



kyndryl.

Building a bridge between the business of healthcare and technology with a Clinical Experience Leader from Kyndryl

Healthcare providers face increasing pressure and disruption. Labor shortages, capacity constraints, and rising costs make it difficult to deliver efficient, high-quality care.

Technology and automation can help providers unlock new value and enhance experiences for patients and caregivers alike.

Yet, technology transformation brings its own challenges such as onboarding, enabling and activating caregivers to seamlessly use the technology, within their workflow. This must be done efficiently and effectively.

A bridge between healthcare and technology

The Clinical Experience Leader (CEL) is a unique role on Kyndryl's account leadership team. Trained as a nurse, as well as a technologist, the CEL links caregivers with the IT systems that support them.

“The Clinical Experience Leader is a vital part of the services that Kyndryl provides our health system. Not only does the Clinical Experience Leader work directly with our clinical staff but more importantly they ensure the technical resources appreciates how their work impacts clinical workflows and patient care.”

- Director, Large Health System

The CEL shadows, or 'rounds', with caregivers and technology support team members to gain insights on issues currently impeding care delivery. They review operational dashboards to understand the health of their technology and identify areas for improvement.

The CEL is embedded in daily operations, focusing on the patient and caregiver experience while working closely with a dedicated support team from Kyndryl.

By embedding a CEL in their operations, healthcare organizations can improve the patient and caregiver experience by:

- Developing an engagement plan to improve the efficiency of care delivery while reducing IT costs
- Delivering strategic insights and recommendations that support both technological and clinical goals
- Reducing the technology burden on caregivers, helping them focus on the patient experience
- Collaborating with team members to understand how support is currently executed and identify areas for improvement
- Increasing efficiency for help desk calls and improving resolution rates

Kyndryl's CEL helps healthcare providers drive a patient-centered approach while simplifying IT service delivery. The CEL fosters closer collaboration between caregivers and technical staff to promote an integrated team approach.

“The Clinical Experience Leader helps to drive a patient centered approach while addressing detailed IT service delivery complexities and tools. The role also helps to foster collaboration between clinical IT application teams and service delivery to promote an integrated team approach.”

- *ACIO of Applications, Large Health System*

Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing reliable technology systems that organizations around the world depend on every day.

With decades of experience working with healthcare providers, Kyndryl can help you seamlessly integrate and enhance technology to help ensure the success of your digital transformation.

Kyndryl can bring a unique capability to healthcare organizations by assigning a CEL to serve as a bridge between caregivers and IT departments, ensuring seamless communication and collaboration. The CEL helps streamline processes, enhance patient care and implement innovative technology solutions.

Learn more

To learn more about how Kyndryl can help your healthcare organization get more value out of technology, [connect with an industry expert](#). Or visit kyndryl.com

The Kyndryl logo consists of the word "kyndryl" in a lowercase, sans-serif font. The letters are a vibrant orange-red color. The dot on the "i" is a small circle of the same color.

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