# Introducing
# Care24/7

Care 24/7 contains multiple Digital Solutions that can stand alone or integrate with EMR and other systems or data sources and can work with or in place of telehealth.

Care 24/7 leverages Microsoft 365, Azure Communication Services, AI technology (automation, cognitive, etc.) and more to help Providers perform care services virtually, efficiently and effectively. The patient and provider experience is enhanced and improved by features that save time & expenses by automating and reducing human workloads and helps clinicians focus more of their attention on the patient.

CARE24/7 can be integrated with other Accenture Health assets (e.g., Healthcare on Azure), the broader Microsoft ecosystem (e.g., Azure, Dynamics 365) and with other clinical systems (e.g., EMRs).

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2
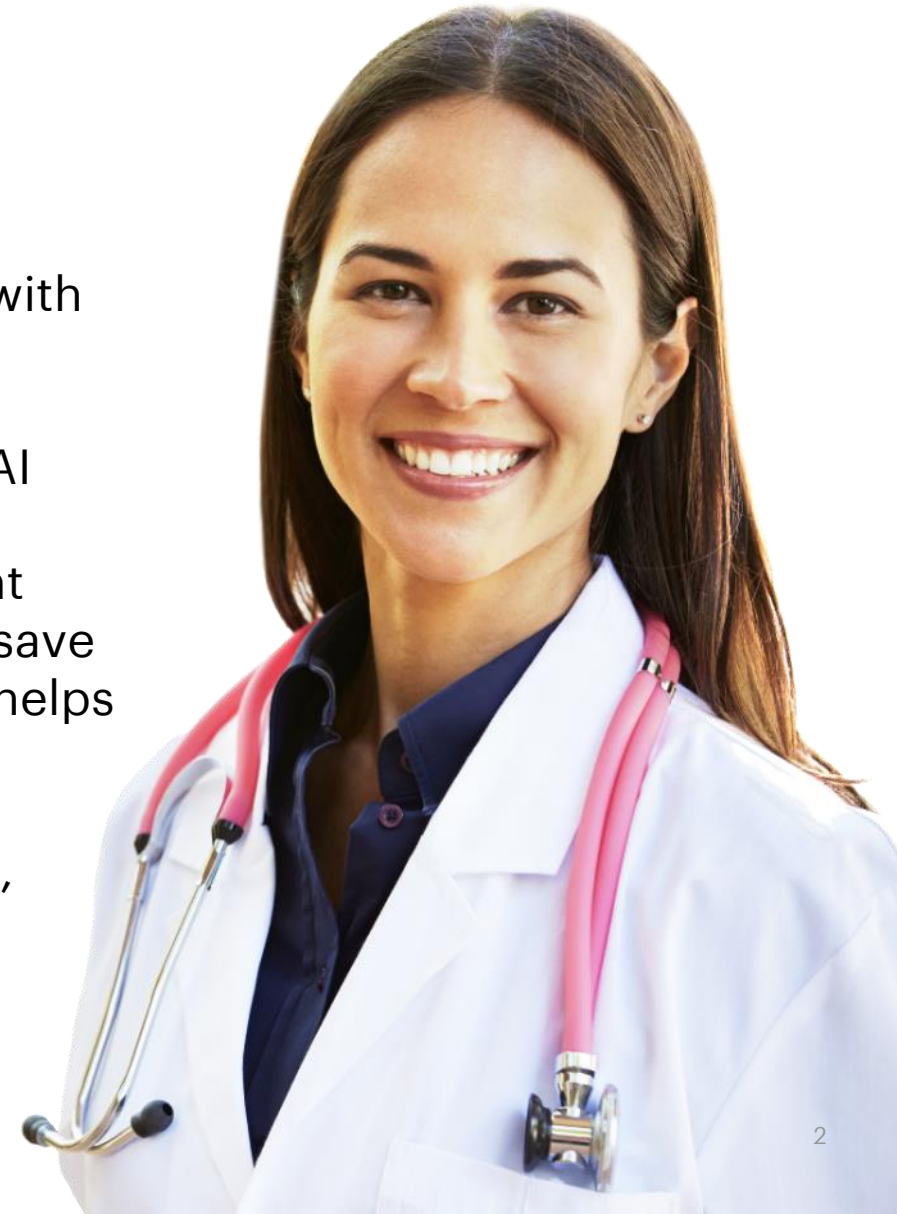
# Collaboration & coordination of health providers impacts multiple factors

