

## Review Article

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# Digital Services and Usage of ServiceNow among Patients and Citizens Living at Homes

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## ABSTRACT

This theme investigates the role of digital services, specifically the ServiceNow platform, in improving the experiences of patients and citizens who live at home. The growing demand for efficient, accessible, and user-friendly digital interactions has driven public-sector enterprises to implement novel solutions to streamline service delivery. ServiceNow's Public Sector Digital Services (PSDS) offer a uniform platform for automating workflows, increasing accessibility, and promoting proactive involvement. This study investigates the benefits of ServiceNow for homebound citizens while also addressing implementation and integration problems with existing systems. Case studies demonstrate successful ServiceNow implementations in diverse public sector settings, proving the impact on citizen satisfaction and operational efficiency. The paper concludes with recommendations for future improvements and the necessity of continuous feedback mechanisms to adapt services to evolving user needs.

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## Preamble of Work

The digital transformation of public services has become increasingly important in satisfying citizens' changing expectations. ServiceNow, a cloud-based platform, provides solutions for streamlining service delivery across a variety of industries, including healthcare. This article investigates the consequences of adopting ServiceNow for digital services among patients and individuals living at home, with a focus on the benefits, problems, and future prospects. The epidemic has surely hastened digital transformation for businesses of all sizes and in all industries [1,2].

Canadians' expectations for simplified, straightforward digital services are also shifting. Citizens now expect consumer-grade experiences from the government. With the demand for digital experiences growing across all generations of Canadians, the government has an opportunity to streamline its services for the digital age.

ServiceNow has played a significant role in improving healthcare services for patients and residents living at home. The visual representation you asked, demonstrating how ServiceNow improves healthcare services, particularly home healthcare. It depicts digital workflow platforms, automation processes, and healthcare professionals providing personalized care to patients at home in a technology driven environment as shown in the Figure 1 Significant role in improving healthcare services for patients and residents Here are some important ways it has made a difference: Improved Patient Care: ServiceNow's digital workflow platforms help streamline procedures and break down silos inside healthcare companies, resulting in better patient outcomes. By automating

regular processes, healthcare personnel can devote more time to patient contacts rather than administrative work [3].



**Figure 1:** Significant Role in Improving Healthcare Services for Patients and Residents

**Enhanced Home Healthcare:** Companies such as Amedisys use ServiceNow to give individualized care to patients in their homes. This strategy promotes independence and social relationships in patients while providing high-quality care. The platform has also helped to cut IT support costs and enhance efficiency, freeing up more resources for patient care

**Citizen Healthcare Experience:** ServiceNow allows healthcare practitioners to connect with citizens in their digital world, providing services such as appointment booking and real-time access to medical information. This digital transition ensures that citizens obtain fast and effective healthcare services, including from the comfort of their own homes.

Overall, ServiceNow's strengths in automation and digital processes are critical to modernizing healthcare delivery, making it more responsive and patient-centered.

### The Need for Digital Services

As society becomes more digitalized, citizens anticipate frictionless interactions with government services. The COVID-19 epidemic has expedited this trend, emphasizing the necessity for effective digital solutions that can meet residents' requirements from the comfort of their own homes. According to the European Commission, 81% of government services in EU27+ nations are now available online, indicating a substantial move towards digital engagement [4,5].

Overview of ServiceNow ServiceNow provides a complete platform that enhances service delivery through automation and enhanced workflows. Its Public Sector Digital Services (PSDS) are specifically designed for government organizations, allowing them to provide services effectively while maintaining high levels of citizen satisfaction. A single data model, low-code operations, and personalized experiences all contribute to increased operational efficiency.

### Benefits of ServiceNow for Homebound Citizens Enhanced Accessibility

Citizens can access services through several channels on ServiceNow's platform, including web, chat, email, phone, and social media, allowing them to interact with government services in the most convenient way for them. This omnichannel approach lowers obstacles to access while improving user experience.

**User-Centric Design:** The interface was created with accessibility in mind, allowing users with disabilities to simply navigate.

**Mobile Compatibility:** Mobile applications allow citizens to access services anytime and anywhere.

**Self-Service Portals:** Citizens can resolve issues independently through self-service portals, reducing wait times and improving satisfaction.

Improved Efficiency ServiceNow contributes to a faster resolution of citizen questions and requests by automating regular operations. This efficiency is especially important for homebound individuals who may need immediate assistance with healthcare-related services. Streamlined Workflows: Automated workflows require less manual involvement, lowering errors and speeding up service delivery. Notifications provide users with real-time updates on the status of their requests, increasing transparency. Resource Optimization: By automating repetitive tasks, agencies can allocate human resources more effectively toward complex issues requiring personal attention.

### Proactive Service Delivery

ServiceNow enables agencies to take a proactive approach by using data analytics to detect possible problems before they worsen. This characteristic is critical in healthcare settings where quick interventions can dramatically improve patient outcomes. Predictive Analytics: Algorithms use data trends to estimate service demand or possible concerns. Automated warnings: Systems can send warnings to healthcare professionals when certain circumstances are satisfied (for example, missed appointments). Continuous Monitoring: Agencies can monitor service performance metrics in real-time to identify areas needing improvement or immediate attention.

