Microsoft

# Boosting Healthcare Delivery with Cloud Solutions

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# What is healthcare delivery?

The nature of healthcare delivery is evolving at an ever-quickening pace. Emerging medical technology requires new skill sets and public health crises on a global scale have exposed weaknesses in the system, exacerbating communication and technological breakdowns.

In addition, the healthcare delivery tools of yesterday have become inadequate to address new challenges. Patients and providers demand quicker and easier access to medical data, more personalised care and the highest level of data security across all devices to prevent cyberattacks and data theft.

To optimise healthcare delivery, health organisations need to improve collaboration and bring together information, people and processes across the health ecosystem.

A growing number of health organisations are adopting modern technology innovations such as Microsoft Cloud for Healthcare to address these challenges.
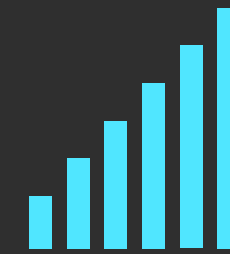
US healthcare spending is projected to reach **USD 6.2 trillion** by 2028.[1]
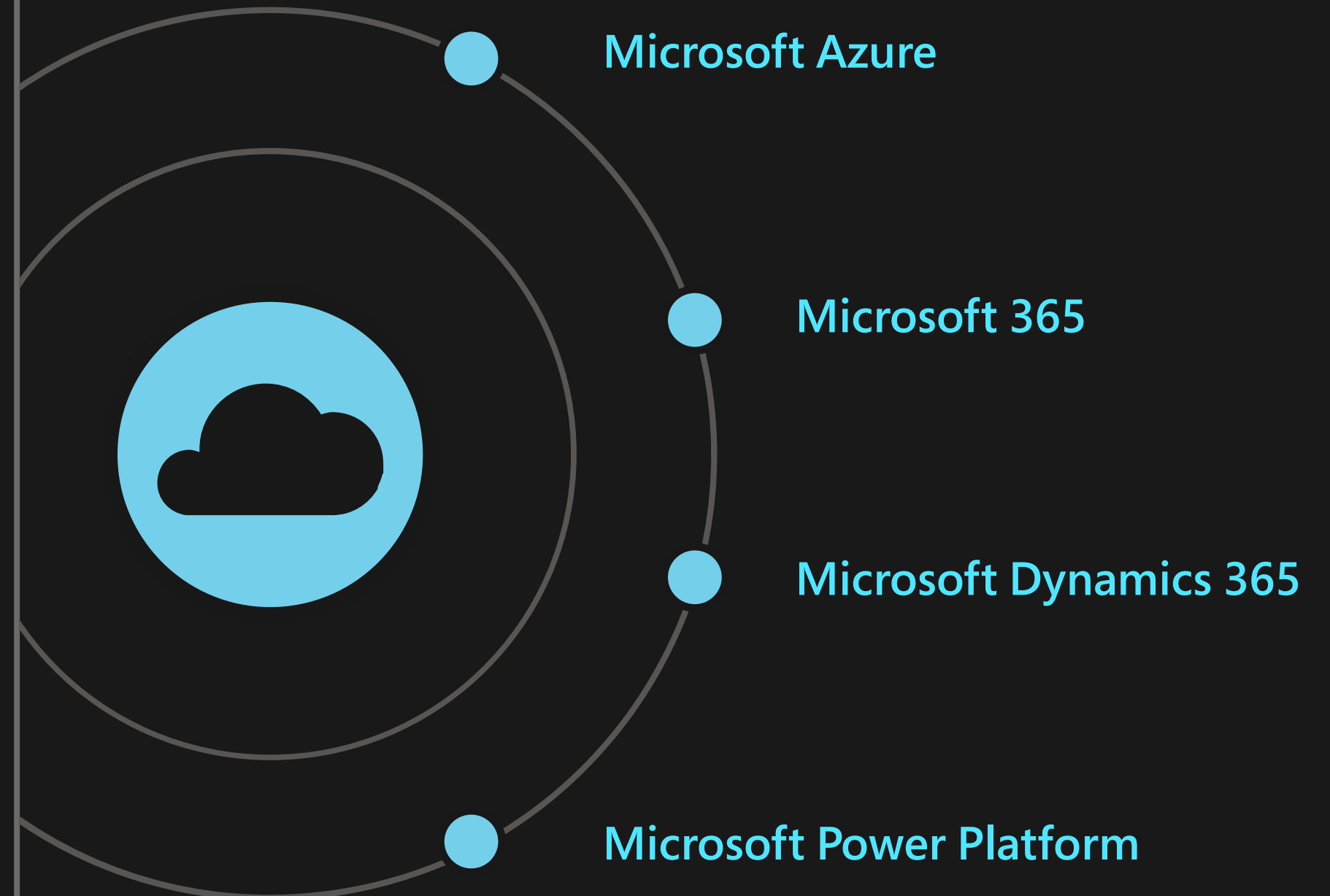
# What is Microsoft Cloud for Healthcare?

Microsoft Cloud for Healthcare is one of Microsoft's newest and most innovative industry-specific solutions.

