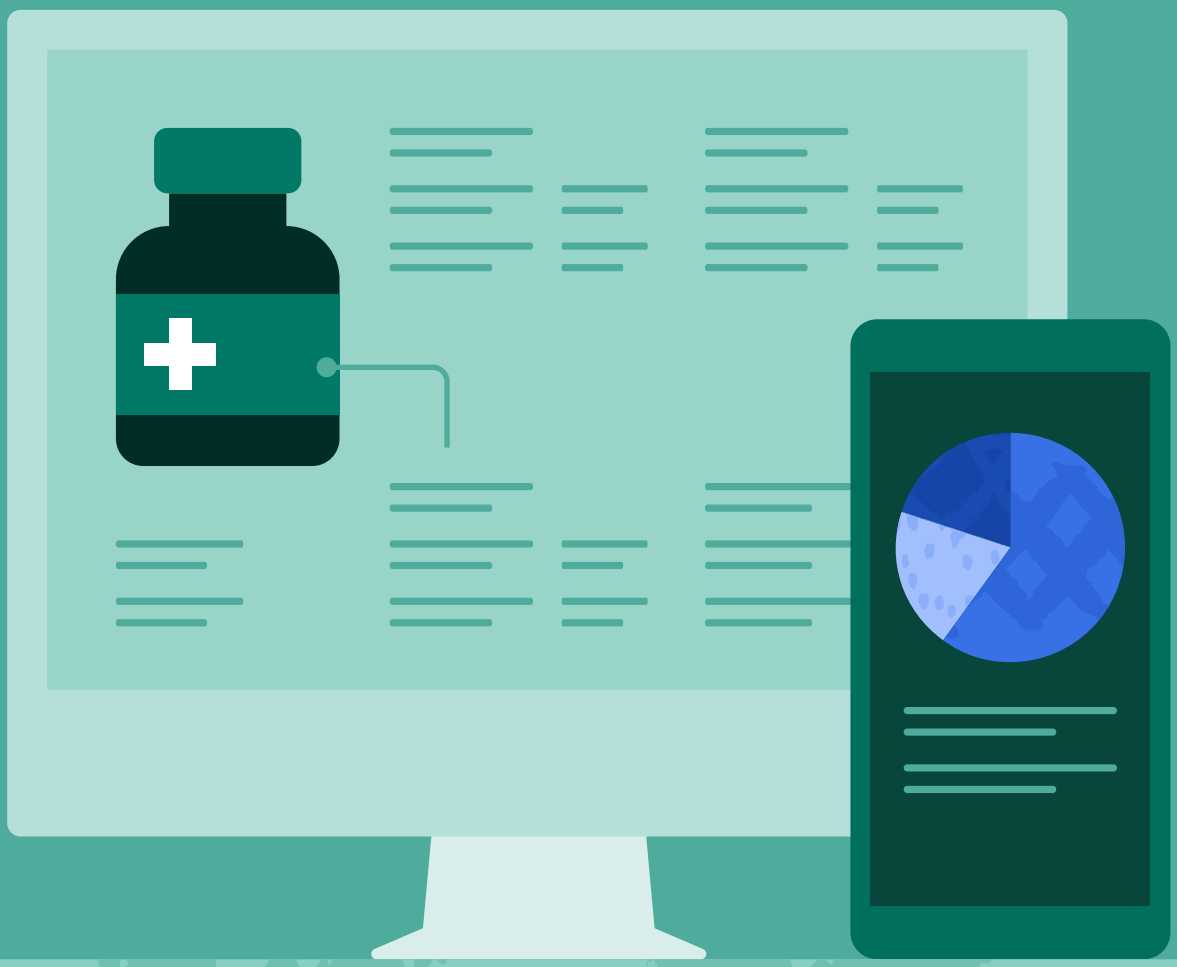
Smartsheet is a single source of truth that provides dashboards, real-time updates, and smart, self-service reporting. It alleviates pressure on staff, as they no longer need to follow the trail of manual processes to do their jobs. As a result, staff have more time, are less overwhelmed, and are better placed to meet tight deadlines.

The platform also supports efficient staff resourcing at short notice. Changes to shifts and working patterns are easier to implement and communicate through the automated platform, and the relevant teams are made aware of the latest resourcing changes as soon as they happen.

[4]https://www.accenture.com/_acnmedia/PDF-156/Accenture-Health-Caring-Employees-Business.pdf

Shared lines

Benefit from better visibility across projects and teams



Collaboration at your fingertips

Fragmented, manual processes lead to poor communication across – and even within – departments. Sluggish communication can lead to delays, or worse, errors in work which impact patient experiences.

