Microsoft

Microsoft Cloud for Healthcare in a Day

April 12-13, 2021

Microsoft Cloud for Healthcare in a Day

ABOUT

A **1-day foundational training course** that educates Microsoft customers, partners, and employees about the Microsoft Cloud for Healthcare and **how to implement and configure various scenarios** after installation.

VALUE

Proven and scalable method of upskilling engineering, sales, and supporting roles on Industry Cloud **offering, licensing, capability, and interoperability** with current and emerging standards (e.g., FHIR, HL7)

ACHIEVE

Functional and technical sessions that provide basis for working knowledge of offering, followed by a **step-by-step interactive labs** that demonstrate configurations to fit customer scenarios.

IMPACT

Globally scale out and upskill Microsoft customers, partners, and employees on the Microsoft Cloud for Healthcare. Create **opportunity for feedback** directly from the ecosystem to product engineering.

Training Goals

LEARN

Core functionality

Installation process

Healthcare data model

IMPLEMENT

Configure Cloud solutions

Extend Healthcare applications

Integrate with Azure

Microsoft Cloud for Healthcare Industry Hack

ABOUT

Microsoft Industry Hack is a 2-day engineering-focused engagement that **connects internal teams, customers and partners** in a particular **industry** with experts to tackle a series of **real-world challenges** through hands-on experimentation (**hack**).

VALUE

To **build upon** the foundational learnings of Microsoft Cloud for Healthcare **in a Day** and create a training opportunity for participants to **further their knowledge** by **extending the solution** to address customer implementation scenarios.

ACHIEVE

Through an **immersive, team-based environment** where the challenges increase in difficulty (build on each other) over the course of the 2-day event and **mimic the development journey**.

IMPACT

With this **in-depth training**, the participants will acquire the developmental knowledge and skillsets to **successfully extend MCH** and deliver higher-quality implementations and record valuable **product feedback** for Engineering.

Agenda

Time zone: PDT

April 12

07:00 PM – 07:45 PM | Microsoft Cloud for Healthcare

07:45 PM – 08:15 PM | Solution Center & Licensing

08:15 PM – 08:45 PM | Healthcare Data Model

08:45 PM – 09:00 PM | Break

09:00 PM – 10:00 PM | Lab 01: Care Management

10:00 PM – 10:30 PM | Lab 02: Home Health

10:30 PM – 11:00 PM | Lab 03: Patient Outreach

April 13

07:00 PM – 08:15 PM | Lab 04: Azure Health Bot

08:15 PM – 08:30 PM | Break

08:30 PM – 09:45 PM | Lab 05: Patient Access Portal & Service Center

09:45 PM – 10:00 PM | Break

10:00 PM – 10:50 PM | Lab 06: FHIR Sync Agent

10:50 PM – 11:00 PM | Wrap Up

11:00 PM | Complete survey at aka.ms/MCHIADSurvey

Healthcare Capabilities

This training flows through the capabilities within the Microsoft Cloud for Healthcare Priority Scenarios

Industry Priority Scenario	Microsoft Cloud for Healthcare Capabilities	Training Lab Feature
Empower health team collaboration	• Care team collaboration • Care coordination • Continuous patient monitoring	• Lab 01 – Care Management • Lab 02 – Home Health
Enhance patient engagement	• Personalized care • Patient insights • Virtual health	• Lab 03 – Patient Outreach • Lab 04 – Azure Health Bot • Lab 05 – Patient Service Center & Access Portal
Improve clinical and operational insights	• Clinical Analytics • Operational Analytics • Data interoperability	• Lab 06 – FHIR Sync Agent

Meet your Instructors

Kelsey Bloomquist

Technical Solution Architect
NAM

James Bamford

Technical Solution Architect
NAM

Lab Resources

- GitHub: Lab Documents and Resources
  - https://github.com/microsoft/BAS-Ecosystem-Engineering/tree/main/IAD/MCH

- Wiki contains the following:
  - Agenda
  - Users & Environments
  - Azure Health Bot + FHIR Details
  - Feedback Survey Link aka.ms/MCHIADSurvey

Next Session:

