

Empower your care teams with Microsoft Teams



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01 / Enable care team coordination

We know that your clinicians need to work together as a team to deliver safe, high-quality, compassionate care for their patients.

To do this, clinicians deserve a seamless technology experience with rapid access to information and the ability to communicate, collaborate, and intervene easily while safeguarding patient privacy. The right system can save you time and money as well as help improve patient outcomes.

The patient healthcare journey is complex. To coordinate their care, organizations need an uninterrupted flow of information and communication that follows the patient across all care settings and specialties—from the primary care office to the specialist's office, emergency room, hospital, rehabilitation facility, home, and back to the primary care office. This solution should help you improve hand-offs and patient outcomes, reduce readmissions, decrease clinician burnout, enhance financial sustainability, and most importantly, improve the patient's experience and well-being.

Clinicians need to cut through the clutter of fragmented systems. That's where Microsoft can help.





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Institute of Medicine has estimated that care coordination efforts could result in \$240 billion in annual healthcare savings.

— National Quality Forum¹

¹National Quality Forum. Effective Communication and Care Coordination. <https://aka.ms/AA52a5i>

Microsoft makes it possible with an integrated platform

Patients want to know that their care team is communicating effectively, and that everyone on the team can see the same information. Patients can become anxious and frustrated when care team members don't have their information, and when it seems the healthcare team is not communicating efficiently or effectively about their care. Clinicians also want to spend less time trying to access information and battling administrative headaches, and more time communicating with and caring for patients.

Microsoft has customizable solutions that empower healthcare team members. Disconnected systems can hold back your care teams and introduce enormous risks. But Microsoft Teams, the hub for teamwork in Microsoft 365, displays disparate data sources and workflows for care team members across all settings and specialties of the patient's journey. Microsoft Teams is a hub where your multidisciplinary care teams can collaborate in a single place that keeps the patient at the center of everything they do.

The Microsoft Teams app improves the hand-off of information across the care team. This solution enables you to share the right information at the right time, minimizing context switching to help clinicians get the information they need to make quick, accurate decisions and interventions.

Where can you start?

If you are a healthcare executive trying to improve team communication and collaboration, this is your place to start. You'll learn how Microsoft Teams can help you coordinate care and do so in a way that enables your security and compliance.

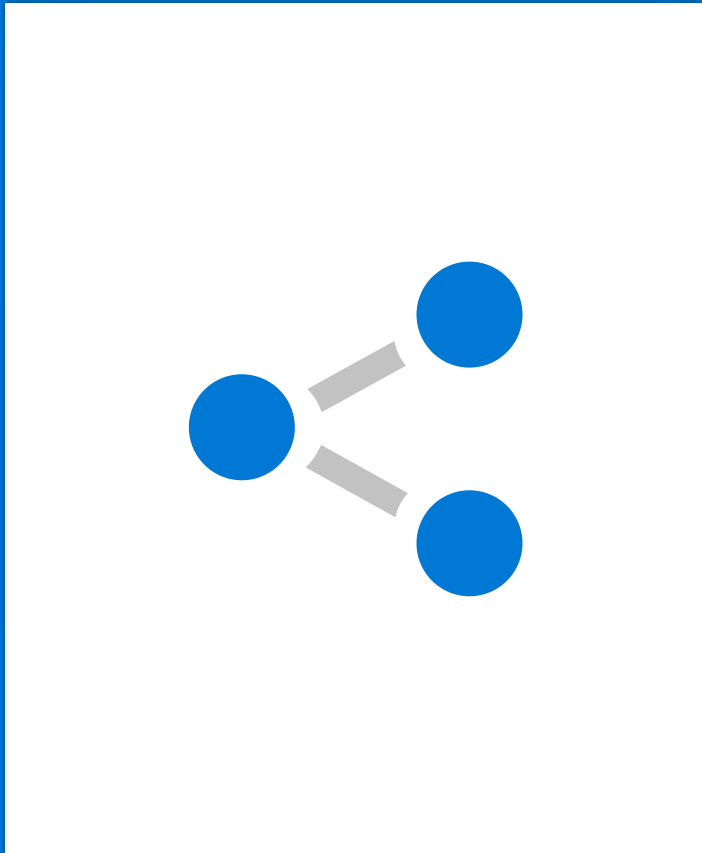
Many of the experiences mentioned here come standard in Teams, and some are currently in private preview. Contact your account team or head to the [Microsoft 365 in healthcare](https://aka.ms/AA52hr8) website to learn how you can get started today. To learn more about features like Electronic Health Record (EHR) integration, reach out to your account team or a [Microsoft partner](https://aka.ms/AA52hr9).

02 / Strengthen healthcare partnerships

Microsoft Teams delivers four core promises that create a digital workspace for high-performing healthcare teams:



Communicate through chat, meetings, and calls.



Collaborate across multidisciplinary and regional care teams, specialties, and hospital units, all while minimizing context switching.



Customize and extend services with applications, processes, and devices.



Work with confidence using state-of-the-art security to help enable your health compliance.