## One solution, many parts

Microsoft Cloud for Healthcare is a cloud solution with dynamic healthcare capabilities that unlock the power of:

- **Microsoft Azure**
- **Microsoft 365**
- **Microsoft Dynamics 365**
- **Microsoft Power Platform**

# How does Microsoft Cloud for Healthcare boost healthcare delivery?

Microsoft Cloud for Healthcare provides healthcare organisations with trusted, integrated capabilities for managing health data at scale and it provides easy-to-deploy tools that deliver automation and efficiency to high-value workflows specifically designed for health data. It makes it faster and easier to enhance patient engagement, empower health team collaboration and improve clinical and operational insights, and it helps customers support security, compliance and the interoperability of their health data. Microsoft Cloud for Healthcare focuses on four core scenarios that drive healthcare delivery to a new elevation of success.

# Four ways Microsoft solutions enhance delivery

## 1 Enhance patient engagement

By enabling data to flow securely through every point of care, healthcare organisations can improve patient experiences and support better health outcomes. For example, by developing easier patient access through mobile apps, landing pages, secure patient portals and contact centres, healthcare organisations can reach larger patient populations and deliver tailored, personalised care management programmes.

## 2 Empower health team collaboration

Using trusted applications, health teams can accelerate their ability to coordinate care in a secure environment while simplifying complex workflows, saving time and money and maximising collaboration. For example, clinicians' teams can securely maintain ongoing and persistent conversations, share documents and coordinate vital resources about a given healthcare topic or issue in one place.

# 3 Improve clinical and operational insights

Connecting clinical and operational data across systems can help healthcare organisations predict risk, improve care management and mobilise medical strategies for ongoing quality improvement. For example, deploying AI-driven predictive analytics for data modelling and decision support can help reduce process latency, remove workflow redundancy and find ways to help lower the cost of care.
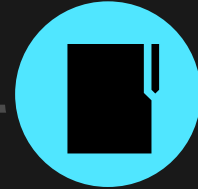
# 4 Protect health information

Trust is essential as healthcare organisations move clinical applications and data sets containing protected health information (PHI) – including patient demographics and treatment information – to the public cloud. It's critical as data is shared across the health ecosystem and it's expanding how and where health professionals and patients access confidential information. The Microsoft holistic approach is designed to build this trust by employing a defense-in-depth security strategy and complying with applicable regulatory requirements, including offering Health Insurance Portability and Accountability Act (HIPAA) business associate agreements for our business cloud services and helping protect the privacy of PHI and other data.

# What are the best solutions to boost healthcare delivery?

In this eBook, we'll examine several key actions that every healthcare organisation can take to maximise healthcare delivery by embracing cloud solutions. We'll examine specific challenges providers have faced and how they deployed Microsoft Cloud for Healthcare to overcome them. Finally, we'll review the many features of Microsoft's unique solution to reimagine healthcare even amid uncertain or turbulent times.

→ **Discover how Microsoft Cloud for Healthcare transforms healthcare delivery**

# 1

# Staying ahead of emerging issues in healthcare

# New models for care

The healthcare industry faces a growing, aging population and increasing demands. Healthcare worker shortages, data security issues and the need for cost savings fuel both challenges and opportunities when it comes to improving patient care experiences and business outcomes.

# Times of uncertainty

In times of uncertainty, the need to replace disconnected systems that impede the interoperability of patient data across multiple platforms has never been more critical. With the rise of new models such as virtual health, remote patient monitoring and expanding omnichannel access, patients are more dependent on personalised, insightful and secure access to their medical data. Overburdened healthcare teams can no longer spend so much time on administrative tasks and must move to a new level of patient care management. Microsoft Cloud for Healthcare leverages powerful cloud computing tools to save time and precious funds by helping organisations deliver automation and efficiency to high-value workflows specifically designed for health data. It makes it faster and easier to provide more efficient care, personalise patient experiences and process vital clinical and operational data for later analysis.

# Reimagining your care strategies – more collaboration, more care

Your healthcare organisation needs to empower teams with resilient, tech-forward tools to provide patients with the best care possible, while also focusing on putting people's privacy and security at the centre.

Care teams must be able to access the right information and coordinate with the right people. Using a single solution helps teams make faster decisions based on the massive amount of information available.

Connected care models in a 'new normal' world require flexible and integrated tools that serve the way teams work, rather than disjointed tools that require them to compromise their workflows in unexpected ways.

By leveraging data insights, care teams are able to improve workflows, share patient information securely across teams, promote continuity of care and drive better patient outcomes.

Toward this goal, Microsoft Cloud for Healthcare encourages better coordination among care teams, clinicians, administrators and patients while increasing process efficiencies.

# A connected healthcare ecosystem – coordinating people and processes

To optimise healthcare delivery, organisations need to improve collaboration and bring together information, people and processes across the health ecosystem. This connection is key to solving many of today's most pressing healthcare challenges. Health organisations need to bridge the information gap and facilitate secure knowledge sharing across health teams and between all parties, including care providers, payors, facilities, patients and their families. That's where Microsoft Cloud for Healthcare shines.

To achieve digital transformation, your healthcare organisation predominately needs to reimagine processes and workflows and deliver new modalities of care. What used to be considered new technologies – mobile-first solutions, AI and the Internet of Things – are evolving into conventional solutions across the healthcare industry.

