

How **healthcare technology** can solve your top challenges

A guide for healthcare providers and payors



Tackling some of the **toughest healthcare challenges**

Digital technology transforming how healthcare is delivered and received

From virtual care and clinical collaboration to data interoperability, health providers are realizing the power of digital transformation to help them tackle some of the toughest challenges in healthcare.

Digital technology helps deliver better healthcare experiences and outcomes

Sustaining the momentum providers have experienced with digital transformation depends on how quickly and how well healthcare providers amplify, use, and connect digital platforms and technologies.

For example, now that [telehealth represents a larger share of patient visits](#), how can data from that visit be captured and used? Can we transcribe the visit and upload it to the medical record system? How can we use a virtual waiting room to enhance the experience and increase efficiencies?

Individuals want complete [access to their health information](#) when they want to and on their terms. Digital technologies and data interoperability enable this and enriched data from wearables and other Internet of Things (IoT) devices to flow securely throughout every point of care.

Let's look at top 3 challenges clients tell us they face

The best way for healthcare providers and payors to optimize digital innovations is to identify and implement solutions that efficiently address some of the top challenges in everyday practice.

Let's start by looking at the top three challenges clients tell us they face in healthcare. We'll provide examples of digital solutions to address these challenges and the results you can expect.

85%
of health executives acknowledge that technology has become an [integral part of the patient and clinician experience](#).

Challenge 1:

Patient-member experience

60% of people want to use technology and [digital tools and communication](#) to own and manage their personal health and wellness journey.

Patients are demanding convenience, portability of records, quality control and transparency. They expect rich virtual care, flexibility on when and who cares for them, and the ability to shop services. Here are some healthcare solutions we have that help to provide better care experiences.

Typical scenarios

- **Virtual Patient Visits:** Patients can easily schedule appointments, engage with caregivers and get customized content for each person in a branded virtual exam room with rich, user-friendly features
- **Virtual Family Visits:** Allow family to talk with and visit with patients virtually via iPads; simple setup and deployment, keeps hospital staff focused on healing patients and reduces family members' exposure to infected patients
- **Intelligent Patient Engagement:** Engages the patient and guides them through every step of their procedure and stay (if needed) at the provider. Provides to-do lists, scheduling, interaction with patient care and clinicians from admittance to at-home care to follow-ups

Business outcomes

- **Better outcomes:** Provides greater access to care and more convenience for patients
- **Reduce health risks:** Caregivers can see more patients while helping keep patients safe from potential risk of infection
- **Improve patient retention:** Retains existing and attracts new patients who want more digital options as part of the care experience

How we helped clients with EHR integration, rapid deployments and AI-powered virtual agents

1. When COVID-19 hit, this **cancer treatment center** implemented several virtual tools, but the disjointed experience was unpopular with patients and doctors. Avanade implemented a Teams-based solution that seamlessly integrates with electronic health records (EHR). The outcome led to more affordable, convenient and personalized care. Caregivers can serve more patients, generate new revenue streams and achieve higher rates of retention and referrals.
2. **NHSmail** needed to keep care teams connected from remote locations. NHS rapidly implemented Microsoft Teams for all 1.2 million users of 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.
3. A large **government needed a quick-to-deploy**, simple-to-use, easy-to-update and highly scalable system for answering common questions from its citizens with trusted information about COVID-19. An AI-powered virtual agent provides useful information and handles up to 50,000 users per day, significantly increasing the government's ability to provide potentially lifesaving information to its citizens.



Challenge 2:

Clinician burnout

Among the [top reasons](#) for burnout, **55% of physicians** said they had to deal with too many bureaucratic tasks, while 33% said they were spending too many hours at work.

A happy and healthy clinician provides better care and creates happy and healthy patients. Conversely, clinician burnout affects retention, productivity, patient experience and perhaps even outcomes.

Digital transformation can improve the clinician experience and reduce burnout by easing their administrative burden, assisting with tasks and enhancing desired collaboration with other caregivers.