Coordinate care with Microsoft Teams

Microsoft Teams is a digital workspace that centralizes chats, meetings, calls, files, and tools in one place to meet all your healthcare team’s needs. Microsoft Teams can bring together information from siloed operational systems such as the EHR using Fast Healthcare Interoperability Resources (FHIR) standards. This enables clinicians to dynamically collaborate around patient information—all in one secure hub that minimizes switching between apps and tools.

With secure messaging capabilities, Microsoft Teams offers the ability to send urgent messages with priority notifications. This helps ensure that messages get through to the clinician to enable swift decisions. Messages can be delegated to other users, which is extremely valuable in point-of-care decisions where time is of the essence. Patient images can also be shared securely through the built-in smart camera.

Microsoft Teams is built on an enterprise-grade cloud to help enable your health compliance.

With these healthcare-specific capabilities, clinicians can use Microsoft Teams to cut through the clutter of their fragmented systems and spend more time with their patients.

Today, 420,000 organizations are empowering their employees with Microsoft Teams—including 91 of the Fortune 100 and innovative healthcare providers.



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Organizations around the world including New York State’s largest healthcare provider Northwell Health, South London and Maudsley NHS Foundation Trust, and Saiseikai Kumamoto Hospital in Japan have chosen Microsoft Teams to enable secure productivity and collaboration for their healthcare clinicians.

— Northwell Health², South London and Maudsley NHS Foundation Trust³ and Saiseikai Kumamoto Hospital⁴

² Northwell Health, <https://aka.ms/AA52hra>. ³ South London and Maudsley NHS Foundation Trust, <https://aka.ms/AA52hrc>.
⁴ Saiseikai Kumamoto Hospital, <https://aka.ms/AA52a5j>



Communicate

Microsoft Teams provides easy access to patient information through multiple communication channels, including encrypted messaging, voice and video calling, and meetings.

Clinicians can send encrypted messages to connect on patient health securely and limit the compliance risk of consumer chat applications.

Now, your healthcare team can follow its understandable desire for quick, efficient communication—without the worry of violating privacy and security rules.

