

Improve collaboration and serve more patients

Avanade Virtual Tumor Boards



The crisis has magnified existing challenges in health care

122K

shortfall of physicians by 2032, as demand outpaces supply¹

55%

of physicians experience professional burnout, costing the U.S. **\$32B** annually²

35%

less physician burnout is associated with participatory decision-making³

“The mainstreaming of digital health tools and collaboration software will be one of the few positives to come from this pandemic.”

— *The Lancet*, May 2020

It's time to rethink tumor boards

in a world that's
transforming how
health care is
delivered



Tumor boards are invaluable. They bring together information and input from a multidisciplinary team to create optimal, coordinated treatment strategies.

But it's not always easy to get medical professionals together and tap into that collective knowledge.

Virtual Tumor Boards can help. They enable doctors, nurses and other specialists to collaborate more effectively—and at a time and on a device of their choosing.

Virtual Tumor Boards can provide more complete care, to more patients. And they can help you build the foundation for a larger digital health and patient care evolution.

How does a Virtual Tumor Board work?

A person wearing a white lab coat is pointing at a tablet computer. The tablet displays several brain MRI scans. The background is slightly blurred, showing a computer keyboard and other office equipment.

Microsoft Teams accompanied by technologies such as SharePoint, OneDrive and Power BI allow doctors and other caregivers to more easily access reference materials and review case histories, X-rays and test results.

Empower

Empower clinicians by equipping them with information for clinical decision-making

Collaborate

Bring together the entire care team in one environment with real-time messaging

Streamline

Streamline processes by using automation to create efficient and effective workflows

Coordinate

Seamlessly coordinate so the best care decisions can be made for each patient

Engage

Engage clinical and administrative staff with tools that help them be more efficient with their time

Why make a tumor board virtual?

Traditional tumor board

Tumor boards can improve quality of patient care via input from a broad spectrum of doctors and specialists. Virtual Tumor Boards can deliver this same value while also overcoming many limitations of a traditional tumor board:



Fixed, static meetings

Traditionally meet at a particular time and place



Uneven attendance

Caregivers often can't attend (at other locations, called away for emergencies, vacations, etc.)



Limited capacity

Logistical overhead limits how many patients the tumor board can help

Virtual Tumor Board



Any device or location

Collaboration by video conference in real time from any location, via laptop, tablet, phone or personal device



Flexible participation

Participants can contribute whenever they have time available, e.g., between patients or in the evening



Better tracking and documentation

Team member contributions are automatically tracked and documented, which can help with future cases and improve regulatory reporting



Increased efficiency

By streamlining processes and collaboration, caregivers can work together to help many more patients.

Respond

Adapt to now

Enable remote **work** **collaboration**, increase productivity and reduce risk of contagion among care teams

Reset

Evolve your processes

Build on newfound flexibility and agility to improve team effectiveness, for example by involving more specialists or serving more patients

Renew

Self-disrupt and reshape

Use Virtual Tumor Board as a foundation to kickstart digital health and patient care evolution

