



# 4Hr Discovery Workshop on Frontline Workers in **Healthcare**

How can **Microsoft Technology** enable and extend the capabilities of your frontline workers.



# Xylos Discovery Workshop Frontline Workers in Healthcare

Half a day **discovery workshop** around how to empower your frontline workers by automating routine tasks, simplify task mgt etc.

Nurses & medical staff usually do not have their own stationary PC workstation and therefore enjoy extremely limited access to (digital) company information and tools. Often the best they can hope for is a *shared desktop* with access to their own mailbox and that's it.

**Teamwork increases quality of care.** Connecting those workers with the rest of the teams facilitates teamwork

We'll work with you to **create a plan that works for your organization**, from identifying and prioritize key use cases, through to providing an implementation plan to reach your goals.

**Target audience:** Head of nursing, head of patient care, head of hospital operations

**Format:** 1:1 workshop on using digital tools to empower your nurses & medical staff, *at no cost to you.*



Empowering healthcare organizations to achieve more



Communicate in real-time



Automate routine tasks and drive operational efficiency



Help ensure employee compliance with governance



Simplify task management



Easily create, manage, and share approvals



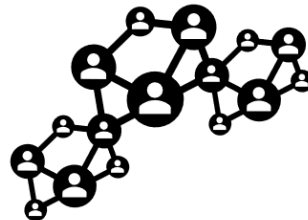
Seamlessly align schedules to the fluctuating needs of your workforces



Create a culture of openness and transparency



Accelerate onboarding and learning with easy access to training content



## Inspiration sessions

- Listening and understanding the current processes and software in place
- Demonstrating the possibilities
- Describing examples from the same industry

## Proof of Concept

- Limited case
- On a separate environment
- Feasible in within 2 weeks

## First Project

- Building further on the POC project
- Released in production
- Limited impact on running cost

# Xylos Discovery Workshop Frontline Workers in Healthcare

Healthcare Workers are the Backbone of patient care



• The first to interact with patients



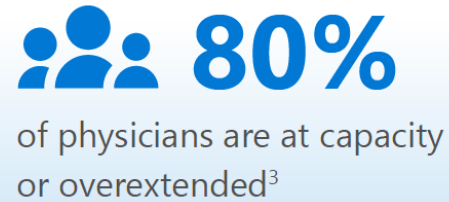
• The first to operationalize patient and operational strategies



• The first to deliver treatment

# Xylos Discovery Workshop Frontline Workers in Healthcare

They also face enormous pressure and workloads



For every 1 hour spent with  
patients, nearly 2 hours is spent  
on documentation<sup>3</sup>

# Xylos Discovery Workshop Frontline Workers in Healthcare

There's a lack of technology to optimize care services



• **54%**

of surveyed healthcare professionals feel well-prepared to do their job<sup>4</sup>

• **56%**

of surveyed healthcare professionals said that existing technology platforms waste time that could be spent helping patients<sup>5</sup>

• **65%**

of surveyed healthcare professionals said their employers need to invest in better technology for a future health crisis<sup>5</sup>

• **78%**

of health executives believe that the stakes for innovation have never been higher<sup>6</sup>

# Xylos Discovery Workshop Frontline Workers in Healthcare

With the right technology comes optimal care



Easily collaborating across multidisciplinary teams

Protection of sensitive health data

Expanding patient services







Streamlining remote care

*Discover how Microsoft and Xylos can help your nursing & medical staff to **focus on patient care.***

*We will show the art of the possible and guide you through an **interview** to determine your **priorities**, your **needs**.*