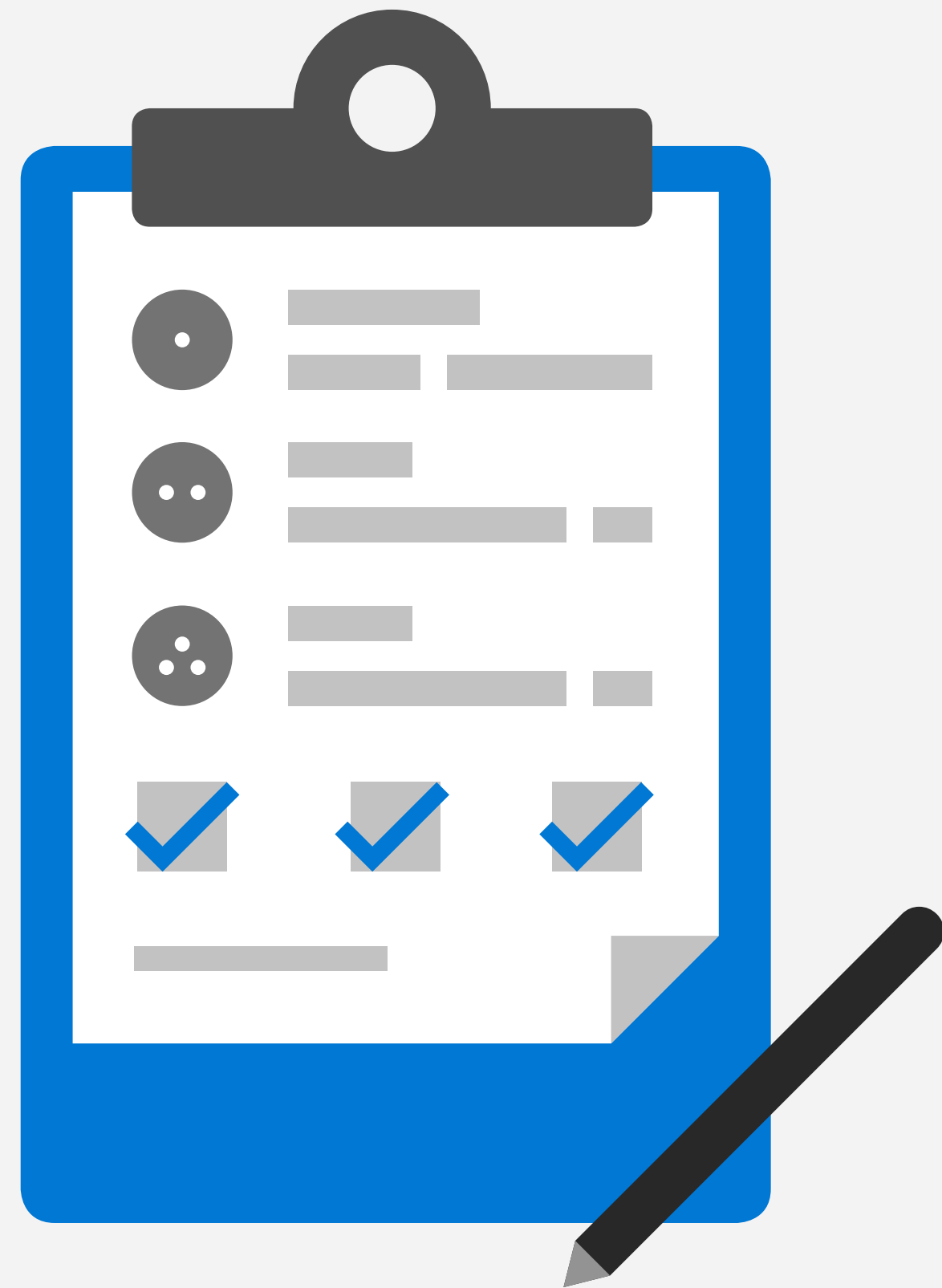




Connect securely through chat

With a constant need to make decisions on the spot and deliver the best results at point of care, many clinicians rely on standalone consumer chat tools to exchange sensitive patient information and images. In many cases, clinicians admit to doing so out of necessity. Consumer apps can be convenient for swift communication. There's a conundrum that clinicians confront when electing consumer apps:

Convenience and compliance often conflict with those apps. Such chat tools can create critical security and compliance risks.



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

— Frost & Sullivan⁵

⁵Frost & Sullivan. 2019. Clinical Communication in a Digital Era. https://aka.ms/Clinical_Comms

With Microsoft Teams, providers have a secure, seamless way to communicate and make real-time decisions on a single hub—providing convenience while helping enable health compliance. Clinicians can hold one-on-one or group chats at any time with their peers directly from a wide range of devices—mobile, desktop, or browser—all integrated with meeting room devices.

Clinicians can even chat with specialists from other hospitals and organizations (through guest access and federated messaging) across the globe in multiple languages. Chats are threaded, persistent, and contextual, allowing team members to get the full meaning of the conversation quickly, while documenting conversations for future reference.

Microsoft Teams also offers customizable advanced messaging features like priority notification, message delegation, and a smart camera that allow care teams to coordinate patient care securely, adhering to the highest compliance standards. The clinician can also use the audio messaging feature to exchange secure messages when typing is not an option.