What used to be seen as cutting-edge is becoming expected, pushing healthcare leaders to pursue all opportunities to connect data and unveil important insights at precisely the right time while keeping compliance, privacy and security at the core of everything they do. Providing teams with integrated, secure collaboration tools enables them to be part of a solution in an ever-changing healthcare landscape, making care teams more responsive, data-driven and customer-centric.

A secure space that integrates data across clinical systems, apps and electronic health records (EHRs) can help your teams stay synchronised. That, in turn, ensures they can provide personalised, proactive care. With Microsoft Cloud for Healthcare, you can connect information from EHRs to contextual workflows and dispersed team members. The flow of information is improved by involving care teams, patients and their families more closely in care decisions while engaging the right care resources at the right time with minimal delays. Care teams can easily track, capture and communicate about medical histories, screenings, tests, appointments and patient relationships across the care continuum.

Familiar tools automate routine tasks and can be used from anywhere, increasing staff efficiency to manage expanding caseloads. You can take advantage of the specialisation of multidisciplinary teams and the surfacing of relevant insights to coordinate the activities of clinical personnel to deliver patient-centric care.

## 67%
of patients
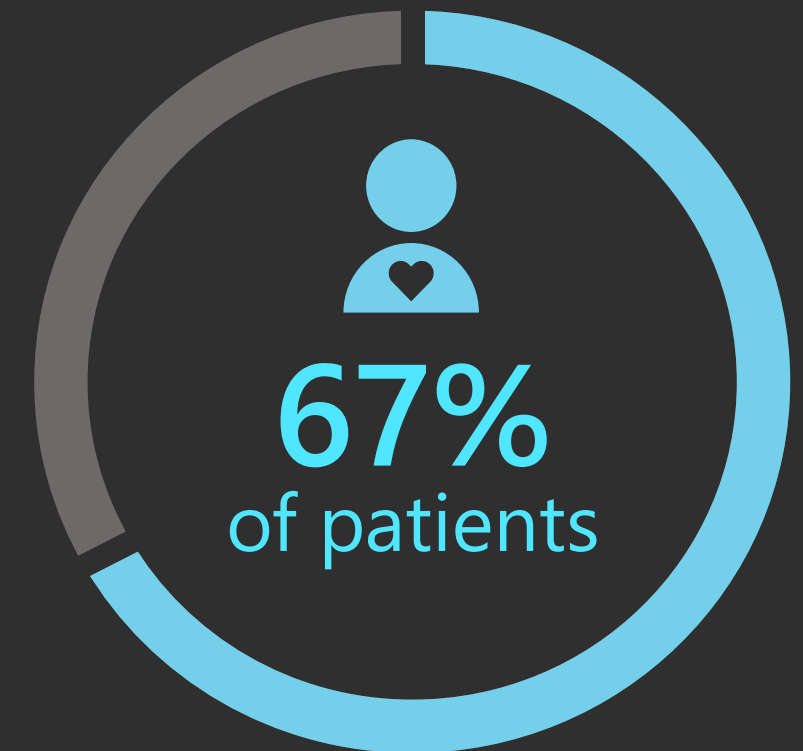
are willing to share their medical records with researchers from their own medical provider.[2]

This model also demands a highly secure, compliant platform for instant messaging, voice and video calling and social tools that can help sync care teams on patient cases – all without interrupting workflow.

With easy access to risk assessments and recommendations, providers and administrators can anticipate patient care needs and optimise staffing and medical supply orders to reduce costs.

All of this empowers your healthcare organisation to deliver better experiences, better insights and better care.

**Learn how Microsoft Cloud for Healthcare can help better coordinate your team**

# Frost & Sullivan

Microsoft commissioned the global research and consulting firm Frost & Sullivan to complete an evaluation of Microsoft 365 for healthcare organisations, concluding that Microsoft Teams directly addresses the top challenges facing healthcare providers with a modern, chat-based communication tool that doesn't require compromising on security and compliance.

**Read the full study >**

"Based on our research, Microsoft Teams directly addresses the top challenges facing healthcare providers in electronic messaging in hospitals and health systems."

– Greg Caressi, Frost & Sullivan

# 2 Streamlining care delivery with strategic solutions

# Care coordination in the digital era

Healthcare organisations need autonomous and convenient access to health data and peer input to deliver the best possible care to patients. But clinical best practices at the point of care also require diligence in security and compliance. The challenge for caregivers: compliance and proper data protection should not have to require that clinicians wait for data needed at the point of care.

