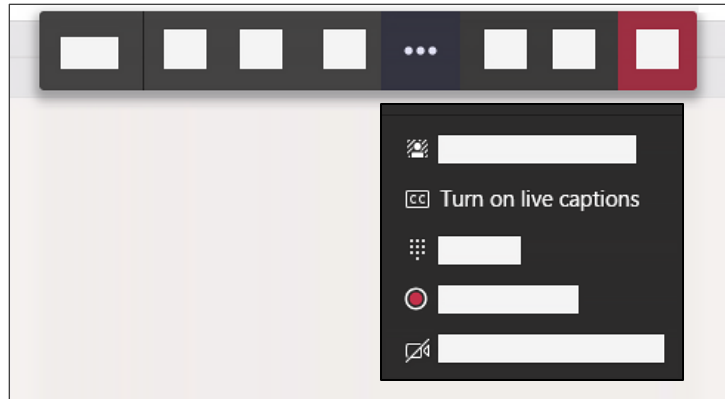# Microsoft Teams for Front-line Workers

Speaker:
Andy Morris
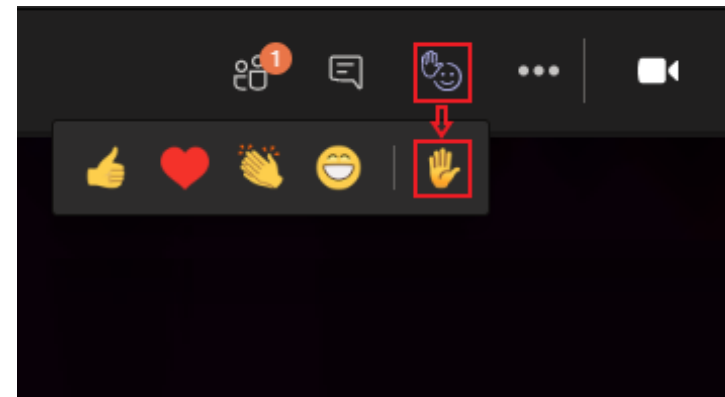Microsoft Senior Customer Success Manager

Welcome and Housekeeping

Today's session is being recorded, and the recording will be publicly posted in the HLS Community Connection Yammer community and the [Healthcare and Life Sciences Blog](). Please leave the session now if you don't give consent to be recorded. You will still be able to access the recorded session after today through the sites mentioned above.
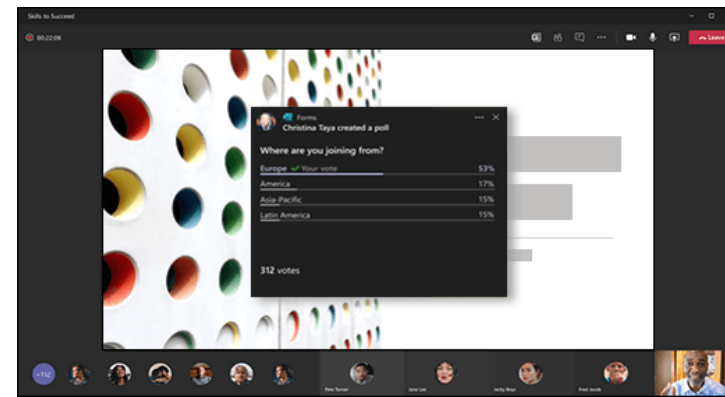
Go to
. . . >
Turn on Live Captions
to follow along

Use the
Chat or
Raise Hand
if you have
a question

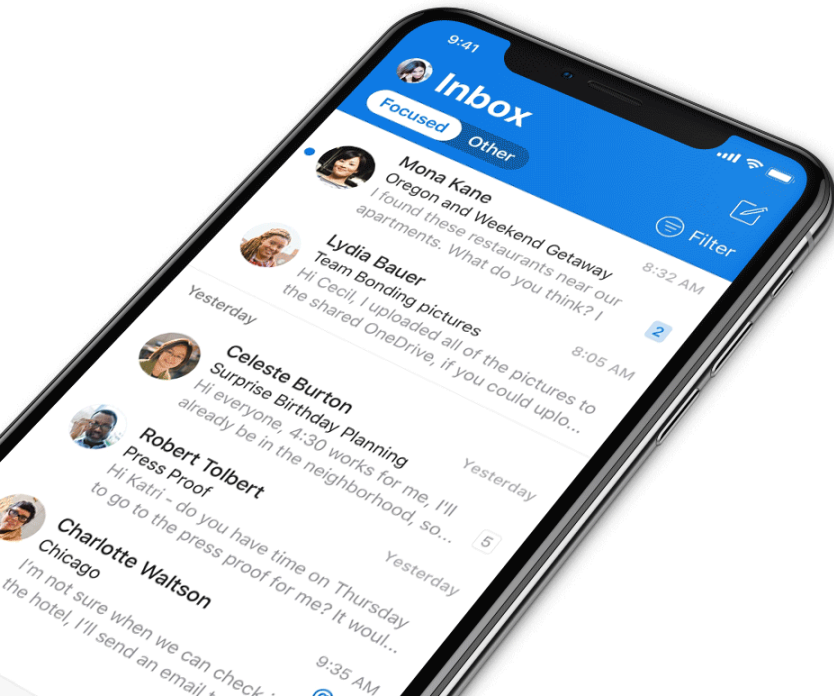
Use
Reactions to
give
feedback to
the speaker

During
anonymous
polls and
surveys, select
an answer and
click **Submit**

Digital Event Code of Conduct for Microsoft Health and Life Sciences:

Microsoft's mission is to **empower every person and every organization on the planet to achieve more**. This includes all Microsoft events and gatherings, including on digital platforms, where we seek to create a respectful, friendly, fun and inclusive experience for all participants.

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- Microsoft will not tolerate harassment or discrimination based on age, ancestry, color, gender identity or expression, national origin, physical or mental disability, religion, sexual orientation, or any other characteristic protected by applicable local laws, regulations, and ordinances.

We encourage everyone to assist in creating a welcoming and safe environment.

Microsoft | US Health & Life Sciences

Microsoft Teams for Front-line Workers

Speaker:
Andy Morris
Microsoft Senior Customer Success Manager

Microsoft

Empowering
the frontline
healthcare worker

The pandemic has launched or accelerated several healthcare industry trends

Virtual health

Clinician burnout

Hybrid work

Overhead pressure

Data dispersal

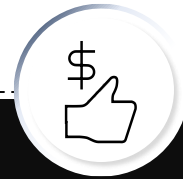Access gaps

Worker well being affects

Every. Single. Aim

Better Health	Better Care	Lower Cost	Clinician Experience	Health Equity
MD and RN exhaustion linked to increased ICU patient mortality Increased medical errors in surgeons	Decreased patient satisfaction	Increased turnover Decreased productivity	Burnout is a serious occupational distress syndrome affecting patient care	Increased implicit and explicit racial bias among trainees

Emotional exhaustion and workload predict clinician-rated and objective patient safety (nih.gov)
Burnout and Medical Errors Among American Surgeons : Annals of Surgery (lww.com)
Association of Physician Burnout With Suicidal Ideation and Medical Errors | Depressive Disorders | JAMA Network Open | JAMA Network

"The moral distress of being unable to sufficiently care for their patients is among the worst hardships that health-care workers have been forced to endure."

~The Atlantic

Healthcare cannot accept this as normal

Microsoft Viva: The employee experience platform

Microsoft Teams for Front-line Workers

Actions items:

- **Get Teams into the hand of ALL your workforce**

- **Configure experiences in Teams that improve worker well being**

- **Reach out to your CSM and Microsoft account team for help!**

Microsoft Productivity Teams Summit – Dec 5th-9th

During this event, we'll share fresh content tailored to help you drive real innovation in your organization. We will discuss Viva employee engagement platform, Microsoft Teams phone updates, Microsoft Teams updates, Microsoft Teams apps, Microsoft reporting, and enabling hybrid work with Microsoft Teams.

