Bring visibility and **efficiency** to the patient discharge process

Avanade Discharge Planning

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It's time to rethink discharge planning

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

Extended hospital stays aren't just costly, they can have a negative impact on patient outcomes.

But pressure to reduce length of stay (LOS) can put stress on staff, and that can also affect patient care and well-being.

A better discharge process can help everyone — patients, care providers and care organizations.

Discharge Planning uses a collaborative interface to improve communication, identify bottlenecks and help patients leave the hospital as quickly as clinically feasible.

Discharge Planning can help you improve care. And it can help you build the foundation for a larger digital health and patient care evolution.

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How does Discharge Planning help?

**Track progress in a unified patient view**

See relevant information for every patient at a glance and easily view what tasks have been completed.

Capture even informal data

Make sure you're tracking non-EHR info, which care teams currently often track with paper notes, spreadsheets and word of mouth.

Communicate in context

Send messages and notifications in real-time and collaborate in secure one-to-one or one-to-many conversations, from any device.
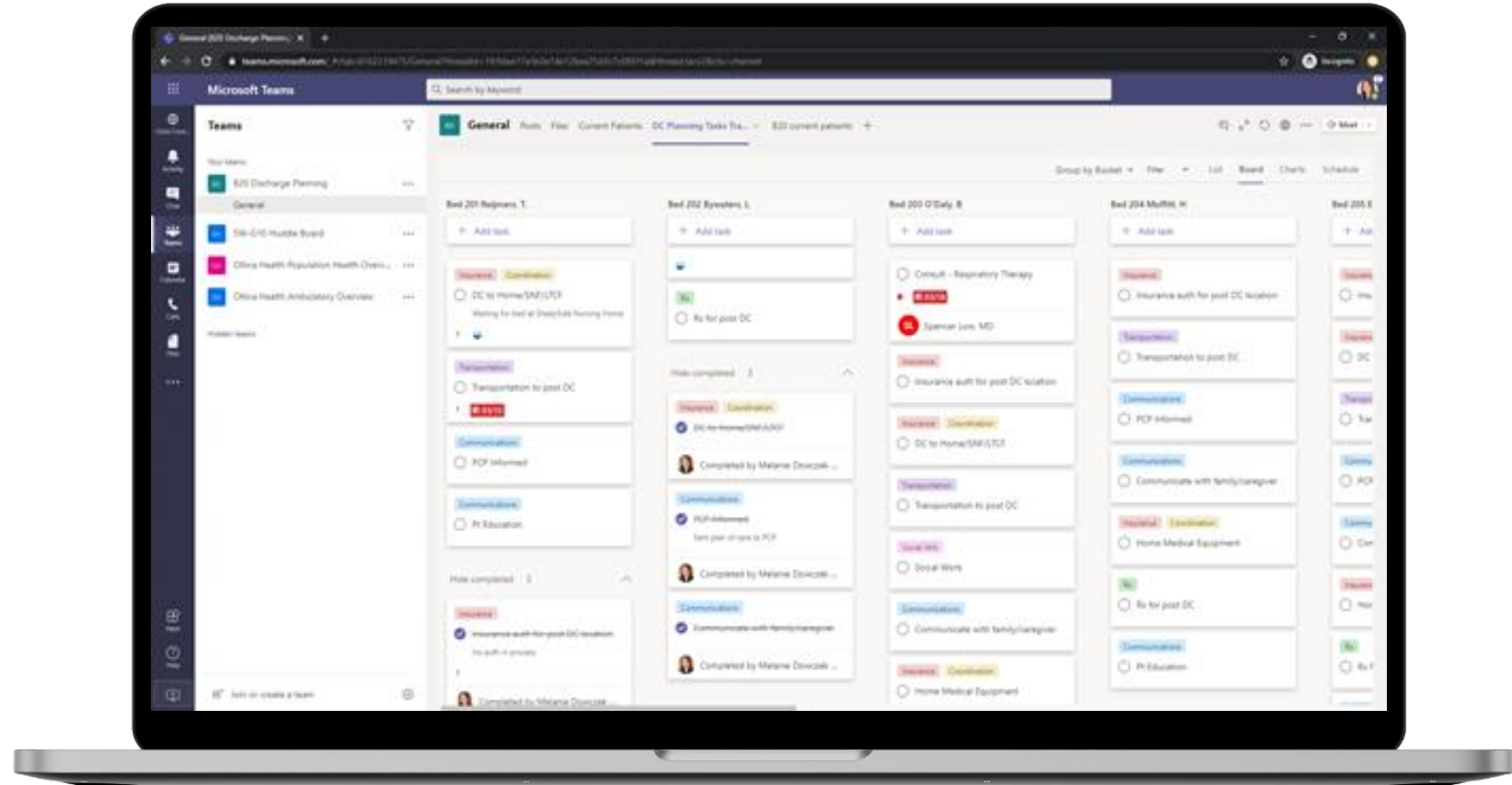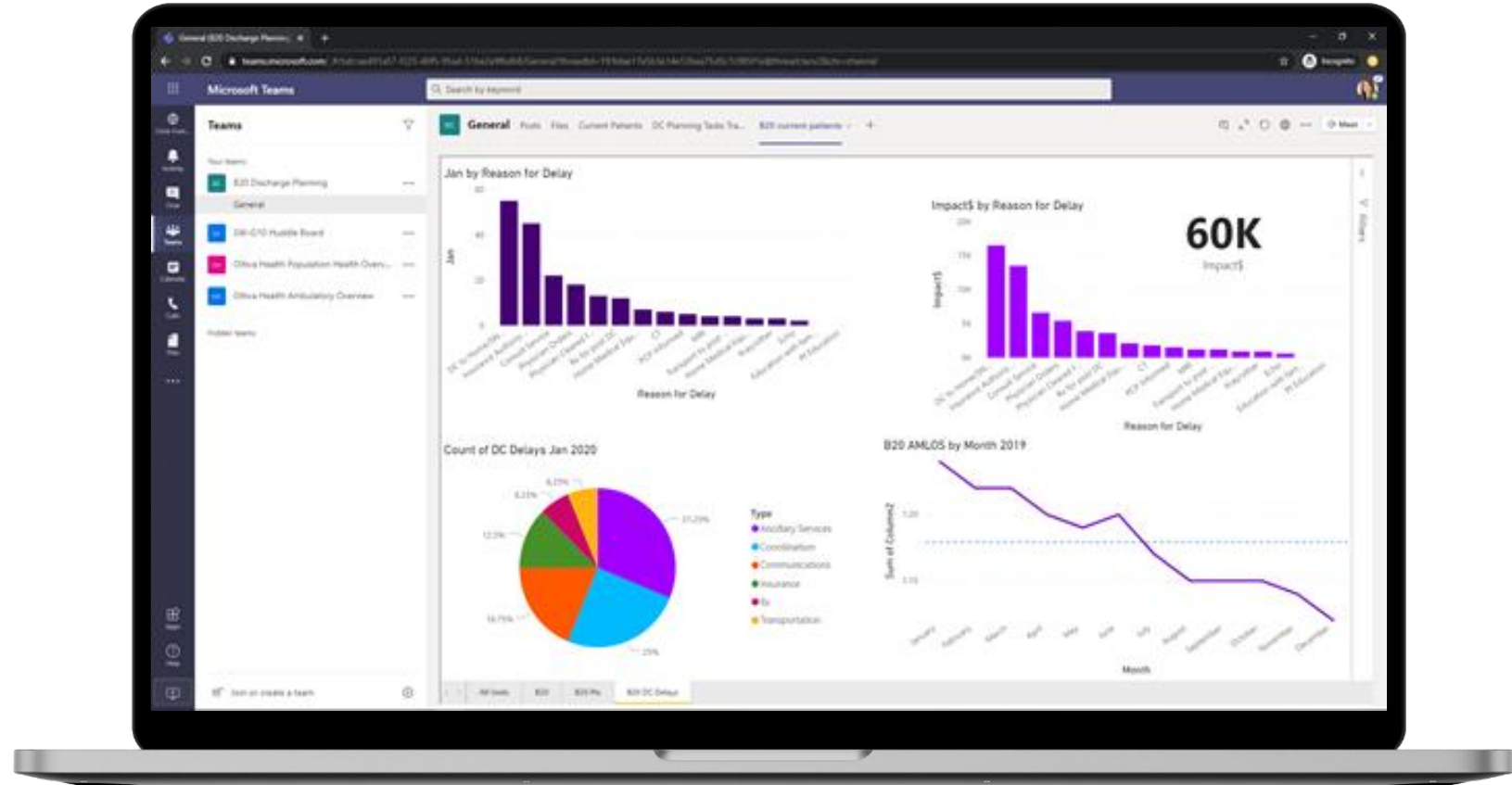
How does Discharge Planning help?