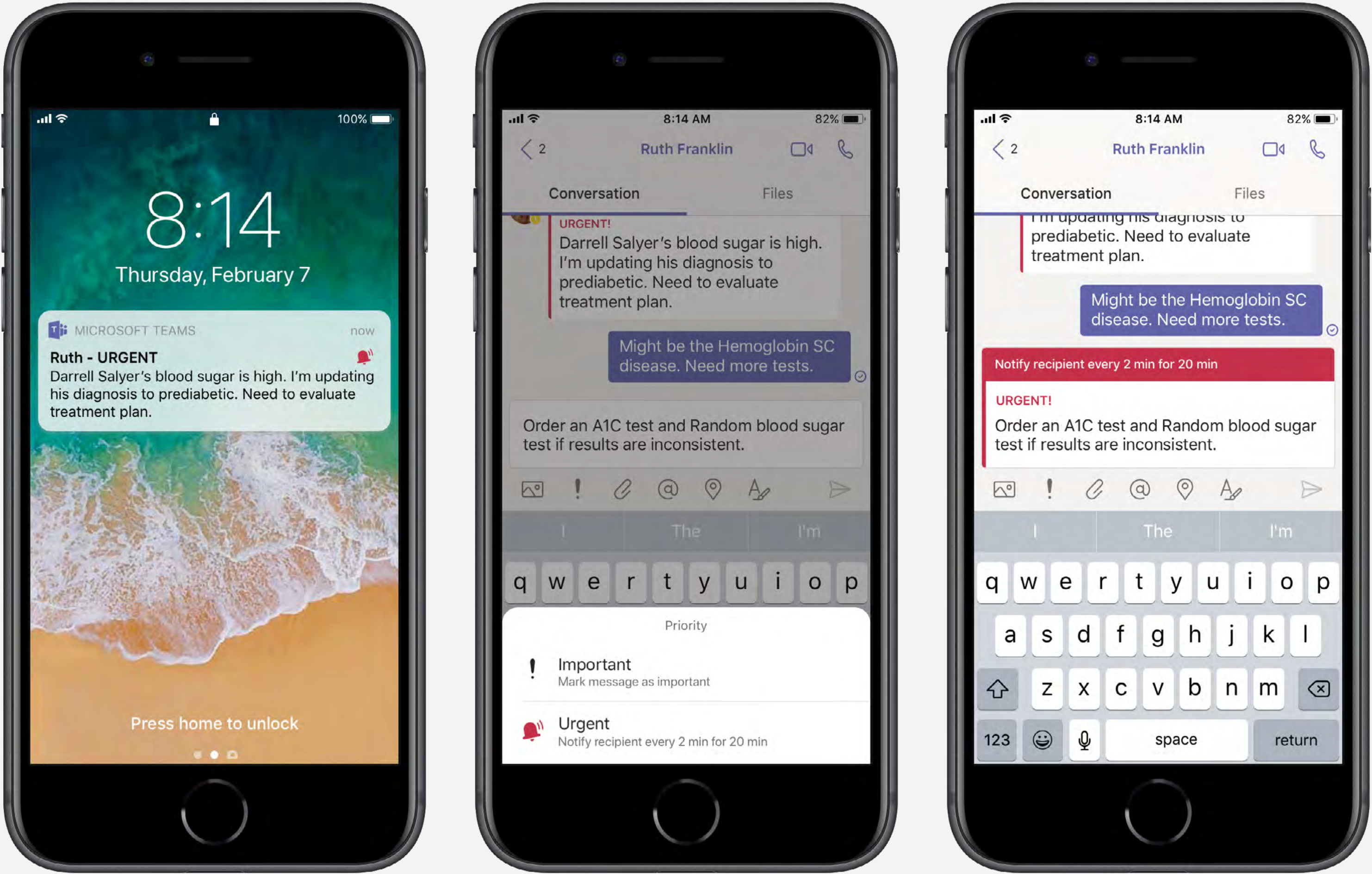


Figure 1: Provide clinicians with repeated notices about urgent messages that need acknowledgment and response

Priority notifications

Clinicians are inundated by alerts, and it’s difficult for truly important messages to cut through that clutter. The priority notification feature in Microsoft Teams, designed specifically for healthcare, notifies the recipient of an urgent message by sending an alert every two minutes for a total of 20 minutes, or until the message is responded to. Read receipts can notify the team when a message is sent and read by the intended recipient. Attributes like prioritization, alerting, tracking, and read notifications help close communication loops, and ensure that clinicians won’t miss responding to any patient issues.

Message delegation

Message delegation is another essential feature for the modern healthcare industry. Clinicians don't have the luxury of time, especially at the point of care. With message delegation, clinicians and staff can assign another recipient to receive their messages when they're not available. It doesn't matter if they are in surgery or with a patient, they can ensure that their messages are getting to the right person.

Smart camera

Pictures are the most common type of file shared by clinicians at the point of care. The smart camera feature in Microsoft Teams is built to ensure that images used in patient care are not stored on the clinician's local device image gallery. For example, a nurse can capture a photograph of a patient's wound, sending it securely through Microsoft Teams to their primary care provider. Users can also annotate images and share them among coworkers.

