

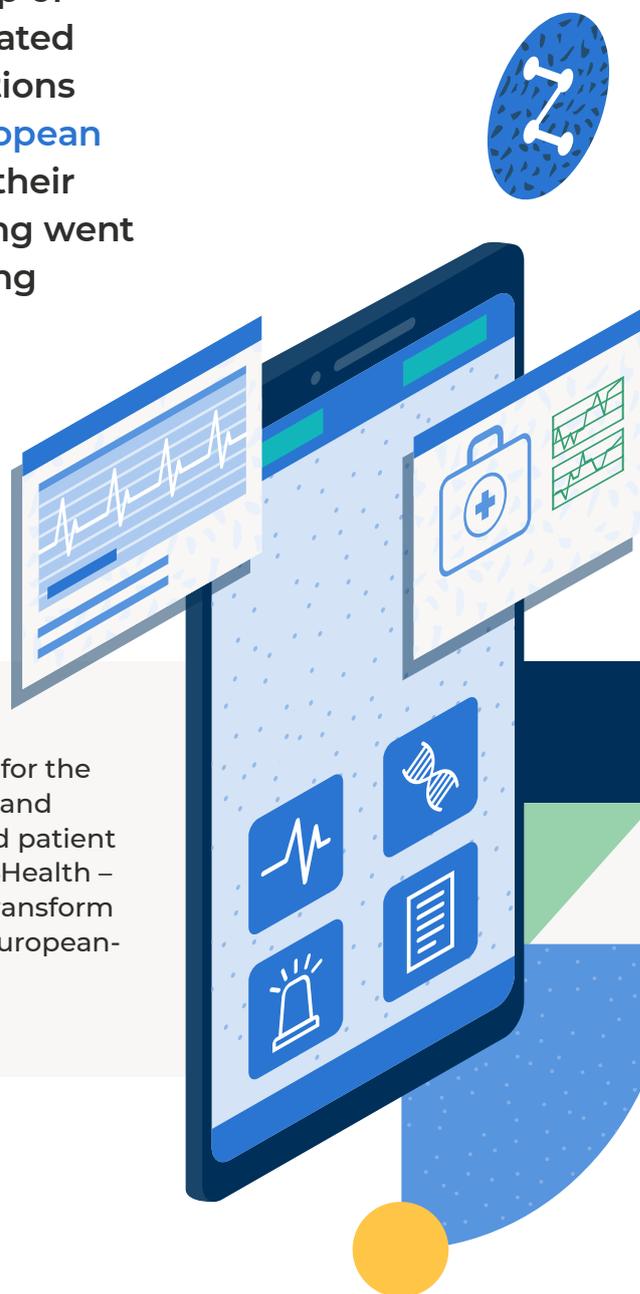
# Digital transformation: how the right technology can power change in your health organisation



The health industry is currently facing an exceptional amount of pressure to transform its operations. Patient care centres and life sciences organisations alike are experiencing escalating challenges, from ageing populations to the effects of the COVID-19 pandemic.

According to a [global study from Deloitte](#), the key challenges across the industry are increased patient numbers, workforce shortages, supply chain disruptions, equipment scarcities, and insufficient or outdated facilities. On top of all this, the past two years have accelerated the need to address new health regulations and growing costs. In recent years, [European countries](#) spent more on health within their GDP per head – the UK’s health spending went up by 21.9% and in already high-spending countries like Germany it grew by 3.9%.

On the back of the pandemic, the challenge now is for the health industry to deliver through digital platforms and resources for an increasingly engaged and informed patient community. A [recently proposed programme](#) – EU4Health – seeks to acquire \$5.1 billion in an effort to digitally transform the EU health sector, with Germany pushing for a European-level, interoperable health data space.



Technology helps organisations to align their workforce with the demands of the wider health industry – though many are still yet to utilise it for all its benefits. EMEA’s health organisations can struggle with decentralisation and the use of multiple traditional systems, making both transparency and collaboration near impossible.