Business impact

Proactive approach

Operate as usual

Our Solution

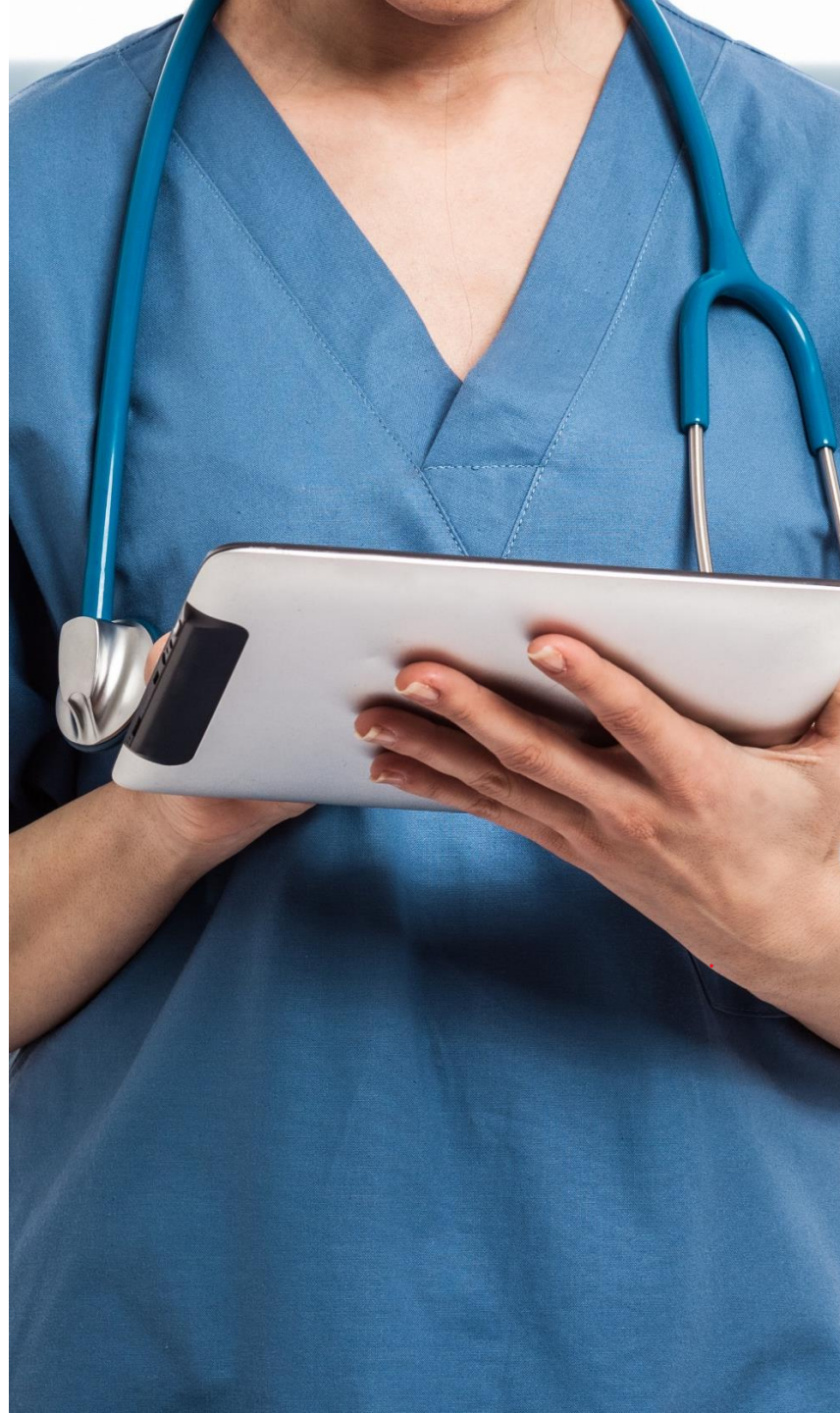


Large health system helps 3x as many patients with Virtual Tumor Board

Challenge

To help improve cancer care, this large healthcare system runs a tumor board program where doctors and nurses from different specialties meet to collectively review and discuss cancer cases.

Due to varying and demanding schedules, they could not always physically attend meetings to provide input on cases, and only 18% of patient cases were reviewed by the board.



Solution

Avanade used Microsoft Teams to create a Virtual Tumor Board. This allowed providers to review case histories, X-rays and test results; access reference materials; and collaborate with specialists around treatment options anywhere and anytime from their device of choice.

Results

Increased efficiency

More provider participation means 3x as many patients can be helped.

Improved knowledge sharing

Enabled providers to better document each case, which can be referenced in treating new cases.