Identify bottlenecks

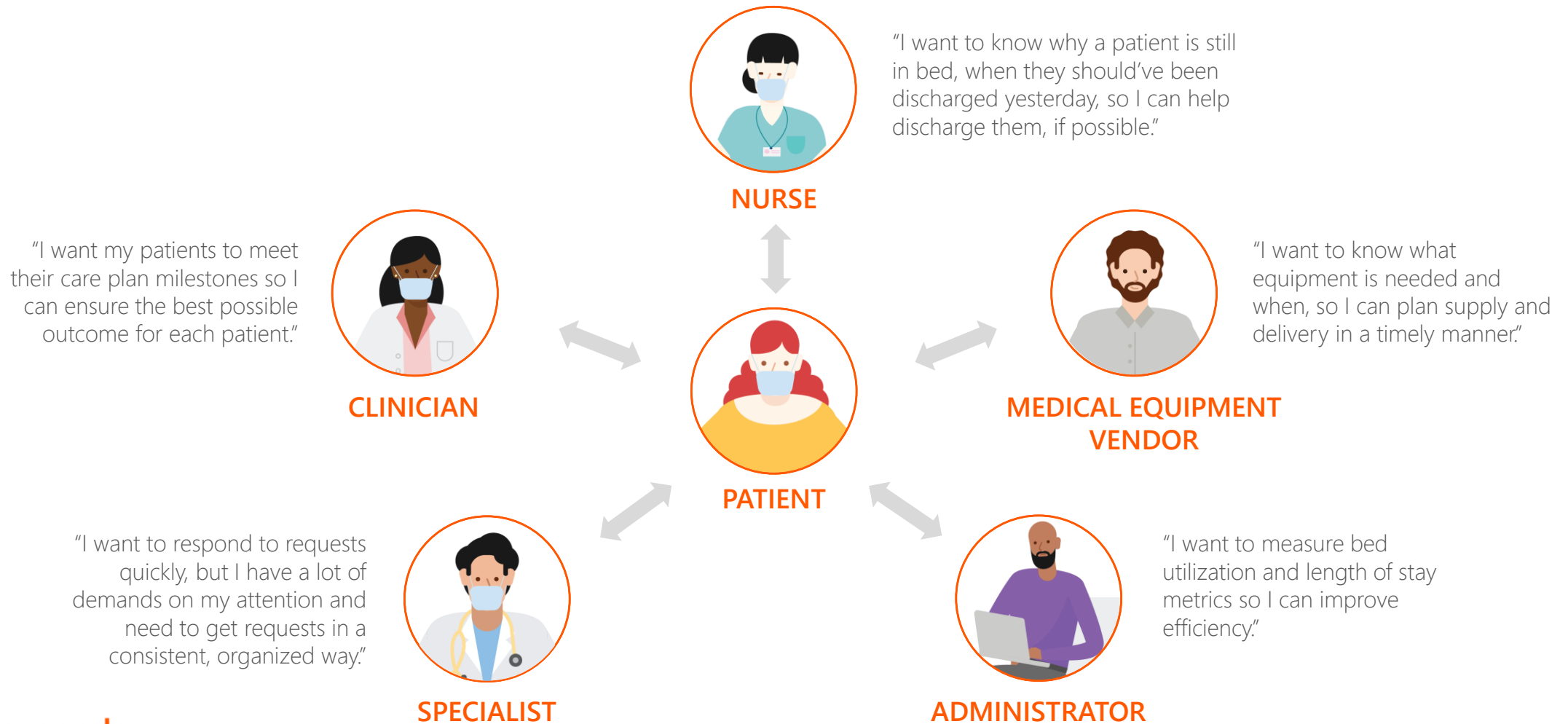Get visibility into what's causing discharge delays, along with supporting data, in a dynamic dashboard.