A digitally-enabled workflow can make healthcare more accessible and less time-consuming for patients, as well as reduce errors that could ultimately impact patient wellbeing. Simultaneously, organisations can benefit from gaining greater coordination across resources and departments.

By seamlessly tying together a health organisation’s many siloed departments, agile technology like Smartsheet streamlines processes and provides room for reliable and effective collaboration. With a secure and robust system, data is kept safe – and staff have real-time visibility over rapidly changing updates and demands, as well as informed knowledge of requirements for resources.



**Holistically, all of the improvements we’ve made through Smartsheet empower us to do one thing: look after patients more effectively, and that’s an incredible feeling.**

Dympna Wilson,  
Programme Manager at  
NHS Northwest.



# Streamline project management efficiency

It's become critical for organisations to develop effective project management processes that improve efficiency and meet the health industry's changing requirements. The challenges highlighted by Deloitte show that there are increased demands for all facets of the health industry, from patient care centres and the NHS dealing with patient backlogs, to pressure for life sciences organisations to achieve faster speed to market. Whether planning drug trials or keeping on top of patient lists, healthcare project managers require broader oversight of their operations. A system is needed that seamlessly interlinks various key elements of their organisation, from employee onboarding and facilities management, to regulatory compliance, staff certifications, insurance claims, scheduling, and more.

A practical solution is to adopt SaaS technologies that can digitally transform processes and meet increased workflow demands. Integrating collaborative, cloud-based functions enables organisations to save time, reduce costs and errors, and push business forward. Smartsheet's Veeva integration aids life sciences organisations in achieving clinical, commercial and R&D data compliance and the Jira connector can enhance visibility. Healthcare facilities' estate management teams also benefit from Smartsheet's DocuSign function, which empowers better-connected communication and streamlined workflows through faster approvals.



**We're actually managing 30% more projects with the same number of project managers as we were before we implemented Smartsheet.**

Michael Christ, IT Account Manager for Commercial Operations, Roche

## The right technology can transform your health organisation



### Optimise IT operations.

Organise IT operations management with technology that improves visibility into IT projects, enhances accountability and improves insight into IT budgets and spending in real-time.



### Streamline insurance processing.

With a single source of information for each claim and patient, the right technology boosts time efficiency relating to work execution platform processes like approval processing, record management and claim denials.



### Planning and risk management.

The right solution helps teams manage compliance-related projects effectively, helping them to keep track of compliance initiatives to mitigate risk. Choose technology that can aid compliance cause and action plans, audit process management, and implementation tracking.

# Consolidate complex processes

Pivotal factors are creating escalating urgency for consolidation within health organisations. For example, the European [Health Data Space](#), a healthcare-specific GDPR, aims to reform healthcare data management to ensure data protection, quality, and interoperability. This will affect both patient care units and research organisations. Scheduling challenges brought on by COVID-19 and a [continued high rate](#) of mergers and acquisitions across the entire health industry have all added to the pressing need for consolidation of processes.

To recoup profits amidst rising materials costs and demands for speed throughout the industry, [patient care units are being consolidated](#) and mergers of life sciences organisations are continuing to take place. In 2019 there were a number of mergers in the life sciences sector, with the top deals reaching [\\$207 billion in combined value](#). Despite a decline in activity over the past couple of years, PwC forecasted a sharp rise in 2022, with estimated deal values of up to [\\$400 billion](#). While in patient care, France's top four medicine, surgery, and obstetrics hospitals now [own roughly 60% of private hospital beds](#), a growth of 12% since 2014 that is expected to continue rising on the back of the pandemic. A previously fragmented UK dental sector now has [13% of practices owned by corporates](#) rather than individual practitioners.



Such mergers deliver benefits for both life sciences and patient care organisations. There is a greater chance of both groups seeing profits and increased purchasing power through integrated budgets. Added to that is greater access to differing skill sets, which can ultimately help patient care centres deliver better quality of care.