Better patient experiences

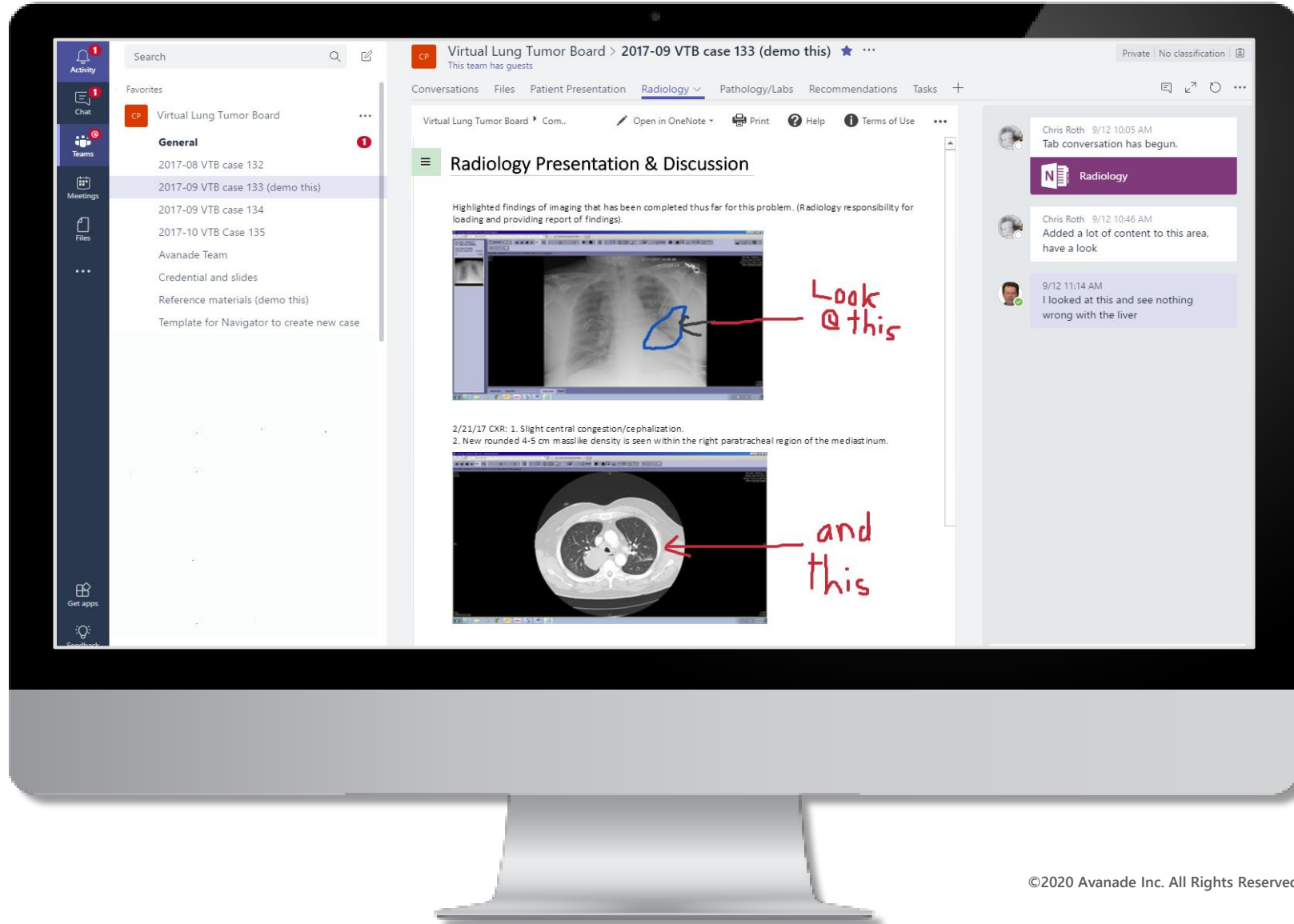
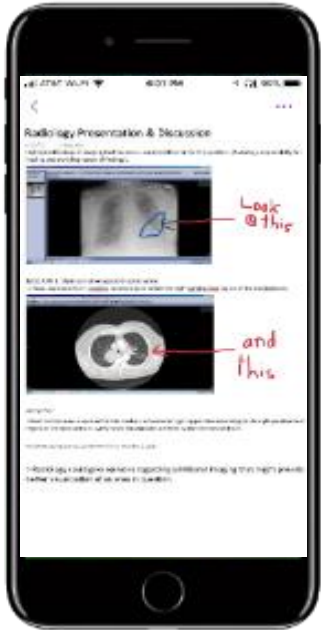
Accelerated diagnosis and treatment and increased patient satisfaction by drawing on broader expertise.

A quick look at the Teams interface

The screenshot displays the Microsoft Teams interface for a team named "Northwind Traders". The interface is divided into several sections:

- Left Navigation Pane:** Contains icons for Activity, Chat, Teams, Meetings, and Files. The "Meetings" icon is highlighted with an orange box and labeled "MEETINGS".
- Channel List:** Lists various channels such as "General", "Customer Accounts", "Development", "Marketing", "Social Media", "Website", "Design", "Fourth Coffee", "Fun stuff", and "Marketing".
- Channel Header:** Shows the current channel "Development" with tabs for "Conversation", "Files", "Notes", and "Team Services". The "Files" tab is highlighted with an orange box and labeled "FILES".
- Channel Content:** Displays a conversation thread with messages from Cecily De Crum, Kadji Bell, Daphne Knowles, Miguel Silva, and Babek Shammis. A message from Babek Shammis is marked as "IMPORTANT".
- Right Side:** Shows a "CUSTOMIZABLE" menu icon (a plus sign) and a "PERSISTENT CONVERSATIONS" label pointing to the conversation history.