Manage to benchmarks

Set goals and track progress to help patients reach the next stage of their care path as soon as clinically feasible.

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Who has a stake in Discharge Planning?

Connect all principal stakeholders on the clinical side and make the patient the focal point

NURSE

"I want to know why a patient is still in bed, when they should've been discharged yesterday, so I can help discharge them, if possible."

"I want my patients to meet their care plan milestones so I can ensure the best possible outcome for each patient."

CLINICIAN

MEDICAL EQUIPMENT VENDOR

"I want to know what equipment is needed and when, so I can plan supply and delivery in a timely manner."

PATIENT

"I want to respond to requests quickly, but I have a lot of demands on my attention and need to get requests in a consistent, organized way."

"I want to measure bed utilization and length of stay metrics so I can improve efficiency."

SPECIALIST

ADMINISTRATOR

Discharge Planning improves experiences for patients and providers

CHALLENGES

HOW DISCHARGE PLANNING CAN HELP

Increased and ongoing costs resulting from extra bed-days

Reduce overall costs with even incremental improvements, make better use of high-cost beds

Stress on staff and professional relationships from pressure to reduce length of stay (LOS)

Make discharge planning easier and more collaborative with better communication tools

Hospital overcrowding and reduced access to limited acute care resources

Free up capacity by reducing LOS whenever clinically feasible

More adverse outcomes from extended stays, such as delirium, pressure ulcers and falls

Decrease LOS to reduce negative impacts on patient safety and increase quality of care

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Our solution

Large healthcare system reduces length of stay with Discharge Planning

Challenge

The healthcare system wanted to compare length of stay by facility and time period to identify systemic issues and contributing factors. The client struggled to manually manage patient discharge processes across many departments and functions, which was impacting whether patients were discharged on time.
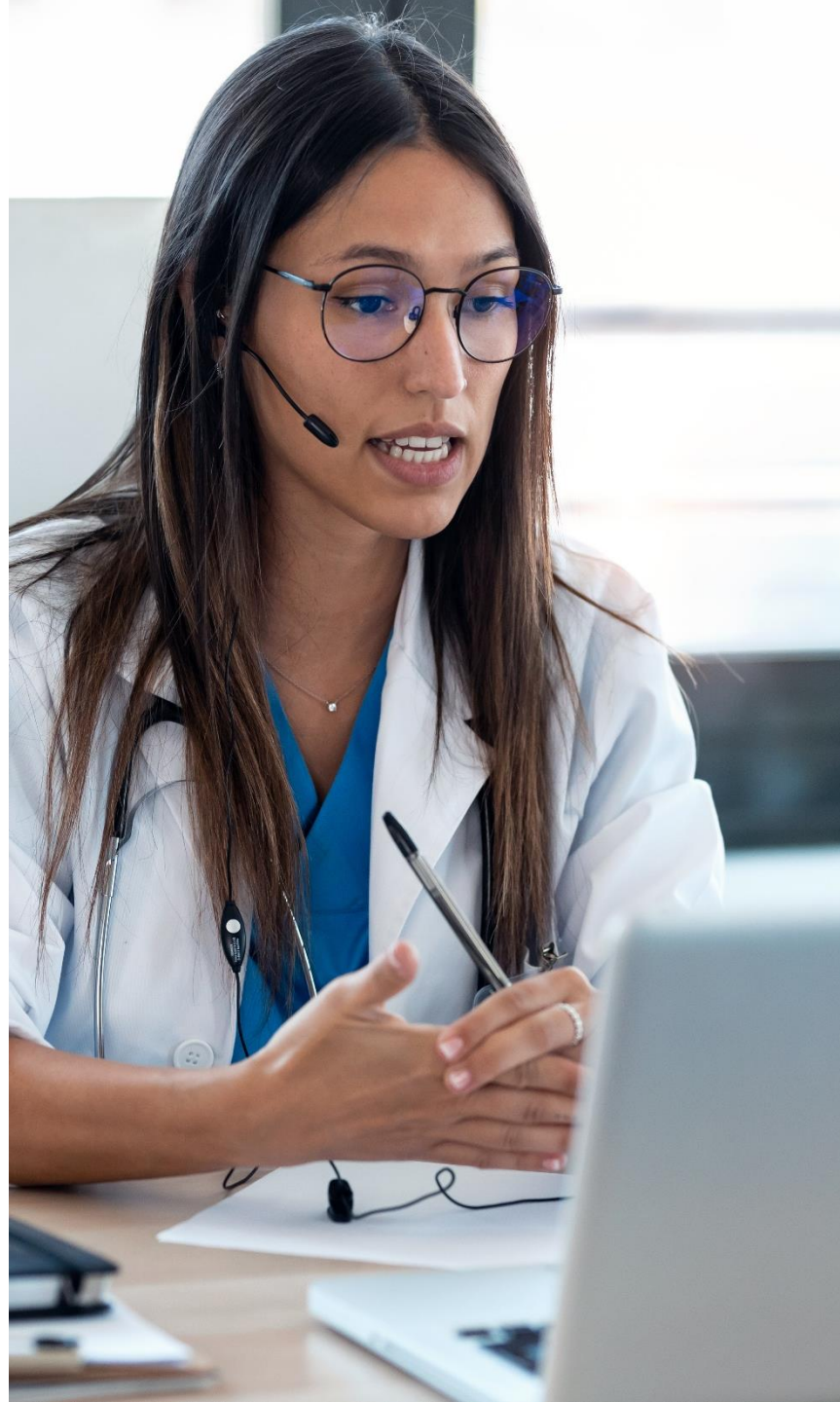
Solution

Avanade used Power BI and Teams to create a unified view of the administrative tasks associated with the patient discharge process.

