

# Clinical device management utilizing ServiceNow

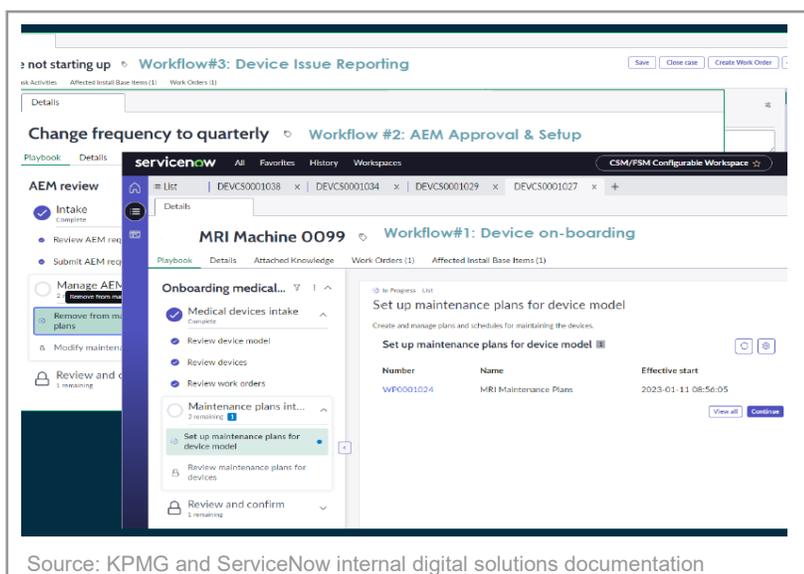


**KPMG firms are helping to solve clinical device management challenges in healthcare organizations around the world.**

Healthcare organizations face daunting challenges as it relates to clinical devices – maintaining inventory, meeting regulatory requirements, monitoring utilization, and ensuring optimal performance to focus less on devices to free up time for clinicians to focus on patient care.

## Clinical technology is changing at a rapid pace

Device usage continues to grow within healthcare facilities, managing and monitoring these devices is becoming more complicated. Clinician satisfaction and patient safety are key focuses of healthcare organizations and this is more difficult to focus on due to increased attention and efforts on device maintenance and compliance. That's why KPMG firms and ServiceNow have teamed to extend ServiceNow's leading capabilities specifically to help drive innovation and tackle some of the toughest challenges in managing clinical devices. With ServiceNow, KPMG professionals can assist healthcare organizations with developing, managing, and monitoring equipment in order to help advance effective, safe, and economical use. Organizations will be provided with a single ServiceNow platform as a modern foundation for a digital automations, operations, and workflows from start to finish including integrations with other tools.



Source: KPMG and ServiceNow internal digital solutions documentation



Establish maintenance plans and schedules in ServiceNow



Track and report on devices from cradle to grave with workflows



Technician rounding and dispatch for corrective and preventative maintenance

# How KPMG can help

KPMG firms recognize that healthcare organizations need a team that can bring cross functional and technical experience to help drive transformation. KPMG professionals maintain a leadership position in the market with a commitment to the quality of our methodologies, our people, and our solutions. We know the healthcare industry and are ServiceNow's "lead-with" healthcare partner, having recently won their "Americas Transformation Partner of the Year" award.

## Our process

### Strategy and roadmap

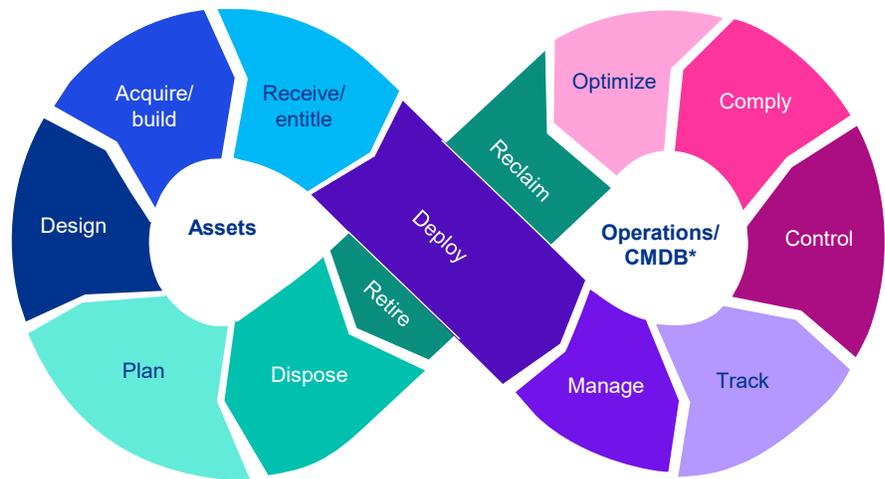
Assess the current state, build a release roadmap and provide initial designs for consideration and alignment with ServiceNow's Clinical Device Management (CDM) roadmap.

### CDM foundation

Establish the data model, forms, and workflows to enable the tool including enhanced clinician and technician experience.

### Enhance and expand

Enable a full suite of CDM capabilities including integration with ECRI, discovery tools and contract management. Continue expansion and automation along with support for more sites.



\* Configuration Management Database

## Why KPMG and ServiceNow?

Together with ServiceNow, an industry-leading workflow platform, KPMG digital health solutions help organizations to achieve more value and deliver game-changing economics across all functions of their enterprises. Our healthcare advisory and ServiceNow teams collaborate to address market challenges, provide in-depth industry perspectives, and leverage the full Now Platform to help enable consumer-like experiences, automate complex workflows, and deliver superior services while helping to drive greater productivity.

## Contact us



**Piyush Anand**  
Managing Director  
Platforms  
KPMG in the U.S.  
panand1@kpmg.com  
T: 1 720 573 7004



**Lydia Lee**  
Partner, National Digital Health  
Leader, KPMG Canada  
Global Healthcare Executive  
Sponsor  
Lydialee1@kpmg.ca  
T: +1 416 777 8874



**Dilan Luvis**  
Global Director, Digital Health  
Strategy & Alliances  
KPMG International  
dluvis@kpmg.com  
T: +1 212 954 1084

[kpmg.com/socialmedia](https://kpmg.com/socialmedia)



Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

© 2023 Copyright owned by one or more of the KPMG International entities. KPMG International entities provide no services to clients. All rights reserved.

Throughout this document, "we", "KPMG", "us" and "our" refers to the global organization or to one or more of the member firms of KPMG International Limited ("KPMG International"), and ServiceNow each of which is a separate legal entity.

KPMG refers to the global organization or to one or more of the member firms of KPMG International Limited ("KPMG International"), each of which is a separate legal entity. KPMG International Limited is a private English company limited by guarantee and does not provide services to clients. For more detail about our structure please visit [kpmg.com/governance](https://kpmg.com/governance).

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization