

Baptist Health Shifts to Modernize IT Service Management with ServiceNow

The Mission

Baptist Health is the leading healthcare provider in Jacksonville, Florida, and is committed to a faith-based approach to serving the healthcare needs of patients in Northeast Florida and Southeast Georgia. As a non-profit, Baptist Health is focused on ensuring that all its investments are optimized around delivering the best possible level of patient care. The organization has been a regular fixture of industry recognitions in radiology/ oncology, surgery, clinical services, and dozens of other patient care disciplines.

Founded in 1955, the organization has grown alongside its community to encompass six hospitals, four emergency care centers, two hundred clinics, and fifty primary care centers across the Northeast Florida region.

The Opportunity

IT services are increasingly at the core of healthcare. As the nerve center of the modern healthcare enterprise, IT services are critical to delivering both patient care and the efficiency of clinicians and back-office staff supporting them. Like many healthcare organizations, Baptist Health looked to transform the organization's capacity to deliver IT services that are more responsive, flexible,



and transparent. Baptist Health's CIO, Aaron Miri, champions smarter IT to enable rapid business adaptation, particularly in challenging times like the COVID-19 pandemic. The organization's investment in ServiceNow for the next-generation IT Service Management is a key component of a broader transformation strategy. By altering IT Service Management for both enterprise-wide IT and Epic EMR-specific requests, Baptist Health has significantly accelerated its digital transformation. This advancement directly translates to improved patient and provider services, ultimately leading to enhance

50% Increase
in IT services
efficiency

30,000
Enterprise
IT service
tickets

20,000 Epic
EMR help
requests

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patient outcomes and more efficient healthcare delivery.

The Results

Baptist Health and INRY partnered to deliver a state-of-the-art ITSM solution that included:

- Incident Management to capture inbound IT Service incidents
- Problem Management for associating root cause problems with IT incidents
- Change Management to apply SDLC rigor to changes that impact IT services
- Knowledge Management to provide IT services to consumers with self-service
- Service Portal to provide an entry point to knowledge management and incident capture
- An Epic EMR to ITSM integration to make it allows providers to easily report Epic defects with just 1-2 mouse clicks, minimizing disruption to their patient-centered work

seen compelling benefits such as:

- 50% increase in IT services efficiency for the organization's overall enterprise IT command center and the Epic EMR services response teams
- Vastly improved velocity, accuracy, and ergonomics enabling a resolution of 30,000 enterprise IT service tickets and 20,000 Epic EMR help requests monthly
- Stronger Return on Epic investments results from consistent and complete issue capture for debugging EMR issues on the first attempt. Organization using consultants for Epic Fixes saw faster resolutions and lower costs due to improved documentation
- Significant drop in IT team pager notifications due to proper characterization and prioritization of inbound service requests

INRY, ServiceNow, and Baptist Health continue to leverage the Power of Platform to increase organizational efficiency and positively impact patient care in their community.

Thanks to the ongoing partnership between Baptist Health, INRY, and ServiceNow, the organization



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