Results

Improved collaboration

Departments and affiliated (non-employee) doctors can now collaborate more easily.
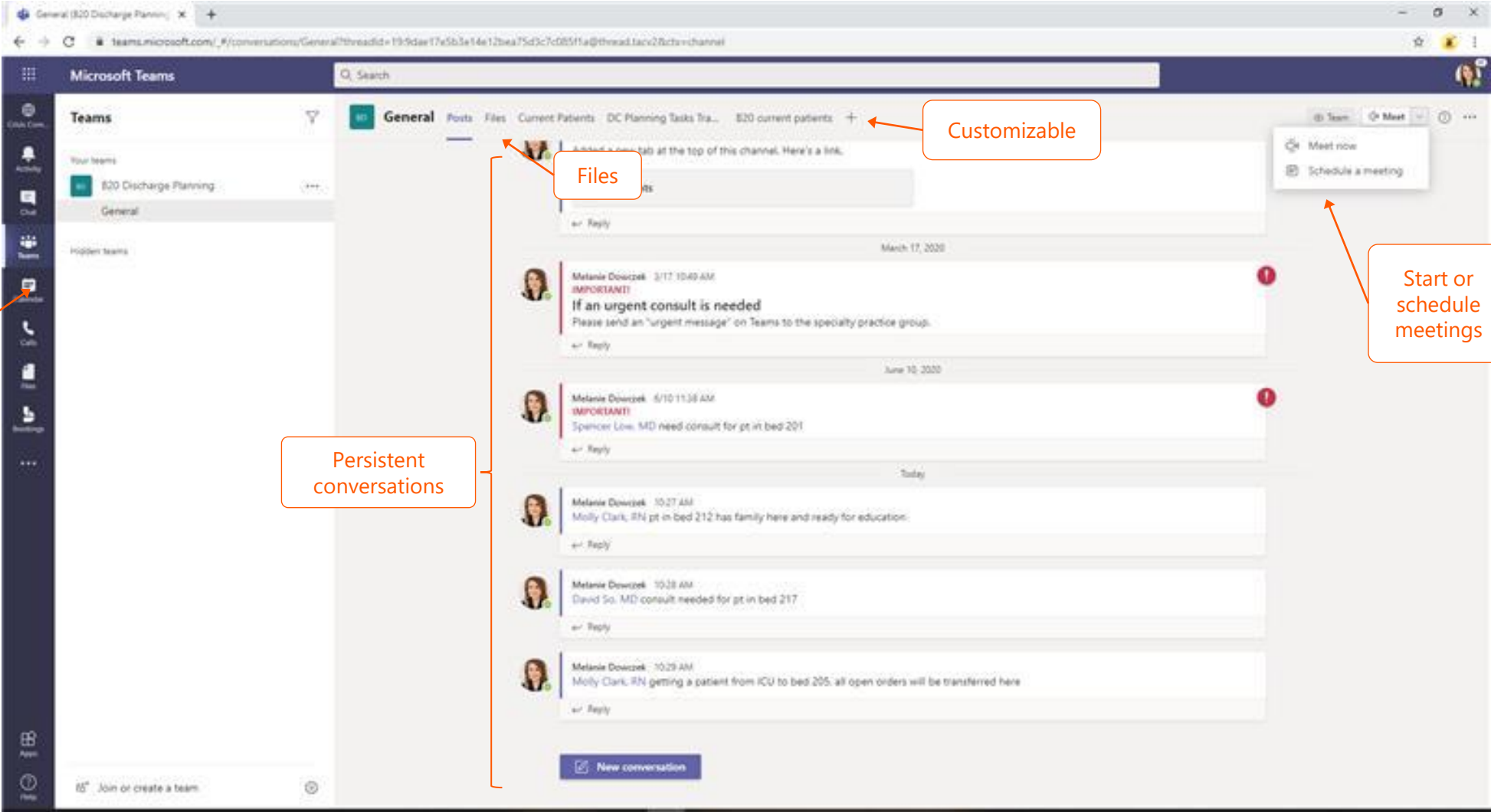
Streamlined processes

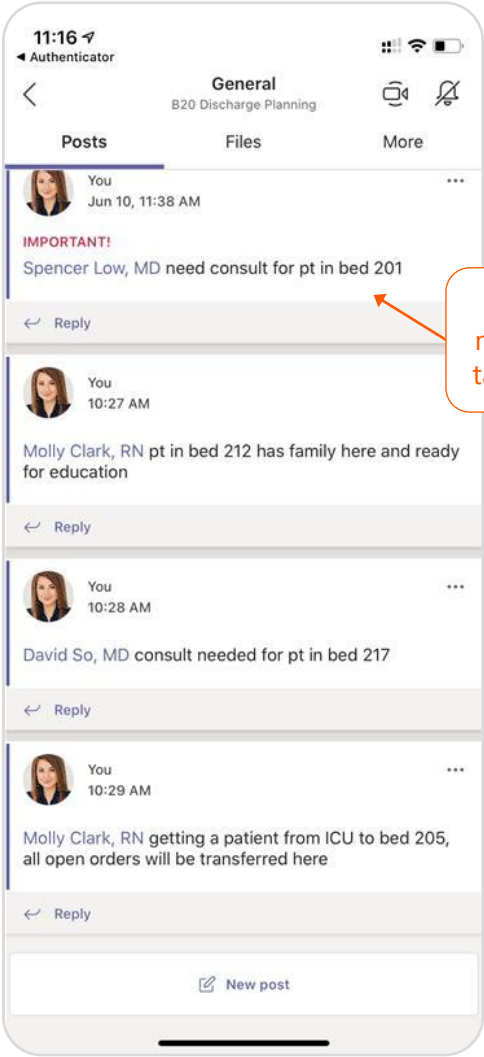Tasks and reminders have simplified the discharge process.