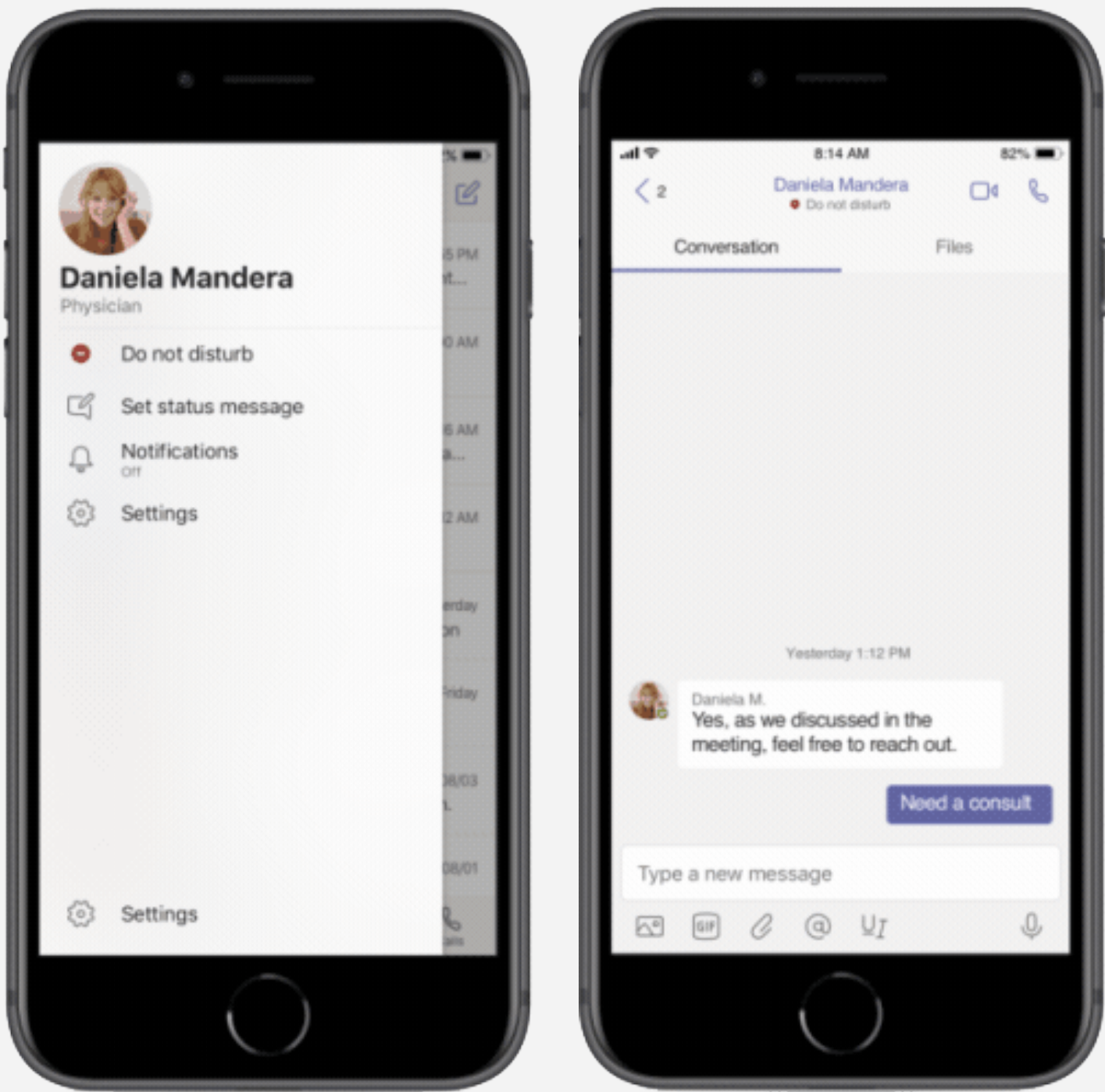


Figure 2: Assign a delegate for when you are unavailable

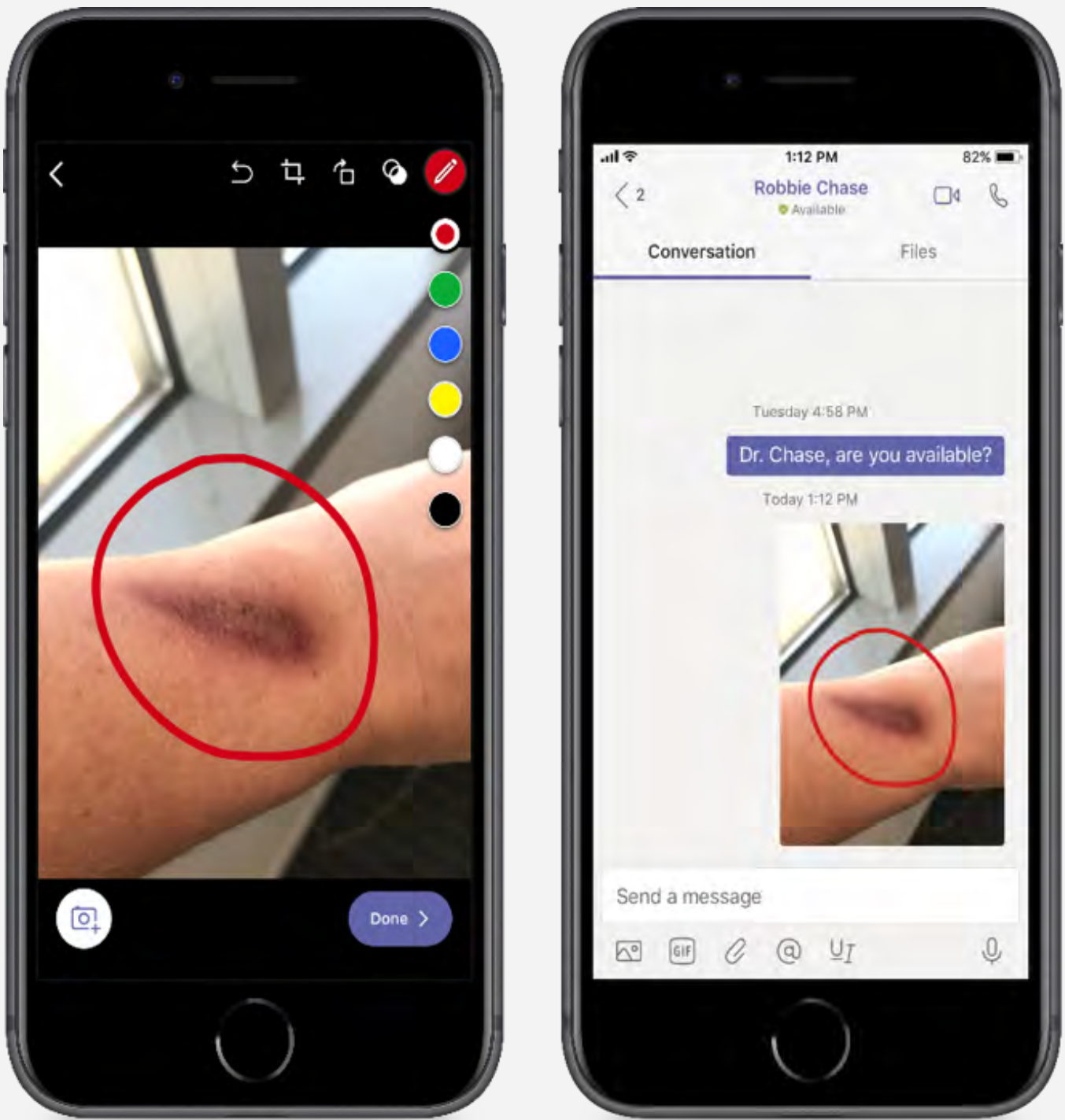


Figure 3: Securely share images with the smart camera



Hold meetings anywhere, any time

Microsoft Teams offers a complete meeting solution that supports screen sharing, video, and audio conferencing, which enables your clinicians to meet from nearly anywhere. It gives them the most relevant information to support strong hand-offs across the healthcare team.

