Improve workplace experience, engagement and retention

Avanade Virtual Huddles

The crisis has magnified existing challenges in health care

~19%
of the **global demand for health workers will be unmet** by 2030[1]

38%
of all general medicine cases involve a **communication failure**[2]

55%
of physicians experience burnout, costing the U.S. **$32B annually**[3]

70%
of health workers worry about **bringing the coronavirus home** to their families[4]

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"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 the huddle

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

Every day, health teams huddle to address patient care—tackling quality, safety and management issues.

But many teams rely on outdated modes of communication with no easy way to centralize notes or create actionable plans, leaving patient information to fall through the cracks and health workers feeling disconnected and disengaged.

Virtual Huddles can help. Digitizing the huddle creates a single, secure place to interact as a team, helping providers improve patients' quality of care and increasing employee engagement and collaboration.

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How does a Virtual Huddle work?

Virtual Huddles leverage Microsoft 365 technologies like Teams, SharePoint, Power BI and Microsoft Graph to enable care teams to sync on status, track issues and metrics and ensure that quality and safety are front and center.

Empower
Enable clinicians by equipping them with tools to escalate issues

Collaborate
Bring together the entire care team in one secure, compliant environment with real-time messaging anytime, anywhere and from any device

Streamline
Simplify processes using automation to create efficient, effective workflows

Coordinate
Communicate seamlessly to ensure that the best care delivery is achieved for each patient

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

Why make a huddle virtual?

Traditional huddle

Huddles can help drive quality and care outcomes by enabling collaboration. Virtual huddles can deliver this same value more efficiently, while also overcoming many limitations of a traditional huddle:

Fixed, static meetings

Traditionally meet in-person at a particular time and place

Disengaged teams

Caregivers often feel disconnected and uninspired, leading to poor employee experience and attrition

Inefficient meetings

Lack of agenda and unclear expectations lead to low attendance and participation

Virtual huddle

Any device or location

Safe, real-time collaboration by video conference from any location, via laptop, tablet, phone or personal device

Enhanced workplace experience

A new, engaging way to inspire and retain skilled medical workers, saving hiring and training costs

Better tracking & documentation

Tracking of contributions and key metrics, which can help with future cases and improve regulatory reporting

Engagement & accountability

Interactive sessions help members feel they are accountable for and contributing to the team's success

Increased efficiency

Streamlined processes and communication give health workers time to care for more patients

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Respond

Adapt to now

Protect patients and health workers by reducing risk of exposure through transparency and an effective operational structure

Reset

Evolve your processes

Build on newfound flexibility and agility to create new value, such as tracking metrics and visualizing best practices across the organization

Renew

Self-disrupt and reshape

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

Business impact

Proactive approach

Operate as usual

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Our solution

Hospital system improves care and employee retention with Virtual Huddles

Challenge

The hospital system was growing by acquisition and needed a way to improve employee retention, boost engagement and increase productivity with minimal ramp-up time.

Solution

Avanade created a communications and productivity tool that enabled easier collaboration and integrated seamlessly with other hospital systems. Users accessed the tool via an engaging, consumer-grade, persona-based interface.

