Solve Meaningful Challenges & Realize Value

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Do what matters

Care providers tell us these are their most immediate challenges

#1 Clinician experience and workforce pressures

A happy and healthy clinician provides better care and creates more engaged and healthy patients. Conversely, clinician burnout can affect retention, productivity, patient experience and even outcomes. More collaborative clinicians are also happier than less collaborative ones.

#2 Patient experience

Patients increasingly value — and expect — experiences that are personalized and convenient. The next generation of healthcare delivers a rich virtual care ecosystem, the ability to shop services and flexibility on who provides care and when.

#3 Health data interoperability

Digital transformation in healthcare creates more useful data, which can be combined with external and internal data to deliver more efficient clinical workflows. Embedded with security to protect privacy, this data can drive integrated care, leveraging AI and machine learning to achieve better insights, operations and outcomes.

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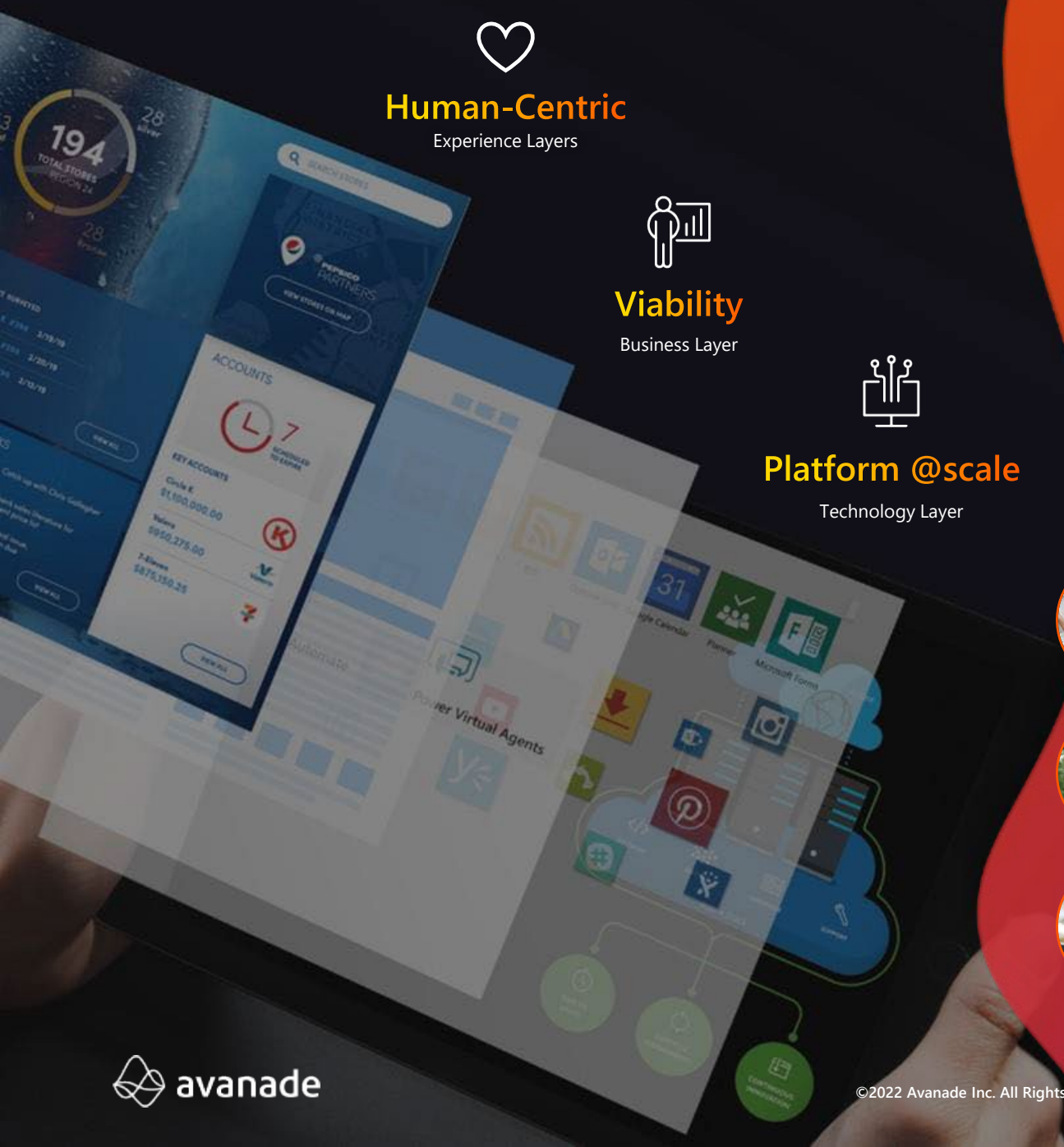

