How smart digital solutions can help
Nurses in their daily work.

Microsoft interviewed nurses at health providers in Europe to understand their painpoints and how digital tools could help.

Stimulate healthcare innovation

- By providing insights into the daily challenges of nurses, appropriate solutions can be developed.
- Make each care touchpoint more relevant and responsive with proactive insights into customer needs and behaviors

" The EMR gives too much information.
I write what I need to know per patient
on paper before I start my shift. "

Based on research conducted by Microsoft in collaboration with hospitals in six different European countries, 2022

Challenges facing nurses

Challenge of nurses

1. Not having the right, up to date (patient) information (f.i. protocols, test results, vital signs) at hand when needed.
2. A lot of time is lost on registration, searching for information and walking between PC and the patient's bed.
3. Information loss due to larger and growing teams. Care becomes more complex and this requires more often team-changes.
4. Finding the right person, available, with the right skills takes time.

" Check & reporting the
vital signs takes time.
I write them on paper first
and when I'm near a PC,
I place them in the EMR. "

Key success factors

By aligning Microsoft services optimally with the care tasks of nurses and their needs, time and costs can be saved. In addition, this way of working contributes to the reduction of (medical) errors and thereby patient safety.

A possible solution should be:

- **Mobile and real-time**
  Both near the bedside as on the way.

- **Intuitive**
  Both in communication (reporting, direct messaging e.a.) as in use of different devices.

- **Personal**
  The information shown should be relevant for the nurse, their care tasks and responsibilities.

- **Connected**
  With the different current systems (EMR, PDM, protocols e.a.) as between wards.

A personal overview of important information relevant for nurses.

All the info you need to work the shift in a specific ward: your team, patients, what is where, specific protocols etc.

Important information needed by hand, as handsfree as possible.

- Easy, hands free reporting
- Easy team communication

An overview of relevant patient care information near the bedside

Both personal as medical information.

All visualizations shown in this presentation are based on functionality available in Microsoft owned apllications as: Microsoft Teams, Power Apps, Power BI and Nuance.
This platform enables you to build upon this and create your own solutions.

Microsoft 365

How smart digital solutions can help
Nurses in their daily work.

Intuitive mobile tools that provide nurses with the information they need and simplify the process of capturing them.

Nurse dashboard
Giving you all info you need

All you need to know to before starting your shift:
- Your team
- Patients
- What is where
- Specific protocols

Nurse daily task app
Support mobile working

Everything you need to perform daily care tasks:
- The info you need per patient by hand, as handsfree as possible.
- Easy, hands free reporting
- Easy team communication

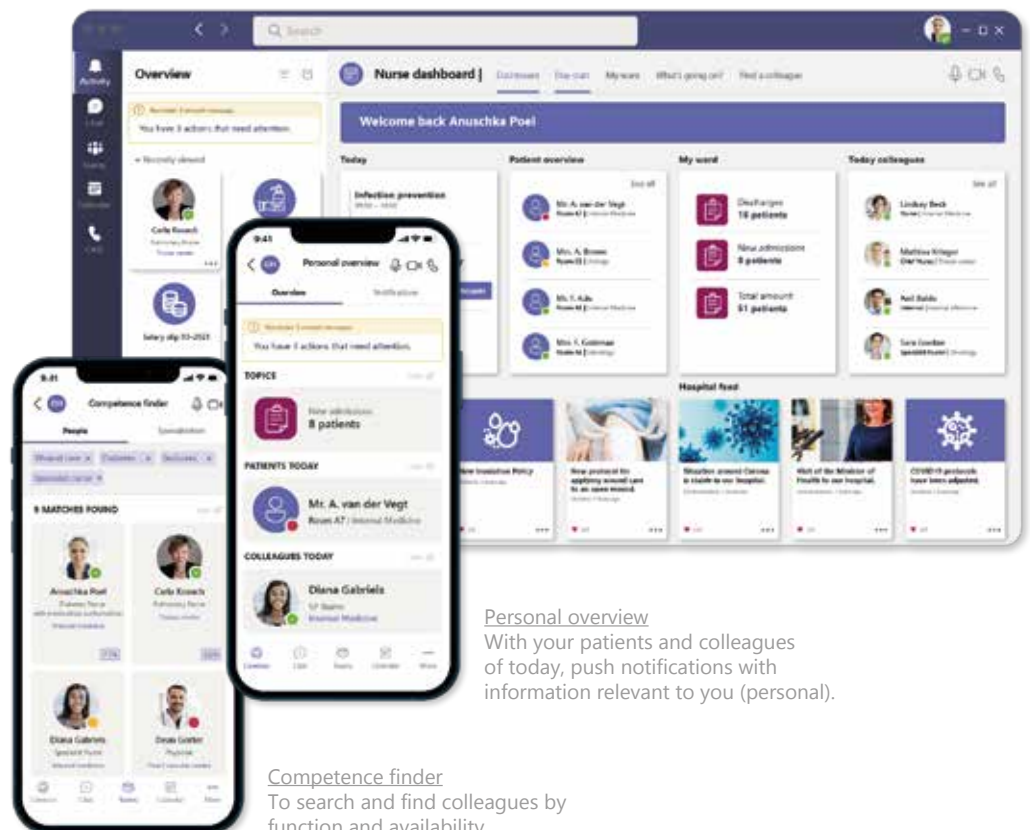### Patient Care dashboard
Overview near the bedside

