

Industry: **Regional Healthcare Provider**

Company size: **42,000**

Company revenue: **\$9.0B**

## Patient and Family Engagement Portal

### Custom built ServiceNow solution

- Developed portal to empower hospital employees to meet auxiliary patient and family needs
- Empowered caretakers for enhanced patient and family support
- Digital transformation boosted employee engagement
  - Achieved an **8x increase** in program utilization
  - Increased "Staff Worked Together" outcomes
- Overcame barriers **minimizing patient complaints**
- Solution **recognized by the CEO** for outstanding contributions

**20 days** from concept to launch

Patient survey "**Attention to needs**" increased **23%**

Patient survey "**Response to concerns**" increased **16%**

"Without BridgeView Partner's help, this project would have taken much longer or would have never been completed with our own resources."

-Chief Experience Officer

Talk to Bridgeview today at the number below or request information [here](#).