Optimum HEALTHCARE IT®

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Elite

CASE STUDY | SERVICENOW BUILD

UNIVERSITY OF MIAMI HEALTH SYSTEM

Supporting the unique IT service management needs at an academic medical center

Academic Medical Centers experience unique industry needs and oftentimes require custom strategies to achieve their goals.

Optimum migrated UHealth to an independent ServiceNow environment from the university to allow full control over the direction of the platform while continuing to support effective integration and operations between academics and health service.

BACKGROUND

University of Miami Health System is South Florida's only university-based medical system, playing a vital role in the community and leading the forefront of healthcare. With over 1,800 specialized providers and scientists, UHealth delivers state-of-the-art medical care across more than 100 specialties. Home to renowned institutions like Bascom Palmer Eye Institute and Sylvester Comprehensive Cancer Center, UHealth's expansive network includes over 30 outpatient sites and remains at the forefront of cutting-edge discoveries as the No. 1 NIH-funded medical school in Florida.

CHALLENGE

Like many academic medical centers, UHealth is comprised of both an academic and a healthcare domain that operate independently. UHealth had been using the ServiceNow platform owned by the university, however the health system desired an independent service for its healthcare operations. They needed a single solution that could differentiate between the academic and health requirements while enabling seamless transfer of requests between the two. Ensuring smooth integration between the academic and healthcare side was the client's biggest challenge to meet its operational needs.

SOLUTION

As an Elite ServiceNow partner, Optimum Healthcare IT was engaged by UHealth to assist them with these challenges. Optimum Healthcare IT's expertise as an advisor to academic health systems coupled with ServiceNow technical acumen helped provide a tailored solution to UHealth. As part of a holistic solution, Optimum leveraged IntegrationHub's remote spoke capability to enable the transfer of requests between the academic and health sides. This architecture effectively separated the two domains while facilitating communication and collaboration.

UHealth
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$
UNDER BUDGET | ON-TIME

3
CUSTOM APPS

6
NEW INTEGRATIONS

1
SOLUTION MEETING NEEDS

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RESULTS

Since the implementation of our solution, UHealth has benefited from the following outcomes:

- **Custom-built healthcare-specific applications:** We developed three custom apps for the client, including one that utilizes Clear's biometrics to recognize users over the phone for secure and convenient two-factor authentication.
- **Enhanced event management:** Our solution incorporated event management integrations that constantly monitor crucial factors such as storage limits and server backups. When any risk arises, the system automatically creates tickets, ensuring timely attention to critical issues. It can even be configured to send urgent notifications via calls or text messages, providing 24/7 support.
- **Improved productivity and cost savings:** Optimum's ITSM implementation introduced separate categories for Universal Requests, Incidents, Changes, Knowledge, and Problems, streamlining workflows and increasing productivity. Furthermore, UHealth gained access to money-saving Strategic Portfolio Management options for Demand Management and Project Portfolio Management.

CONCLUSION

Optimum Healthcare IT successfully addressed University of Miami Health System's challenge of creating an independent service for their healthcare operations. By leveraging our healthcare expertise, we developed custom applications, implemented efficient ITSM categories, and introduced event management integrations. The solution has significantly improved productivity, cost savings, and the overall operational efficiency for UHealth. Our ongoing partnership ensures that the ServiceNow platform continues to meet their needs and supports their future growth.

ABOUT OPTIMUM

Optimum Healthcare IT is a Best in KLAS healthcare IT services firm based in Jacksonville Beach, Florida. Our services encompass EHR, digital transformation, ServiceNow, talent acquisition, and Merger & Acquisition IT integration services. Driven by leaders with technical acumen and extensive industry experience, we aim to meet our partners' needs with holistic solutions fit for today and tomorrow.