Typical scenarios

- **Clinician Virtual Assistant:** Reduces administrative work, recognizes when to kick off a task and launch it automatically, and suggests care pathways
- **Virtual Patient Visits:** State-of-the-art telemedicine with rich virtual visit functionality that integrates with electronic medical record
- **Virtual Tumor Board:** enables asynchronous multi-disciplinary reviews of cancer cases supported by relevant clinical information, pathways, applications, artificial intelligence (AI) and other reference materials
- **Virtual Rounding** provides a virtualization of the patient rounding process, so caregivers don't have to be physically present, significantly reducing physical exposure
- **Virtual Huddles:** Moves the nurses huddle from paper-based to digital/device-based to make the huddle accessible from anywhere and more actionable and effective

Business outcomes

- **Time savings:** 30% to 50% less clinician time in front of computer to search, navigate and type/voice
- **Better outcomes:** Increase efficient collection of knowledge in collaboration with colleagues and more time to focus on patients
- **Better engagement:** Employees show higher levels of engagement and 30% anticipated productivity gains
- **Improved retention:** Hospitals offset high turnover rates with improved retention of physicians and nursing staff

[Explore demos](#)

How we helped clients with digital conferencing, virtual technologies and seamless integration

1. **Ascension Wisconsin** partnered with Avanade to create a Virtual Tumor Board and increased participation among doctors and nurses who now process 4X the number of patient cases. The Board helped reduce the time between diagnosis and treatment and improved capabilities to track and report diagnoses for regulatory and grant compliance.
2. A **\$20 billion non-profit 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. Virtual rounds enabled the team to draw on broader expertise, while also including more students.
3. **Growing by acquisition, a hospital system** needed to improve employee retention, boost engagement and increase productivity. Avanade created a communications and productivity tool that enabled easier collaboration and integrated seamlessly with other hospital systems. The hospital system was better able to retain doctors and staff after major acquisitions, and virtual huddles improved communication and productivity.



Challenge 3:

Health data interoperability and sharing

73% of unstructured [patient data remains inaccessible](#) for analysis, leaving a significant gap in health information.

Digital transformation across the healthcare system creates more useful data to be combined with the vast amounts of external and internal data within systems. If captured and made shareable, healthcare organizations can [embrace integrated care](#). They can efficiently capture and analyze data using AI and machine learning (ML) for better insights, operations and outcomes.