A quick look at the Teams interface



Tap into powerful features beyond Teams

Tabs

Integrate with Planner, One Note, external web sites, crucial O365 documents, D365, Electronic Health Records (EHR), etc.

SharePoint underneath

Unlock power features by drilling down into the underlying SharePoint site (access control, structured data, forms, etc.)

Analytics across projects

Use Power BI across Teams and Channels to check the status and health of your processes

Bots & apps

Make work faster with pre-built and custom bots

Recording

Record meetings with one click, including automatic transcription

Mobile sharing

Enable meeting attendees to share a live video stream, photos or the screen from their mobile device

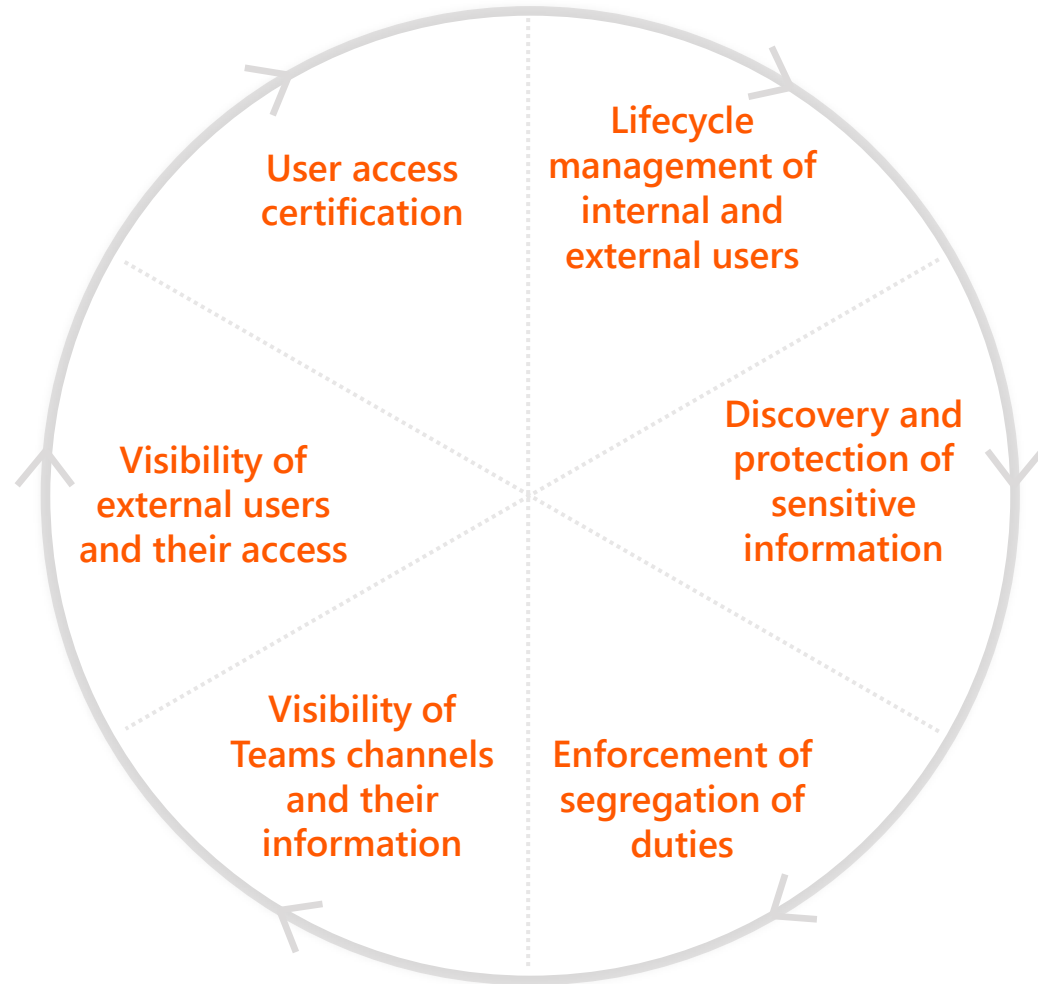
Cortana Voice

Easily make a call, join a meeting or add other people to a meeting in Teams using spoken, natural language

Inline translation

Enable people who speak different languages to easily communicate with one another