Easy access

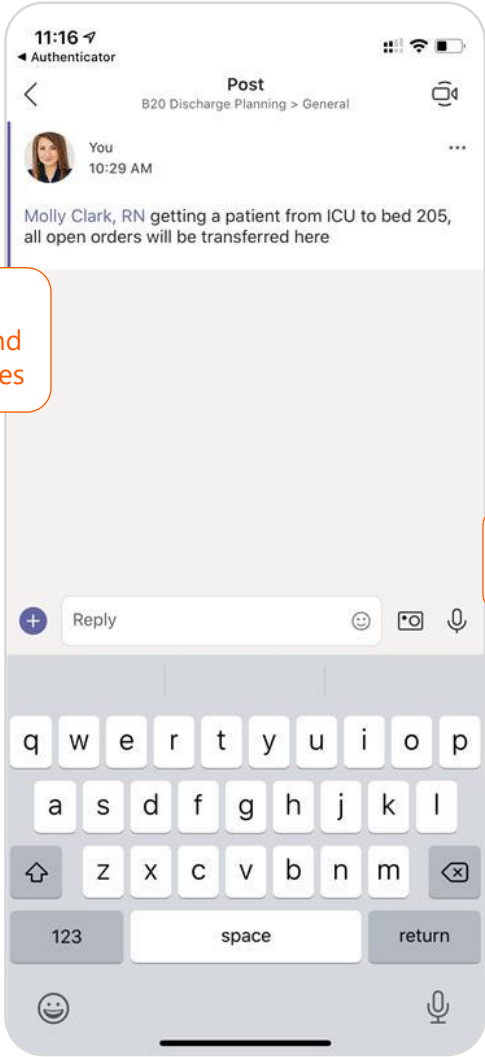Hospital staff can access the solution via PC, iOS or Android device.

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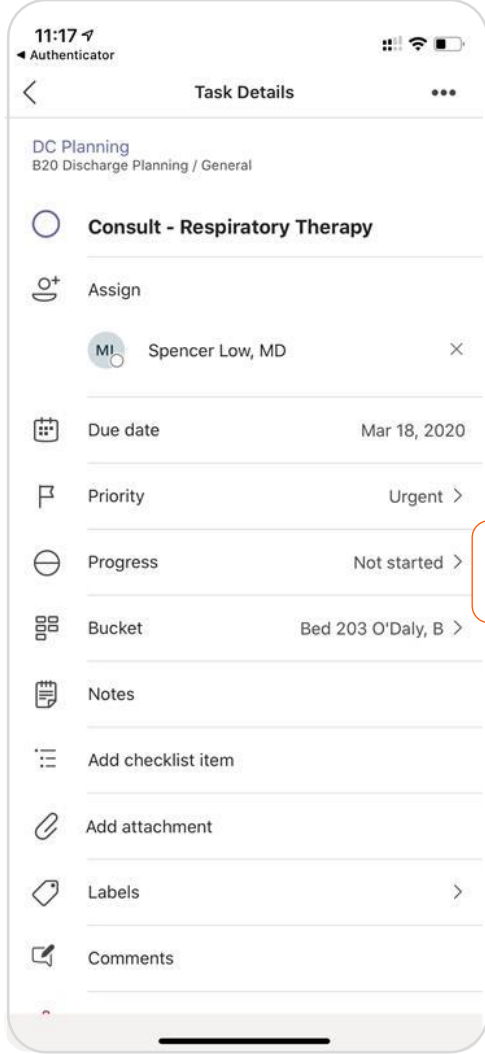# A quick look at the Teams interface

A quick look at the Teams interface

Prioritize messages and tag colleagues

Task details

Patient details

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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 and analytics

Connecting "things" together, discovering, interpreting and communicating meaningful patterns of data to make better informed decisions

Workflow and automation

Streamlining clinical processes and automating tasks to better manage caregivers and patients' time

Electronic health records

Integrating with EHRs 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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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.

We bring global scale and expertise

10M+
Office 365 users deployed, over 32M workloads

Avanade works with
41
of the Top 100 U.S. hospitals
(Thomson-Reuters)

Microsoft Global Healthcare Partner of the Year 2020

#1
in certified resources deploying and administering O365 and Teams

3M+
UCC seats under management

In-depth Workplace Managed Services

Purpose built assets and accelerators

Accenture / Avanade have deep expertise in health care

Close relationships with Microsoft and Accenture

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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.

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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.

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Appendix

The crisis has magnified existing challenges in health care

11.2% to 30.7%

of total hospital costs could be saved by avoiding extra bed-days[1]

80%

of prolonged LOS can be due to waiting for consultant opinions and failure of discharge arrangements, not delays with tests and procedures[2]

" **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

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The impact of Discharge Planning

