

KLAS Spotlight

# Microsoft Teams

COMMUNICATION & COLLABORATION  
PLATFORM SEES EARLY USE  
IN TELEHEALTH WORKFLOWS



# SPOTLIGHT



Separating fact from fiction in emerging technologies



## Why This Spotlight? (KLAS explains)

Healthcare organizations are looking for telehealth solutions capable of handling long-term strategic initiatives as well as immediate demands created by COVID-19. Customers typically purchase an enterprise license from Microsoft and view them as an essential partner, and Microsoft Teams is part of the overall Microsoft experience. This Spotlight examines Teams and the early outcomes and satisfaction of some of its healthcare customers.

## What Does Microsoft Teams Do? (A customer explains)

"Teams as a collaboration tool has filled a void that previously wasn't being filled by some of Microsoft's prior versions or competitors. Teams allows patients and providers to connect in ways they haven't been able to in the past by allowing for more seamless videoconferencing on an intuitive platform that incorporates video, audio, and screen sharing." —Project manager

## Bottom Line

Organizations have used Teams to quickly transition to virtual visits, despite the platform not being originally built for healthcare. Several plan to continue using it for patient visits and are optimistic about upcoming enhancements; others see it as more of a stopgap solution. Many customers use it for internal meetings as well, and most interviewed clients are satisfied overall.

## Key Competitors

BlueJeans, Cisco, Doxy.me, Twilio, and Zoom

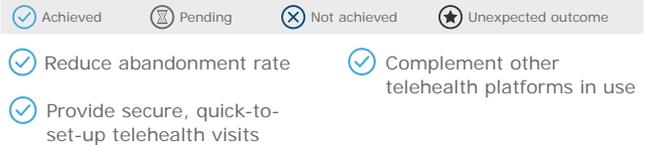
## Number of Customers Interviewed by KLAS

14 individuals from 13 unique organizations

## Makeup of Interviewed Customers

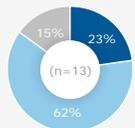
Ambulatory clinics, hospitals, and health systems of all sizes

## Outcomes Expected by Customers



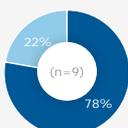
## Microsoft Teams Customer Experience: An Initial Look

### Overall Customer Satisfaction



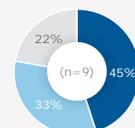
- Highly satisfied
- Satisfied
- Dissatisfied

### Time to See Outcomes



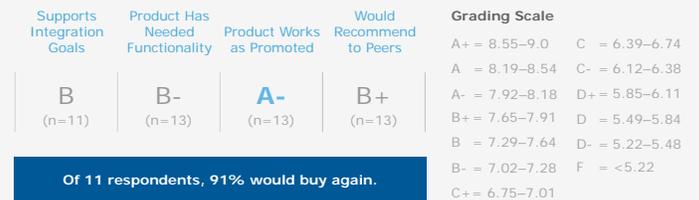
- Immediately
- Within 6 months
- Within 6–12 months
- Not realized yet

### Scalability



- Easy to scale
- Scalable with effort
- Not scalable
- Unknown/haven't tried

### Microsoft Teams Performance in Key Areas (1–9 scale)



## Strengths

- Ability to get virtual visits set up quickly
- Not a lot of support required; intuitive for many
- Existing licensing/infrastructure and quick adoption drive value



"Teams saved us during the COVID-19 pandemic. We were able to set up videos rather swiftly. We were working on Teams with Microsoft before the pandemic hit. . . . Everybody became very quick and agile as they tried to understand how to use Teams. The silver lining of the pandemic was that we were able to set up telehealth visits rapidly. Teams was really the key to our command center since we weren't small by any means. Teams really helped us to coordinate all of our community communication efforts during that time." —CEO

## Challenges

- Missing features such as text messaging and waiting rooms
- Not built specifically for healthcare
- Can be difficult to use for some end users



"There are missing features and other things that could make Teams easier to use. Teams isn't able to send text messages at the time of the visit. That is a huge missing piece. . . . The solution also doesn't have a true waiting room where we can see other patients who are waiting. We use the solution on a per-meeting basis. . . . It needs to be easier to educate people who don't have a Teams account on how to use Teams." —Director

## Customer-Validated Features & Services

### Microsoft Teams Feature/Service

Virtual Visits with Patients

Secure Messaging with Patients

Coordinate Patient Care

Internal Meeting/Collaboration

Part of Strategic Partnership (i.e., already had Teams as a part of overall MS license, or easy to add since already using MS)

Percentage of Respondents Achieving/Validating (n=10)



# SPOTLIGHT

## Microsoft: Company Profile at a Glance

**Founders:** Bill Gates, Paul Allen

**Number of Employees:** 156,439

**Target Healthcare Customer:** Providers, payers, pharmaceuticals, life sciences, and more

**Year Founded:** 1975

**Estimated Revenue:** \$143B

**Revenue Model:** Microsoft Teams is included with Microsoft 365 subscriptions (see available [Microsoft Teams options](#)). Additional functionality that allows virtual visits to be launched from within the EHR is included as part of the Microsoft Cloud for Healthcare or as a standalone offering.