Address identity governance challenges



The advantages of a Virtual Care platform

Why it pays to “build vs. buy” in a continuously evolving market with fast-changing technologies

Improve efficiency, reduce costs and increase agility with a truly differentiated Virtual Care platform, backed by Microsoft technologies:

- Align to industry security and compliance standards
- Deliver transformative, AI-driven experiences and leverage built-in healthcare intelligence
- Plan for the future with a customizable, extensible framework



Leverage Microsoft's healthcare investment

Benefit from Microsoft's significant investment in technical solutions for health care, including Microsoft 365 for hospital teams, Azure API for health-record sharing and Microsoft Cloud for Healthcare.



Go beyond secure video, voice and chat

Take advantage of data, AI and machine learning, including Microsoft Healthcare Bot & Power Virtual Agent.



Incorporate data from external platforms

Pull in data from external platforms, including Azure on Healthcare Platform.



Use accelerators to deploy and scale quickly

Leverage Microsoft Teams and our CARE24/7-based Virtual Health Accelerator, configured for your specific needs and designed to integrate with your EHRs and other clinical systems and devices.

The Avanade Virtual Care architecture

CLINICIAN



PATIENT



FAMILY



ADMIN



DEVICE OF CHOICE



User interface powered by Microsoft Teams

Integrating collaboration, information, applications and automation in a user interface tailored to providing Virtual Care that leverages your existing investment in the Microsoft platform (Teams, Power Platform, Azure, etc.)

IoT

Connecting "things" to send and receive data via the internet to improve experiences

Advanced analytics

Discovering, interpreting and communicating meaningful data patterns to inform decisions

Electronic health records

Integrating with EHR in the virtual visit for relevant information, scheduling, billing and documentation



Virtual Care operating model

Creating the strategy, organization, policies and processes to deliver Virtual Care effectively and profitably at scale

How we use design thinking to build a solution that works—and scales

Human-centered

Starts with empathy and understanding stakeholders through observation and research; integrates change management to ease users into transformation.

Creative

Reframes the problem and looks at it from different perspectives; considers many solutions.

Iterative

Refines the problem definition and potential strategic solutions based on feedback and testing; learns from early failures.

Prototype-driven

Relies on tangible representations of potential solutions to get early user feedback.

Collaborative

Involves all disciplines throughout the process; employs co-creation methods throughout the process.

Strategic

Although agile and iterative, the overarching strategy that is initially defined guides the creation process, outlines the solution roadmap and drives lasting transformation.



We bring global scale and expertise



Accenture / Avanade have deep expertise in health care



Close relationships with Microsoft and Accenture

THE AVANADE / ACCENTURE PARTNERSHIP SERVES...

8 of 10

of the largest Blues

21 of 25

of the largest U.S. payers



#1

globally in Teams and Office 365 deployment



10M+

Office 365 users deployed, over 32M workloads



#1

in certified resources deploying and administering O365 and Teams



Avanade works with

41

of the Top 100 U.S. hospitals
(Thomson-Reuters)



3M+

UCC seats under management



Purpose built assets and accelerators



In-depth Workplace Managed Services

Get started with a Discovery Workshop

Avanade's Discovery Workshop gives you the tools to uncover high-value opportunities.

Build the foundation

Our experts help you identify transformational ways to realize improved outcomes.

Keep pace with competitors and expectations

Our scalable, agile approach enables your organization to respond to emerging needs.

Deliver value

We help you uncover value that directly translates into lower risk and operational costs, greater ROI and better performance.



Solutions that work even better together



The Resilient Core

Protect the core operations of your business and build a resilient and scalable operation fit for a flexible future.



Services Portfolio

Rapidly respond to changes that affect your portfolio to minimize disruptions and anticipate how services will evolve in the near- and longer-term.



Cost Containment & Optimization

Immediately reduce operational costs, move to a scalable cost model and free up capital to accelerate growth opportunities.



Talent Agility

Empower your employees to respond to external changes efficiently and nimbly, while evolving to an optimal balance of staff, third parties and automation.