Results

Improved engagement

Employees using the tool showed higher levels of engagement.
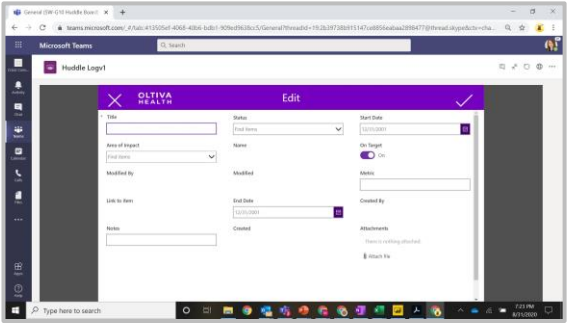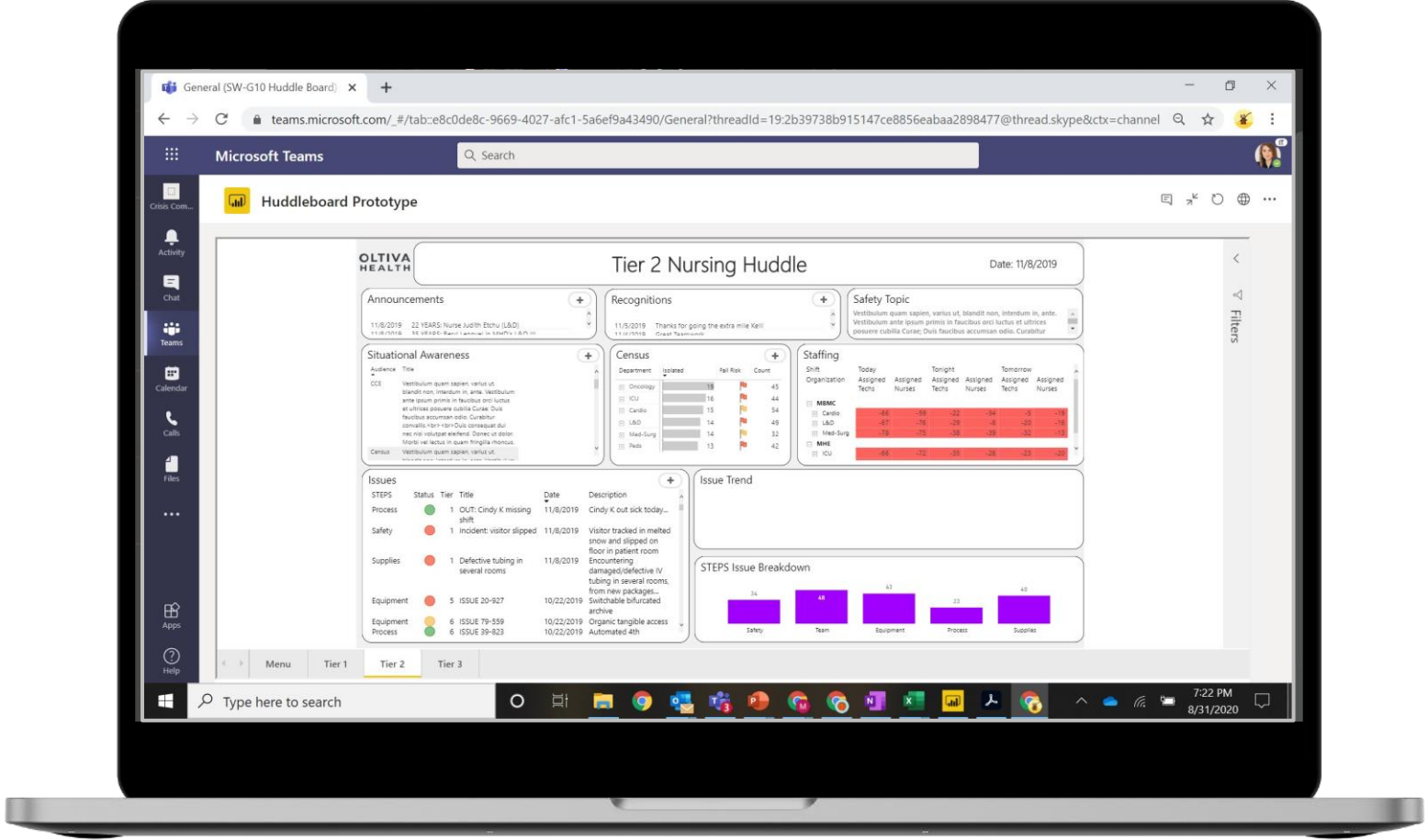
Better retention

The hospital system was better able to retain clinical staff after major acquisitions.

Increased innovation

Virtual huddles improved communication and productivity while increasing innovation.

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), and more

SharePoint foundation

Unlock powerful 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

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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

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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.