### Challenges of ServiceNow

**Integration with Legacy Systems:** Integrating new digital solutions such as ServiceNow with old legacy systems is a major challenge for public sector enterprises.

This integration is critical for guaranteeing a smooth transition and service continuity during the upgrading process.

**Complex Migration Processes:** Transitioning from old systems necessitates careful preparation and execution.

**Data Integrity Risks:** Keeping data accurate during migration is crucial to avoiding disruptions.

**Resistance to Change:** Employees accustomed to legacy systems may resist adopting new technologies due to fear or uncertainty about their capabilities.



Figure 2: Graphical Depiction of ServiceNow

The graphical depiction highlighting the difficulties in implementing ServiceNow in the healthcare industry with an emphasis on user adoption, integration complexity, and the requirement for robust data protection [6,7].

### Accessibility Standards Compliance

While ServiceNow aims to provide accessible services, there are ongoing concerns about meeting the Government Digital Service (GDS) standards required for public-facing applications. Ensuring compliance is essential for fostering trust among users, especially vulnerable populations such as homebound patients [8].

**Regular Audits Required:** Continuous monitoring is necessary to ensure compliance with evolving standards.

**User Feedback Mechanisms:** Implementing feedback loops can help identify accessibility issues early on.

**Training Needs:** Staff must be trained not only on how to use ServiceNow but also on understanding accessibility requirements when serving diverse populations.

### Case Studies

**Bordeaux Métropole:** A Model of Success Bordeaux Métropole is an excellent instance in which ServiceNow was effectively integrated to manage over 1,600 digital services. The technology has enabled real-time service delivery and increased public involvement through excellent data management and workflow automation.

**Key Metrics:** Increased citizen engagement by 30% within six months of adoption.

**User Satisfaction:** Surveys revealed an 85% satisfaction percentage among users who receive services digitally. Operational

**Efficiency:** Reduced average response time by 50%, allowing for faster resolutions to citizen inquiries.

**Swedish Public Employment Service:** Transforming Citizens' Experiences The Swedish Public Employment Service has dramatically modernized its service delivery framework by implementing ServiceNow. By exploiting the platform's capabilities, it has increased user satisfaction and operational efficiency; since 2020, more than half of benefit application processes have been automated [9]

**Operational Improvements:** Processing times were reduced by 40%, providing for faster access to benefits.

**Enhanced Reporting Capabilities:** Data analytics tools provide information on service utilization trends. Cost reductions are estimated to be more than \$1 million per year as a result of reduced administrative costs [10]

### Future Prospects

**Expanding Citizens' Digital Literacy:** To realize the benefits of platforms like ServiceNow, programs aimed at raising individuals' digital literacy are critical. Programs that teach users how to navigate these digital platforms can increase engagement and ensure that all residents have effective access to required services [11].

**Community Seminars:** Local governments might host seminars to educate citizens about accessible digital services.

**Online Tutorials:** Creating video tutorials can help people who aren't as tech-savvy understand technology.

**Partnerships with NGOs:** Working with non-profits dedicated to technology education can widen outreach efforts.

**Continuous Improvement using Feedback Loops:** Implementing feedback mechanisms within the ServiceNow platform can assist agencies continuously improve their service offerings based on user feedback. This iterative method guarantees that services are relevant and responsive to citizens' demands.

**Surveys After Service Interaction:** Gathering feedback immediately following service interactions might provide valuable insights.

**User Advisory Panels:** Bringing together a wide group of users to discuss their experiences can lead to improvements.

**Data Analytics Utilization:** Using analytics from user interactions might help uncover common pain points or places for improvement.

In summary, implementing ServiceNow is an important step in modernizing public sector service delivery. Agencies may serve homebound patients and citizens more effectively by embracing technology to improve accessibility, efficiency, and engagement. As we move toward a more digital future, further investment in such technology will be critical for improving the quality of life in our communities and ensuring that public services remain responsive to all citizens' needs [12-15].

### Conclusion

The integration of digital services via platforms such as ServiceNow represents a substantial improvement in how public sector agencies communicate with individuals, particularly those living at home. As the need for efficient and accessible services rises, digital platforms play an important role in satisfying those expectations. In enhanced accessibility ServiceNow's omni channel strategy enables consumers to interact with government services using their preferred methods, reducing obstacles to access, particularly for vulnerable groups. The Operational Efficiency is Automating normal procedures reduces response times and human error, allowing organizations to better deploy resources—critical in healthcare environments where timely interventions are required. The Proactive Engagement is a Predictive analytics enables

agencies to anticipate citizen demands and solve possible issues before they escalate, resulting in a more responsive public service environment. The Challenges to Address in transitioning to digital platforms brings obstacles, such as integrating old systems and ensuring compliance with accessibility standards. Addressing these difficulties is critical to realizing the platform's benefits.

In Future Directions the continuous development through feedback systems and attempts to promote citizens' digital literacy will enable them to navigate these services more successfully, resulting in increased satisfaction and trust in public institutions.

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