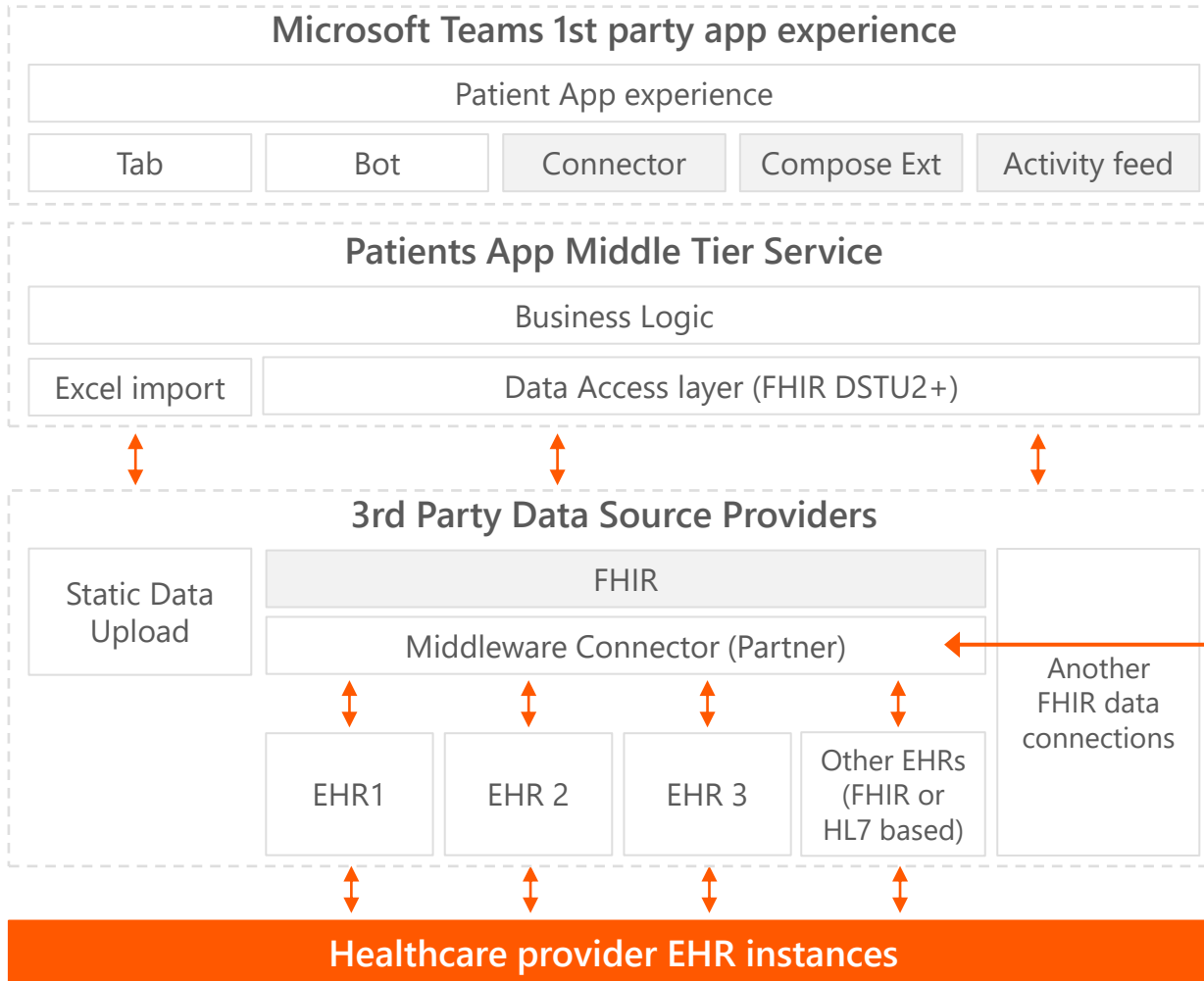
Patient Care & Operations

Continue to support patients' changing needs and develop the capability to bring new channels to market over time.