**1**
Reduces medical errors and increases patient safety

**2**
Reduces issues that lead to burnout

**3**
Improves patient outcomes
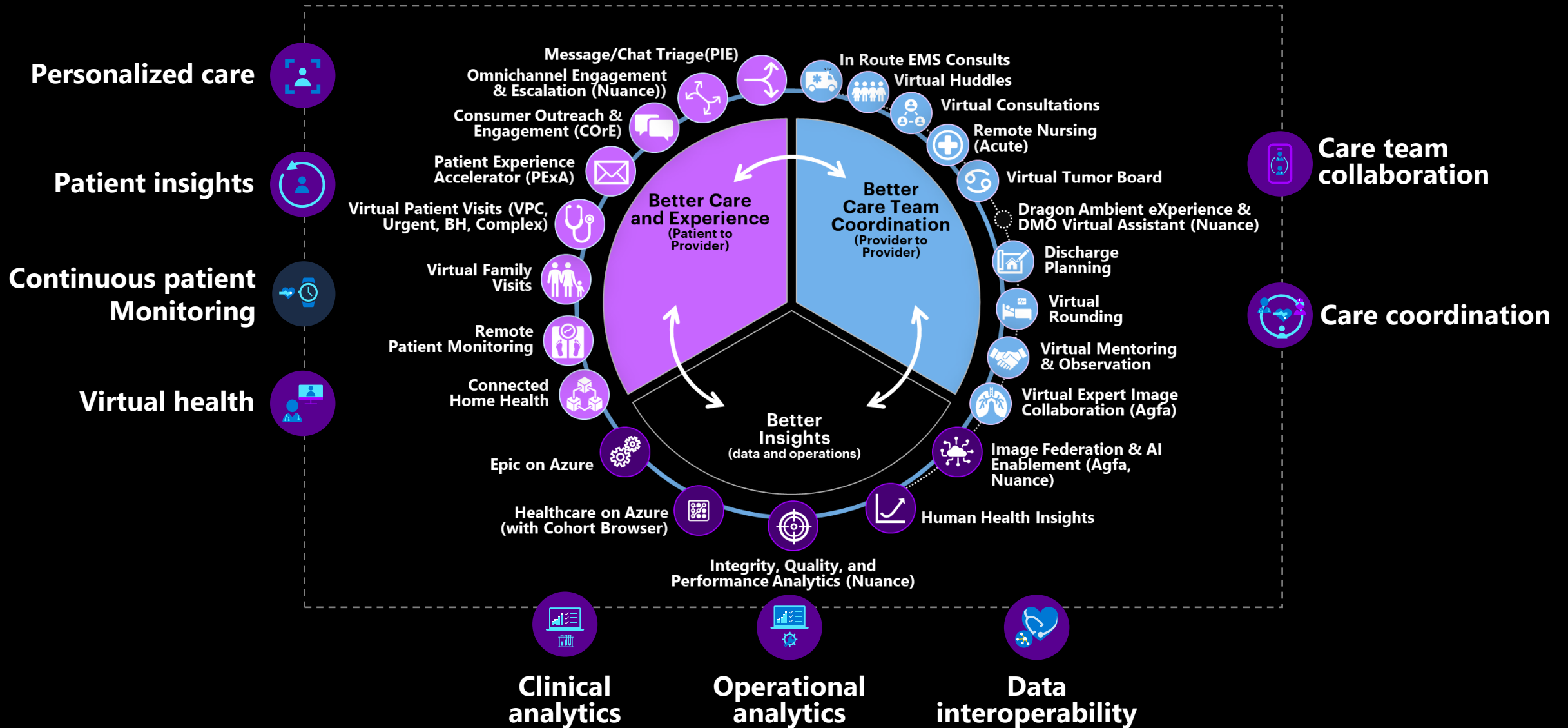
**4**
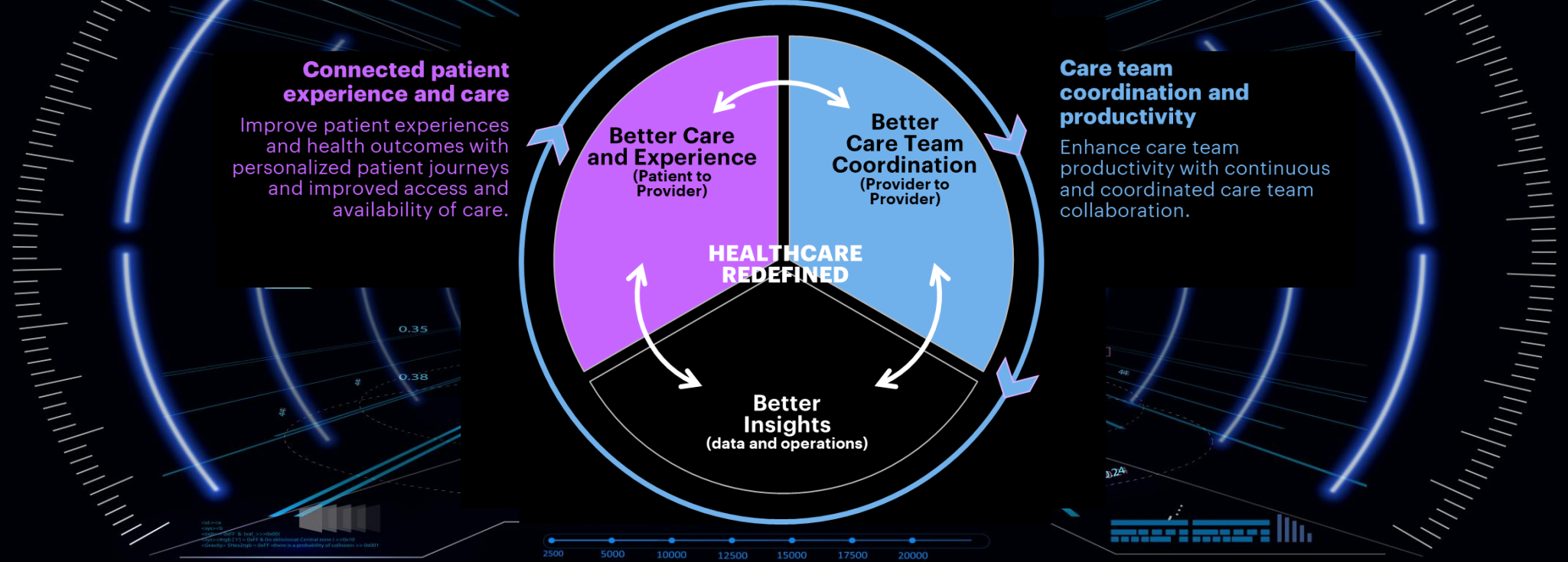Improves patient satisfaction

