Faith Regional Health Overcomes Resource Constraints with New Service Management

![TeamDynamix logo]

Faith Regional Health Services, a healthcare provider based in Nebraska, faces many of the same challenges other healthcare organizations do. The top challenge? Operating with limited resources despite growing demands. With resource constraints affecting both staff and end users, it was crucial to find an efficient, agile and impactful service management solution to streamline operations without adding to the resource drain.

By implementing an integrated no-code service management platform and automation, Faith Regional is successfully overcoming resource challenges, enhancing operational efficiencies and delivering a better experience for all.

"Having a low-code/no-code tool [for service management] has been extremely helpful to us," explained Emily Krohn, Director of Information Technology at Faith Regional Health Services. "Everyone is able to get into the system and update forms, manage workflows and enhance our processes."

"Having enough people [to tackle all the work] in a rural setting is often a challenge," Doug Rupp, Lead IT Project Manager, said. "Having those automations has made a difference."

Tackling Resource Constraints

Prior to bringing on TeamDynamix for service management, Faith Regional Health Services struggled with a variety of operational challenges, including resource limitations, fragmented work streams and time-sensitive demands from end users. When it came time to go to market and find a new service management tool, Krohn explained they were looking to address three major pain points:

- **Limited IT Staff** – With no dedicated application development team and minimal IT resources, Faith Regional needed a solution that didn't demand advanced coding expertise.

- **High-Value Time** – End users, such as healthcare professionals working on the frontlines, required efficient processes that prioritized their time by reducing administrative burdens.

- **Fragmented Workflows** – Inefficient channels, spread across email, phone calls, Microsoft workflows and project meetings, made task tracking and resource allocation difficult.

Automating for Success

"Automation sets people up for success. Happier, more productive users are closing tickets faster and knowing exactly what they need to do now that we have these automations in place."

"We really wanted to be able to ensure that we are providing consistent support for our customers," Krohn said.

The healthcare organization now uses TeamDynamix for IT Service Management (ITSM) and Project Portfolio Management (PPM). Having a single platform for both has been game-changing.

"Combing and condensing the workstreams for employees is tremendously impactful," Krohn explained. "Before it was incredibly difficult and inefficient for our team to manage all of the channels and workflows. Having everything in one tool helps avoid duplication of effort and saves us when we are already resource-constrained."

Building a One-Stop-Shop For Service and Projects

Faith Regional adopted a multi-faceted approach to tackle its challenges head-on, leveraging TeamDynamix along with process standardization and automation to drive transformation within the organization and address the key challenges they were facing.

Given their resource constraints, the Faith Regional team embraced the no-code/low-code nature of TeamDynamix which allowed the IT and project teams to implement solutions quickly and without the need for extensive development skills.

This enabled their IT staff to focus on strategic projects while empowering all teams to independently manage processes for their respective areas.

Faith Regional also introduced a standardized, transparent approach to resource allocation and project intake, which included budgeting and resource planning for IT and end users alike.

> ## "We cannot afford to waste the time of our users in a **time-sensitive environment.**"

"It's extremely important to be able to make accurate decisions based on the data that's available to you," Rupp said. "We now incorporate budgets, resource requirements and a consistent format to manage expectations and streamline planning. I can now look and see down the road what projects are coming and which employees are available, who's on PTO or who has other commitments." Rupp said.

Centralizing Workflows and Building Automations

Having this one-stop shop also helped to address the inefficiencies caused by fragmented processes.

"We're excited to have all of our work in one location to enhance visibility and streamline workflows," Krohn said.

This centralized approach eliminates redundancy, improves tracking and makes collaboration more effective.

As part of this consolidation effort, Krohn and her team also looked to automate tasks and processes. This automation piece was a pivotal part of the overall strategy, targeting routine and repetitive tasks to save valuable time for both IT staff and end users.

According to Krohn, Active Directory updates were automated first, with processes like password resets and onboarding/offboarding slated for future implementation.

"Automation sets people up for success," Krohn said. "Happier, more productive users are closing tickets faster and knowing exactly what they need to do now that we have these automations in place."

Investing in Strategic Self-Service

Another key component to solving their challenges was introducing reliable self-service designed to deliver genuine value.

Krohn said having features like self-managed password resets helped to reduce unnecessary wait times for healthcare providers.

"We need self-service processes to be reputable and efficient," Krohn said. "We cannot afford to waste the time of our users in a time-sensitive environment."

Looking forward, Faith Regional intends to integrate conversational AI to optimize complex processes, such as equipment replacement, "We're at a point where AI could complement our processes, delivering more streamlined services to end-users in real-time," she said.

A Blueprint for Overcoming Constraints

Faith Regional Health Services' transformation demonstrates how even resource-constrained organizations can achieve remarkable improvements with strategic planning and innovative technology. By focusing on efficiency, user-centric processes and data-driven decision-making, they've redefined what's possible under challenging conditions.

For IT leaders in healthcare, and beyond, the lessons from Faith Regional are as clear as their results: investing in no-code/low-code platforms, robust automation strategies and smart use of data can lead to measurable success.