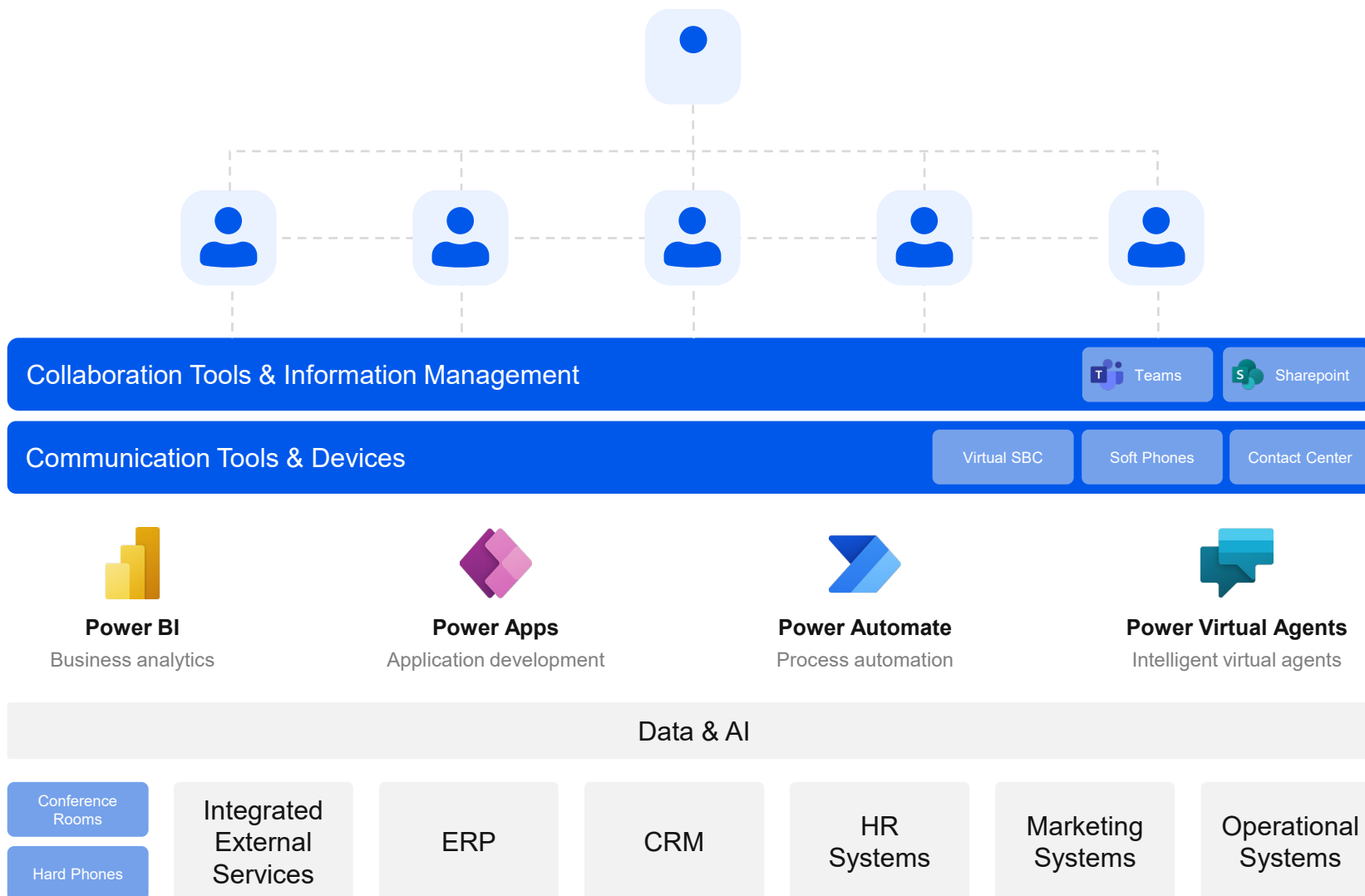
*Examples: monthly planning of staff, expenses, protocols,...*

# Xylos Discovery Workshop Frontline Workers in Healthcare

 Communication	 Culture, wellbeing & engagement	 Scheduling & cover mgmnt	 Training & onboarding	 Connected tech ecosystem	 Productivity & process	Start
						Discover
What do your frontline role(s) need to communicate, and to whom do they communicate?	Describe how your frontline workers engage with your mission and strategy?	Walk me through how frontline workers and their managers manage their schedules now?	What is the training journey of a new employee? Of an employee that's been in service for a while?	Describe the technology landscape of your frontline workforce?	How do you define productivity for your frontline workers?	Envision
Who needs to communicate to your frontline workers, and what do they need to communicate?	How are you engaging with frontline workers?	Describe the approval stages there are for the creation of the schedule?	Is there any mandatory training? How are competencies and development being tracked?	Describe the mission-critical tools and apps and processes they support? How frontline workers feature in this process?	How do you keep on top of actions and track activities?	
How satisfied are your frontline workers with the communication tools they have?	Whose role it is to ensure that engagement is happening?	How is leave managed?	What is the new employee onboarding process?	What apps and tools frontline workers use day to day? How do they access these tools?	Are there a lot of paper and manual processes? What are they?	Build & deploy
	How do you recognize colleagues?	Where does information about leave, holidays, pay, hours reside?	How is knowledge currently transferred on the frontline?	What technology investments you've made in frontline workers and describe how you see this changing and why?	What information does your frontline workforce need to do its job well?	
	How do you measure and define engagement?	Describe the cover management process?			What information do frontline workers need to share or could potentially share with the wider organization?	Scale & expand
	How would you describe the culture?					