Average LOS

Excess days

Outlier patients

Clinical denials

Timely transitions of care

Bed capacity

Clinical reviews / InterQual / MCG

Appropriate status / LOC
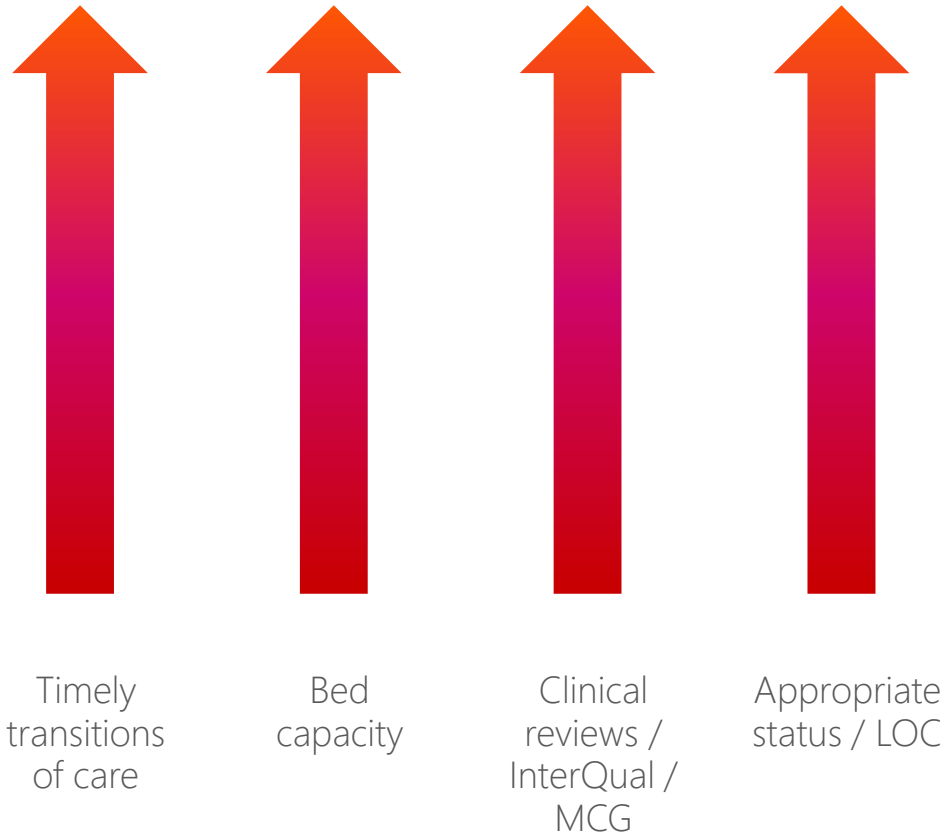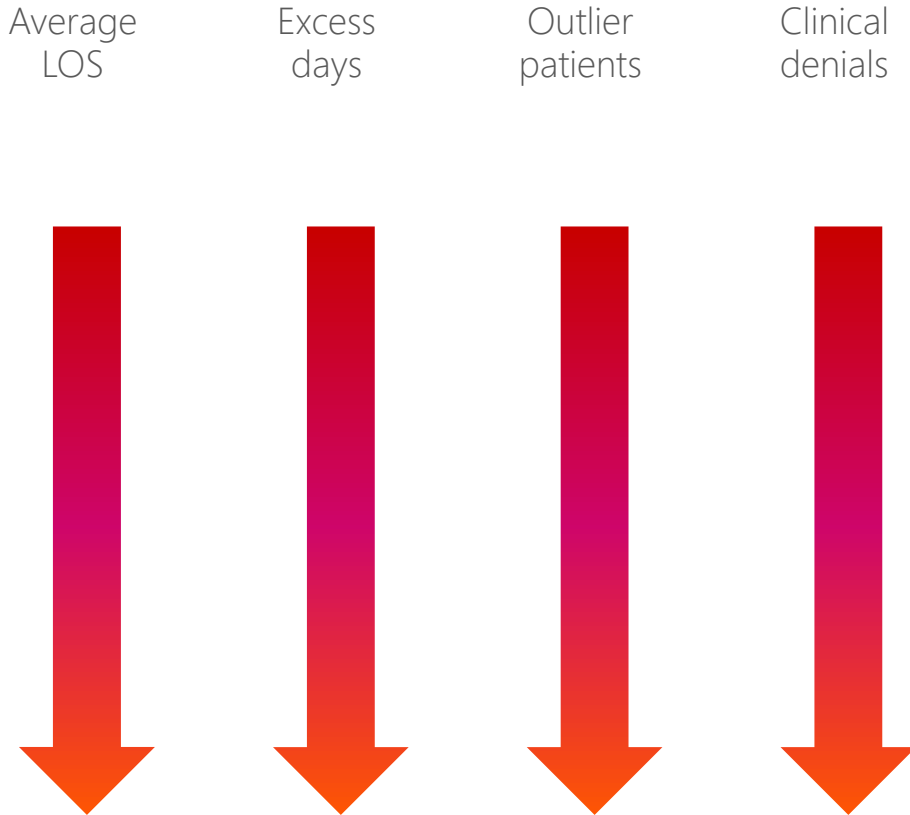
Respond

Adapt to now

Improve communication for care teams and decrease LOS for patients

Reset

Evolve your processes

Build on better communication and increased efficiency to grow clinical capacity and improve safety and benchmark management capabilities

Renew

Self-disrupt and reshape

Use Discharge Planning as a foundation to kickstart digital health and patient care evolution