**5**
Reduces readmissions

**6**
Reduces over utilization of health system

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# AMBG/Avanade's 'Care24/7' & 'Health on Azure' plays bring the nine Microsoft Cloud for Healthcare core competencies to life for clients
Note: Solutions can be built on Microsoft Cloud for Healthcare or standard Microsoft cloud platforms (M365/Azure/Dynamics)

**Personalized care**

**Patient insights**

**Continuous patient Monitoring**

**Virtual health**

**Care team collaboration**

**Care coordination**

Message/Chat Triage(PIE)
Omnichannel Engagement & Escalation (Nuance))
Consumer Outreach & Engagement (COrE)
Patient Experience Accelerator (PExA)
Virtual Patient Visits (VPC, Urgent, BH, Complex)
Virtual Family Visits
Remote Patient Monitoring
Connected Home Health
Epic on Azure
Healthcare on Azure (with Cohort Browser)
Integrity, Quality, and Performance Analytics (Nuance)

In Route EMS Consults
Virtual Huddles
Virtual Consultations
Remote Nursing (Acute)
Virtual Tumor Board
Dragon Ambient eXperience & DMO Virtual Assistant (Nuance)
Discharge Planning
Virtual Rounding
Virtual Mentoring & Observation
Virtual Expert Image Collaboration (Agfa)
Image Federation & AI Enablement (Agfa, Nuance)
Human Health Insights

**Better Care and Experience** (Patient to Provider)

**Better Care Team Coordination** (Provider to Provider)

**Better Insights** (data and operations)

**Clinical analytics**

**Operational analytics**

**Data interoperability**

**Connected patient experience and care**

Improve patient experiences and health outcomes with personalized patient journeys and improved access and availability of care.

**Care team coordination and productivity**

Enhance care team productivity with continuous and coordinated care team collaboration.