Everything you need to know to provide good patient care:
- All patient care information available near the bedside.
- Vital signs, test results, dayplanning etc.

Nurse dashboard

An overview of all, for the (chief)nurse, relevant information before starting your shift.

- Important events
- Team overview
- Patient overview
- Ward information & updates
- Easy access to protocols and procedure information
- Current workload and occupation
- Search colleagues by function and availability

Personal overview
With your patients and colleagues of today, push notifications with information relevant to you (personal).

Competence finder
To search and find colleagues by function and availability

NEXT STEPS

Join our activities to help support nurses in their daily care tasks!

Have questions, feedback or solutions that contributes. We are always open for collaborations!

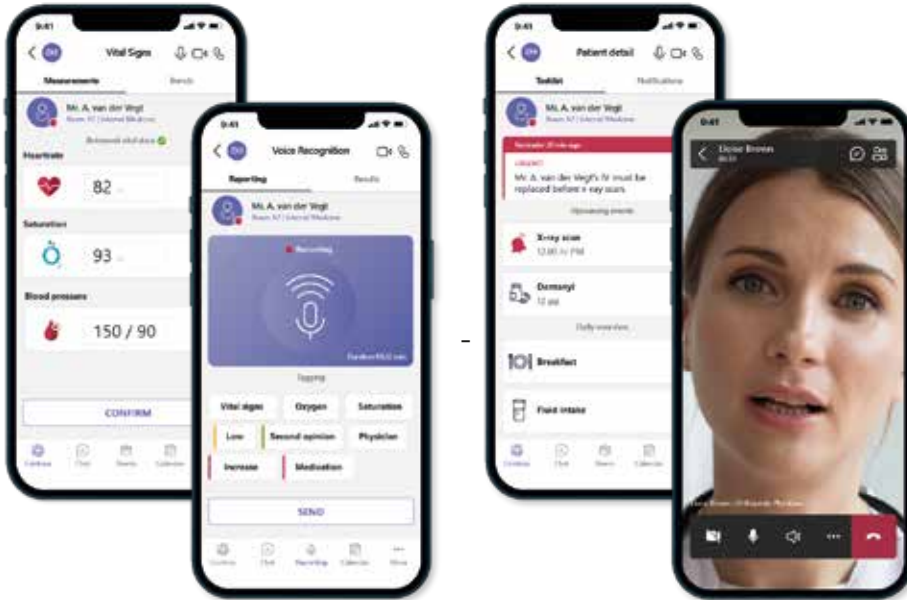Ready to learn more and get started?
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Nurse daily task app

Patient information at hand

- Upcoming events
  f.i. testresults or treatments

- The info you need as a nurse
  per patient including a task list

- Getting notifications
  f.i. when specific test results are in
  or an IV must be replaced

Easy reporting as handsfree as possible

- Check off task list (vital signs)

- Reporting by speech recognition
  with smart tagging

- Easy team communication
  - Send short messages
  - Virtual attending a patient

Patient Care dashboard

All patient care information near the bedside on a tablet

- All relevant patient information
  both personal as medical

- Overview of the vital signs

- Most relevant test results

- Upcoming events

- Automatic updates when the
  patient's situation worsens

- Possibility to attend a
  virtual physician visit.

Virtual consult
Possibility to have a brief online consultation
in response to the changing situation of the patient.

Acknowledgment

Microsoft 365