The merging of different businesses ultimately requires the blending of multiple systems, and traditionally this involves managing various projects to cover the combining of siloed departments, IT systems, people, data and real estate. To successfully manage such changes, organisations should implement efficient tools and software that provide standardised, consistent, transparent, and collaborative frameworks.

Smartsheet's [Control Center](#) function enables more seamless integration, aiding better project consistency and visibility at scale. Through automating project creation, aggregating portfolio reporting, and managing change, Control Center is an example of how health organisations can use technology to lessen the challenges of multiple processes.

## The right technology can transform your health organisation



### Gain process-wide insight.

Find a solution that provides real-time, accurate information on all processes, from target identification and due diligence, to integration planning and completed execution.



### Cut back on deal-closure times.

Choose a solution that enables real-time collaboration and is easily adaptable by all stakeholders.



### Increase transparency for stakeholders.

Oversight for internal and external parties is crucial for identifying opportunities to continuously improve. Choose a technology platform that enables broader transparency and for information to be shared with ease.



**Smartsheet has offered us the ability to integrate other platforms, information flows, and workflows that our existing solutions were not able to meet. As we have developed these solutions, they have replaced stand-alone applications. They have replaced countless communications that are very inefficient. And we have seen productivity increases within our product project management organisation of 30% and 40%.**

Bryan Langford,  
Vice President,  
Implementation,  
Planning, and Support,  
Roche Diagnostics North  
America

# Combat risks and comply with evolving regulations

The rise of new and strict regulatory processes is continuously challenging patient care processes and how pharmaceutical companies get new drugs to market. To operate within the parameters of the law, companies must ensure they adhere to the latest regulations set by the government.

Germany recently saw the introduction of a Due Diligence Act, passed to hold organisations with foreign supply chains to account with regards to human rights standards. Within patient care, this can lead to [consequences and penalties](#) should companies fail to comply with the law, such as costly fines and exclusion from winning public contracts in Germany for up to three years. Ultimately, regulatory changes like this should be expected more broadly, and the issues that can arise as a result can lead to negative knock-on effects for organisations.

Life science organisations are also facing continuous pressure to operate within regulatory parameters. Clinical trials require careful design, formal approval of testing by the appropriate national regulatory agency, and training and certification at each clinical site where trials will be conducted. With each of these processes, there is a crucial need for tight data security, and due to the rate at which regulations are changing and patient needs are increasing, traditional systems will struggle to keep up.

As some health organisations have already discovered, integrating the right technology platform can aid in transforming these processes, while keeping data secure. For a successful vaccine rollout, a number of organisations utilised specific Smartsheet vaccine templates, which both enable the efficient tracking of [employee vaccination status](#) and are used in [sites where vaccinations are carried out](#).



**Through Smartsheet, we could log in, see upcoming appointments for the next several days, and make sure we had the appropriate staffing. Having those numbers at our fingertips to report to the state (of Texas) enabled us to remain in compliance with what was required of us as a vaccine hub.**

Lindy Anderson-Papke,  
MHA, CLSSBB, PCMH  
CCE, Director of Clinic  
Operations Performance  
Improvement, UT  
Physicians, The University  
of Texas Health Science  
Center at Houston

Regulatory delays can significantly impact new drugs being commercially available, highlighting the need for better visibility across processes. Technology like Smartsheet, which has just enhanced its regulatory features and has region-specific security aspects, can mitigate the risk of harmful delays and errors. Moreover, with features such as [Dynamic View](#), condition-based access can be given for specific sheets based on permission level.



## The right technology can transform your health organisation



### Organisation-wide compliance management.

Choose technology that ensures your electronic data is private, secure, and used in-line with existing regulations.



### Manage clinical trials.

Stay in-line with strict regulations, by choosing technology that protects highly-guarded intellectual property and maintains transparency across trial teams.



### Manage complex health programs.

Avoid repetitive, manual tasks by using cloud technology within a single platform. Track research portfolio progress, consolidate key programme information and effectively report on research and program activity to donors and partners.



