Rethink the healthcare employee experience, reduce clinician burnout

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How to renew and grow the power of your care teams

Front-line healthcare professionals are the heartbeat of the industry. But despite their pivotal role, they've historically been overlooked during digital transformation programs. And the all-too-predictable result is that, right now, nurses, clinicians and other healthcare professionals are running on empty – in real danger of burning out. Fifty-five percent say they already have.

At best, this creates a provider experience that's distinctly underwhelming. At worst, it's one of the top healthcare challenges and a central reason why nurses and doctors are leaving the industry altogether – creating chronic staffing shortages.

But there is good news.

Modern workplace solutions can help you address your employee experience (EX) ailments – from Microsoft Teams and Viva to Power Platform. These platforms not only enable you to remedy your clinician well-being and productivity woes. They also empower you to fundamentally rethink the way work happens and transform the caregiver experience, turning it into a recruitment and retention asset.

Fighting back against clinician burnout

Happy, healthy clinicians provide better care and better patient experiences. Conversely, clinician burnout hinders retention, productivity, patient experience

Read this short guide to discover three ways you can reduce clinician burnout in your organization.

and potentially even clinical outcomes. With healthcare systems across the globe still facing a once-in-a-generation pressure-cooker environment – and continual change the only certainty in the future – solving clinician burnout is more important than ever.

Here are three ways a modernized employee experience can help you alleviate care team stress and set clinicians up for a better care experience.

1. Empower care team collaboration

There's basic communication and collaboration. And then there's the type of communication and collaboration that truly empowers clinicians to provide the highest quality care. But the best care depends on an intuitive, intelligent environment designed to enable specific caregivers in their roles.

Modern workplace platforms allow you to tailor your employee experience for key employee groups and introduce capabilities that take collaboration to the next level. That's everything from real-time communication between teams through to asynchronous multidisciplinary patient case collaboration supported by relevant clinical information, care pathways, artificial intelligence and other reference materials.

Increased collaboration might sound appealing. But collaboration sprawl, in addition to increased working hours, can cause an overload. So, workplace analytics – gathered in the flow of work through Viva Insights – unearths opportunities to simplify and streamline collaboration, helping you guard against burnout.

Where modern work platforms can help:

- Enable virtual huddles to move the nurse huddle from paper-based to digital/device-based and make it accessible from anywhere to become more actionable and effective.

- Introduce virtual rounding, a virtualization of the patient rounding process that means doctors and other clinicians don't have to be physically present,

significantly reducing physical exposure.

Where we've enabled instant, secure collaboration:

- The NHS needed to keep care teams connected from remote locations. We worked with the NHS to rapidly implement Microsoft Teams for all 1.2 million users of its collaboration platform, NHSmail, within a period of seven days.

- Professionals and others are now able to use the platform to securely send instant messages, complete audio and video calls with people across England and host virtual meetings.

2. Transform tasks and workflows

Among the top reasons for burnout, 60% of physicians said they had to deal with too many bureaucratic tasks. By easing the administrative burden facing nurses and clinicians – as well as eliminating manual tasks and enhancing collaboration with other caregivers – you can improve the clinician experience and reduce burnout.

Tools like Teams and Viva Connections can provide a cohesive, central destination for care teams to complete tasks, access resources, change shifts, and do more – all in the flow of work.

Through Power Platform, healthcare organizations can access simple, scalable automation capabilities that can accelerate productivity – improving or eliminating manual workflows, allowing care teams to reinvest

their time elsewhere. Mobile, role-based applications further empower clinicians – enabling them to move between physical locations and swiftly complete tasks in context.

Where modern work platforms can help:

- With a clinician virtual assistant you can reduce administrative work, supporting automated task management and suggesting appropriate care pathways.

- An intelligent patient engagement solution can help clinicians to guide the patient through every step of their procedure and stay (if needed). It also provides to-do lists, scheduling, interaction between patient and clinician – from admittance to at-home care and follow-ups.

Where we've transformed tasks and workflows:

- As a leader and an innovator in medical and hospital care in Brazil, Hospital Israelita Albert Einstein is constantly improving its processes, relying on technology to serve its patients and business.

- Avanade helped Hospital Israelita Albert Einstein build sustainable digital capabilities in record time including a modernized AI-enabled surgery center system – where doctors can manage surgery scheduling logistics, assemble virtual teams, view electronic medical records and more.

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3. **Accelerate** virtual care momentum

Patient expectations are escalating – they expect rich virtual care and flexibility on when and who cares for them. No surprise that clinicians are feeling the pressure – or that they too want the same elevated experience.

By enabling virtual care models, you can give care teams more time to respond to patient needs, improve the care experience and gain flexibility that brings work/life balance benefits too. In addition, virtual care also offers opportunities for diversification and growth through the provision of new services or the ability to quickly engage with new patient groups.