The rapid expansion of available data and the application of that data to support enhancements to clinical and non-clinical systems, is fostering the evolution of the way providers want and need to communicate. The reality in healthcare is that many factors – regulations, technology, workflow and legacy IT systems among them – must come together to accelerate the adoption of new tools as part of evolving clinical practices, given the need to improve care quality and outcomes today.
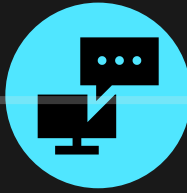
The same factors have created an imperative that healthcare communications in the workplace should be more agile in order to make clinical decisions faster and to better mirror the convenience and ubiquity of communication channels elsewhere. Unfortunately, health teams facing real-time care decisions are forced to rely on unsecured workarounds to communicate with other providers or care teams. When employees use unsecured, consumer-based apps, security and patient privacy are jeopardised and healthcare organisations are at a higher risk of compliance violations.
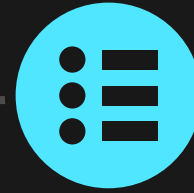
Clinicians need to cut through the clutter of fragmented systems so they can spend more quality time with patients. The right solution can save time, save money and improve patient outcomes. To coordinate care, organisations need solutions that can help them securely hand off patient information, reduce readmissions, decrease clinician burnout and enhance financial sustainability.
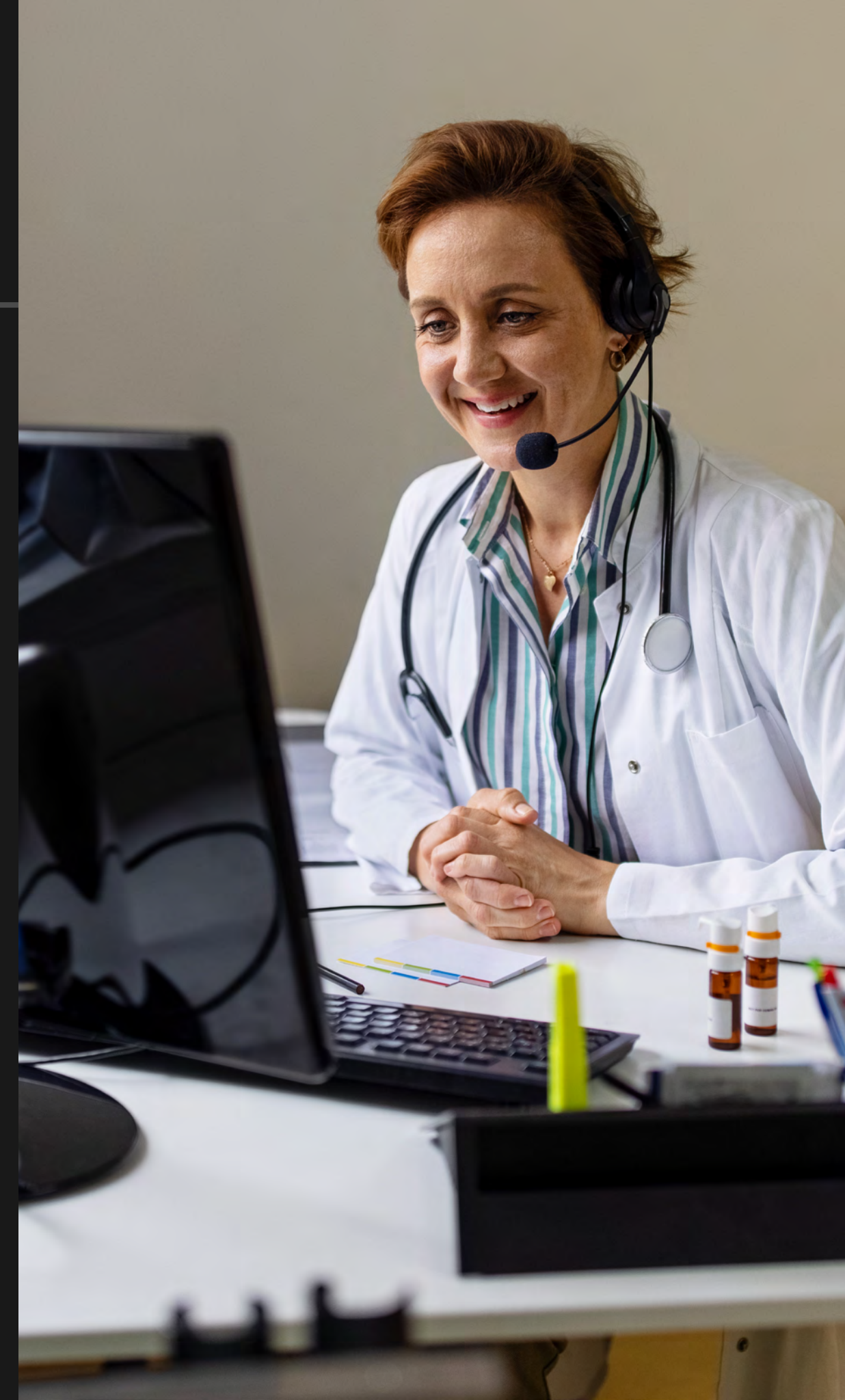
# 3 Discovering new healthcare solutions

# Addressing pain points

In this section, we'll discover how healthcare organisations like yours are taking specific actions to address key pain points with Microsoft Cloud for Healthcare.

- ☑ How to better connect and allow teams to securely collaborate throughout the healthcare system

- ☑ How to help share information quickly and safely across the care continuum

- ☑ How to streamline care team decision-making and reduce process redundancy

- ☑ How to flag and address performance concerns across teams

- ☑ How to meet team and patient needs more effectively

# Improve team connection throughout the healthcare system

## Start with these questions

- Do you rely on disparate data systems that make it difficult to get a 360° view of patient data?

- Do your care teams use unsecure communication apps or tools as part of patient care because of their convenience or because they're easier to use than your current enterprise communication tools?

- How can clinicians share needed clinical information, such as images, with other care team members?

- Do your existing clinical systems equip clinicians to collaborate with their peers and secure and control personalised information?

