

Cherwell for Healthcare

Innovative service management for better patient-centered care.

cherwell

Modernization: It's Complicated

Healthcare systems are facing more complexity than ever before. International and federal governmental mandates like HIPAA, the HITECH Act, and the Affordable Care Act call for increasing compliance and security controls. CMS programs like the shift from paper to Electronic Health Records (EHRs) require the incorporation of systems like Epic and NextGen, rigorous data collection and organization, as well as tremendous resources to implement. The acquisition and regionalization of healthcare systems means new need for the consolidation and centralization of data. Advances and increasingly 'online' medical devices, including medical robots that can perform surgeries, necessitate superior network and biomed inventory management.

Amongst all of these newer challenges facing healthcare systems, there are those that are constant – increasing operating costs, Medicaid reimbursement, personnel shortages, physician recruitment and retention, patient safety and quality, and overall patient satisfaction. Regardless of these challenges, the show must go on. There is no downtime when providing patient care.

Cherwell, Your Panacea

Healthcare IT departments must be ready to adapt in a way that will help their system to meet new – and day-to-day – challenges in ways that will improve the patient experience, optimize operations, cut costs, meet compliance regulations, and more. Read on to learn how Cherwell is helping healthcare systems around the globe deliver better patient care through smarter service management.

"Patient care is always our top priority. Our department has always had a full recognition of the purpose our services fulfill. The implementation of Cherwell means we can build better, more cost-effective solutions which, in turn, allow everyone to invest in and focus on higher-value activities that result in higher quality care."

- **Dan Sisto**, Information Service and Support Manager of Client Service, Atlantic Health System



Atlantic Health System





Optimize Budget and Lower Ownership Costs

Lower your Total Cost of Ownership (TCO) with a best-in-class, no-code platform. Outsmart clinical service disruptions, collaborate and plan changes, detect and prevent collisions - without help from developers, repeatably. Create your ideal workflows in just days with 11 built-in, PINK-verified ITIL best practices and processes. Achieve faster time to value and reduce overhead, allowing you to reinvest time and money saved into other strategic patient-centered initiatives.



Redefine the Patient – and Staff – Service Experience

Increase retention of physicians and nurses by providing a best-in-class service experience. Elevate the patient experience by helping medical staff do what they do best - focus on delivering the best care possible. Onboarding and offboarding can be a breeze with a solution so easy to use that anyone can log a change. Robust self-service portals for every kind of user boosts technology adoption and concurrent licensing makes 24/7, cost-effective support possible.



Centralize Knowledge to Transform Collaboration

Break down siloes and enhance communication throughout your entire healthcare system with a single source of truth. Gain new visibility into the upstream and downstream impact of devices and applications with Cherwell's CMDB so you can strategically plan changes and quickly resolve issues. Effectively manage medical device, registration, billing, EHRs/EMRs, network, server and infrastructure details and inventory that support patient care with asset management. And keep data up-to-date and systems connected with flexible integrations and over 175 mergeable applications. This unparalleled extensibility means you can deliver service beyond medical staff and support groups like HR, security, payroll, employee wellness, and more.



Stay Informed, Stay Compliant, Stay Agile

Become a more proactive IT department that empowers better business decisions, trickling down to even better patient care. Keep track of medical license validity, continuing education requirements, mandatory trainings from security to general workplace procedures, and more across physicians, nurses, and staff. Stay on top of Joint Commission accreditation, EHR rollout progress, software upgrades, and more across your healthcare system. Leverage encrypted fields for temporary storage of PHI to resolve EMR-related incidents rapidly. Enterprise Service Management (ESM) paired with platform intelligence and controls enable you to rapidly respond to compliance audits or adapt to any regulation changes that come your way.



**Atlantic
Health System**

Before:

Operating 400 predominantly healthcare-specific software applications across four hospitals and 20 outpatient locations.

Now:

Streamlined service delivery and savings of \$100,000 in upgrade, configuration, and maintenance costs per year since implementing Cherwell.