Business impact

Proactive approach

Operate as usual

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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.
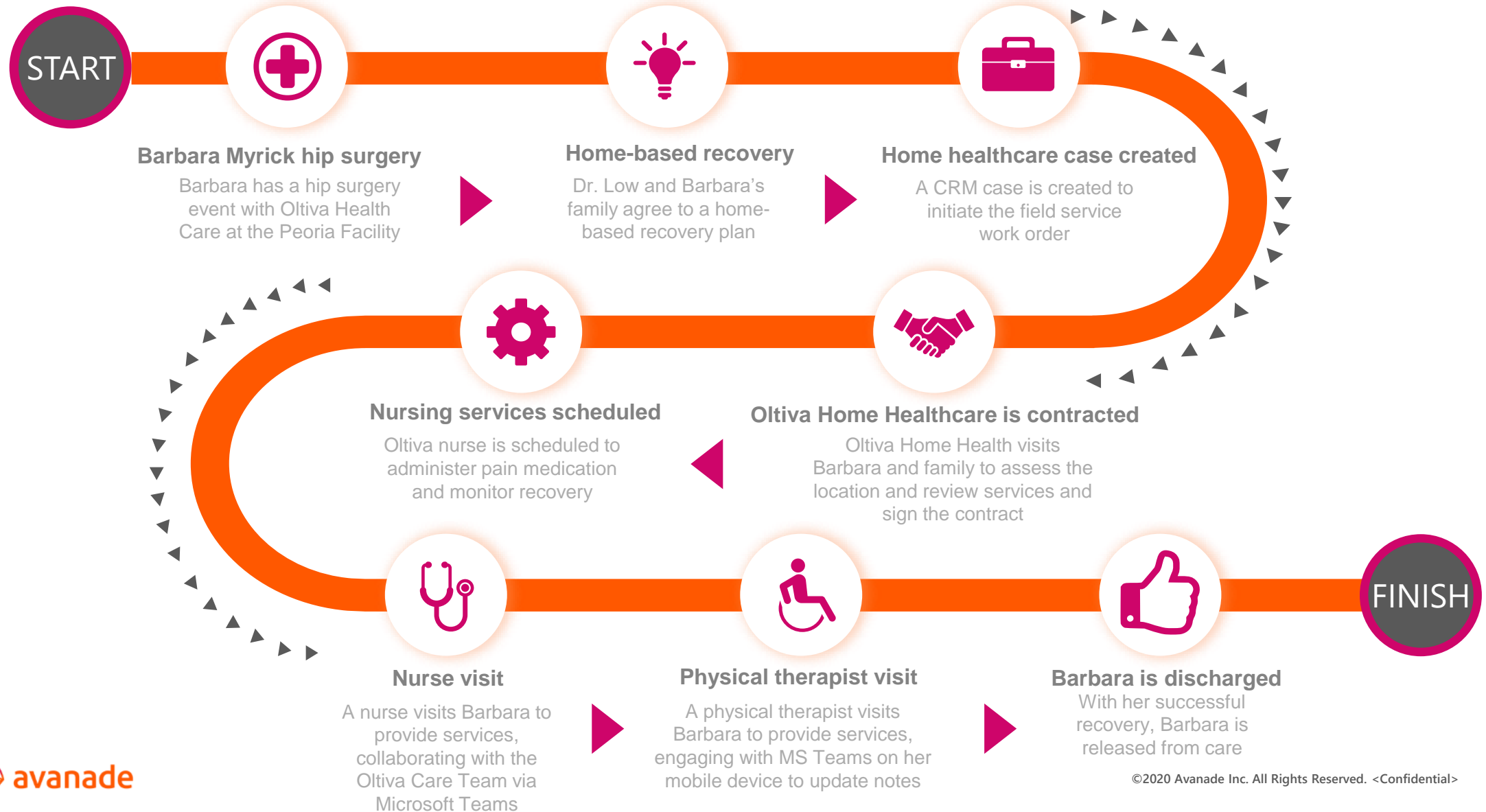
Collaborative

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

DEFINE

DESIGN

PILOT

SCALE

Barbara Myrick's home healthcare journey

START

Barbara Myrick hip surgery

Barbara has a hip surgery event with Oltiva Health Care at the Peoria Facility

Home-based recovery

Dr. Low and Barbara's family agree to a home-based recovery plan

Home healthcare case created

A CRM case is created to initiate the field service work order

Nursing services scheduled

Oltiva nurse is scheduled to administer pain medication and monitor recovery

Oltiva Home Healthcare is contracted

Oltiva Home Health visits Barbara and family to assess the location and review services and sign the contract

Nurse visit

A nurse visits Barbara to provide services, collaborating with the Oltiva Care Team via Microsoft Teams

Physical therapist visit

A physical therapist visits Barbara to provide services, engaging with MS Teams on her mobile device to update notes

Barbara is discharged

With her successful recovery, Barbara is released from care

FINISH

Reduce costs and ensure more timely patient discharges with Discharge Planning

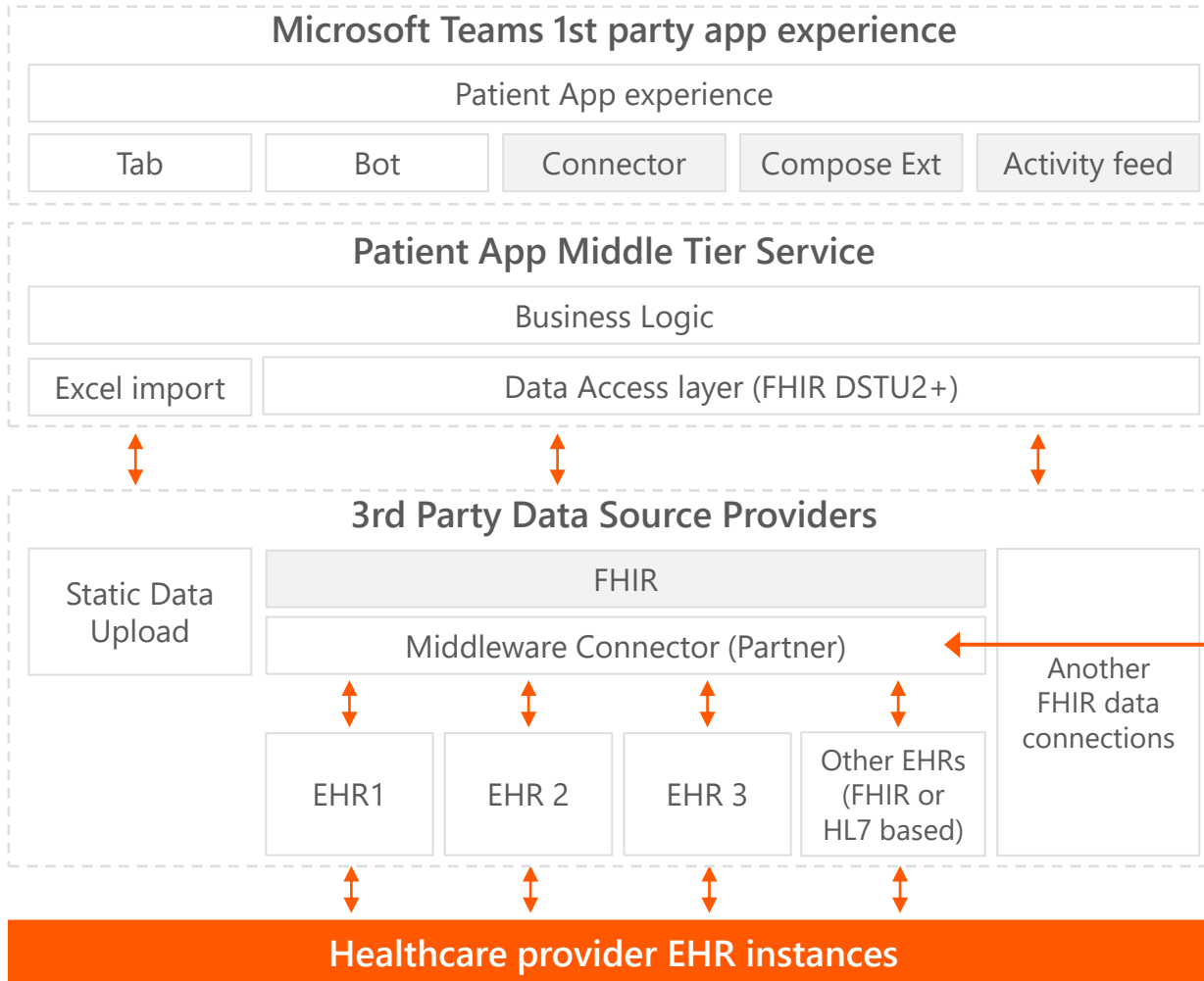Length of patient stay is a key driver of cost in healthcare systems.