### Manage grant money and data.

Stay aligned on the usage of grant money within your health organisation, with technology that provides instant visibility in a single report or dashboard.

# Power up your people

The pandemic highlighted the ongoing fluctuations in healthcare staffing levels, and the crucial need for effective resource management to avoid costly, wasted resources. Highly manual software like Word and Excel may be familiar and accessible, but can also enable human error that can have severe repercussions on the sufficiency of care provided for patients. These tools were also put to the test during the COVID pandemic and its fallout: manual processes are not often built for use at scale, and widespread reliance has highlighted the vulnerabilities of such systems.

An increasing number of health organisations are using automation to more easily manage employees and simplify processes, such as staff onboarding and training. From the pre-hire stage to the integration stage, Smartsheet's compliance specific templates make tasks more manageable in fast-paced, rapidly growing organisations requiring real-time visibility on resource needs and changing staffing levels.



**Smartsheet has allowed us to manage to grow and continue operating at these levels of staffing. We have full transparency now, and we can see specifically where our real pain points are. And that allows us to make better decisions with who we will onboard next, providing us a pathway for how we continue to grow. Rather than working in the dark and thinking 'everybody's overworked, we can't keep up, I just need another body' — now I know exactly what I need that body to do.**

Randy Cook, Chief Operating Officer, Aspen Medical International

## The right technology can transform your health organisation



### Power up people and provider management.

The right technology solution can provide compliance specific templates, critical tools for enabling better planning, and cross-departmental visibility, communication, and accountability.



### Manage the employee lifecycle.

Maintain a strong hold on the various processes involved throughout an employee's lifecycle. Choose an organised and efficient platform that links between all departments and ensures property security upon termination.



### Track certifications.

Stay informed on critical healthcare worker certification statuses, with technology that enables the tracking of personnel records and notifies staff and the HR team of mandatory training.

# Work from anywhere, flexibly

By making their processes more digitally capable, through the increasing use of cloud-based and mobile devices for patient related-services and administrative processes, health organisations have been able to adapt to obstacles brought on by the pandemic.

Technology like Smartsheet enables staff to make updates and create requests, no matter where they are – be it in a lab, or on the ward – allowing for faster, more agile responses to address issues in real-time. Different departments and stakeholders are able to view workflows specific to their own needs and requirements, simplifying and streamlining processes for some and avoiding unnecessary, time impacting updates for others.

Having agile technology that can interlink siloed teams in different locations means that workflows can still be collaborative, particularly when this technology has easy to use mobile functions. Healthcare projects can often involve multiple teams across various time zones and locations, meaning that mobile functionality of systems should be ample enough for making communication smooth and productive.

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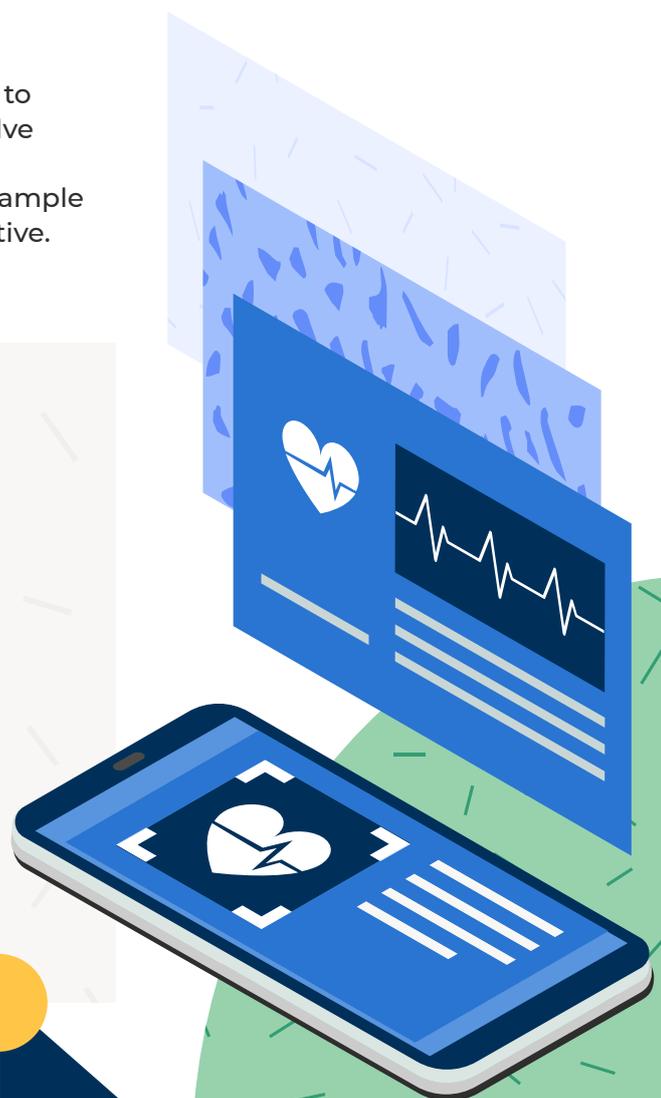
### Improve mobile workflows.