## Develop a plan

Empower individuals and healthcare professionals by combining information from patients, devices and apps with existing clinical data and EHRs for a complete 360° view of patients' health journeys. Enable new modes of collaboration and communication to engage teams and patients and allow them to actively access the latest health information with a secure, resilient framework.

# Execute your strategy

☑ **Coordinate care across multiple providers** and use trusted, secure technology that integrates with contact centres, clinical systems and EHRs and enables care providers to collaborate and communicate about patients.

☑ **Use a real-time communication platform** and centralised data with advanced analytics to help determine best practices and tailor patient care.

☑ **Deploy a priority notification function** for hospitals to ensure optimal clinical collaboration in an acute care environment. Attributes such as prioritisation, alerting, tracking and read notifications help close the communication loop and enhance the user experience.

New innovations in care coordination could result in

## USD 240 billion

in annual healthcare savings.[3]

## 50× to 175×

According to a recent McKinsey & Company report, healthcare providers reported a 50× to 175× increase in telehealth patient volume since the onset of the pandemic.[4]

# Northwell Health unifies information sharing

Northwell Health, an integrated healthcare delivery network in the New York City area, includes 23 hospitals and nearly 800 outpatient facilities. An average patient at Northwell Health generates about 5,000 data points during a five-day hospital visit. Even the most tech-savvy physicians spend too much time accessing that information.

Northwell has transformed its care team collaboration with Microsoft Teams, deploying the platform to 72,000 users across the organisation. By providing clinicians, pharmacists, social workers and other care team members with a common tool for highly secure messaging, the organisation is enabling better patient care, improving processes such as patient transport and medication delivery and helping clinicians maintain a better work-life balance by improving mobility options.

With Teams rapidly becoming clinicians' favourite communication tool, Northwell has begun investigating how to use the platform to solve other issues that care teams face.

**Read how Northwell Health further improved information flow with Microsoft Cloud for Healthcare solutions ›**

"Now our clinicians can look at all their communications and access all the information that they need about their patients with Microsoft Teams."

– Dr. Vish Anantraman, Associate Vice President and Chief Technology Innovation Officer, Northwell Health
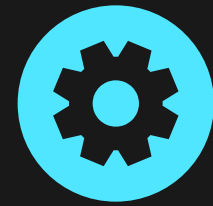
# Securely and quickly share patient information

## Start with these questions

- Are you using fragmented communication tools that waste time and hinder care?

- Do your teams deal with urgent messages that require real-time responses?

- Do you have a system in place that can integrate data, clinical systems, apps and electronic health records in a single location?

- Does your organisation lack security protocols for consumer apps and personal devices?

## Develop a plan

Give your teams a secure way to connect and share information quickly with messaging capabilities designed to meet the enhanced security and compliance requirements of the health industry. Your employees can communicate quickly and securely through voice, video, chat, files and more to share information. Quickly send essential, urgent messages and get real-time responses without compromising security.

# Execute your strategy

- ☑ **Establish an integrated and comprehensive messaging platform** that can bring together messages, files, voice and video calling and meetings in one hub for teamwork.

- ☑ **Leverage a solution** that allows your team to easily ask questions, make notes, search for relevant content and stay updated in a reliable, integrated and secure manner.

- ☑ **Discover new methods** to remain up to date with real-time information and manage various hospital operations like shift scheduling, safety processes, supplies, bed capacity, length of stay and other critical operations.

- ☑ **Create priority notifications** for urgent messages that deliver repeated notices about critical information.

- ☑ **Organise message delegation** so clinicians and staff can assign another recipient to receive their messages when they're not available.

# The Rotherham NHS Foundation Trust boosts digital transformation with Microsoft Teams and Power BI

The Rotherham NHS Foundation Trust – a part of the National Health Service (NHS) in the United Kingdom – needed to rapidly progress the system's digital transformation. Three years ago, the Trust adopted Microsoft Teams to help provide virtual consultations to select patients, improve internal communications and speed test result reporting.

By also using Microsoft Power BI, the organisation can now connect to data sources directly and create real-time reports with engaging visualisations, making data easy to understand. In one instance, this new process reduced outpatient waiting lists by 65% in just six months.

**Discover how the Rotherham NHS Foundation Trust launched virtual consultations** >

"We wanted a one-stop shop for clinicians, where they can do everything in Teams and write up the visit in our EPR [electronic patient record system]. They're familiar with the EPR, they're familiar with Teams, so we can offer them a much more efficient use of their clinical time and a better experience for our patients as well."

– Rebekah Davies, Digital Clinical Transformation Manager, NHS England and NHS Improvement

# Data

With so much actionable data now available and accessible via virtual apps and sensor devices, Microsoft Cloud for Healthcare integrates that data into an insightful channel that provides healthcare organisations with a resilient data and analytics foundation.

In addition, connected cloud platforms for healthcare support data-driven tools built to meet industry and regulatory requirements such as the General Data Protection Regulation, HITRUST and HIPAA.

If recent events have taught us anything, it's that flexibility overcomes fragility. Data-linked, tech-facing healthcare systems must deploy a resilient core toolkit of secure, cloud-based capabilities to face any challenge in uncertain times.

# Streamline business processes to deliver care on tight budgets

## Start with these questions

- Do you think that patient and operational information are challenging to collect and increase the cost of care?

- Do your care team members feel disconnected or disempowered, resulting in frustration and reduced business productivity?

