

# Realize the benefits of digital workflows for clinicians, staff, and HR

In healthcare, improving employee, clinician, and staff experiences can directly impact the delivery of care, brand perception, and corporate performance.

**Critical factors for success:**



**Staffing**

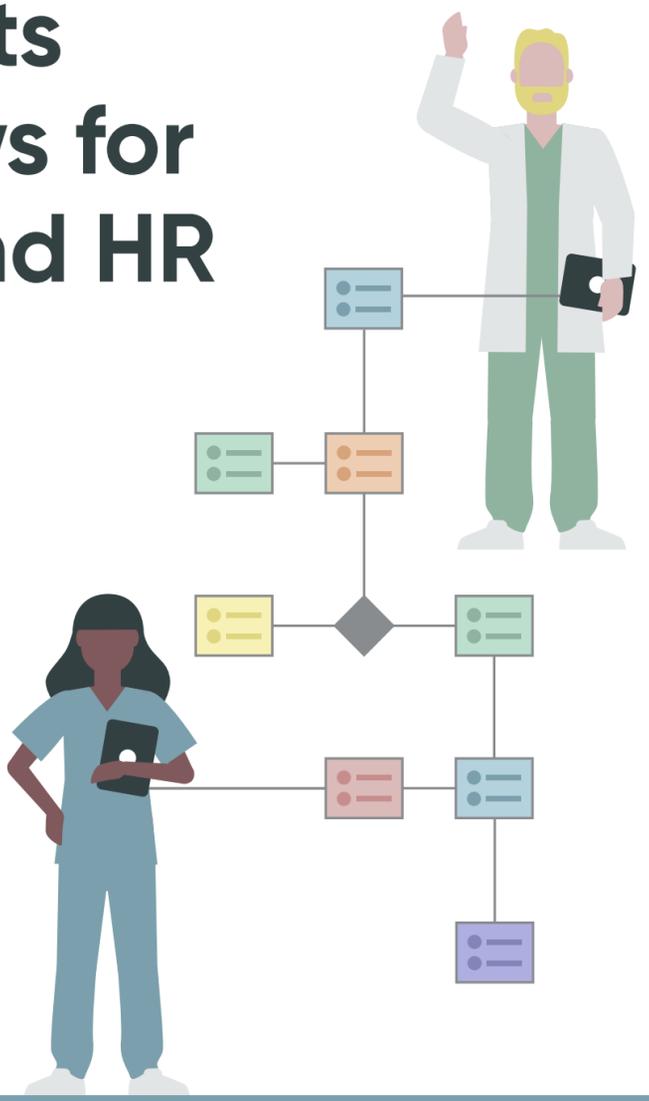


**Growth**



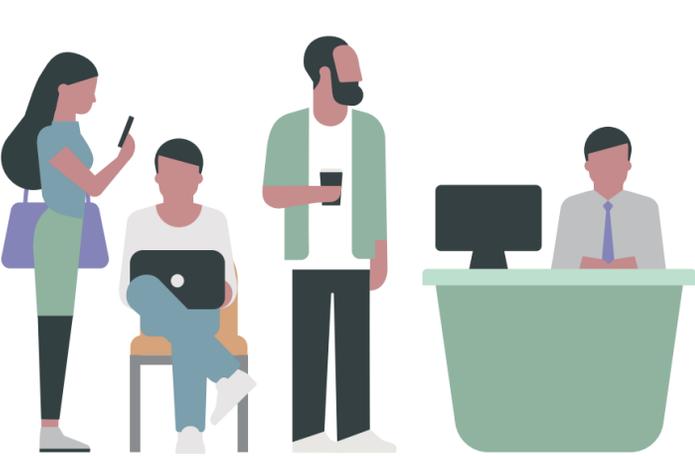
**Retention**

HR can play a pivotal role in making it easier to attract, hire, manage, develop, and retain the best talent to serve patients and the community.



On average, it takes more than 90 days to onboard a physician at a hospital. Credentialing alone can take up to three months or more. Onboarding includes confirming medical school graduation, board certification, USMLE test scores, and much more. Delays can cost \$100,000 per week, or more, in lost billings.

ServiceNow makes it simpler for hospitals to set up and manage onboarding and other clinician lifecycle events by using a single service delivery platform. It makes it easier and faster for clinicians to begin seeing patients so you can deliver the fast, consumer-like service experience they deserve.



## Your physicians want to waste less time and treat more patients

Magellan Health simplified access to HR services, eliminated frustration, and helped improve employee satisfaction.

**75%**

Decrease in time to resolve cases

**75%**

Of inquiries now resolved via self-service

## Time isn't the only way to save

According to a Forrester report, ServiceNow increases HR productivity, lowers costs, and improves the employee experience.

A \$4 billion healthcare organization realized these three-year benefits:

**>\$9.9M**

in total benefits

**50%**

reduction in HR cases

**30%**

increase in efficiency

**400%+**

increase in efficiency

To learn more, download an analyst report on HR fundamentals for clinical excellence.

[Get report](#)

Read chapter 1  
**Future of care**



Read chapter 3  
**Patient experience**