Clinicians can use Microsoft Teams for all types of meetings—spontaneous, scheduled, huddles, and formal—with both internal and external health providers (including large one-on-many meetings). Microsoft Teams helps clinicians stay on top of their fast-paced operations and participate more effectively in the right meetings and workflows. They can access recordings with transcribed text that is indexed and searchable, or translate meeting recordings with a simple click.

Background blur

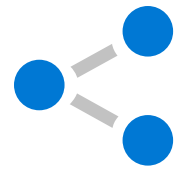
Using background blur, clinicians can safeguard sensitive protected health information (PHI) located behind them during conversations. The backgrounds can instead be blurred out or personalized as a customized, professional background to appear behind you and your team during a call.



Make calls across language and organizational hurdles

Microsoft Teams provides dependable cloud-based business calling, and offers features you might expect like number porting, emergency calling, toll-free numbers, and flexible calling plans.

Save the time and money that you would otherwise spend to install and maintain an on-premises telephony infrastructure. At the same time, benefit from business calling that supports key call management features such as hold, forward, transfer, auto attendant, voicemail, and call-quality reporting.



Collaborate

Today, many clinicians note that their day is overwhelmed with clerical duties as a result of fragmented tools and systems.

They often enter the same information multiple times, and it's difficult to bring all the relevant information in one place. This results in clinicians feeling like they endeavor to deliver their best care in spite of the system. Microsoft Teams helps with this as it brings important services and tools together. Teams minimizes context and tool switching, giving clinicians time back to spend with patients delivering care. Hand-offs are smoother and delivered with peace of mind.

With Microsoft Teams, you can synchronize activities across multidisciplinary care teams with one place for messaging, video, voice, and screen sharing. Microsoft Teams supports diagnosis and treatment decisions being made by the care team by providing more comprehensive information at the point of care.