Appendix



Teams integration to EHR

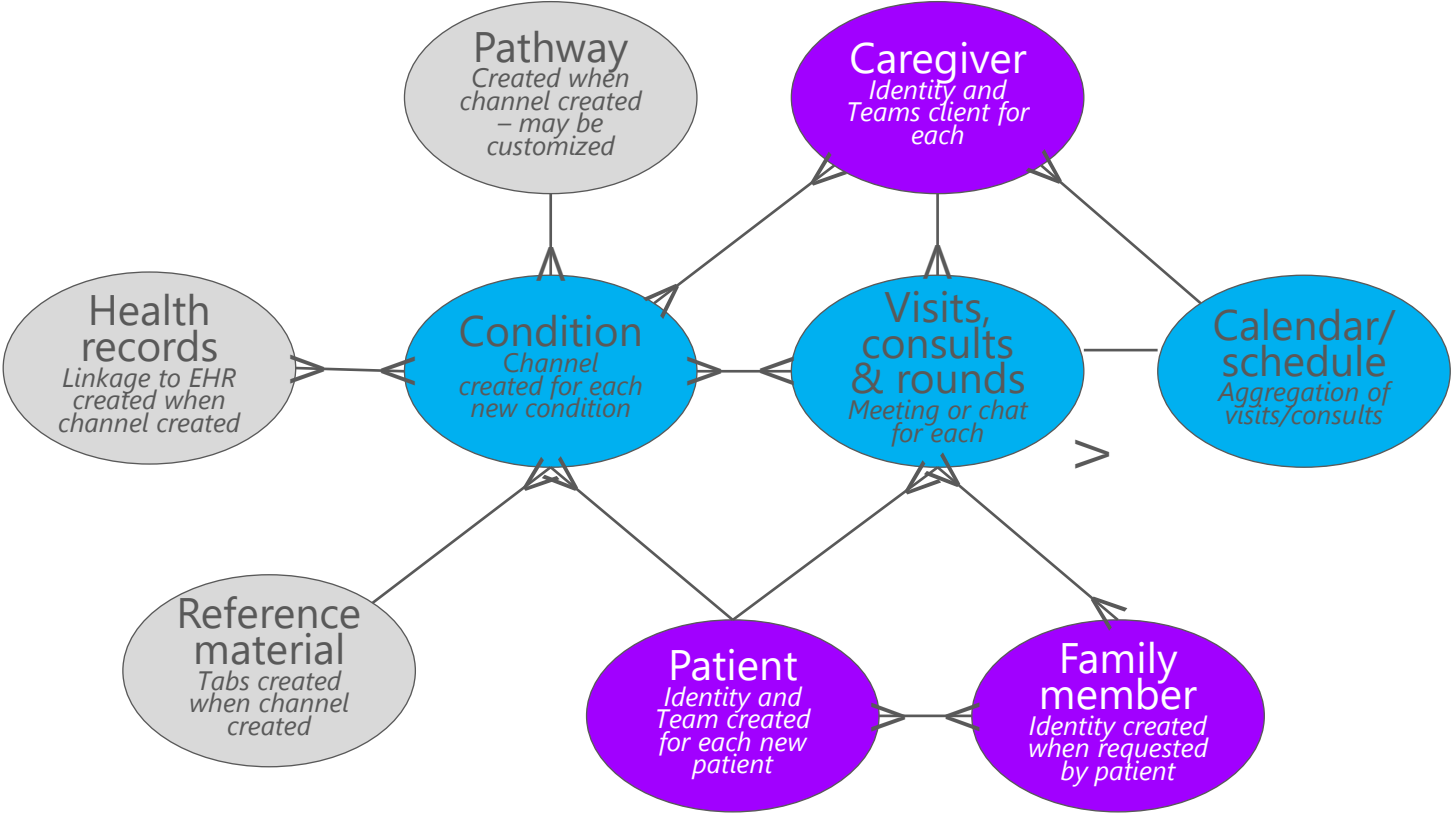


Virtual Care solution customized to healthcare provider needs

Patients App provided by Microsoft

Middleware connector provided by companies like Datica, Infor Cloverleaf, Redox, Dapasoft, etc.

Virtual Care Teams object model



Comparison of capabilities

Features	Legacy telehealth vendors	Video conferencing software vendors	Virtual Care Solution built on Microsoft Teams
Industry leading security			✓
Robust video conferencing	✓	✓	✓
Scheduling calls	✓	✓	✓
Easy care team coordination/collaboration within visit		✓	✓
Rich content and interaction during visit including screen share, file share, EHR share, etc.			✓
Tight integration with EHR patient record			✓
Integration with other non-EHR and billing systems (e.g., supply chain)			✓
Priority messaging			✓
Customizable pathways and workflow	limited		✓
Artificial intelligence			✓
Integration with clinical data and analytics			✓
Custom branding (white label)	✓		✓

