

CGI and Salesforce Patient Engagement Platform



We are different from other Salesforce partners by focusing on the outcomes that our clients are trying to achieve through Salesforce, not just providing resources.

Health system organizations built for the future

Salesforce projects are not about creating better shared care records or moving to a SaaS model. They are about change. They are about helping health systems achieve greater engagement with patients, optimizing end-to-end care provision and creating capacity to allow medical and care professionals to be more productive. Clients who focus on solving the human problems through Salesforce-based solutions see a far greater return on their investment.

Challenges

Disconnected systems

Systems and applications across the different areas of care (hospitals, GP surgeries and community care providers) are not connected and information is held in a variety of different ways. As a result, a patient's complete medical and care history is spread out and information is only available to certain health and social care professionals. Patients, families and caregivers have no access to their records directly.

Incomplete shared records

The shared record is often just a summary and read-only. So, the health and care professionals don't have a complete patient view and to update the records, they have to go back into the original system or multiple systems.

Increased patient expectations

Patients expect seamless digital services and information so they expect all health and care professionals they come into contact with to have their complete medical and care history.



CGI Healthcare expertise plus the agility of the Salesforce Health Cloud platform

CGI's unique position of delivering solutions and services for the healthcare industry, paired with our extensive Salesforce implementation expertise means our experts can deliver a fully-integrated enhancing care with the patient engagement platform solution quickly. With the clarity and flexibility of the Salesforce Health Cloud platform, our Patient Engagement Platform solution brings a simple user interface and streamlined integration experience for quick results.



Benefits

Increased collaboration across agencies and patient engagement

Leveraging Salesforce and a 360° patient view to create an ecosystem for clinicians, GPs, care planners, care providers and patients where they can collaborate on the same platform.

Provide complete, best practice care

Using predictive analysis and trends to optimize care pathways, enabling clinicians and care providers to provide the best care and using AI, automated processes and RPA to reduce or eliminate manual work.

Improved patient experience with personalized view

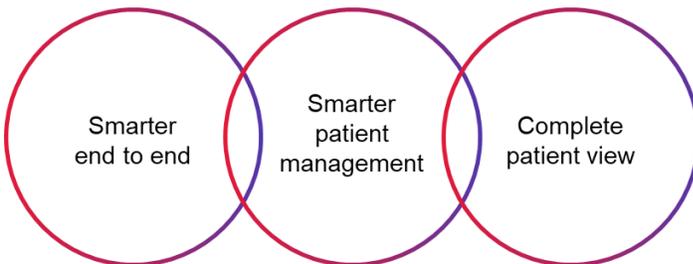
Creating a single view of the patient, multiple digital entry points, and a consistent patient experience across all channels.

Make clinicians' jobs easier

Best in class UI on all devices showing a complete view of patients, care team, and end-to-end care plans.

Drive efficiency and agility into operations

Leveraging SAFe and agile practices to design and implement new business processes that take advantage of the new capabilities derived from the platform.



A digital organization needs the right digital partner

As an experienced Salesforce integration partner, CGI brings global expertise locally to clients implementing and optimizing the Salesforce Health Cloud platform. We deliver end-to-end Salesforce implementation and services, including strategy, design, implementation, integration, change management, and managed services.

Our Salesforce credentials

- 500+ completed Salesforce projects for 300+ clients
- 9.4 Salesforce customer satisfaction rating
- 650+ certified team members
- 2018 Salesforce 'Best Bolt in Manufacturing' Award
- 2017 Manufacturing Solution of the Year nominee
- 2015 Salesforce Innovator Award

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Visit cgi.com

Email us at info@cgi.com