Smartsheet's cloud-based platform connects the relevant people across hospital teams, from finance to HR to patient services to therapeutic staff. It centralizes information and brings resources together in one place, which helps the relevant people stay in the loop as information changes.

It supports in-team processes such as patient rounding across shifts, allowing staff to access information from any device, rather than relying on one record. This enhanced visibility reduces errors and has a direct, positive impact on patient care.

Smartsheet also makes processes that take place across departments, such as laboratory testing, more innovative. Previously they would have taken place in old laboratory information management systems (LIMS), but the Smartsheet platform assigns the right medical equipment and lab technicians, tracks processes in real time, and ultimately, gets results to patients faster.

Most importantly, Smartsheet's connectivity applies to all stakeholders, even if they operate outside a hospital's four walls. Paramedics encounter a patient before they enter a hospital or clinic, and as first responders the data they gather is vital to a patient's future care.

Smartsheet worked with Northeast Georgia Medical Center (NGMC), the top cardiology hospital in the state of Georgia, to improve communication – and save lives. The outcome for a patient who goes into cardiac arrest depends heavily on the quality of collaboration between the emergency medical service (EMS) team, Emergency Department (ED), and cardiology staff.

Paramedics used to inform ED staff about a patient verbally, but details were often miscommunicated or even missed out in the rush of the moment. Accessible from anywhere, Smartsheet has transformed the process.

NGMC's cardiologists came up with 19 critical questions for paramedics to answer. Now, when an ambulance arrives at the hospital, paramedics grab an iPad and complete a straightforward, drop-down box form with these questions in seconds. Hospital staff and doctors involved in the patient's care are instantly updated with a thorough account of what's happened and the treatment that's been administered to date.

The benefits extended beyond emergency services. The data provided by Smartsheet has helped NGMC understand that around 80% of cardiac arrests don't receive CPR before paramedics arrive on the scene, highlighting a need in the community for better CPR training.

By facilitating faster data access, real-time visibility, and better communication across teams, Smartsheet enables hospitals and clinics to work more cohesively and improve patient outcomes.

> **"The faster a patient can get to us and one of our world-class cardiologists, the greater [their] chance for survival. Beyond the need for expedited care, communication is key."**
>
> —Jason Grady, regional STEMI coordinator, **Northeast Georgia Medical Center**

Make decisions with confidence

Manual processes demand constant management – which takes healthcare workers away from their jobs – and make it harder for senior management to get a clear view of how a hospital is running.

Smartsheet's dashboards act as a powerful visualization tool to give stakeholders and leaders robust, real-time updates on the status of projects and KPIs, as well as emerging trends across the hospital.

This is supported by Smartsheet's self-service reporting function that enables stakeholders to compile data and generate reports whenever they need to, and react to the information provided. This increased connectivity and visibility leads to faster, more effective oversight for managers – and better, more confident business decisions.

For example, Smartsheet supports better budget management, providing automated billing and scheduling, and gives senior management a better understanding of where money is being spent. This enables managers to identify and allocate funds – and resources – to the most important work. Crucially, it also reveals gaps in resources faster.

These learnings help leaders to plan better for the future, optimizing the use of hospital funds and equipment and scaling staff to where they're needed most.

A single source of trust

Boost communication without sacrificing security

Be a safe pair of hands

Trust is the backbone of patient care and hospital life. In fact, it's a legal obligation. Healthcare organizations hold both patients' personal information and sensitive medical data, known as protected health information (PHI). The security of this data is non-negotiable, and patients need to be able to trust doctors with not only their health, but their data, too.

The amount of data they hold makes healthcare organizations prized targets for cyber attackers. Exchanging patient information, working with personal devices, and using fragmented systems can put health organizations at great risk of breach. The risk is only likely to rise as hospitals and clinics move towards virtual care and remote working models, which could make patient hand-offs more vulnerable.

Collaboration between departments can't endanger data security. And so, tracking patients and their care needs and aligning that with their other information such as their financial details, must comply with regulations such as Health Insurance Portability and Accountability Act (HIPAA), which sets the standard for sensitive patient data protection in the US, GxP, CCPA and GDPR.

Smartsheet works to protect healthcare organizations, offering an added security function. This helps hospitals to meet their compliance obligations such as HIPAA, and still reap the benefits of greater visibility and collaboration across teams. Only stakeholders with the necessary permissions can access sensitive information.