The right technology enables faster responses to automated updates and approval requests, and for data and photos to be sent directly to sheets through mobile devices.



### Transform inventory management.

Barcode scanning capabilities can simplify inventory management. With Smartsheet Data Mesh, it's easier to maintain data consistency and map inventory data across sheets.



# Key considerations

1. **Build for the future.** As the health industry evolves, look for technology like Smartsheet that is proven to offer flexibility to grow with increasing demands, and adapt to different processes. With templates for different organisational needs, Smartsheet's agility enables digital transformation.
2. **Verify security regulations and GDPR/EFPIA compliance.** Technology should meet ever-changing security regulations and protocols, and provide a safe method for storing data. Shifting to a digital system like Smartsheet groups important data into a single, centralised source, and with guaranteed data security and regulatory compliance, organisations can avoid the potential risks associated with manual systems.
3. **Choose a connected, collaborative platform.** Ensuring continuous and effective communication between different areas of healthcare is crucial. Smartsheet enables cross-collaboration between departments, provides oversight to project leaders and delegates tasks for different roles within the workflow.
4. **Seek out platforms that streamline and simplify.** To ensure digitisation delivers optimal value, it's critical to choose technology that actively makes processes easier. Smartsheet can improve efficiency by removing manual actions, cut back on wasted resources and prioritise specific tasks – ultimately making it simpler to deliver sufficient patient care.

