ViVE 2026: ServiceNow Healthcare Operations automates the tedious work that pulls clinicians away from patient care

For every hour a clinician spends with a patient, nearly as much time is lost to administrative work: coordinating care teams, resolving equipment problems, tracking requests across siloed systems, and much more.

The root cause isn't that healthcare is inherently complex, but that most organizations run on a patchwork of disconnected tools accumulated over years of purchasing one-off solutions. Phone calls, hallway conversations, emails, and spreadsheets still govern critical processes.

The result: unclear ownership, communication breakdowns at shift changes, unnecessary friction, and clinicians spending enormous amounts of time toggling between disconnected systems. Adding AI on top of this fragmented foundation doesn't solve the problem -- it only exposes it. And LLMs alone can't fix this issue because they don't enforce governance, connect systems of record, or complete enterprise workflows on their own. Healthcare needs a unified platform that addresses the structural challenge.

At ViVE 2026, ServiceNow is launching Healthcare Operations to address this head-on. Healthcare Operations embeds a **shared operational system of record** directly into the electronic medical record (EMR), transforming how care teams manage daily work and how hospitals coordinate operational support. It also establishes the foundation needed to adopt AI agents that can further accelerate and automate these workflows.

Bridging the gap between how care is delivered and how operations are coordinated

Healthcare Operations connects the systems care teams already use (biomed, facilities, EVS, IT) to the EMR on a single AI-native platform that can replace manual coordination and disconnected tools. Because Healthcare Operations is embedded within the EMR, care teams can raise operational requests as part of their normal workflow, without breaking focus.

Healthcare Operations supports care teams directly by:

- **Intelligently routing and tracking requests across departments,** so clinicians never have to chase updates or switch systems.
- **Expediting task creation** via automated assignment with AI agents, centralized collaboration, and audit-ready records captured as work happens.
- **Providing unified visibility** so support teams can accelerate resolution and minimize operational slowdowns.

- **Enabling proactive oversight** by managing operational rounds and capturing critical information that helps leaders identify patterns and trigger actions across the hospital.

Coming next: a suite of AI agents and voice-enabled capabilities that further accelerate case management, operational rounding, and real-time care coordination.

What This Looks Like in Practice

A nurse on a busy hospital floor finds broken equipment and, instead of making phone calls or submitting a ticket in a separate system, flags it directly in the EMR.

The request is automatically triaged and routed by AI agents to the appropriate team with the context needed to act quickly. Support teams work from a shared system with clear ownership and real-time status updates so they aren't left wondering who owns an issue or when it'll be resolved.

A charge nurse can flag issues and trigger follow-ups in real time to make shift change handoffs as fast, simple, and accurate as possible. Those actions are automatically tracked, routed, and documented, creating accountability without additional paperwork.

The Future of Connected Healthcare Operations

Care teams need systems built for how work actually happens, not just how it gets reported. Healthcare Operations has been shaped by years of customer input and real-world workflows to meet that need.

"As a physician, I've seen firsthand how much time care teams lose to operational coordination that has nothing to do with patient care," said Tamara Elias, MD, VP of Industry GTM, Healthcare and Life Sciences, ServiceNow. "Healthcare Operations changes that by bringing facilities, biomed, EVS, and IT into a single system of record embedded in the EMR. When support services move at the speed clinicians need, you get better outcomes for patients and better working conditions for staff."

Visit ServiceNow at ViVE 2026, Booth 2030, or visit the link here to learn more about how Healthcare Operations is helping care teams focus on patients, not administration.

Healthcare Operations will be on full display at Knowledge 2026, with a dedicated product roadmap session showcasing the latest innovations and what's ahead for the platform. For more information on Healthcare and Life Sciences sessions and to register, visit this link.

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