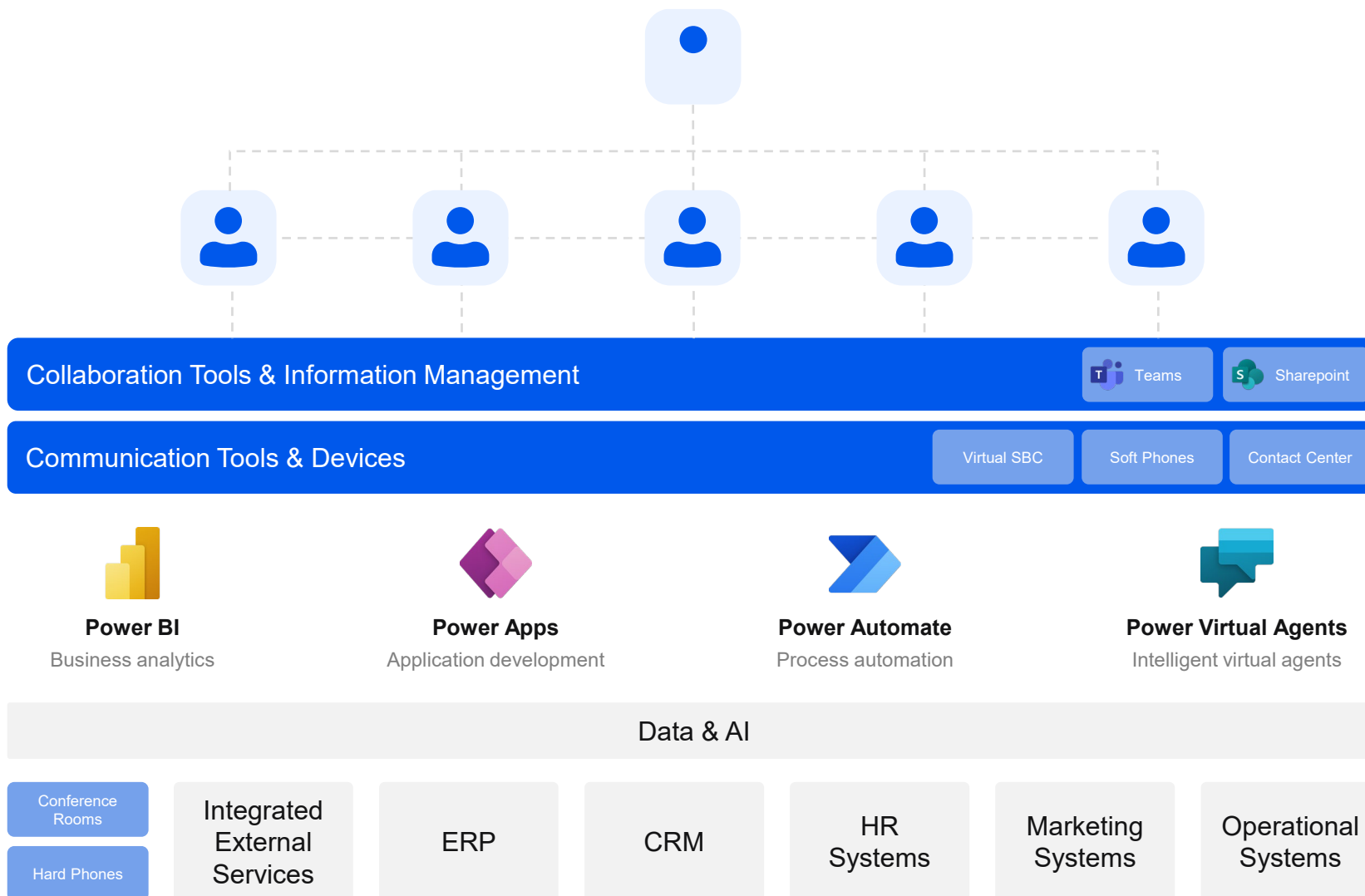


We share our vision on the Modern Workplace and how Power Apps is an essential part of this.



