



REQUEST MANAGEMENT FOR HEALTHCARE OPERATIONS

Your healthcare organization faces an increasingly difficult challenge. You must ensure compliance with ever changing regulations, drive down costs, improve patient experiences and, at the same time, do functionally more with fewer resources. Broken service processes and siloed departments undermine these outcomes, leading to a cycle of waste – impacting both the patient experience and your bottom line.

Connectiv's Request Management simplifies and automates services and equipment distribution requests, busts departmental silos and automates workflow for hospital operations.



Simplify Request Initiation With a Richly Populated Catalog of Services



Centralize & Automate Request Processes onto a Single Pane of Glass



Improve Service Quality by Removing Manual Tasks & Fulfillment Delays



Leverage Analytics & Benchmark KPIs for Continuous Improvement



SIMPLIFY SERVICE AND EQUIPMENT DISTRIBUTION REQUESTS, BUST SILOS AND AUTOMATE WORKFLOW

Connectiv's Request Management delivers employee self-service through a richly populated catalog of services, automated workflows and service level agreements. Mobile capabilities give employees the freedom to request services anytime, from any device – and get automated status updates to ensure expectations are met.

STREAMLINE REQUESTS

Centralize and optimize requests with a simple consumer-style user portal on a single pane of glass. Create on-demand and scheduled requests. Requests can also be automatically generated from equipment alerts and other systems including EMRs.

AUTOMATE WORKFLOW

Automate prioritization and escalation with a configurable rules' engine. Monitor and analyze workflows to ensure key decision makers receive notification and take timely corrective action.

TRACK & NOTIFY

Automatically assign and dispatch work to a technician with the appropriate skill level and availability via their mobile device. Track requests with real-time notifications.

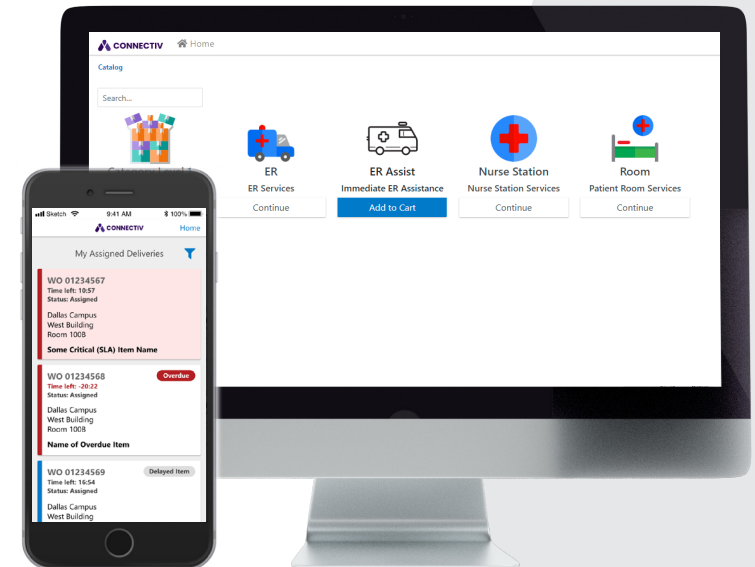
UPDATE & RESOLVE

Manage exceptions and provide immediate status updates to requesters via mobile devices as technicians complete assignments. Automatically check exceptions against user-defined KPIs and receive notifications when an exception requires immediate attention.

CONTINUOUSLY IMPROVE

Use evidence-based data to drive business decisions including:

- PM Completion %
- SLA Reliability
- Patient & Staff Satisfaction
- Historical Analysis
- Demand & Forecast Resource Planning
- Equipment Availability & Utilization



Centralize Request onto a Single Pane of Glass

Intuitive, easy-to-use icons simplify the process and help requesters know exactly where to go. Define the problem to get the right resource at the right time, the first time. Set the priority so the proper expectations can be established.

CONTACT FOR A DEMO

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