Session Date & Time	Session Focus	Session Registration
Monday Dec 5th 11:00am – 12:00pm EST	**Teams + ServiceNow Integration** Target Audience: IT Professionals	**aka.ms/TeamsSummitDay1**
Monday Dec 5th 2:00pm – 3:00pm EST	**Employee Engagement – (Teams + Viva Engage)** Target Audience: IT Professionals. HR, Corp Communications, and Learning & Development	**aka.ms/TeamsSummitDay1pm**
Tuesday Dec 6th 11:00am – 12:00pm EST	**Microsoft Teams Phone – Fall 2022 Updates** Target Audience: IT Professionals	**aka.ms/TeamsSummitDay2**
Tuesday Dec 6th 2:00pm – 3:00pm EST	**Microsoft Approvals and E-sign Integration** Target Audience: All, Finance, HR & Contract Management	**aka.ms/TeamsSummitDay2pm**
Wednesday Dec 7th 12:00pm – 1:00pm EST	**What's new with Microsoft Teams?** Target Audience: All – Session is great for Champion Groups	**aka.ms/TeamsSummitDay3**
Thursday Dec 8th 11:00am – 12:00pm EST	**Microsoft Supercharge Analytics and Reporting with M365 data!** Target Audience: IT Professionals, ITDM, HR, and Learning & Development	**aka.ms/TeamsSummitDay4**
Thursday Dec 8th 2:00pm – 3:00pm EST	**Company Communicator and Teams Emergency Operations Center App** Target Audience: IT Professionals, HR, Corp Communications and Learning & Development	**aka.ms/TeamsSummitDay4pm**
Friday Dec 9th 11:00am – 12:00pm EST:	**Enabling Hybrid Work with Microsoft Teams** Target Audience: All- Session is great for Champion Groups	**aka.ms/TeamsSummitDay5**

THANK YOU!!!

Stay connected with the Health and Life Science Community Connection group by joining our Yammer community.

HLS Community Connection Yammer Registration

Empower healthcare workers on the frontline with Microsoft 365

Facilitate collaboration among care teams and across your entire healthcare organization centralized all in one app to communicate the right information to the right people at the right time.

01
Connect and engage the healthcare workforce

02
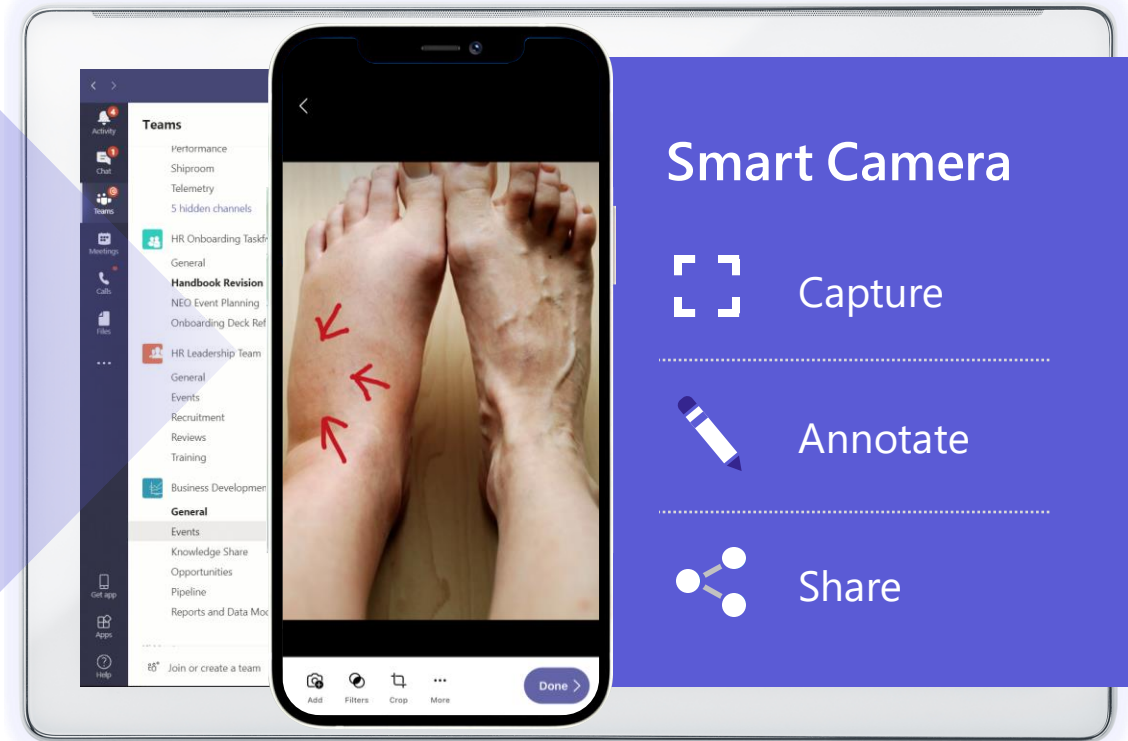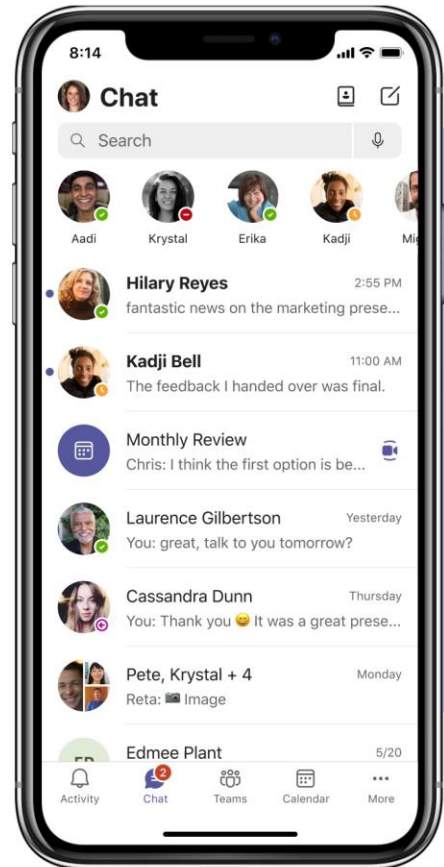**Efficiently manage and motivate care teams**