Human-Centric
Experience Layers

Viability
Business Layer

Platform @scale
Technology Layer

We focus our thinking on **outcomes** that have a valuable **human impact** for clients, their clinicians, staff, and patients.

We dive **deep to gain an understanding of which problems to solve** from a user perspective first (rather than a system or process perspective). Then leverage technology and data to craft solutions that work for you.

This **empowers users** to accomplish more tasks in less time, increasing engagement and adoption. In a nutshell, we help you create more tailored experiences that truly delight end users and facilitate better outcomes.

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Do what matters

Unlock Value with Incremental Change

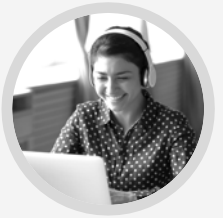
Building Momentum by Solving Specific Challenges that Matter

1. Prove Viability with Proof-of-Concept

- Pick business area and objective to focus
- Identify process (challenge) and stakeholders
- Envision solution
- Build proof-of-concept (POC) solution

2. Demonstrate Impact with Pilot

- Implement POC with a select group of users and collect feedback
- Enhance solution based on feedback to create MVP, test & validate
- Rollout MVP to users
- Compare new process data to baseline to show measurable improvements



3. Realize Value in Implementation

- Scale solution to meet organizational needs
- Develop change management plan
- Create training materials to support user adoption
- Celebrate successes

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Solution Empowerment Sprint

POWER UP

DAYS 1 - 3

Ideate together with your selected stakeholder group to explore opportunities to inject business value through the Microsoft Power Platform

Govern & Manage – gain an understanding of how you can use the Governance tools in the Microsoft Power Platform to manage solutions and create a safe space for makers to use Power Platform tools.

POWER FORWARD

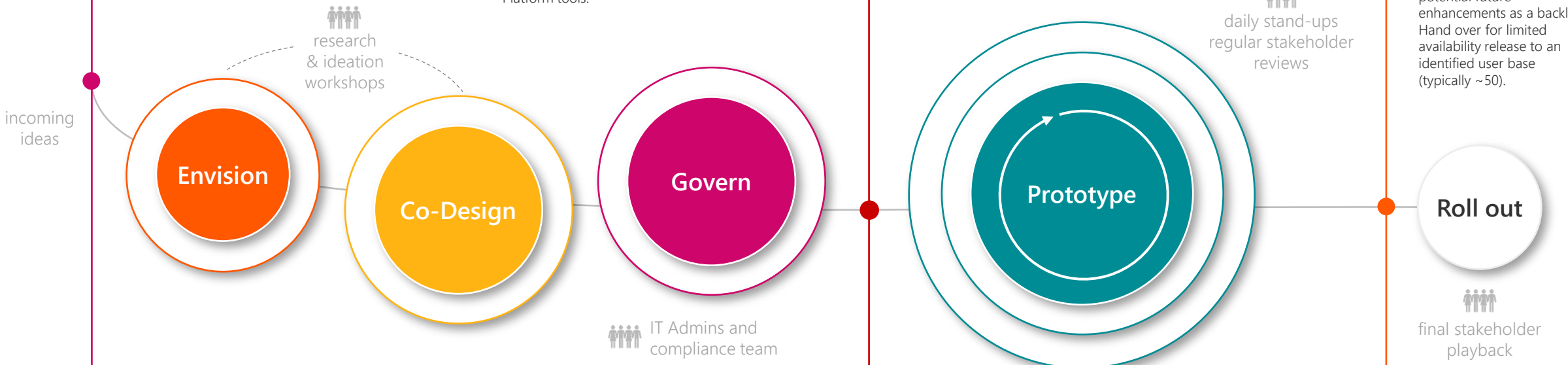
DAYS 4 - 9

Design, Test, Implement the foundational user experience outputs, layering in a lightweight, brand-aligned visual design whilst we iteratively prototype in agile cycles

POWER ON

DAY 10

Wrap and release with a final playback session to stakeholders to demo prototype and record potential future enhancements as a backlog. Hand over for limited availability release to an identified user base (typically ~50).