**Headquarters:** Greater Seattle Area

## Microsoft Teams: Healthcare Executive Interview

**Kristina Behr,**  
Microsoft Teams Executive



### Why was Microsoft Teams started?

Microsoft launched Teams as a new experience to bring together people, conversations, and content and provide tools that enable people to achieve more. Today, Microsoft Teams is the hub for communications and collaboration with 115M daily active users across 93 of the Fortune 100 companies, spanning 53 languages in 181 markets. Tied closely to the launch of the [Microsoft Cloud for Healthcare](#), Microsoft Teams has a distinct offering tailored to healthcare that facilitates secure and efficient virtual patient care and streamlines care team collaboration.

### What is Microsoft Teams' greatest differentiator?

Microsoft Teams delivers a reliable, secure, enterprise-grade collaboration suite that supports virtual patient care and allows clinical users and staff to chat, meet, call, and collaborate. Teams enables customers to streamline key tasks and business processes to increase efficiencies and deliver high-quality patient care across virtually any device, in any language and in any location. Microsoft employs a large number of healthcare professionals who are involved in designing and positioning its products, and we are investing heavily in tailoring Teams specifically for the healthcare industry. With native integration to other Microsoft products (including the Power Platform), a robust partner ecosystem, pre-built connectors to third-party apps (including EHRs), and extensibility to connect with additional systems, Teams provides a platform that will adapt as the needs of healthcare organizations continue to evolve.

### Additional Features/Functionality Since Completion of Research

Since KLAS completed the research for this spotlight, Microsoft has announced additional healthcare-specific [features](#) that clients previously lacked, such as templates, patient lists, and the EHR connector for Epic (support for other EHR systems is coming soon). Text reminders to join are currently in preview and will be generally available Q1 of 2021. EHR-connected virtual visits are now a part of the industry-specific Microsoft Cloud for Healthcare and also can be purchased standalone.

## KLAS' Points to Ponder



### Mike Davis

HCIT market research and analysis expert with 40+ years of experience

**The Positives:** Microsoft Teams provides a collaborative environment for supporting healthcare organizations' business and clinical operations. The intuitive design and inclusive licensing with Office 365 drive quick adoption and expansion within an organization. With the onslaught of the COVID-19 pandemic, organizations using Teams were able to quickly establish effective virtual patient encounters that were needed to protect revenue. Teams is also a valuable business collaboration tool.

Organizations should consider the following:

### The Solution's Long-Term Viability in Healthcare

Collaboration environments will become a critical necessity for all healthcare organizations as the industry transforms to value-based care reimbursement and healthcare delivery. The use of internal and external healthcare professionals will be optimized by enabling them to collaborate on workflow redesigns and modifications to medical protocols. Additionally, the ability to use collaboration environments to include patients' families in encounters with physicians and patients will likely dramatically improve care delivery and outcomes. These environments will also improve internal and patient education forums.

### Impacts and Tradeoffs of the Underlying Technology

Microsoft Teams is built with the Microsoft 365 stack. WebRTC allows users to join meetings from any desktop or mobile device. Mobile applications are developed in Swift (iOS) and Java (Android). Teams' security standards are compliant with the ISO/IEC 27001 security standards and the Federal Information Security Management Act. Data encryption services are supported with OAuth, TLS, Secure Real-Time Transport Protocol (SRTP), and the 256-bit Advanced Encryption Standard (AES). Teams meets HIPAA and HITRUST certification requirements and complies with the FHIR standards for interoperability services.

### Healthcare Focus a Required Success Factor for Big Tech Companies

Microsoft has had mixed success with their healthcare ventures. A healthcare focus is required for the design and positioning of the products. Product improvements must be generated in short time frames that advance the solutions to compete with those of market-leading healthcare companies. While Teams is a good product/strategy for enabling virtual healthcare encounters with patients, it must improve to be competitive with healthcare-specific solutions.

### Effective Collaboration Tools Will Drive Industry Transformation Success

Collaboration tools such as Teams will be needed by healthcare organizations as the industry transforms to value-based care. The ability for groups of interconnected operational or clinical professionals to discuss, evaluate, and propose new workflows or modifications to existing workflows will drive continuous process improvement efficiencies. Collaboration tools should enable groups of healthcare professionals to participate in the review and modification of processes related to RCM, SCM, care delivery services, and patient engagement. Audio, video, document display, and whiteboard functions will enable higher levels of success.

# REPORT INFORMATION

## Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined opinions of actual people from healthcare organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. KLAS findings are a unique compilation of candid opinions and are real measurements representing the feedback of interviewed individuals. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact participants' opinions and preclude an exact apples-to-apples vendor/product comparison or a finely tuned statistical analysis.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to the KLAS FAQs.

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## Note

The findings presented are not meant to be conclusive data for an entire client base. Performance scores may change significantly when additional healthcare organizations are interviewed, especially when the existing sample size is smaller, as in an emerging market with a small number of live clients.



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