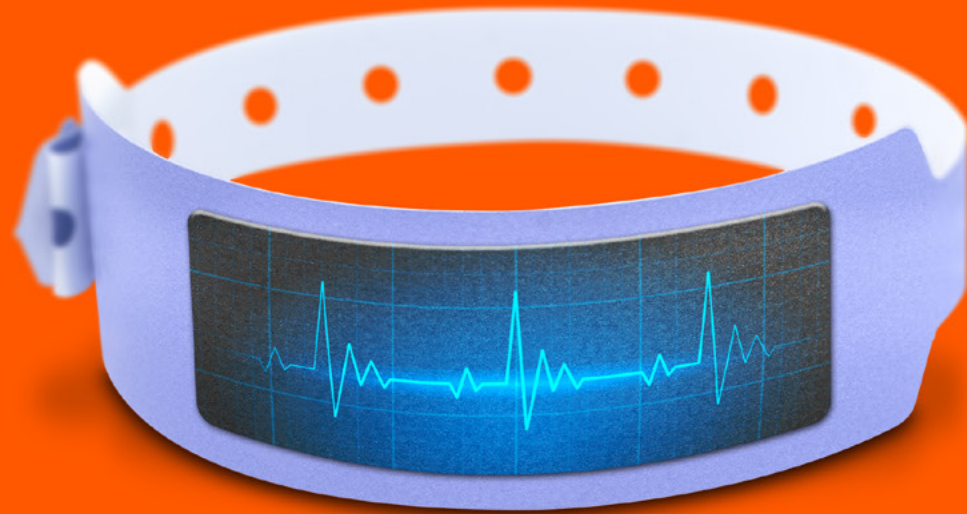


Health Tech Roundtable report

Rethink the future of
patient care in the cloud



A look ahead at the next generation of patient care

Healthcare executives share their challenges and predictions about the cloud and where it will have the most opportunity to shape the next generation of patient care.

This special report highlights five key takeaways from an Avanade roundtable representing hospitals, health systems, medical academic institutions and medical group.

What 11 healthcare leaders think about patient care in the cloud

1. **Healthcare will become more consumer-centric.** Patients value convenience and often seek out 'retail like services' with greater direct access to their own health information.
2. **Remote patient monitoring (RPM) will become synonymous with the cloud,** but healthcare organizations are still challenged with storage and connectivity particularly in more rural areas.
3. **The cloud will increasingly be used to address staffing shortages** with advanced digital tools and analytics to help clinicians save time and balance workloads.
4. **Several advantages of moving to the cloud** including interoperability and security with no single one significantly outweighing the other.
5. **Many healthcare organizations have not fully taken advantage of the cloud.** They still consider the cloud as a technology instead of an enterprise-wide strategy.

88%

of roundtable participants are executive level in information technology, innovation, informatics and clinical operations.

The virtual roundtable was held in Q4 2021 with members of the College of Health Information Management Executives ([CHIME](#)).

"We live in a very dynamic world when it comes to healthcare. Things are constantly changing around us, and customer experience is evolving – customers expect us to deliver a health care experience like other industries (e.g. banking/finance, retail etc.). They expect simplified navigation in the complex healthcare financing and delivery systems/processes we have created."

Soyal Momin
SVP-Chief Analytics Officer
Presbyterian Healthcare Services



5 key takeaways

1. How will the cloud impact the future of the patient care experience?

Roundtable executives in general believe the future of patient care will resemble more of a retail experience. Patients want to be able to click on something and rapidly receive the information needed to navigate a complex healthcare ecosystem.

The value of the cloud in this 'retail' future is the speed at which it will enable deployment and provide enriched insights into the care delivery system.

Most respondents agree that rapid deployment could also lead to a lower tech price point and administrative burden. Lower costs would open the door to a reallocation of funds to other areas such as recruitment and retention of healthcare workers.

2. How important is remote patient monitoring for the future of patient care and what role does the cloud play enabling this?

Among participants, 100% agree that RPM will become ubiquitous and will continue with expanded capabilities for care in a facility and at home.

Top-of-mind limitations are data storage and the efficient and rapid connection of multiple devices especially for patients in more rural areas.

Healthcare organizations will need a cloud infrastructure that has the storage capacity and built-in connectivity to accelerate the use of RPM without adding more costs for servers or additional data centers.

From a clinical perspective, several participants noted that the public cloud gives patients increased access to their health records. They can also get lab results immediately and the convenience is a cost and time saver for doctors and patients.

"What's going to happen when there is continuous home diagnostic data points 24/7 piped in from a device? That's a completely different paradigm. How will doctors make decisions? But RPM is absolutely, here to stay."

Troy Sybert, MD, MPH
CEO, TroyMD Wellness PLLC

"We wanted to get out of the data center business and back into the healthcare business."

Kate Pierce, CIO/CISO
North Country Hospital



5 key takeaways continued

3. How has the cloud enabled digital technologies in telehealth/home health?

One significant hurdle brought up during the roundtable is staffing and retention. Nurses are the largest staffing component of hospitals, public health centers, primary care centers, home care centers and outpatient centers.

Executives discussed how the use of telehealth including virtual patient visits and 'hospital at home' concepts could give nurses and physicians greater control over their own schedules.

The cloud can also enable digital intelligent technologies such as the clinician's virtual assistant and virtual huddles to help care teams better collaborate, save time and balance workloads for clinicians and staff.

4. What are primary advantages of moving to the cloud?

Roundtable executives discussed several advantages of moving to the cloud with no single one significantly outweighing the other.

Improve interoperability. The desire is for the cloud to help connect information and multiple applications that run either on premise or on a private cloud platform.

Enhance security. Several participants said the cloud holds the potential to create a more sophisticated security environment.

Reduce expenses. One executive noted that up to 30% of their capital expense is spent on just maintaining servers and a complex network of integrations.

Accelerate innovation. From an analytics perspective, the cloud can help providers access the data and analytic tools needed to develop more digital intelligent solutions.

5. Where do you think most organizations are now in their cloud journey?

Roundtable participants think many healthcare organizations have not fully taken advantage of the cloud. They still consider the cloud as just a technology instead of an enterprise-wide strategy.

Most participants said a hybrid model will be the more likely scenario in the near future. Public and private clouds still have benefits, but the personalized advantages of hybrid cloud computing including access to more advanced technologies is very appealing.

Retooling skill sets to accelerate and manage the cloud journey is an identified need for most healthcare organizations.

What is Microsoft Cloud for Healthcare?

[Microsoft Cloud for Healthcare](#) harnesses the power of the Microsoft cloud by bringing together capabilities from Microsoft Azure, Dynamics 365, Microsoft Power Platform, and Microsoft 365 to transform the healthcare journey through more secure and connected patient experiences.

Why Avanade?

[Avanade](#) has a global practice of over 1,000 technical, functional and organizational change professionals, supported by Accenture health strategists and consultants.

Our mission is to couple our unmatched [Microsoft ecosystem capabilities](#) with industry knowledge to accelerate and scale data driven solutions that power interoperability, increase security and deliver the greatest value through the power of the Microsoft industry cloud, personalized by Avanade.

Rethink Your Cloud Journey

Accelerate and scale the value of your digital health innovations through the Microsoft Cloud for Healthcare, personalized by Avanade.

[Contact us today.](#)

“For us, the transition to Microsoft Cloud for Healthcare was more of a journey than a destination. They worked with us, and our core electronic medical record vendor and they’ve been a strong partner.”

Christine Brutschea
System ACIO
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