Discover

We conduct a **research** workshop with key users (3-5) to understand pain points, explore design opportunities for your ideas. We gain access to your systems and get to grips your **technology landscape** in readiness for prototyping.

Describe

We prioritise, selecting a single idea to co-design as **wireframes** with our solution development SMEs and rapidly iterating based on feedback to reach design stability. In parallel, we start to lay the technical **foundations** for prototyping.

Design, Test, Implement

Our small team of solution development SMEs works alongside clinical, business and IT stakeholders to help you design, prototype, and build an initial working solution. We assist your stakeholders with visual design and best practices through **iterative agile development** cycles, testing and implementation.

** Estimated Timeline*

Close

Day 10 we wrap, leaving you with **branded, pre-release prototype** ready to bring your idea to life with a limited, select audience.

Example: Hospital uses integrated patient app to enhance care

Challenge

Inefficient processes

An iconic provider of hospital-based healthcare was dealing with a significant influx of work in support of the COVID-19 pandemic.

It needed to improve capabilities and efficiencies in the management of care processes, from registration through to tracking patient health and reporting.

Solution

Integrated patient app

Avanade is enabling tracking of COVID-19 patients (post-diagnosis or short-listed as a potential risk) through an app developed with PowerApps, using Power Automate for integration with hospital systems.

Since the hospital had on-premise APIs, we are using Azure API Management, Azure Functions, and VPN from Azure to on-premise.

Results

More effective in-home care

The application enables the hospital to track the patient at home, under self-quarantine or at the hospital.

It helps create a patient care and action plan and generates documents for recovered patient discharge activities.

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A Lean Approach

- Engage a **core group** of employees who will be early adopters
- Establish a **shared vision** for what you would like to achieve
- Learn what you need to know now to **prove value** and **plan a smart path** forward to meet the needs of your organization
- Build and launch an initial solution that addresses a defined **end-user need** and delivers **measurable value**
- Implement a simple high-level operating model to **manage and scale** the solution with future adoption growth

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A Workflow Wellness Care Plan for You

1. **Identify Stakeholders** (<8)
    - Sponsor
    - Lead
    - Key clinical stakeholders
    - Key IT stakeholders (including IT admin & pro-dev)
2. **Pre-workshop Learning**
    - Stakeholder Interviews (1 hr each, remote)
3. **10-day Solution Empowerment Sprint** (on-site & virtual collaboration)

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What's Next?

Celebrate Success and Continue the Journey of Workflow Innovation

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Thank you!

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Avanade Care 24/7

- *Better Experiences*
- *Better Care*
- *Better Insights*

Robust solutions based on Microsoft technologies and tailored to the digital needs of your enterprise

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Care 24/7 leverages virtual, digital, data and AI capabilities to improve experiences and outcomes

- Intuitive, easy to use virtual care / telehealth platform
- Productive, real-time care team collaboration
- Health data interoperability and clinical AI assistants to reduce work cycles
- Holistic approach to data security, privacy and compliance to prevent disruptions in patient care
- Remote patient monitoring
- Hospital at Home / Home Health
- Patient experience accelerator
- Consumer outreach and acquisition