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

DEFINE

DESIGN

PILOT

SCALE

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

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

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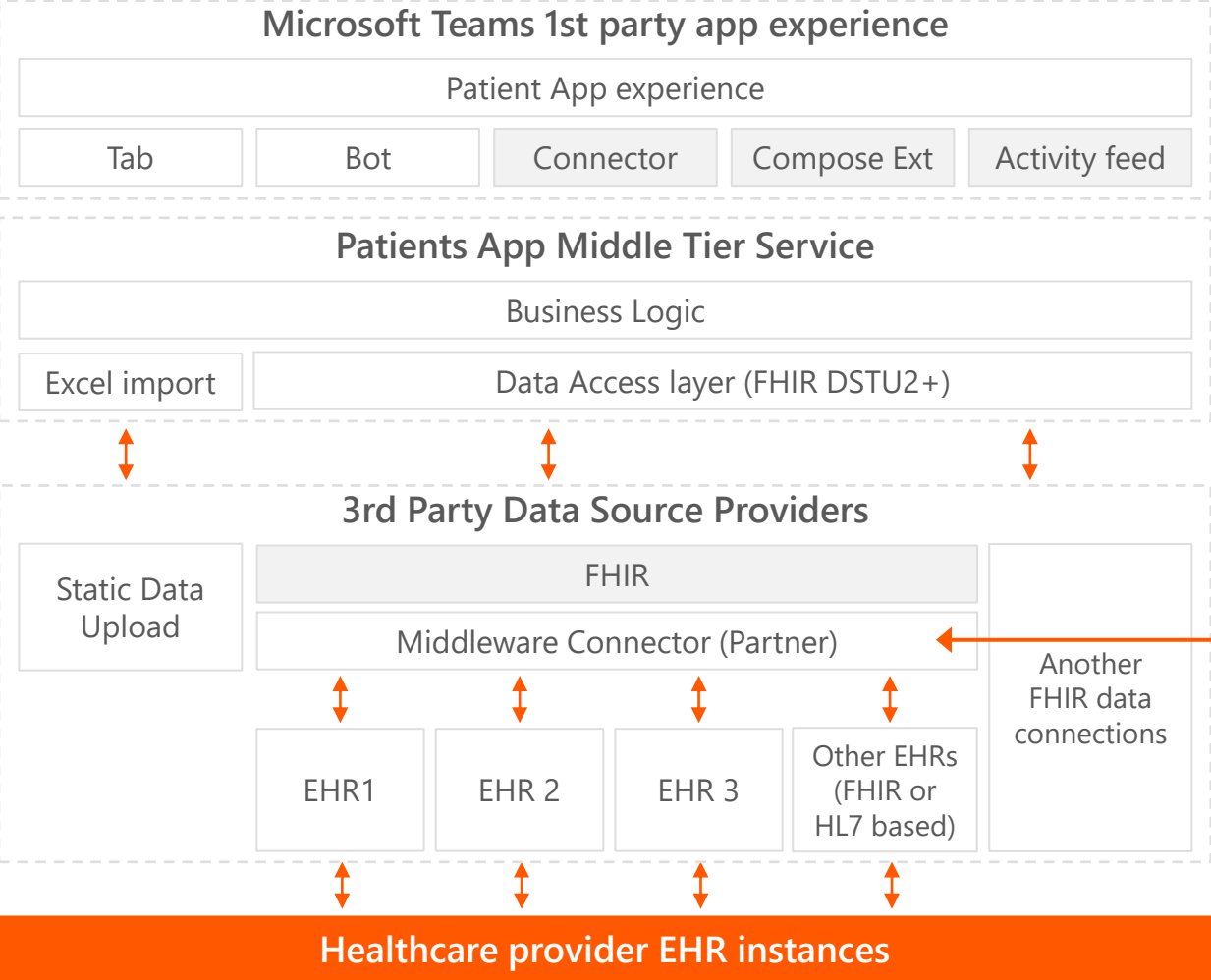
Patient Care & Operations
Continue to support patients' changing needs and develop the capability to bring new channels to market over time.

# Appendix

Teams integration to EHR

Microsoft Teams 1st party app experience

Patient App experience

| Tab | Bot | Connector | Compose Ext | Activity feed |

Virtual Care solution customized to healthcare provider needs

Patients App Middle Tier Service

Business Logic

| Excel import | Data Access layer (FHIR DSTU2+) |

Patients App provided by Microsoft

3rd Party Data Source Providers

Static Data Upload

FHIR

Middleware Connector (Partner)