03
Adapt to a dynamic healthcare market

Enable faster, easier, secure communication among care teams and healthcare professionals

Reach the right people. At the right time.

Centralize communications on a platform that supports text, images, audio, and video with priority notifications and message delegation

Smart Camera

Capture

Annotate

Share

MICROSOFT TEAMS, SMART CAMERA

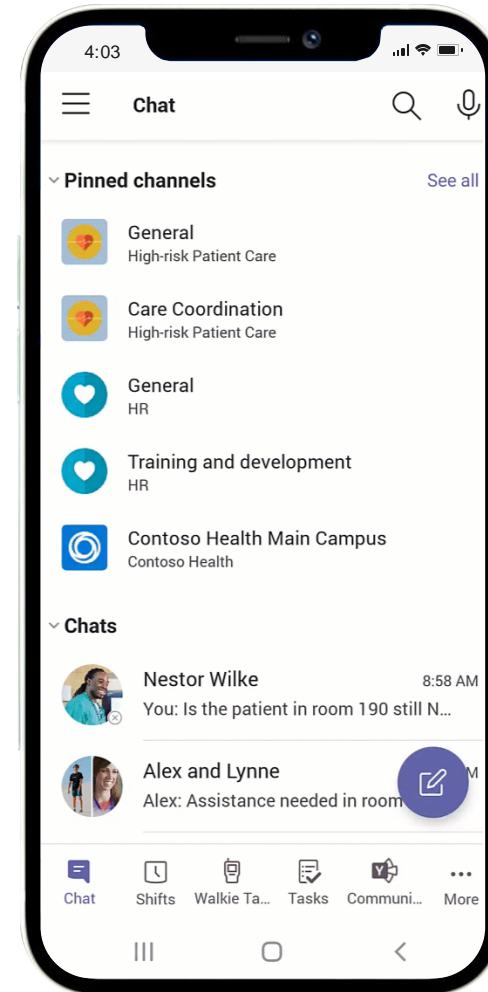# Keep critical, time-sensitive communications one-click away

Hands-free and heads up

Leverage seamless push-to-talk functionality to keep critical staff, like healthcare support workers, close at hand