Typical scenarios

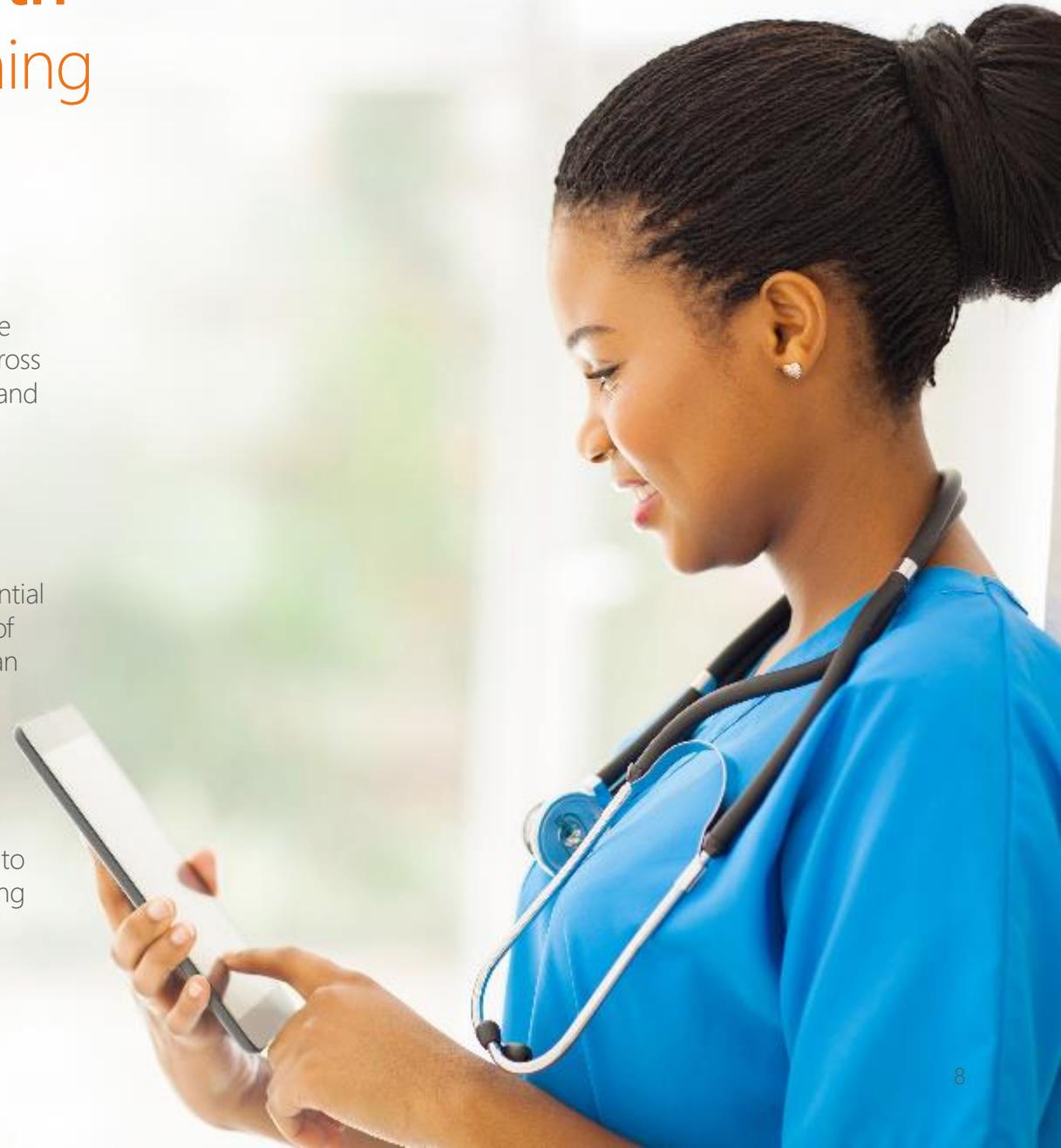
- **Virtual discharge planning:** Accelerates coordination of many tasks and roles needed to discharge patients at the optimal time. View relevant information for each patient at-a-glance. Capture even informal data often kept in paper notes and spreadsheets. Send messages and notifications in real time and collaborate in secure one-to-one or one-to-many conversations
- **Health on Microsoft Azure:** Breaks down information silos between healthcare stakeholders. Empowers data agility with seamless data flows that use open, secure and rapid exchange of data
- **Condition management:** Supports multiple disease contexts: acute, chronic, simple, complex, co-morbidity, single dispositions; provides data-driven insights and digital tools to identify populations and individuals who require specific care. Track outcomes automatically and quickly provide further information for continual improvement

Business outcomes

- **Manage length to stay:** Reduce average length of stay, excess days
- **Facilitate transitions:** Accelerate timely transitions of care, shorter lengths of stay and reduce potential bed shortages
- **Better, faster insights:** Gain interoperability of existing information, reduce query time from weeks or hours to minutes
- **Security:** Protect health information; comply with security and privacy requirements and regulations

How we helped clients with unified views, machine learning and automation

1. A **large healthcare system** struggled to manually manage patient discharge processes across departments and functions. Avanade created a unified view of the administrative tasks associated with the discharge process. The solution enabled improved collaboration across departments and affiliated doctors and helped the system control and reduce excessive lengths of stay.
2. [Answer ALS, run by Johns Hopkins and the Robert Packard Center for ALS Research](#), is using cloud computing, machine learning, an enormous amount of patient data, and a powerful, interactive data infrastructure to help determine what causes ALS and identify potential treatments faster. Now participating researchers query a database of thousands of petabytes of new ALS-specific information. Queries can return results within minutes or hours vs. weeks.
3. [Coverys](#) struggled to analyze market trends and develop new products with information stored in disparate sources and needed a modern data analytics platform. Avanade was brought in to assist with an Enterprise Data Warehouse implementation and was able to consolidate information into a single, trusted environment, capturing and analyzing data quickly and accurately.