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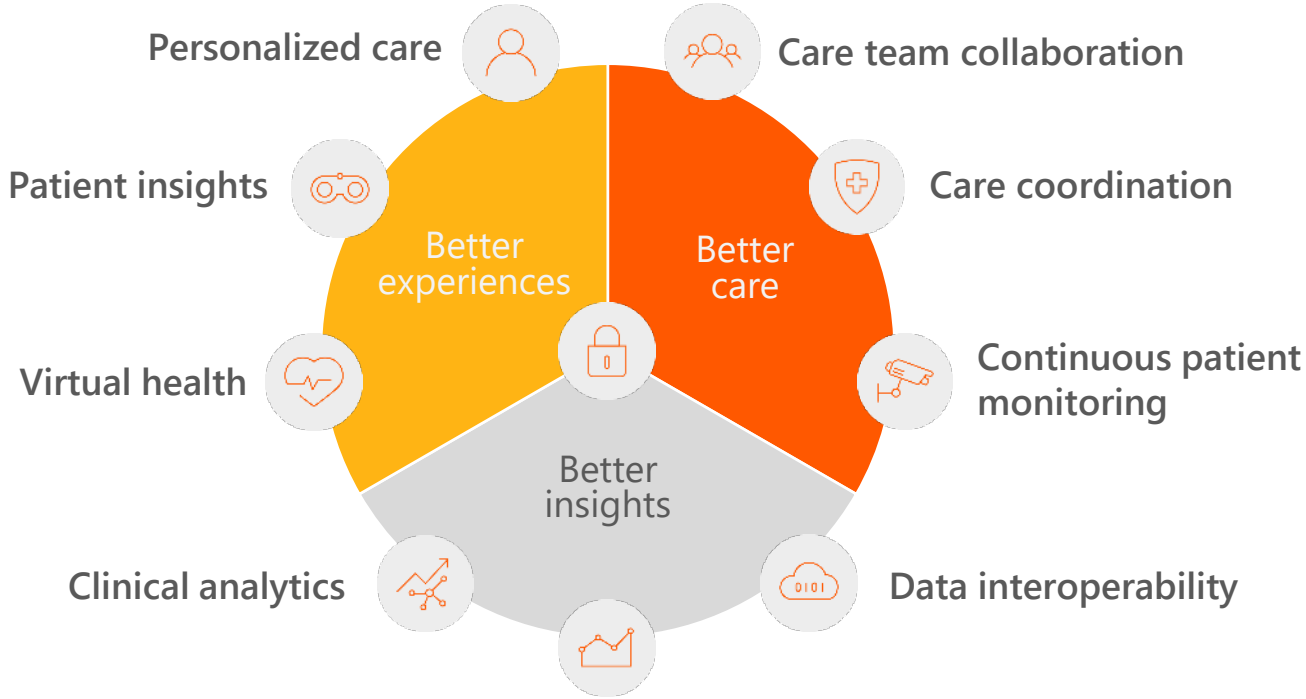
Delivering Digital Health Through Avanade's Care 24/7

- Virtual Patient Visits
- PExA: Patient / Member Experience
- Prior Authorization Automation
- Patient / Member Marketing
- COrE: Consumer Outreach & Engagement
- Connected Home Health



- Care Team Collaboration
- Virtual Huddles
- Virtual Tumor Board
- Virtual Rounding
- Discharge Planning
- Remote Patient Monitoring

- Clinician's Virtual Assistant
- EMR / Epic on Azure
- Cohort: Data & AI Powered R&D for LS
- Claims Adjudication
- Field Services for Medical Devices
- Cohort: Precision Medicine
- Vaccine Management
- Administrator Dashboard
- Condition Management

Care 24/7 | Health on Azure

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Avanade
Best of Accenture and Microsoft

Created by Accenture and Microsoft, Avanade brings the best in strategy and technology to unlock more value from your IT investments and maximize business results.

Today we are arguably one of the most successful joint ventures in the industry, bringing together the world's largest community of experts on Microsoft-based solutions with 75,000+ skilled professionals across Avanade and Accenture.

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Work with experienced healthcare professionals

Commitment to innovation

20+ years dedicated to Microsoft

Microsoft Alliance Partner of the Year for 17 consecutive years

2020 Microsoft Healthcare Partner of the Year

Joint investments in industry innovation with Microsoft and Accenture

Partner and industry solution accelerators

Global network of innovation hubs and digital studios

MIT CISR Partnership for industry leading research and development

46%
Global 500 companies are clients

41
out of top 100 US hospitals and 21 top payers

34%
Fortune 500 companies

4000+
clients worldwide since 2000

1,000+
global practice of technical, functional, organizational change professionals

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Avanade In healthcare

The Avanade/Accenture partnership serves health systems/hospitals, life sciences, pharmaceutical companies, bio tech, public health organizations and payers

41 of the **100**

Top **Hospitals** as ranked in the U.S. by Thomson Reuters

90% of Fortune 500 **Life Sciences** companies

All top **10**

global **pharmaceutical** companies

125+

public health organizations in more than

20

countries

8 out of the **10**

largest Blues and

21 out of the **25**

largest U.S. **payers**

3 out of the **6**

largest **biotech companies**

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