Hospitals can reduce costs and ensure a faster and more predictable discharge process by creating a unified view of discharge records and other relevant medical records.
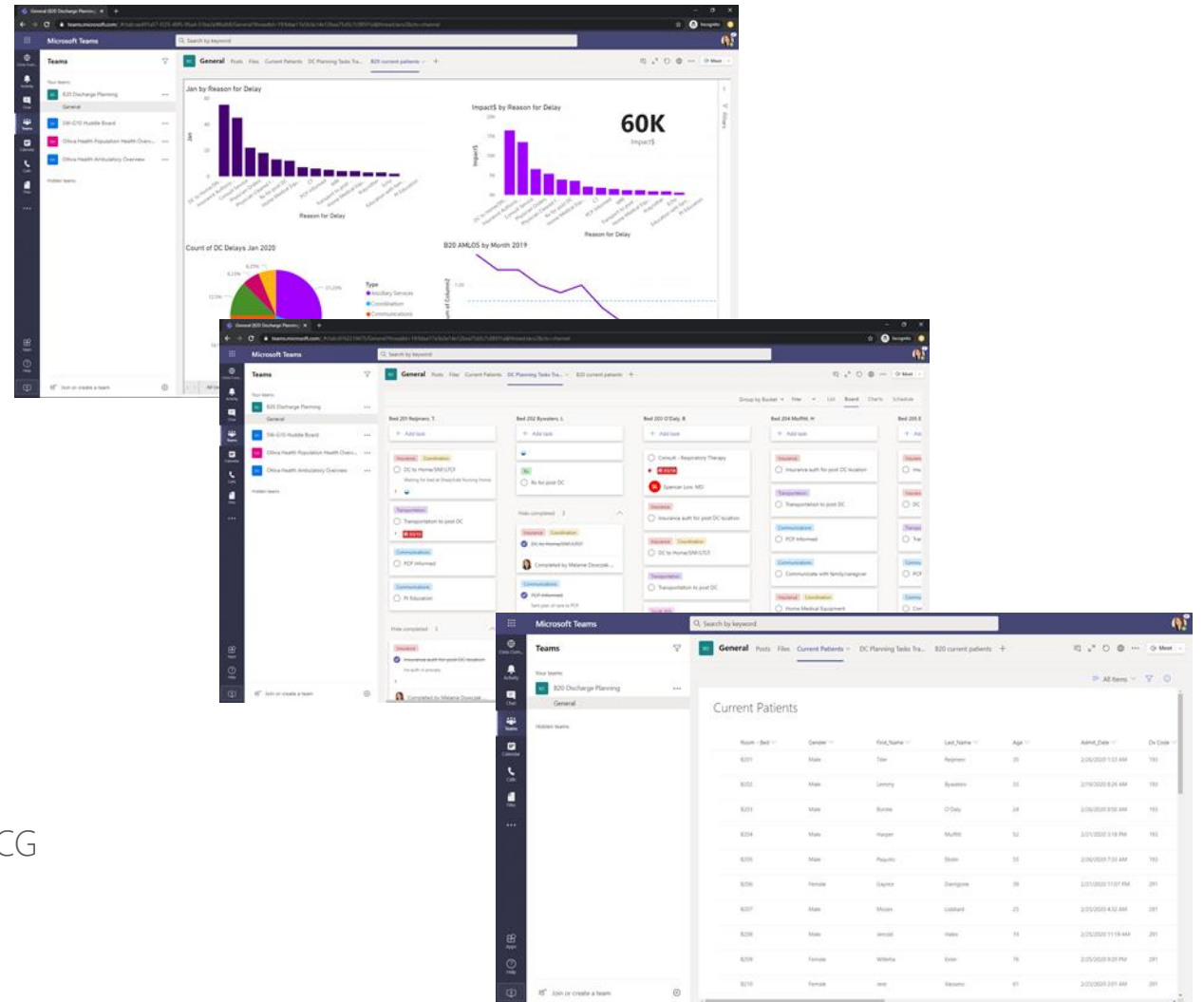
Impact of Discharge Planning

↓ Average LOS

↓ Excess days

↓ Outlier patients

↓ Clinical denials

↑ Timely transitions of care

↑ Bed capacity

↑ Clinical reviews / InterQual / MCG

↑ Appropriate status / LOC

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

Patient App Middle Tier Service

Business Logic

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

Patient Apps 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

Sample Virtual Care use cases

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 • 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.	• 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

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Battlecard—Virtual Care Overall Program

Key Contacts

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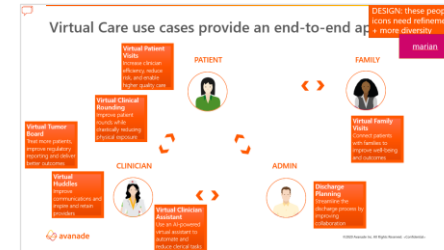Robert.Hazelton@Avanade.com
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Conversation Starters

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
- Avirtual Clinical Assistant
- Virtual Family Visits
- Virtual Huddles
- Discharge Planning