Scale trust

For hospitals and clinics to work as efficiently as possible, trust – and visibility – needs to be scalable. For the best patient experience and outcomes, secure collaboration and information sharing need to be possible not only across teams, but across hospitals, too.

This is important for patient medical information in particular. Connected healthcare and easy sharing of data between family doctors and hospital physicians is important for delivering the best patient outcomes. Throughout a person's lifetime, it is unlikely they will receive all treatment from one hospital or clinic. Fast and secure collaboration between healthcare organizations helps action the right care for a patient as soon as they need it.

Smartsheet enables a connected, patient-first approach, without jeopardizing patient confidentiality. The platform's dynamic permissions are set by role, creating a secure space to share data. Stakeholders only see the information that they need to see, so improved visibility doesn't sacrifice security.

Shaping the future of care

Drive innovation and future-proof your hospital

Get future fit

Hospitals and clinics aren't immune to digital transformation. The need to advance has always been there, but COVID–19 accelerated the digital agenda for all industries. The pressure on healthcare organizations to innovate is greater than ever.

More and more technology is being released to improve hospital and clinic care – smart hospitals are the future – and this demands the seamless integration of new technology and software systems. For organizations still working with manual processes, this is a daunting prospect.

Smartsheet eases the ongoing and evolving process of digital transformation; it can adapt and work with different technology, software, and providers, such as CRM or HR platforms, making integration feel seamless. Smartsheet won't hold back your growth, it only serves to support it.

It makes it easier for workers too. Onboarding Smartsheet to your organization doesn't involve lengthy, complicated training exercises. It is easy to use and fit for purpose. You don't need to work in IT to understand how it operates; all hospital and clinic staff can easily get a handle on the platform and hit the ground running.

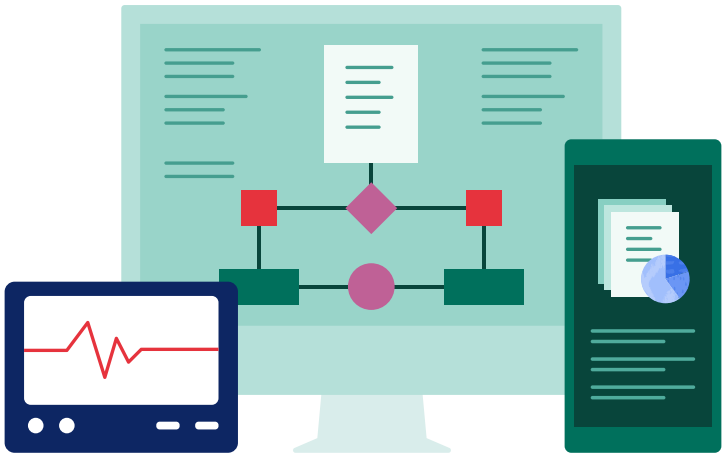
Smartsheet's power lies in its simplicity – and scalability. No matter how big or small a challenge is, Smartsheet's workflows can rise to it in a way that suits your organization and maintains the good governance a healthcare environment demands.

Go virtual

As “care at a distance” becomes more common, healthcare organizations are rapidly adopting virtual health solutions like telemedicine, remote monitoring, and disease management. There was a 21% drop in in-person patient visits in 2020[5], and according to research from Frost & Sullivan, the virtual care market in the US is expected to grow 7.5x by 2025[6].

The wider remote work trend is forcing healthcare organizations to rethink how they operate, how they can move away from traditional in-person only methods, and adapt quickly. Caregiving may be going virtual, but the outcomes are very real and they demand seamless efficiency.

Smartsheet supports hospitals and clinics as they adapt to this virtual future by keeping workers and processes connected, wherever they are. On the cloud, Smartsheet can be accessed anywhere, on any device, which makes viewing and communicating developments when workers aren’t in the same building not only possible, but faster than when using manual processes.



[5]https://www.iqvia.com/locations/united-states/blogs/2021/07/the-2021-us-pharmaceutical-market-trends-issues-and-outlook
[6]Frost & Sullivan Reveals Virtual Care’s Enormous Potential in the United States, March 2021

Smartsheet is the Smarter Partner for Healthcare

Simple to use, integrate, and scale, Smartsheet cuts through complexity to help you streamline workflows and improve the running of your hospital.

From automating processes, maintaining patient security, and driving digital transformation, Smartsheet is an intuitive, seamless project management tool for hospitals and clinics. **It's powerful. It's reliable. And most importantly – it's fit for the future.**

To learn more about Smartsheet for hospitals and clinics – and connect with a sales representative – **contact us today**.

Visit **smartsheet.com/contact/sales**