



The Evolution of ServiceNow CMMS: Smarter, Safer, Seamless Clinical Device Management

Louie Gomez – Chief Architect

Andy Saylor – Business Development Director



Simplified Pathways to Healthcare Transformation





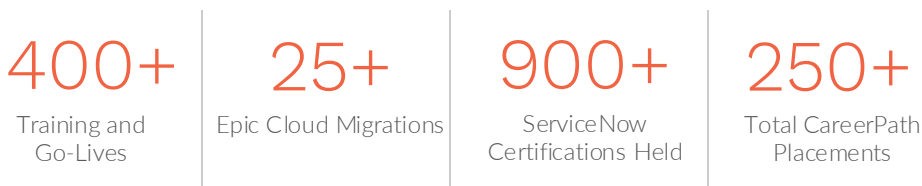
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Optimum Healthcare IT: Quality & Excellence

Our team of experts brings **healthcare** and **IT leadership** experience you can trust to support you in your goals.



Industry Recognition:



2025: IT Planning and Assessment
2024: #1 Go-Live Support

Additional KLAS Awards 2017-2023:

Two-Time Overall IT Services
Two-Time Software and Support
Two-Time HIT Advisory
HIT Implementation Support and Staffing

Industry Partnerships:





ServiceNow Practice Overview



A ServiceNow Partner That Knows Healthcare

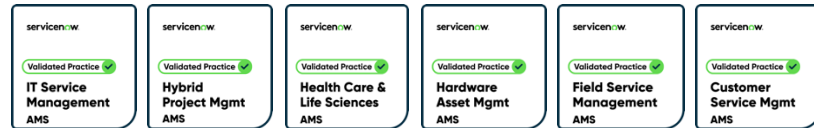
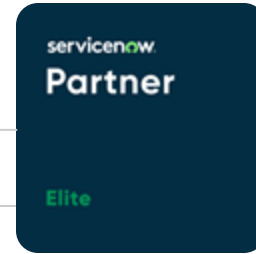
We are the only ServiceNow Elite partner exclusively serving healthcare organizations.

ServiceNow Expertise +

- 10 years average ServiceNow experience per team member
- Design partner with ServiceNow Product Development teams
- Exceeds minimum thresholds for certified consultants, successful deployments & CSAT scores

Healthcare IT Expertise +

- 7 years average healthcare industry experience per team member
- Team comprised of former healthcare IT professionals with clinical and business backgrounds



ServiceNow Solutions

+ IT Workflows

Seize the upside of operational resilience and raise employee agility

+ IT Service Management

+ IT Asset Management

+ IT Operations Management

+ Strategic Portfolio & Project Management

+ Security, Risk & Compliance

+ Employee Workflows

Free up employees' time with easy self-service and guided journeys

+ HR Service Delivery

+ Workplace Service Delivery

+ Employee & Provider Journey Management

+ Legal Service Delivery

+ Healthcare Workflows

Optimize healthcare and life sciences workflows to free up time for patient care and innovation

+ EMR + ServiceNow Integrations

+ Custom Application Development

+ Clinical Device Management

+ Field Service Management

+ Care Team Operations

ServiceNow Services

+ Advisory

Reduce risk and maximize value with strategic guidance, assessment, and business process optimization

- Platform strategy & roadmap
- Platform health assessment
- Platform governance
- Business value assessments
- Business process consulting / implementation readiness

+ Implementation

Design and implement solutions to business challenges with applications built on ServiceNow

- Net new install
- Reimplementation
- New module/BU implementation
- Custom app development
- Integrations

+ Managed Services

Qualified team of ServiceNow and healthcare industry experts for platform maintenance and development needs

- System administration
- Backlog management
- Platform health & security optimization
- Continuous improvement
- Custom support models

Why trust Optimum?



Healthcare exclusive



Industry-rated, proven solutions



Deep healthcare technology expertise



Award-winning service



Optimum Healthcare IT ServiceNow Business Implementation: Providing Expert Implementations for ServiceNow Healthcare Applications

Key Performance Indicators



"The firm is very strong and brings very good ServiceNow resources to the table. We use the firm as the lead on new modules that we implement with ServiceNow. Optimum Healthcare IT does a better job of telling us new feature functions that are coming with ServiceNow than ServiceNow does. Optimum Healthcare IT has a deep understanding of the ServiceNow road map and when we should wait for a module versus trying to build something ourselves. That has been an advantage that has saved us some money." —CIO



"There are a lot of regulatory requirements and certain aspects of compliance and things like that that are a bit unique to the medical device world. Our programmer understood things as more than just a workflow or business rule. They knew how to make things make sense and how to make the system meet regulations." —Director

Report dated August 2024; see full report [here](#).



CLINICAL DEVICE VITALS

Powered by **servicenow**.

Licensing required:
HCLS Device Management Pro

Est. project timeline*:
26 weeks



Offering Overview

Transform medical device management, ensuring devices are operational, compliant, and efficiently maintained within a single enterprise platform.