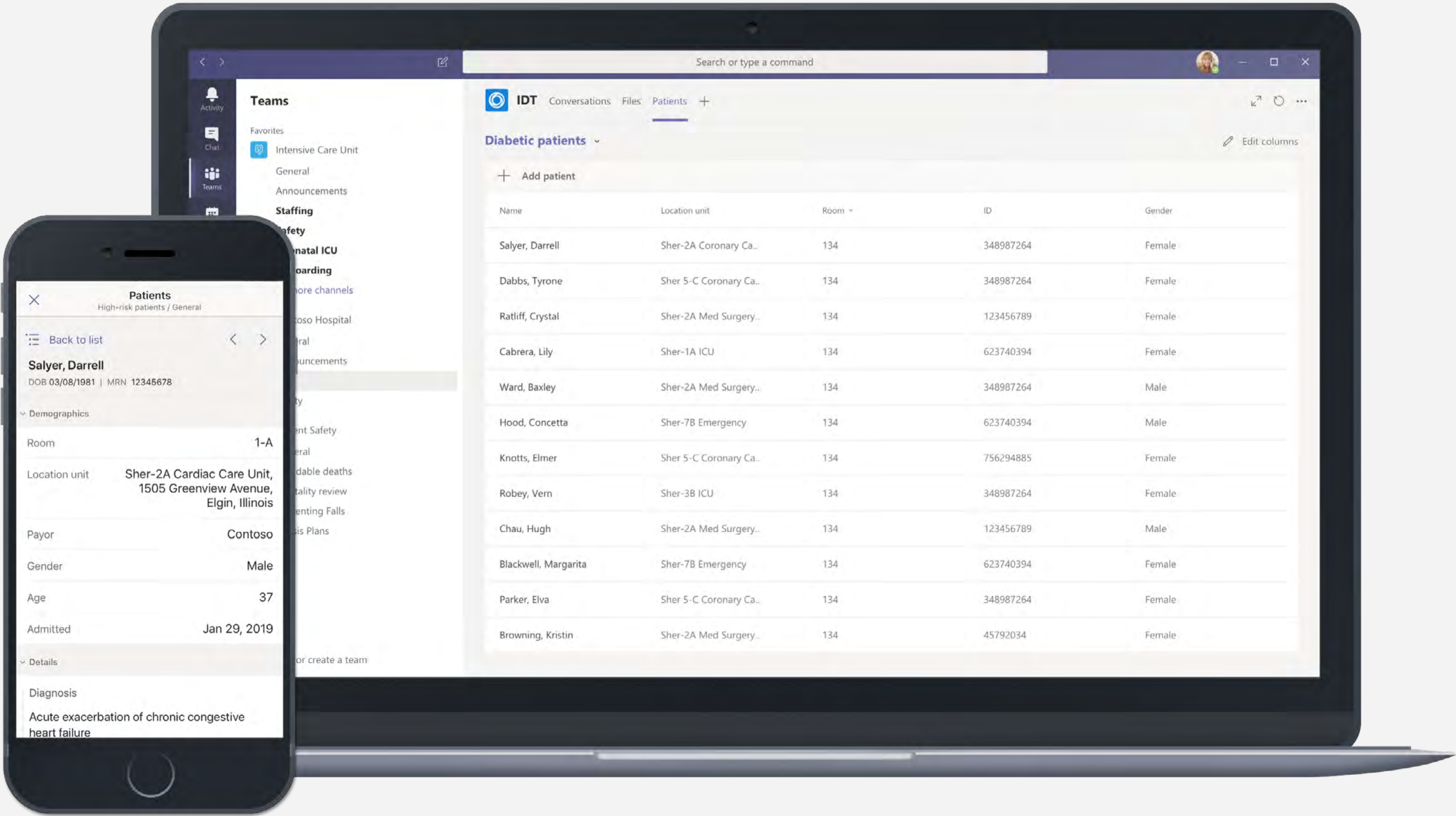


Figure 4: Integrate FHIR-enabled EHRs with Microsoft Teams

With this integrated solution, clinicians on the go can access patient records, chat with other team members, and start a video meeting—all without switching between applications. The whole care team—from specialist to nurse—can stay connected to deliver their best care at point of care. Health teams can make a profound impact on patient outcomes as they collaborate across the team and improve the quality of hand-offs.

Integrate with EHRs

The care coordination solution in Microsoft Teams includes an application that integrates with different EHR systems, pulling patient EHR information into Microsoft Teams and allowing team leaders to collaboratively manage groups of patients. This is a solution that can be easily deployed when working with a [Microsoft partner](#). You can contact your Microsoft account team to learn more.

Clinicians can query relevant patient medical information connected to underlying EHR systems deployed within a health organization. The combination supports key features like fetching current patient data from EHR systems, creating multiple patient lists within a single channel, and viewing/sorting patient information using configurable columns.