Another FHIR data connections

| EHR1 | EHR 2 | EHR 3 | Other EHRs (FHIR or HL7 based) |

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

Healthcare provider EHR instances

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Virtual Care Teams object model
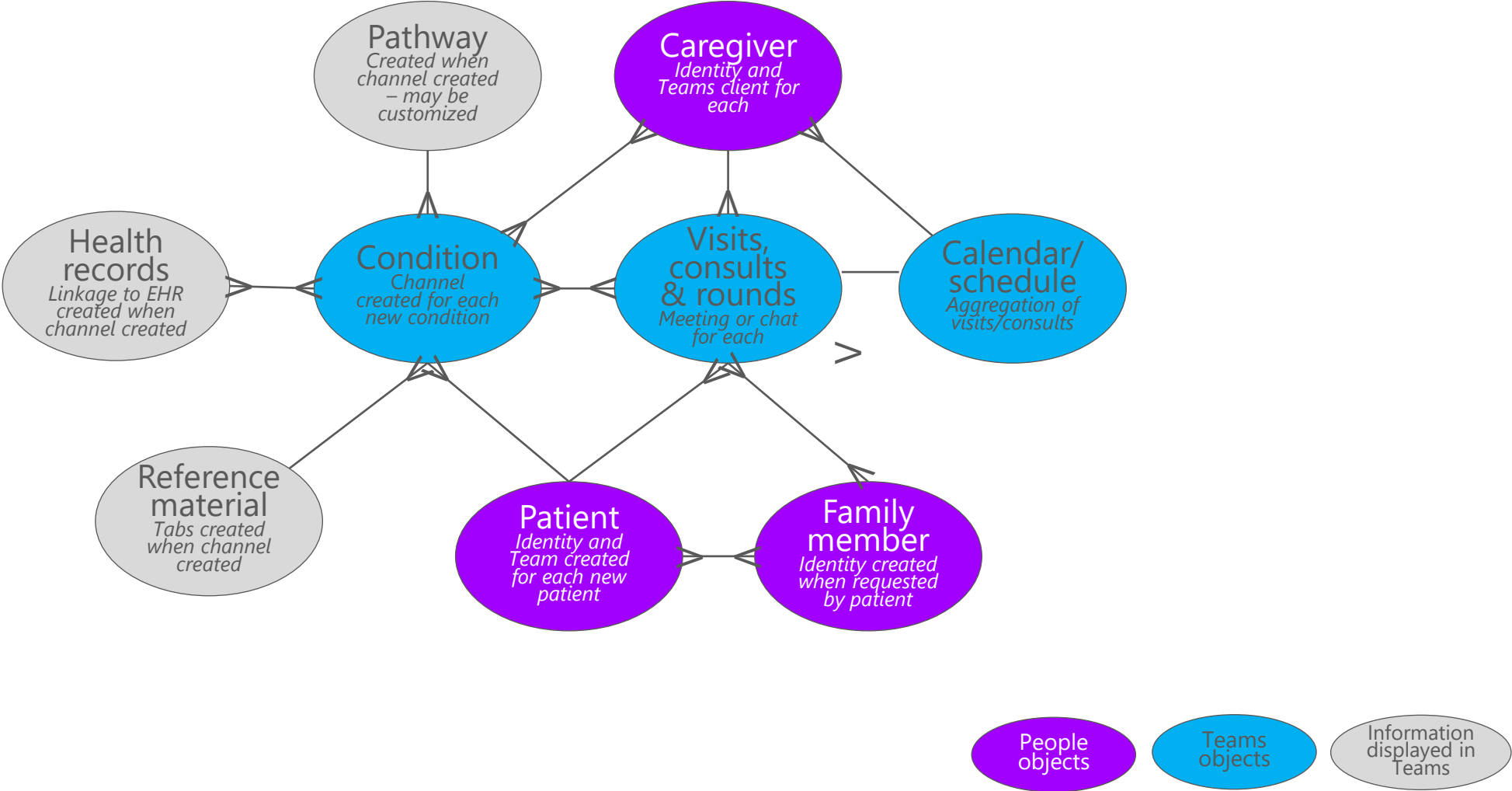
Comparison of capabilities

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)	✓		✓

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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.	• 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.	• 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	• 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	• Improved care for patients • Caregiver efficiency and effectiveness
Virtual Huddles	Virtual and asynchronous huddles around clinical and operational issues	• 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	• Reduced time of caregivers tracking down people and following up on tasks • Reduced length of stay • Reduced readmissions • Reduced administrative burden

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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.	• 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	• Caregiver efficiency • Reduced last minute cancellations • Improved adherence to follow up schedules
Virtual Family Visits	Virtual visits between patients and family members	• 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	• Recruit and retain patients for top line growth • Improved patient engagement • Improve patient satisfaction

Battlecard—Virtual Care Overall Program

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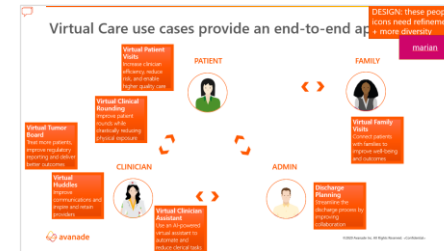
Create engaging virtual patient visits and collaboration between caregivers that drive better patient care, increase revenue and prevent caregiver burnout

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

Typical Engagements
- Avanade quick win implementation of highest priority use case from workshop
- Accenture strategy around a comprehensive virtual health operating model
- Avanade productivity studio managed service to implement additional use cases and support

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