- Do you think best practices are not easily shared across your organisation, accelerating the time to care?

## Develop a plan

You need to modernise the workplace to help clinical and administrative teams spend more of their time more meaningfully – interacting with patients and making informed decisions that improve care at a reduced cost. By using one platform instead of disparate point solutions, you can save both time and money. With Microsoft Cloud for Healthcare, care teams can reduce the time spent on administrative tasks, eliminating redundant tests and procedures and increasing the time dedicated to higher-value care delivery.
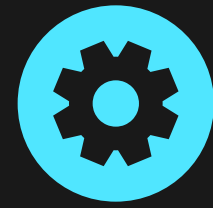
# Execute your strategy

☑ **Establish a platform** that creates meaningful connections with all existing – and potential – healthcare processes.

☑ **Capture data** from every process, integrate that data with predictive insights and deliver it with role-based workflows to improve processes and inform future care delivery. Using this approach, you can create proactive treatment and wellness plans while ensuring compliance and confidentiality.

☑ **Reduce the time** to retrieve and share clinical information between the patient and provider.

# Providence eases hospital overcrowding and modernises its data platform

Providence is one of the largest health systems in the nation, delivering high-quality healthcare with a focus on the poor and vulnerable.

Providence decided to transition from an on-premises data ecosystem to a simple, cloud-based data platform. Providence's leadership wanted to reduce overcrowding in its emergency departments, improve its National Emergency Department Overcrowding Score and ensure the healthcare system continued to provide top-quality patient care.

"We want to digitally enable health for a better world and we're doing that now through a strategic alliance with Microsoft and by unleashing the power of the cloud through Azure Databricks."

– Brett MacLaren, Chief Data Officer, Providence

Providence embarked upon a five-year strategic alliance with Microsoft, deploying Microsoft Azure Databricks and other Azure services to support its new Providence Healthcare Data Platform and build a real-time data streaming solution to address overcrowding.

Providence uses Azure Databricks to parse and score streaming messages from Epic electronic medical records and other on-premises systems, providing real-time information about every patient in the hospital system. Those messages are then ingested into a Providence-built custom listener, passed to Azure Databricks through Azure Event Hubs and archived in Azure Data Lake Storage.

**Discover more details about Providence's journey to better patient engagement**

# Improve care outcomes with coordination and virtual team huddles

## Start with these questions

- Is there a designated process or tool for critical communications within your organisation's care continuum?

- Are your clinicians spending time chasing information and contacts?

- Can you take advantage of multidisciplinary teams and surface relevant insights?

- Do you think in-person care coordination meetings currently burn too much clinical time?

## Develop a plan

Healthcare teams regularly sync on statuses, track issues and metrics and build plans in meetings that are referred to as huddles. Digitising huddles creates a single virtual location to interact as a team, helping providers stay in tune with their patients and improve the quality of care.

Microsoft Cloud for Healthcare can help your teams deliver patient-centric care by managing the activities of clinical personnel – from a single, virtual space.

# Execute your strategy

☑ **Provide a canvas** to efficiently design a virtual workspace where team members can collaborate using a variety of tools in a single platform.

☑ **Enable health professionals** to participate in huddles from anywhere and at any time, in a scheduled or impromptu manner, to communicate about patients in real time.

☑ **Deploy best practices** for using virtual huddles across the organisation, identify patient care issues and potential causes and share ideas across the health team using natural conversations to better structure collaboration around quality, safety and process improvement.

☑ **Equip the team** to see notes or watch recordings to share ideas and drive the continuous improvement of care. Healthcare providers and care teams can coordinate quick reviews to check in with each other and share information, and teams can have frequent but short briefings so that they can stay informed, review work, make plans and move ahead rapidly.

# St. Luke's doctors use Teams to create a COVID-19 protocol

It's not surprising that the first influx of COVID-19 patients at St. Luke's University Health Network occurred at the network's northernmost location, Monroe Campus. It sits right on Interstate 80, a major conduit in and out of New York City. Forced to confront a brand-new respiratory virus, the network's critical-care pulmonologists were desperate to understand the disease.

By using Microsoft Teams, the St. Luke's team developed a COVID-19 protocol that, compared to national averages, reduced the patient mortality rate by 5%, shortened average stays in the hospital by two days and decreased intubations by 50%.

Because Microsoft Teams facilitates virtual teamwork on the fly, none of the data entry, evaluation or collaboration took clinicians' time away from patients. The team collected and compared data from patients admitted before and after the new protocol. The pulmonologists looked at the timing of patients' inflammatory responses, tracked markers like C-reactive protein and ferritin and assessed when to introduce steroids.

**Read how St. Luke's improved team performance** >

"Teams really showed its mettle when we used it for a coordinated response to the COVID-19 crisis happening in our hospitals. There's no doubt that Teams contributed to saving lives."

– Dr. Douglas Corwin, Pulmonary and Critical Care Specialist, St. Luke's University Health Network

# Achieve team and patient goals by targeting care with advanced analytics

## Start with these questions

- What system do you use to collect data from care teams across the health network?

- Do you have a tool that can help you determine optimal treatments and verify research results?

- Is there a system in place to identify internal and external factors that influence patient outcomes?