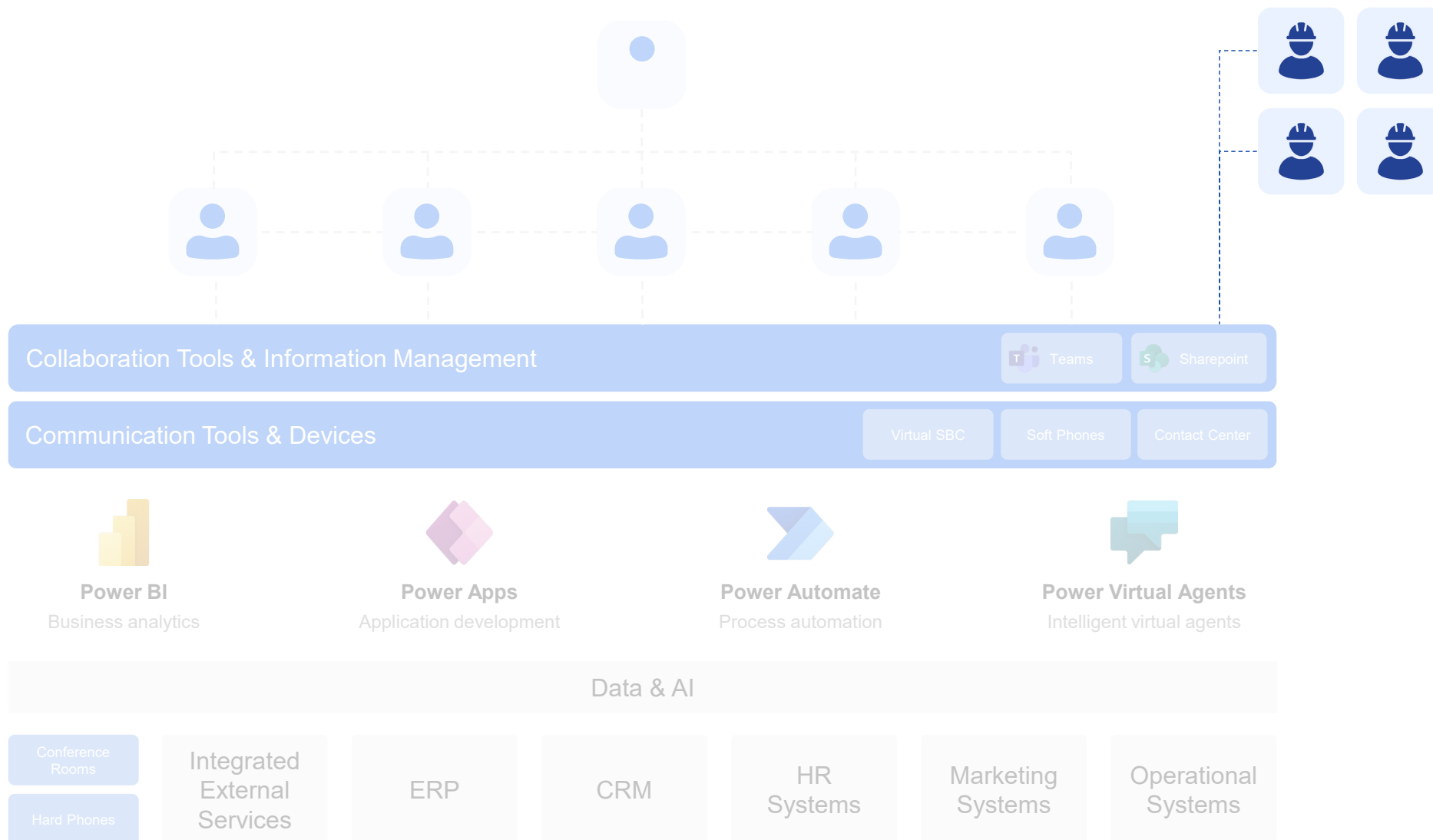


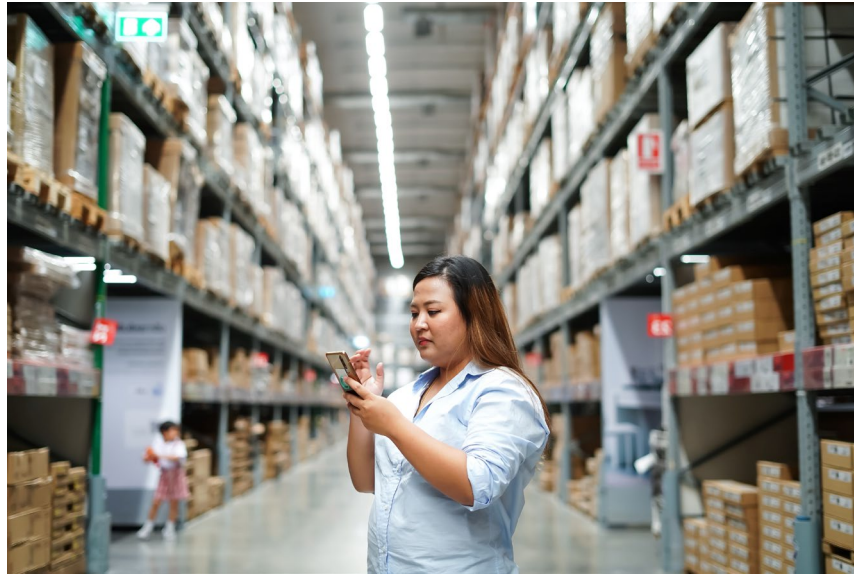
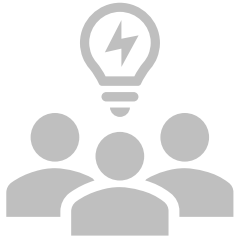
We share our vision on the Modern Workplace and how Power Apps is an essential part of this.



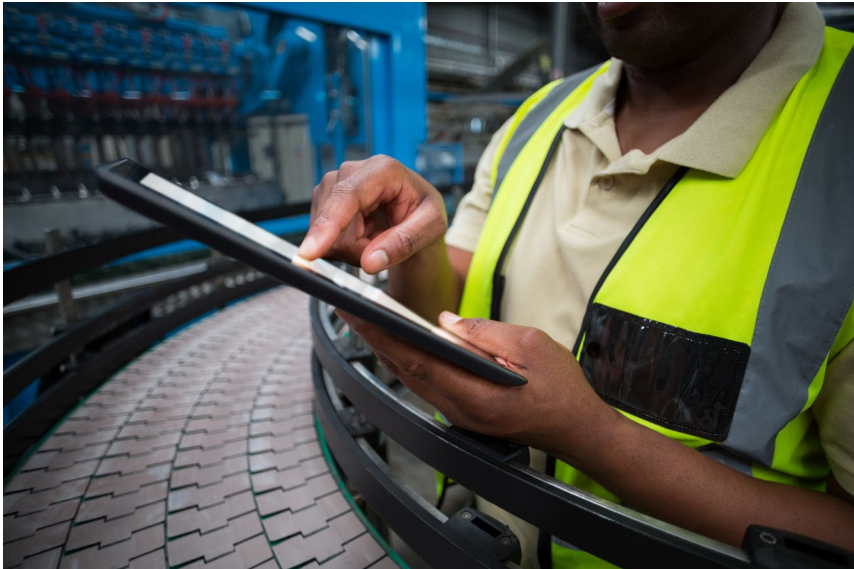


And explain why there is an opportunity to include more of your colleagues in the ecosystem.





We inspire our customers with real cases and examples of how technology can enable frontline workers





We collaborate on ideas to onboard your frontline workers and make them feel connected.



The final deliverable is a shortlist of possible cases that can be built.



# Next Steps?



Discovery Workshop



Proof of Concept



First Project