Secure and convenient

No crosstalk or eavesdropping from outsiders nor the limited range of radio as Walkie Talkie works over Wi-Fi and cellular data
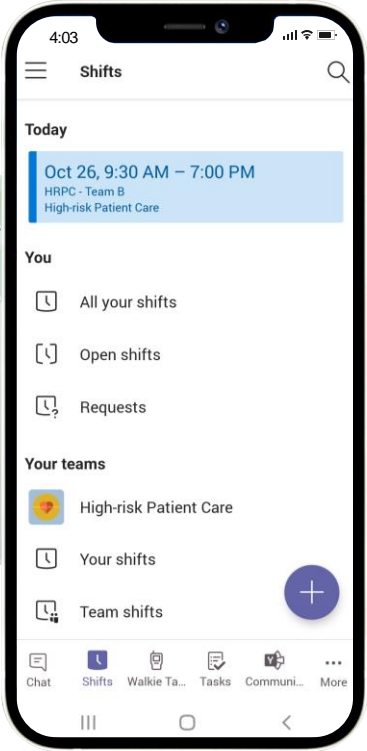
WALKIE TALKIE

Connect and engage the healthcare workforce
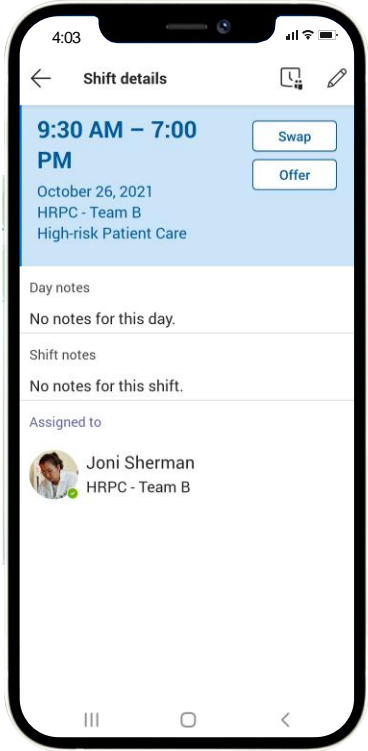
Streamline schedule management and coordination

Create team schedules with ease

Plan schedules from scratch or import from Excel or a partner application to deploy to your healthcare workforce both onsite and remote
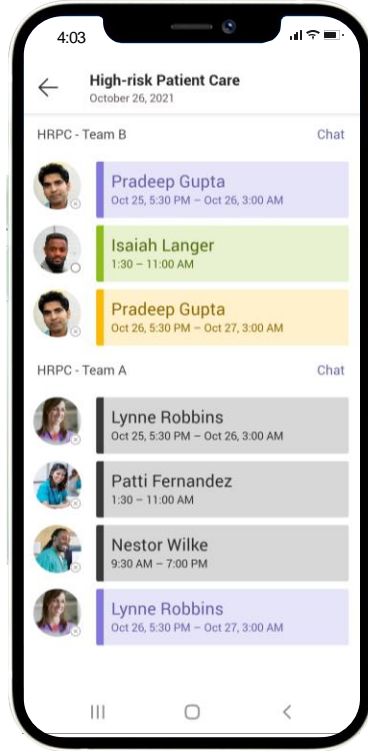
Empower frontline workers to own their schedules with self-service tools

Visibility to see their schedule, swap shifts, and request time off

Track time smarter

Enable hourly workers, like nurses and support staff, to clock in and out with location detection and digital tracking sheets to ensure accurate accounting

SHIFTS

Efficiently manage and motivate care teams

Microsoft Teams is your virtual health platform

Streamline clinical workflows and comply with regulations, with multiple options for virtual visits

Which option will work best for you?

Microsoft Bookings	Microsoft Teams EHR connector	Teladoc Health Solo	Azure Communication Services + Microsoft Teams	Microsoft Cloud for Healthcare
Simple and cost-efficient virtual visit experience that integrates with Teams with scheduling and automatic reminders	Microsoft first party solution to schedule and launch Teams virtual visits from the EHR. Generally available for Epic customers and in private preview for Cerner customers	In- and out-patient virtual care, with supportability, pathway to more advanced scenarios	Interoperability between Azure Communication Services and Microsoft Teams provides a highly customizable solution with your own app integration	Transform the healthcare journey with capabilities to enhance patient engagement, empower health team collaboration, improve health data insights, and protect health information

Microsoft Teams has a robust **healthcare partner ecosystem** that can help you implement many of these options.
Use the <u>selection tool</u> for a recommend approach to virtual visits.