Achieve better experiences and outcomes

We've mapped the first step to help you tackle each challenge, accelerate results and create a clear path forward to better experiences and outcomes.

Challenge	Options	
<p>Patient-Member Experience</p>	<p>Digital Care Workshop</p> <p>Assess opportunities to increase convenience, price transparency, choice of care location and clinician and enable an individual's ownership of health records and accessibility.</p>	<ul style="list-style-type: none"> • Discover current burnout risk due to factors such as high workloads, lack of access to needed information and scheduling conflicts • Identify key capabilities/use cases; outline target capabilities required and strategic data implications • Prioritize capabilities/use cases and develop conceptual data and operating model including key data flows and governance • Identify supporting technologies, key work streams, sequencing and interdependencies and finalize road map • Delivery timeline: 1-2 weeks-discovery and assessment 3-4 weeks-envisioning to roadmap
<p>Clinician Burnout</p>	<p>Workplace Assessment</p> <p>Analyze how to automate manual and administrative tasks., identify where to drive the greatest value to enhance care team collaboration, enable virtual environments and seamless networking.</p>	<ul style="list-style-type: none"> • Develop current state heatmap by role, personas • Prioritize use cases and identify capability impact on use cases • Prioritize list of features, identify target state technology architecture and build top-down value case • Define workflow for virtual care/visits, including relevant context such as operating systems integration, information needed, scheduling, billing and documentation • Map out key work streams, value case and to-be architecture • Delivery timeline: 1-2 weeks-discovery and assessment; 3-4 weeks-envisioning to roadmap
<p>Health Data Interoperability and Sharing</p>	<p>Data Value Workshop</p> <p>Identify how to get as much useful patient and associated health data into the Microsoft Azure environment and leverage the tools that Microsoft cloud makes available to provide different views, data cohorts and aggregate information.</p>	<ul style="list-style-type: none"> • Assess the initial business problem based on internal and external data • Identify solution and test hypotheses with data and real-time experimentation, leveraging machine learning, pre-packaged apps and analytical tools • Quantify return on investment with a technical roadmap and accelerated timeline to value • Define technical and business metrics for tracking and transparency • Delivery timeline: 3-6 weeks

We bring **global scale** and **expertise**

Avanade has a global practice of over 1,000 technical, functional and organizational change professionals, supported by Accenture health strategists and consultants, serving health providers, payors and life sciences.

We're a unique blending of Microsoft's technical power and the pedigree and expansiveness of Accenture.

We provide services to a broad healthcare market

The Avanade/Accenture partnership serves health providers, health payors, life sciences and medical device organizations. Through the work we do, we strive to make a positive impact for providers, clinicians, payors, biotech companies and health consumers across 20 countries worldwide.

We partner with clients worldwide

- 4,000+ clients since 2000
- 46% of Global 500 companies are clients
- 34% of Fortune 500 companies are clients
- Avanade/Accenture services 41 of the top 100 hospitals (U.S. Thomson Reuters)
- 8 out of 10 largest Blues (North America)
- 21 out of 25 largest US Payors

We're recognized for our Microsoft expertise

- Microsoft 2020 **Global Healthcare Partner** of the Year
- Microsoft 2020 **Global Alliance SI Partner** of the Year
- **#1 globally** in Teams and Office 365 deployment
- **#1 in certified** resources deploying and administering Office 36

Let Avanade partner with you to **tackle the top challenges in healthcare**

[Contact us today](#)



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About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 39,000 professionals in 25 countries, we are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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