## Develop a plan

Maximise your positive healthcare outcomes through early interventions. Influence the delivery of care to a group of individuals who have similar healthcare needs, as opposed to evaluating and treating medical conditions one patient at a time.
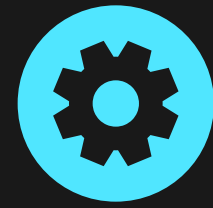
# Execute your strategy

☑ **Create a system** to better access case files, valuable population-level data, claim data and comprehensive records of patient interactions, all in one centralised location.

☑ **Use AI and advanced analytics capabilities** to proactively identify at-risk segments of the population and reach out to potential treatment candidates.

☑ **Detect discrepancies** in data patterns and the quality of care delivered in different healthcare settings and identify populations at a higher risk for suboptimal care.

Understanding the communities you serve through population health analysis and reporting can help your healthcare organisation transition from fee-for-service payments to value-based care while reducing costs and providing better care.

Microsoft Cloud for Healthcare features allow care managers to develop and follow through on care plan activities and goals, set timeline views of patient care plans and improve workflow efficiency.

# Nuance optimises scalability, security and performance

Nuance Communications delivers conversational AI solutions that understand and respond to human language. Its cloud-based Nuance CDE One solution runs on Microsoft Azure to help hospitals' clinical documentation improvement teams ensure the quality and accuracy of patient documentation that's essential for healthcare delivery, regulatory compliance and the appropriate reimbursements.

Nuance reached out to Microsoft to help design and implement a solution that would optimise the scalability, security and performance of Nuance CDE One for hospitals across the country while reducing deployment and maintenance costs.

With Microsoft Teams, Nuance client care teams can keep persistent conversations, documents and other resources about a topic in one place, which helps groups focus and move faster.

Read more about how Nuance delivered conversational AI solutions >

"The expertise brought by Microsoft Consulting Services is what made this project so successful."

– George Liptak, Senior Director for Application Engineering, Nuance Communications

# Virtual visits

Perhaps no change has affected the healthcare industry in such a short amount of time as the rise of virtual medical visits. Providers can use cloud solutions to create a virtual experience that allows more flexibility in self-scheduling both virtual and in-person appointments through existing patient portals and integrated virtual health assistants.

Microsoft Cloud for Healthcare supports healthcare organisations in integrating secure virtual health capabilities by creating AI health bots that expand services to more patient experiences and newer medical specialties.

In addition, Microsoft Dynamics 365 offers features to streamline virtual experiences for patients.

## The advantages of using Microsoft Cloud for Healthcare

- It allows more flexibility in self-scheduling virtual and in-person appointments.

- It works through patients' existing patient portal.

- It integrates virtual health assistants like the Azure Health Bot service for triaging and scheduling.

- It creates a seamless method for receiving follow-up and wellness guidance messaging from a patient's care team.

During virtual visits, providers can use patient insights from Microsoft Dynamics 365 to gain a holistic, 360° view of patients' care plans – no more switching between multiple systems to gather patient information. Microsoft Teams connects both patients and providers more deeply by allowing them to schedule and launch virtual visits in Teams.

Physicians can see what appointments are scheduled and support staff can see who's waiting in the virtual clinic patient queue, allowing physicians to seamlessly move to the next visit.

# 4

## Deploying cloud solutions

# Overcoming new challenges

As we've shown, healthcare providers are meeting modern challenges by deploying resilient, innovative new care management tools and bolstering those efforts with Microsoft Cloud for Healthcare. Let's review some of the factors, challenges and capabilities that fuel new innovations in healthcare delivery.

## Challenges

Many healthcare industry leaders and organisations face challenges in their efforts to monetise data, including:

- Poor data reliability.

- Issues with data protection and privacy regulations.

- The inability to adequately protect and secure information.

- A lack of analytical talent.

**Microsoft Cloud for Healthcare drives positive changes to healthcare organisations in several areas:**

- Cost reduction.

- Improved data agility across disparate data sets.

- Accelerated machine learning development.