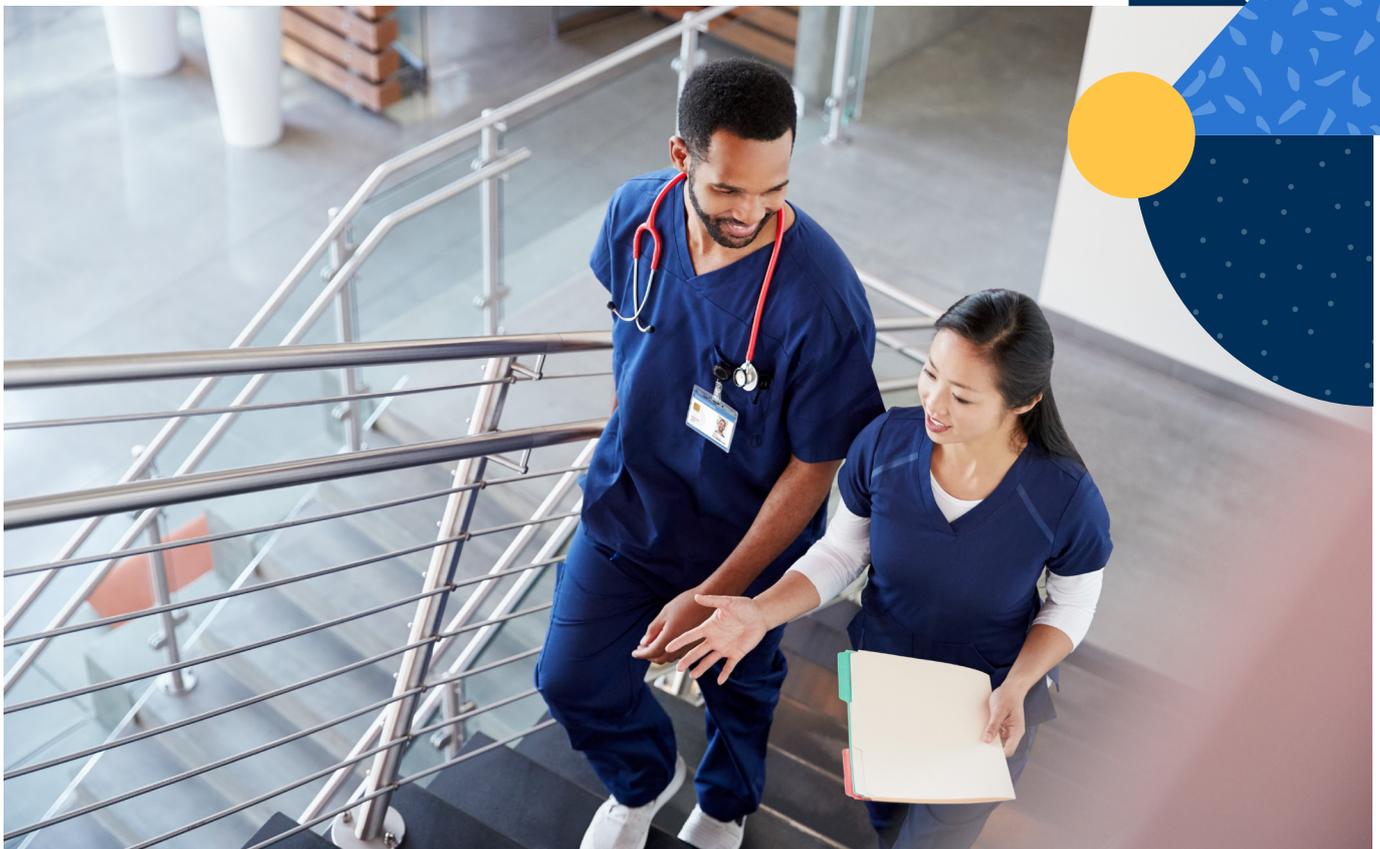


# Transforming your health organisation

There has never been more focus on the health industry as there is today, and organisations must now navigate future decisions that will put change into action – doing so in a way that not only avoids disruption but powers progress.

In April 2020, the German Interdisciplinary Association for Emergency and Intensive Care implemented capacity planning tools to assign hospital beds in Germany, at the most disruptive and tumultuous time for the health industry. Other healthcare companies in Germany, Austria, and Switzerland have **adopted cloud-based software solutions** to create better access for patients and to support doctors regarding appointments and video consultations. Looking ahead, organisations can carry this approach forward with digital transformation – utilising technology to grow with increasing healthcare demands.

Implementing a stable, efficient, and transparent digital system like Smartsheet powers healthcare staff with the necessary resources and environment to aid effective digital transformation – and simultaneously helps to improve the patient experience.



**For more information on how  
Smartsheet can bring positive  
change to your healthcare  
organisation, visit:**

[www.smartsheet.com/solutions/healthcare](http://www.smartsheet.com/solutions/healthcare)

#### **About Smartsheet**

Smartsheet (NYSE:SMAR) is a leading cloud-based platform for enterprise achievement, enabling teams and organizations to plan, capture, manage, automate, and report on work at scale, resulting in more effective processes and better business outcomes. Smartsheet is committed to continuously delivering a secure and extensible platform that meets the complex needs of today's largest enterprises. More than 75% of the companies in the Fortune 500 rely on Smartsheet to implement, manage, and automate processes across a broad array of departments and use cases. To learn more about Smartsheet, visit [www.smartsheet.com](http://www.smartsheet.com).