Challenges Addressed

- Lack of visibility of clinical devices
- Lack of upgradability of legacy CMMS tools and reliance on 3rd party vendors
- Lack of proactive maintenance
- Clinical devices get shoved in corner with “out of order” signs
- Clinicians don’t have time to report issues
- Burdensome manual effort to comply with audit requests



Project Scope

- Activate HCLS Data Model
- Data migration of clinical assets and CIs
- Service Graph Connector Integrations
- Clinical device lifecycle workflows (EAM)
- Now Mobile App with barcode scanning
- Flexible Preventative Maintenance schedules ([proprietary Optimum solution](#))
- Work order management (FSM)
- Printable PDFs for audit requests
- Reporting & dashboards



Anticipated Results

- Comprehensive device inventory
- Streamlined request intake
- Enhanced efficiency reporting
- Better user experience reporting device issues
- Decreased sunk costs due to fewer lost or inoperable devices
- Fewer devices malfunctioning because they are maintained more effectively

**Estimates are based on previous experience but may vary by customer depending on several factors*

EMR Help Desktop View

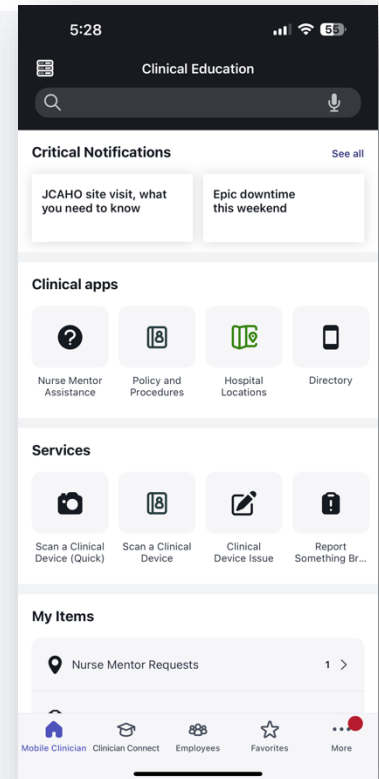
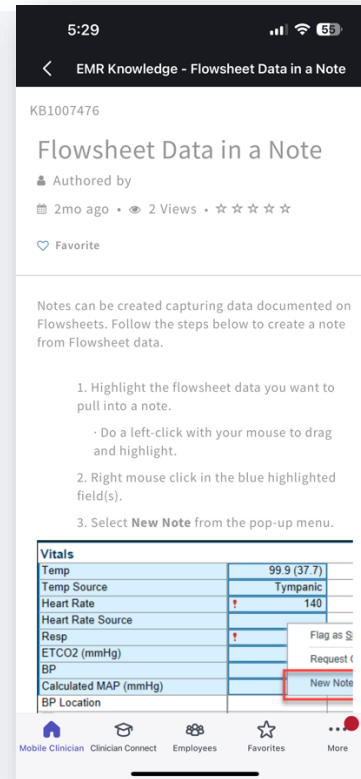
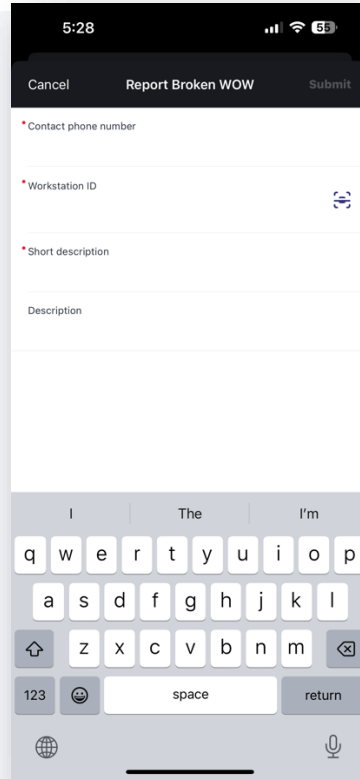
- ✓ Automatically logs in the user
- ✓ Pre-populates attributes from the EMR (e.g. MRN, CSN, Workstation ID, login dept.)
- ✓ Access to knowledge & catalog

The screenshot displays the EMR Help Desktop View for a patient named Esteban-CVINV ZzTRNCV. The interface is divided into several sections:

- Navigation Bar:** Includes tabs for Patient Lookup, On-Call Finder, Backlist, References, Reports, Patient Movement Guide, Revenue Reconciliation, Patient Transport, and Print Forms.
- Summary Sidebar:** Contains patient information such as Legal Name, MRN (100016591), Bed (SJAA MS 7EB-MED SURG-TRN CV MED SURG), and vital signs (Height: 175.3 cm, Weight: 86.2 kg, BMI: 28.06 kg/m²).
- Main Content Area:** Features a 'Summary' tab with sections for Administrations with Cosign Requests, BestPractice Advisories, Orders to Be Acknowledged, Medical Problems (A-fib), Vital Signs, Lines, Drains, and Airways, Medications, Restraints (last 24 hrs), Emergency Contact(s), ADT Events, and Timeline.
- Help is on the way! Sidebar:** Lists 'My Open Requests' with details for cases like DEVCO01001 (Unable to upload patient images to the PAX machine) and CS001000 (iPad not recognizing patient signatures).

Clinician Mobile View






- ✓ Barcode Scanning
- ✓ Push notifications
- ✓ Encrypted fields for patient PHI
- ✓ Access resources on-the-go
- ✓ EMR and Clinical Education



DEMO

Engagement Timeline

Go-live in 22 weeks, 24 weeks total

Phase	Description	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
INITIATE	Understand the customers business goals, begin the preparation work, staff the delivery team, kick off, and current state assessment	 KICK OFF	 SCOPE CHECK				
PLAN	Hold workshops to understand the customers' process and platform needs. Finalize engagement timeline and configuration requirements				 USER STORY APPROVAL		
EXECUTE	Run Agile Scrum cycles to realize business objectives and value through rapid configuration and transparent reporting					 DEV to TEST	
DELIVER	Support user acceptance testing; provide customer support readiness, go-live and post go-live support						 GO LIVE
CLOSE	Formally close engagement, gather internal feedback and lessons learned, and assess success						



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