Where modern work platforms can help:

• By enabling virtual patient visits, virtual appointments can be scheduled and delivered in a branded virtual exam room with rich, user-friendly features. Modern work platforms deliver state-of-the-art telemedicine integrating with electronic medical records.

• For patients in care facilities, a virtual family visits solution allows friends and relatives to interact with patients digitally while hospital staff can remain focused on care. And clinician safety is improved through a reduced infection risk.

Where we've accelerated virtual care momentum:

• A $20 billion nonprofit healthcare system conducts clinical rounds with large groups of physicians, residents, students and clinicians making daily patient visits.

• Clinicians now conduct rounds by using a Microsoft Teams-enabled workstation and remote devices. Distancing and remote participation reduced risk for 6,000 clinicians and their patients.

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Address burnout; **accelerate** experiences

Protecting and enhancing the employee experience for your care teams has never been more important. So – it's time to make an impact, fast.

Our Employee Experience Accelerator program is a flexible format that helps you construct the foundations for a comprehensive EX transformation and build business value at speed. Here's how:

- Work with your stakeholder group to understand care team pain points, identify opportunities to address pressing short-term challenges and evolve the experience longer term by constructing an overarching EX vision.

- Explore the potential of Teams and Viva to meet your pain points head on with rapid ideation and wireframing.

- Consider how you can rationalize your broader employee experience ecosystem, by integrating, orchestrating and curating core applications and services that care teams depend on.

- Wrap up with a playback session and the finalization of your prototype, compiling your value case and roadmap, enabling you to drive your EX journey forward at speed.

Why Avanade?

Avanade has a global practice of over 1,000 technical, functional and organizational change professionals, supported by Accenture health strategists and consultants. We couple our unmatched Microsoft ecosystem capabilities with industry knowledge to help our clients digitally transform to renew and grow resiliently.

We provide services to a broad healthcare market

The Avanade/Accenture partnership serves healthcare providers, health plans/payors, life sciences and medical device organizations. We partner with clients worldwide, including:

- 4,000+ clients since 2000
- 34% of Fortune 500 companies
- 90% of Fortune 500 life sciences companies
- 41 of the top 100 hospitals in the U.S. (according to Thomson Reuters)
- 21 out of 25 largest U.S. health plans/payors
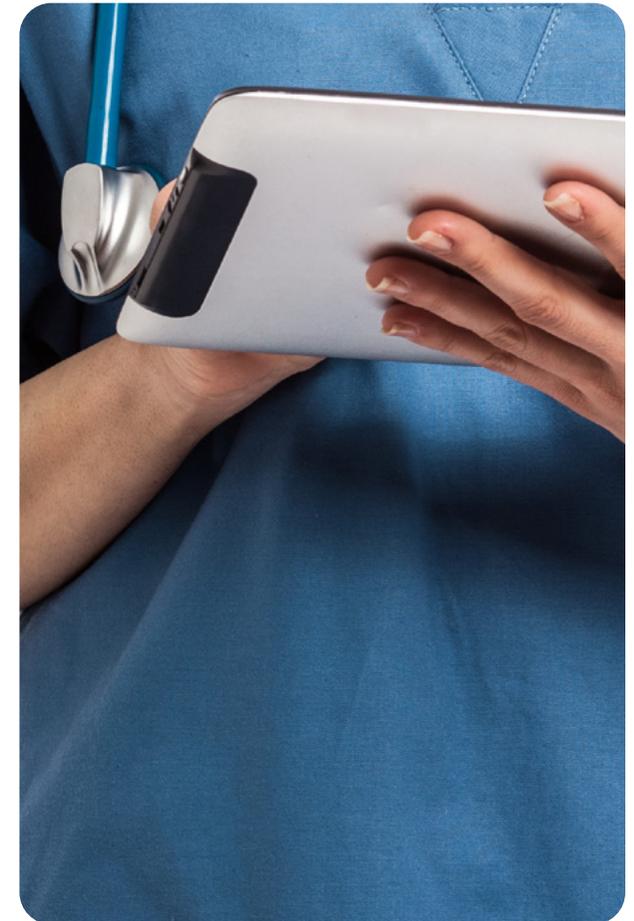- All top 10 global pharmaceutical companies

We've received more than 100 Microsoft awards

- 2021 Microsoft Global Alliance SI Partner of the Year for the 16th consecutive year

- 2021 Microsoft Employee Experience Partner of the Year

- 2020 Microsoft Global Healthcare Partner of the Year

- Global Microsoft Viva launch partner and #1 partner for Teams globally

Contact us today

Help renew and grow your organization with the best solutions that address your healthcare challenges.

Visit www.avanade.com/health for more details.

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