

Task Management for support services

A healthcare organisation cannot run efficiently without fast and reliable communication between all departments. DNV Imatis' Tasks for support services helps every department in a healthcare practice to become a fully integrated part of the organisation. Information flows freely and seamlessly, from emergency departments to cleaning, caretaker, and orderly services. Everyone has access to the same digital ecosystem. Everything can be registered, shared, and acted on, across departments, by nurses, doctors, and administration teams.

Efficiency and reliability

Tasks allows support service staff to receive, handle, manage and end tasks and work orders directly in apps on their handheld devices (pager, smartphone, or tablet).

Safe workflow in one portal

A single portal to assign, delegate and keep track of multiple services, with direct communication between wards, units, and support services. It includes hospital orderly tasks, such as transporting patients, blood samples and other transport tasks, cleaning, clinical tasks and technical services.



The solution allows staff to receive, handle, manage and finish tasks and work orders directly on their phone.

How task flow works

- **Requisition:** Ward staff can conveniently submit support service orders for porter and cleaning requests via the interface on digital whiteboards or directly through their smartphones.
- **Task Assignment:** Orders are allocated to orderlies or housekeepers, who receive notifications of new tasks on their handheld devices, including pagers, smartphones, or tablets.
- **Smart task rules:** Smart task assignment can be based on zones, units or other pre-defined options,

reducing the travel between each task and ensuring more efficient use of staff members' time. Location-based services can be added to the smart task rules in order to automate the work dispatch management (currently compatible with Cisco Hyperlocation, Sonitor and Stanly).

- **Task management:** Each support service staff member manages their own task load, by accepting or rejecting incoming tasks and using the worklist of active tasks.

Customer cases

Stavanger University Hospital

Tasks applications were implemented in the Western Norway Regional Health Authority in early 2021. In the course of just a few weeks, more than 10 000 assignments were processed, exceeding all expectations. The system is reliable, easy to use and has a greater range of application, according to a radiographer in the X-ray department.

“The system has worked well, without downtime, and it provides predictability. In addition, people have adopted it quickly, and that’s impressive!”

Quote Gunde Sola, Head of orderly centre, Stavanger University Hospital, Norway.



Østfold Hospital

Østfold Hospital, situated southeast of Oslo, Norway, inaugurated its new facility in 2015. The hospital has 5,000 employees, 630 beds and 21 operation rooms. In 2017 they received HIMSS level 6 certification as the first hospital in the Nordics.

The hospital utilises digital collaboration across departments to identify potential bottlenecks and allocate resources more efficiently. [Watch the video](#) to see how Østfold Hospital maximises the benefits of digital task management throughout the organisation.

Want to learn more?