**Better Care and Experience** (Patient to Provider)

**Better Care Team Coordination** (Provider to Provider)

**HEALTHCARE REDEFINED**

**Better Insights** (data and operations)

2500  5000  10000  12500  15000  17500  20000

0.35
0.38

*Enhance patient understanding & triage*

**Holographic Patient & Family Visit and Triage**

Improve patient comfort and awareness of anatomy, condition, and procedure

*Enhance diagnostic capability*

**Connect Real-time Data to Imaging**

Visualize and provide detailed patient context to diagnostic process

*Enhance patient capability*

**Care Management Simulations**

Simulate post-procedure capabilities required of a patient, family or caregiver

*Empower health team collaboration*

**Virtual Expert Consultation**

Specialists and other experts collaborate utilizing the virtual and physical world

*Care team coordination*

**Care Team Training & Procedural Simulations**

Preparing healthcare professionals with the needed skills and coordination

*Post-Procedure Exploration*

**Procedural Replay w/ Patient Details**

Realistic review of procedural steps in context of patient before and after imaging

# WebMe: Care 24/7 Putting 'Me' into the Metaverse

# Current challenges

## Hospital stays cost to the U.S. health system

In 2016, there were 35.7 million hospital stays in the United States that added up to a staggering $417 billion. [1]

Waste in the US healthcare system estimated $760 billion to $935 billion. [2]

## Impact of physician burnout

About 55 percent of US physicians experience professional burnout—and it's getting worse. [3]

Research shows that participatory decision making is associated with 35 percent less burnout. [4]

Physician burnout costs the US health system $32 billion each year. [5]

## Impact of nurse engagement

The engagement level of nurses was the number one variable correlating to mortality, even beating out the number of nurses per patient day. [6]

Hospital turnover rate stands at 19.1% and it takes close to 3 months to recruit an RN. [7]

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# Here's how Care24/7 stacks up
Founded Upon Health Teams Built For Our Clients



**The Microsoft platform**

**Microsoft Applications**

Collaboration | Engagement| Productivity | Analytics &AI/ML

Third party apps

**Healthcare Common Data Model**

**Microsoft Cloud for Healthcare**

Interoperability | AI | Security and compliance

Microsoft Azure

Healthcare on Azure

**Existing data sources**

Clinical Data| Claims data | IoMT data | Social determinants

**Collaborative:** Easily adopted O365 suite drives digital collaboration within and across departments

**Productive:** User persona based to streamline tasks & processes with out of the box functionality and extensible workflow via Power Apps

**Accelerators:** Repeatable health centric use cases deployed at some early adopting clients

**Purpose Built:** Health Industry specific solutions with mix of commercial and proprietary technologies

**Available as a Service:** Lower capital costs with support from a single vendor

**Forward Looking:** CDO Agenda, "Front Door to Virtual Health and other transformative needs

**Extendable:** Leverage the Microsoft Cloud for Healthcare

**Integrated:** Connects natively to Azure, Dynamics 365, Power Apps, Power BI and via APIs to EHRs and medical devices

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# Powered by the Microsoft Platform

Care24/7 on Teams is built to deliver clinical, patient and organizational efficiency outcomes

## Care24/7

### ⭐ Accenture Services

Governance

Organizational Change Management

Business case

### 📄 Repeatable Assets

Templatized Use Cases

Ala Carte Selections

Intellectual Property

Accelerators

### ⭐🏆 Center of Excellence

Managed or Implemented

### ⚙ Use Cases

Condition Management

Care Coordination

Multi-Disciplinary Collaboration

Employee/Clinician Engagement

Covid-19 Symptom Tracker

Field Services for Home Health

Intelligent Patient Engagement

Discharge Planning

EMR Virtual Assistant

**Virtual Care**
- Virtual Patient-Clinician Visits
- Virtual Clinical Rounding
- Virtual Huddles
- Virtual Tumor Board
- Clinician's Virtual Assistant

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# We're Here to Help

We transform culture, experiences, operations, and technology to increase cost efficiency, productivity and growth.

**Teams-based, data-driven, end to end approach**

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# Major Hospital Network Implements Virtual Clinical Rounding to Protect Patients and Clinicians from COVID-19

Accenture and Avanade helped prevent the spread of COVID-19 in a 22-facility health system and protect over 6,000 clinicians and their patients

## Challenge

This **$20B nonprofit healthcare system** with several teaching hospitals conducts clinical rounding in which large groups of attending physicians, residents, students, and other clinicians make patient visits daily to directly observe and review each case together. **With COVID-19, the need to reduce the risk of contagion** by maintaining adequate separations **required a modification to the process of performing rounds**

## Solution

Accenture/Avanade **used Microsoft Teams** to implement this new technology-supported workflow to enable **only two clinicians to conduct rounds while all other personnel participate remotely**

**Accenture/Avanade developed a workplace transformation strategy and plan** including corresponding process and workflow design documentation, a change management approach and communications plan, draft/sample communications, training materials (both standup and eLearning), an orientation video, and a Teams configuration image for application on clinical workstations