- Improved data security.
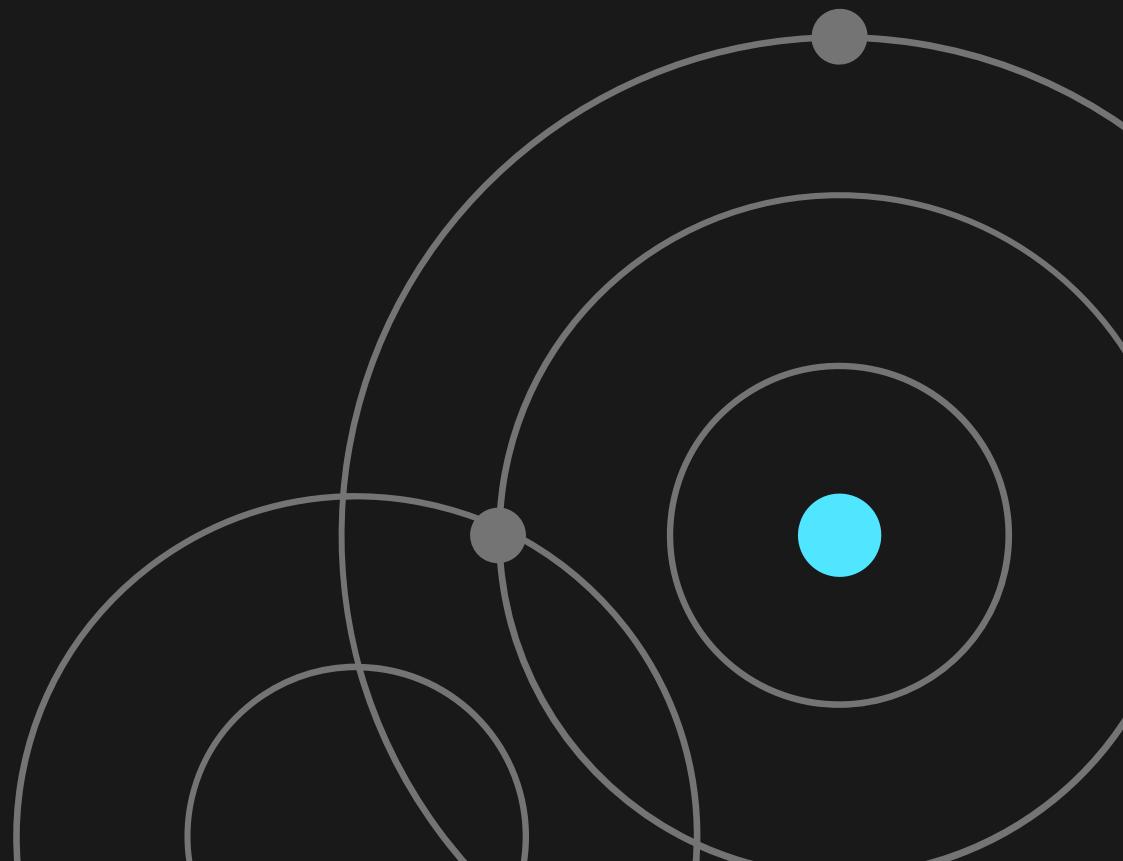
Microsoft Cloud for Healthcare provides trusted and integrated capabilities to deliver automation and efficiency to high-value workflows:

- Deep data analysis functionality for both structured and unstructured data.

- Features that enable customers to turn insight into action.

Microsoft Cloud for Healthcare delivers better experiences, insights and care by bringing together trusted and integrated capabilities for providers that enhance patient engagement, empower health team collaboration and improve clinical and operational data insights.

# AI and cloud computing transform healthcare connections in South Africa

By using big data and analytics to deliver real-time insights and proven applications, healthcare systems are improving connections, performance and decision-making using AI to power human action across patient teams. BroadReach Group has partnered with Microsoft 4Afrika to create and implement these data-driven solutions for healthcare systems in underserved regions around the world.

The group has partnered with Microsoft to develop an integrated cloud platform built on Microsoft Azure that delivers powerful analytics that help development, health and human services organisations quickly identify risks and opportunities.

"We are now predicting which patients are at risk of stopping medicines and empowering their healthcare teams to reach out to them before they stop. We are doing other types of predictive analysis by understanding how particular clinics and staff members are performing, medical stock levels and predicting what may happen and intervening before that happens."

– Dr. John Sargent, Cofounder, BroadReach Group

BroadReach is currently one of the fastest-growing companies using Microsoft cloud services in South Africa and it's the largest independent software vendor in Africa and the Middle East. Its digital HIV management solution has helped an estimated 340,000 people access HIV treatment in KwaZulu-Natal, where the epidemic is at a peak. Microsoft Cloud for Healthcare has enabled BroadReach to reduce data analysis times from sites across South Africa – from eight months to near real time. The cloud-based platform is able to instantaneously analyse data, communicate findings and direct meaningful actions through automatically generated dashboards and targeted push notifications.

**Learn more about how AI and cloud computing are improving healthcare delivery across South Africa**

# The Microsoft Cloud for Healthcare advantage

## Cloud technology enables organisations to:

**Enhance patient engagement,** enabling data to flow securely through every point of care to continuously improve patients' experiences and health outcomes.

**Improve clinical and operational insights,** connecting data from across systems and creating insights to predict risk and help improve patient care, quality assurance and operational efficiencies.

**Empower health team collaboration,** accelerating health teams' ability to coordinate care in a secure environment and simplify complex workflow management.

**Protect health information,** safeguarding the integrity of data, helping customers manage evolving compliance regulations and supporting data governance.

# Summary

As innovations in healthcare quickly advance in uncertain times, care has become more intricate and specialised. Microsoft Cloud for Healthcare provides actionable solutions to these challenges.

Healthcare providers strive to deliver the best possible care to patients. Although past tools have often been disjointed or have impeded the collaborative workflows required in today's complex care environment, innovative, cohesive and connected healthcare tools are becoming the new norm for care delivery. Microsoft Cloud for Healthcare empowers healthcare organisations to engage proactively with patients and deliver automation and efficiency to high-value workflows specifically designed for health data.

As innovation evolves and transforms healthcare organisations, so does Microsoft Cloud for Healthcare, with solutions that focus on these primary healthcare principles: enhancing patient engagement, empowering health team collaboration, improving clinical and operational insights and protecting health information.

The delivery methods of healthcare will no doubt change, but the commitment to care will remain the overarching standard across the industry for years to come.

**Learn how Microsoft Cloud for Healthcare can accelerate your healthcare delivery journey**

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