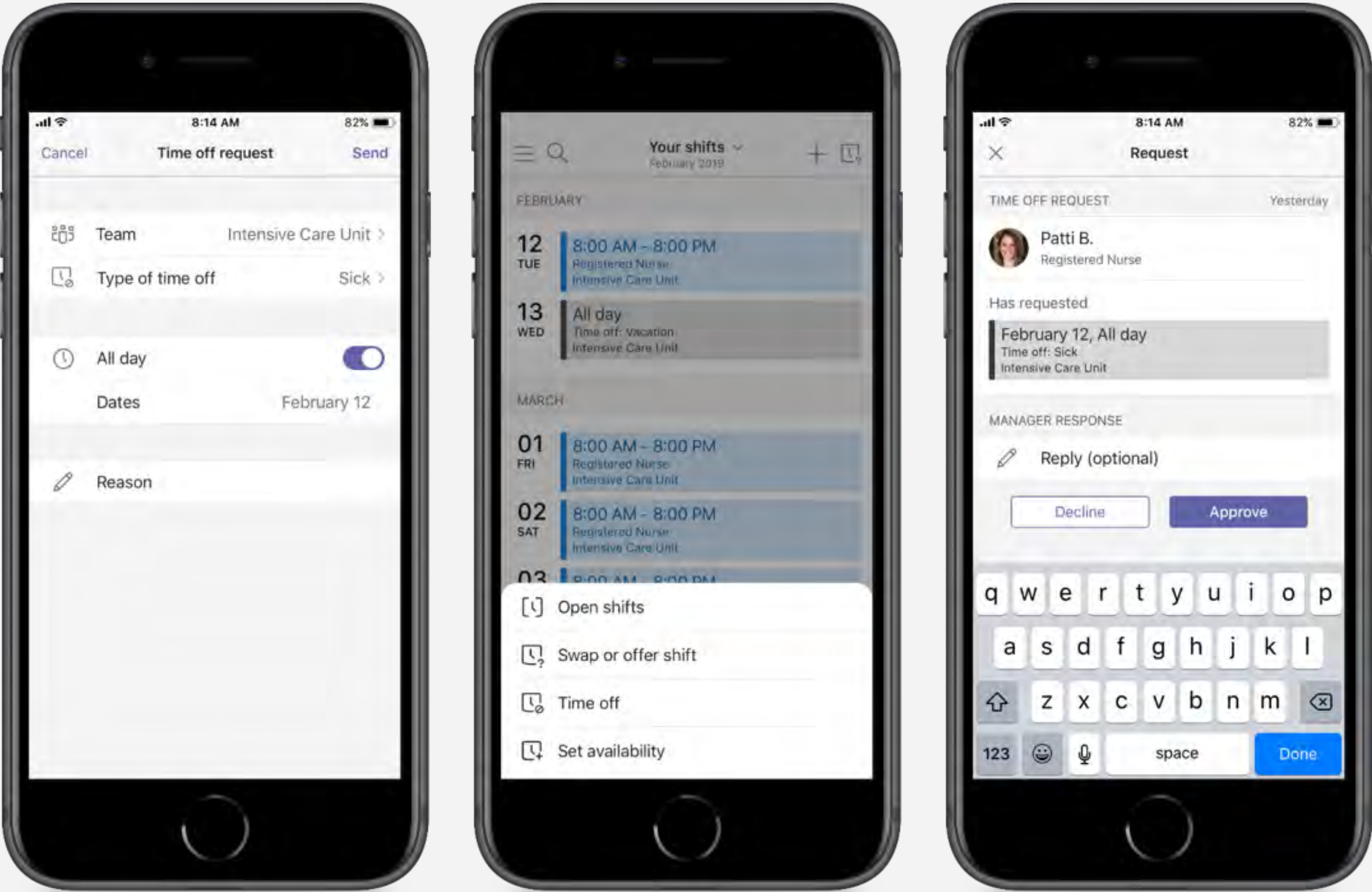


Figure 5: Create and distribute schedules to your health team. Easily review your schedule, and day and shift notes, directly from your mobile device

Plan using Shifts

Shifts, the schedule management tool in Microsoft Teams, enables clinicians to easily plan, create, update, and share shift schedules. Health team members can easily review schedules, accept time-off requests, swap shifts, or offer shifts to others from their mobile devices—all in real time. Shifts empowers your care team to take control of their schedules and focus more on what matters most to get their jobs done.



Customize and extend

Microsoft Teams is the universal hub for teamwork that brings a variety of applications and tools together, allowing you to customize and extend your workspace to include information from other sources.

Microsoft built Teams to be both a hub for teamwork as well as an extensible platform for all services and tools that healthcare teams use daily to get work done efficiently and transparently. You can customize the workspace itself by pinning important files, applications, and dashboards at the top of each channel for easy reference. Microsoft Teams can be extended with templates, tabs, connectors, and bots to bring data and insights from clinical and line-of-business applications directly into the collaboration canvas.





Take advantage of Office 365 applications

The deep Office 365 integration of Microsoft Teams enables today's multigenerational care workforce to collaborate using applications they know and enjoy, including Microsoft Word, Excel, PowerPoint, OneNote, and SharePoint. Your healthcare teams can share, co-author, and edit centrally located files in all these applications right in Microsoft Teams. For example, they can work on shared care plans across organizational boundaries.

Your care team can take notes with OneNote, or access an integrated calendar from Outlook. Care teams can forward emails to Microsoft Teams for greater discussion, and they can receive meeting notifications to help ensure that the team doesn't miss important messages.

Microsoft Teams leverages the power and intelligence of the Microsoft Graph, connecting to a wealth of resources and relationships, all through a single endpoint to generate valuable insights and intelligence. Microsoft Teams also includes Graph APIs for IT developers to organize and automate the Microsoft Teams experience.

Integrate with chatbots, Planner, and Power BI

With Microsoft Teams, integrating the applications your clinicians already use allows them to effectively leverage the tools they enjoy—and gives you access to the information you need in the right context.

With bots, clinicians interact with information easily using natural language and automate everyday recurring tasks with Microsoft Flow. Interact with patient information from EHRs or other health applications using connectors, and automate workflows using Microsoft Planner. Organize project activities and plans while practicing initiatives, ideas from huddles, and small projects using Microsoft Planner.





In addition, Power BI lets clinicians visualize metrics, measure the impact of ideas, and scale best practices. PowerApps allows them to enter and track data (care or safety metrics) from within Microsoft Teams. Using dashboards accessible within Microsoft Teams, you'll identify quality-of-care issues (for example, when the patient infection rate is too high post-surgery), propose reasons it is occurring, and track metrics as measures are taken to resolve the issue.

Customize team templates

Templates within Microsoft Teams help you predefine a team's channel, install applications, and pin tabs quickly so that clinicians can focus on care collaboration rather than spend time setting up a team. For example, a template exists for communication and collaboration within a floor, pod, or department for operational needs.



Work with confidence

A breach of data is a breach of trust.

Microsoft Teams can help you reduce your risk of being one headline away from explaining to angry patients why their most sensitive data was compromised. You can reduce the fear of the unplanned, unbudgeted expense of having to remediate a data breach, or worry about the reputational damage a data breach would cause. For providers, Microsoft Teams eases their worry about how confusing the rules governing security and privacy are, and their fear that they might inadvertently violate the law, when all they really want to do is take care of patients.

Microsoft Teams is built on the Microsoft 365 cloud to deliver state-of-the-art security and compliance capabilities. You get built-in security, compliance, and manageability features to help your clinicians communicate and collaborate—all backed by advanced security to help customers meet or exceed regulatory compliance needs. Microsoft Teams enables them to be more productive with a single, secure location that brings together everything a team needs: chats, meetings, calls, files, and tools.





Microsoft 365 provides world-class security, including identity and access management and threat protection, to enable a health organization to secure data and PHI on the cloud.

Clinicians can use any device to access and share the appropriate level of patient information securely. Microsoft verifies the identity of users accessing data and collaborating. This enables clinicians to securely access apps and data from mobile devices and shared workstations in hospital rooms or nursing stations.

Identity and access management in Microsoft 365 help ensure only authorized individuals have access to apps and data for authorized uses.