

Reimagine digital health for your provider and member network



Building a digital path to enhance the provider and member experience

As payers continue to help providers and members move beyond the pandemic, established practices have received a makeover. More virtual care services are now available than ever before.

[Digital innovation](#) has accelerated and to remain relevant, payers must face an increasingly complex healthcare world, with continual change and questions about new and existing treatments or other concerns as patient expectations and demands on provider networks continue to increase.

New business models are bringing payers and providers together for a [connected home health experience](#) to help reduce hospital readmissions and lower the cost of inpatient care.

1. Empower clinicians

Network providers can more efficiently and quickly provide the best care when they have the tools and resources to address their patients' needs. When these are not available, it becomes difficult for doctors and care teams to keep pace with demand. Many clinicians report being dissatisfied with their working conditions.

Roughly 40% of clinicians said they [don't have the resources necessary to function at their full potential](#), and 59% said their teams are not adequately staffed.

How can you improve the workplace experience for clinicians and empower healthcare providers and care teams to work together as efficiently as possible?

We offer the latest in digital technologies and intelligent automation, putting people first, to help reduce the workload and create a more personalized care experience. We do this with virtual solutions and advanced data-driven tools customized for healthcare.

Read how [BUPA](#) a large health insurance company partnered with Avanade to empower call center representatives with immediate access to member information.



Do what matters for your network and members

2. Create agile member networks

Members are demanding convenience, secure access to their medical records, quality control and transparency. They expect rich virtual care, flexibility on when and who cares for them, and the ability to shop for services.

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

So how do you transform processes to help payers be more agile in response to member needs and improve the care experience?

We offer innovative solutions to help you adopt virtual care models and tools, diversify services for new growth and engage patients and members.

[NHSmile](#) needed to keep care teams connected from remote locations. NHS rapidly implemented Microsoft Teams for all 1.2 million users of NHSmile within a period of seven days.

3. Enhance organizational resiliency

[Cloud computing](#) has offered a fast path to effectively harness clinical and operational data with a modern infrastructure to deliver enhanced insights and create a more resilient payer organization.

Reducing core IT operational costs and improving member engagement with digital services are [two top reasons why payers](#) are increasingly turning to the cloud.

How do you now take advantage of the cloud to create a strong foundation for growth and resiliency?

We provide solutions to help you quickly respond to variable work demands, integrate data resources needed to inform care decisions and unlock the value of the [Microsoft Cloud for Healthcare](#) within a secure framework.

[Kaiser Permanente](#), one of the largest US not for profit health plans, accelerates its use of cloud to better serve members and expand digital options.

Make a genuine human impact. Improve the provider and member experience with Avanade

Avanade is the leading partner for implementing Microsoft solutions. We have been recognized as the [2022 Global Alliance SI Partner](#) for the 17th consecutive year.

With more Microsoft certified professionals than any other partner, Avanade has a global [health and life sciences practice](#) of advisory, technical, and organizational change professionals, supported by Accenture health strategists and consultants, serving healthcare providers, payers and life sciences organizations.

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



Contact us today

Reimagine your digital health for your network and members with the best solutions that address today's health plan challenges.

About Avanade

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 56,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.