Sample Virtual Care use cases *(1 of 2)*

Use case	Description	Benefits
Virtual Consultations	Virtual and asynchronous consultations between caregivers supported by relevant clinical information, pathways, applications, AI, reference materials, etc.	<ul style="list-style-type: none"> • Improved care for patients • Caregiver efficiency and effectiveness • Reduced risk of errors, missed follow ups and miscommunications
Virtual Tumor Board	Virtual and asynchronous multi-disciplinary reviews of cancer cases supported by relevant clinical information, pathways, applications, AI, reference materials, etc.	<ul style="list-style-type: none"> • Higher % of cases undergoing multi-disciplinary reviews • Optimal treatment plans for patients • Caregiver efficiency and effectiveness
Virtual Rounding	Virtualization of the patient rounding process so caregivers don't all have to be physically present	<ul style="list-style-type: none"> • Caregiver efficiency, effectiveness and reduced burnout • Reduced risk of spreading diseases • Better education of residents
Virtual Clinical Assistant	Artificial Intelligence assistance to the caregiver to provide the optimal treatment for a patient	<ul style="list-style-type: none"> • Improved care for patients • Caregiver efficiency and effectiveness
Virtual Huddles	Virtual and asynchronous huddles around clinical and operational issues	<ul style="list-style-type: none"> • Better tracking, escalation and resolution of issues • Broader collaboration around improvement ideas • Improvements in provider processes and patient outcomes
Virtual Discharge Planning	Coordination of the many tasks and roles who need to collaborate to discharge patients at the optimal time	<ul style="list-style-type: none"> • Reduced time of caregivers tracking down people and following up on tasks • Reduced length of stay • Reduced readmissions • Reduce administrative burden

Sample Virtual Care use cases *(2 of 2)*

Use case	Description	Benefits
Virtual Patient Visit	Scheduling and conducting virtual and asynchronous consultations between caregivers and patients supported by relevant clinical information, pathways, applications, AI, reference materials, etc.	<ul style="list-style-type: none"> • Improved care for patients • Caregiver efficiency, effectiveness and reduced burnout • New revenue sources • Reduced risk of spreading infections • Increased security
Virtual Booking & Scheduling	Asynchronous scheduling of physical and virtual patient visits including AI assistance	<ul style="list-style-type: none"> • Caregiver efficiency • Reduced last minute cancellations • Improved adherence to follow up schedules
Virtual Family Visits	Virtual visits between patients and family members	<ul style="list-style-type: none"> • Reduced risk of spreading infections • Improved patient experience
Intelligent Patient Engagement	Journey-driven, multi-channel interaction management for proactive and responsive service delivery, AI, automation, personalization	<ul style="list-style-type: none"> • Recruit and retain patients for top line growth • Improved patient engagement • Improve patient satisfaction

Battlecard—Virtual Care Overall Program

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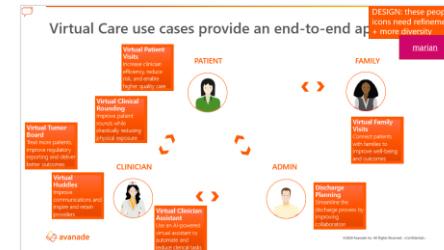
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Conversation Starters

1. Are you spending more than you should on telehealth and collaboration solutions that are not integrated?
2. Are you tapping into the new revenue streams that have opened up for virtual care after COVID-19?
3. Do your doctors and other caregivers feel overworked?
4. Are you effectively providing virtual consultations and multi-disciplinary reviews to improve care and reduce risk?

Solution Description



Create engaging virtual patient visits and collaboration between caregivers that drive better patient care, increase revenue and prevent caregiver burnout

Why buy?

Customer Value Proposition

- Provide better experiences and clinical outcomes to patients
- Better attract, engage and retain your key employees and affiliated doctors by providing an engaging, personalized, mobile-enabled consumer-grade employee experience they use for their daily work
- Tap into new revenue opportunities for virtual care reimbursement
- Eliminate the cost of one-off systems for telehealth, collaboration, messaging, etc. by leveraging Microsoft Teams and the O365 platform you've already paid for

About the Sale

Key Buyers

- Chief Medical/Clinical Officer
- Chief People Officer
- Chief Digital Officer
- Chief Operating Officer
- CIO/CTO

Target Verticals

- Healthcare providers

Call to Action/Next Steps

- 1-hour discussion and demos with potential buyer/influencer
- 4-hour discovery workshop with key stakeholders

Use Case Examples

- Virtual Rounding
- Virtual Tumor Board
- Virtual Consultations
- Virtual Patient Visits
- Virtual Clinical Assistant
- Virtual Family Visits
- Virtual Huddles
- Discharge Planning