## Results

• **6,000 clinicians and their patients protected** from the risk of contagion

• **Significantly reduced exposure** of clinical staff to patients

• **Enhanced workplace safety** measures enacted

• New **flexible and remote workflows** allow for a **tailored response** to the evolving situation

• **Rapid transformation of a standard clinical practice** with the training of thousands of medical practitioners

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# Case Study – Virtual Tumor Board

*Improving the quality of cancer care*

- 156,000 employees and 34,000 aligned providers in 2,600 locations

- Wanted to drive higher adoption of their Tumor Board program, improve regulatory reporting and deliver better patient outcomes

- Created a Virtual Tumor Board that allows employees and associated doctors to:

  - Review case histories, x-rays and test results

  - Access reference materials

  - Collaborate with specialists anywhere and anytime from their device of choice

  - Search prior cases to help treat new cases

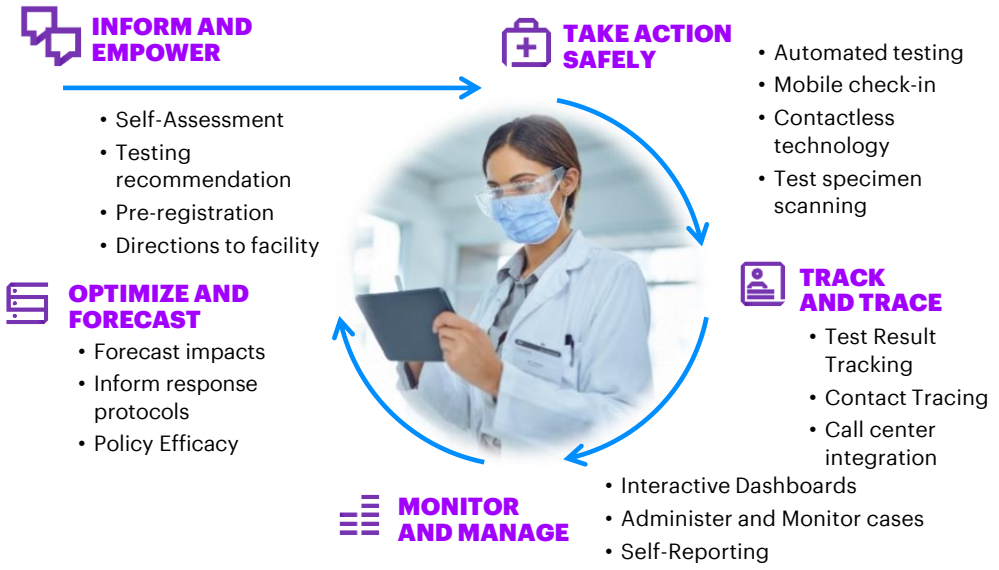- Won Association of Community Cancer Centers Innovator Award for the project



Since launching the VTB, **four times as many patients** are benefitting from the Tumor Board process and **more caregivers are collaborating** to improve care

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# COVID-19 rapid response - testing and tracking

At a time of chaos and confusion, this solution helps states and local municipalities bring order to suspected COVID-19 case screening, test scheduling and tracking

**INFORM AND EMPOWER**
- Self-Assessment
- Testing recommendation
- Pre-registration
- Directions to facility

**TAKE ACTION SAFELY**
- Automated testing
- Mobile check-in
- Contactless technology
- Test specimen scanning

**OPTIMIZE AND FORECAST**
- Forecast impacts
- Inform response protocols
- Policy Efficacy

**TRACK AND TRACE**
- Test Result Tracking
- Contact Tracing
- Call center integration

**MONITOR AND MANAGE**
- Interactive Dashboards
- Administer and Monitor cases
- Self-Reporting

Powered by Microsoft Technologies hosted on the cloud and can be deployed in **days** not weeks. A solution that is **highly configurable** that can **rapidly integrate** with testing facilities, telemedicine providers and more.

This **intuitive solution** enables care provider's safety while keeping

We can help ease the burden on our frontline care providers and deliver care to the people who need it now.

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# Care24/7 for Healthcare Contacts

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# About Accenture

Accenture is a global professional services company, with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 countries, we offer Strategy and Consulting, Interactive, Technology and Operations services – all powered by the world's largest network of Advanced Technology and Operations centers, Our 506,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities.
**Visit us at [www.accenture.com](www.accenture.com)**

# About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. 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. Avanade has 38,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation.

**Visit us at [www.avanade.com](www.avanade.com)**

# About Microsoft

Microsoft (Nasdaq "MSFT" @MICROSOFT) enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.

**[www.microsoft.com](www.microsoft.com)**