Module 1

Microsoft Cloud for Healthcare Overview

Microsoft

Microsoft

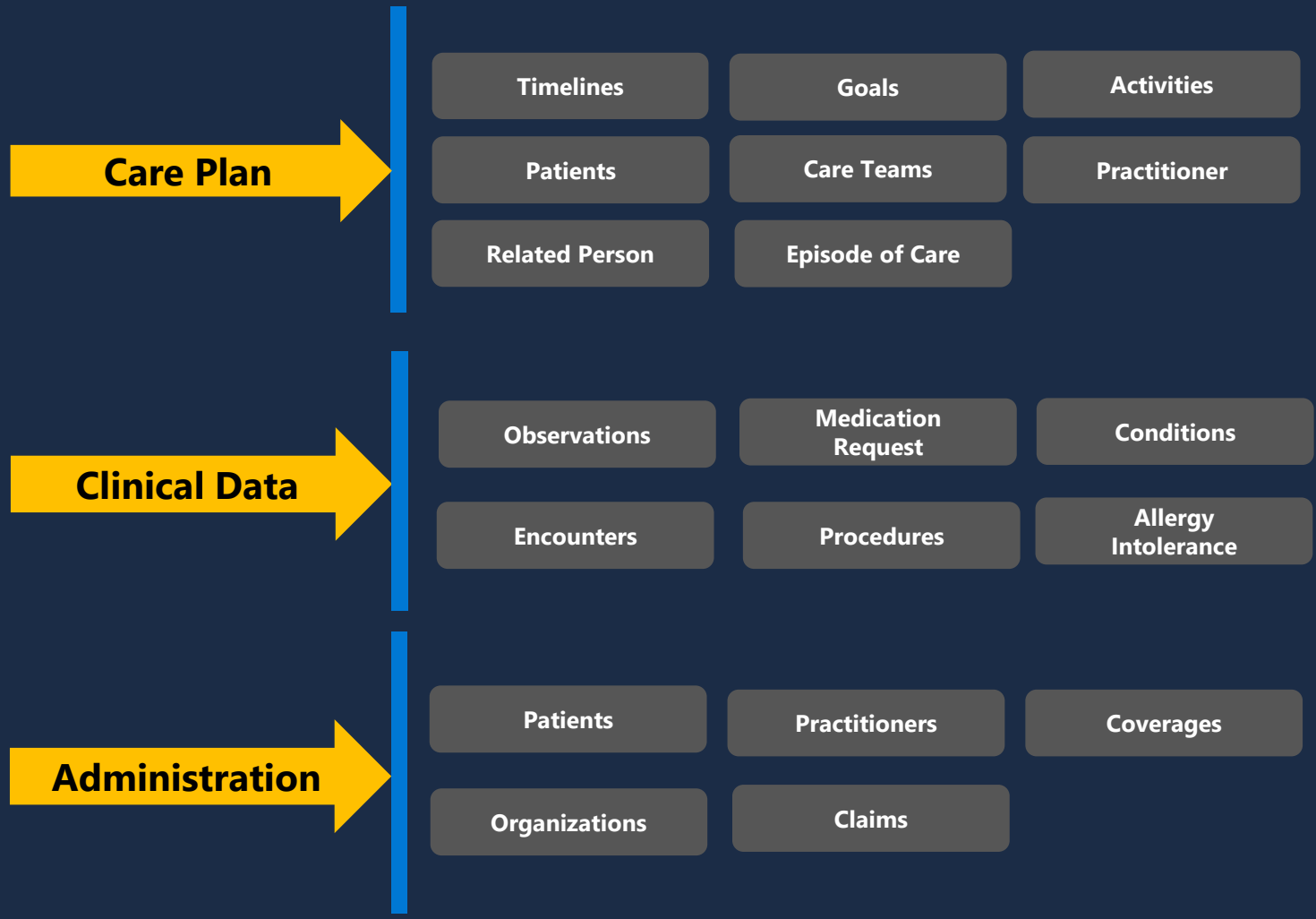
Lab 01

Care Management

Care Management – Patient 360

Patient 360 is core to the experience of patient and the care team ensuring to have all the information to provide the best care for patient.

It enables Care Manager/Care Coordinator to Communicate the right information, at the right time, to the right people, to provide safe and effective care to the patient. Easily create, personalize, and enable new care plans for patients, as well as manage the appropriate care team members.



Objectives

- Leverage Patient Care Management features to enhance Patient Engagement

Key Features

- Patient 360 Dashboard
- Patient Care Provider and Clinicians
- Patient Care Plan and Care Team
- Patient Appointments and Timeline
- Patient Clinical Data Management

Lab Agenda

Exercise 1: Care Management app walkthrough and data creations

Persona(s):
Care Coordinator, Care Manager, Care Navigator

Tasks:

- Patient 360 Dashboard with Appointments, Timeline, Related Person, Care Team, Care Plan Activities, etc.
- Patient health medication request, encounters, observations, episode of care and procedures performed by practitioners

Exercise 2: Extend Care Management app

System Customizer(s):
Power App User with System Administrator Security Role assigned

Tasks:

- Customize Model-driven app
- Add Patient **observations** in the PCF Control
- Add Patient **Claims** in the sitemap
- Customize **Care Plan** to filter data

Lab 01: Care Management

75 minutes (8:15 - 9:30 PM)

1. Find your User & Environment assignment in GitHub file
2. Open Incognito / InPrivate browsing
3. Sign into Power Apps (make.powerapps.com)
4. Navigate to your environment

5. Find Lab 01 in GitHub files
6. Enjoy!

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Lab 02

Home Health

Objectives

- Understand how to book and schedule a Bookable Resource
- Coordinate patient care with Home Health Schedule Board

Home Health- Key Features

- Bookable Resources
- Schedule Board Settings
- Home Care Business Process Flows
- Care Team Member Mobile App

Personas and Scenario – Home Health

BOOKABLE RESOURCE

- **Scenario**: Create a new Bookable Resource to later be scheduled for Home Health visits.
- **Persona**: Home Health Admin

SCHEDULE BOARD

- **Scenario**: Configure a new Schedule Board tab and schedule a Home Health visit to the Bookable Resource.
- **Persona**: Home Health Coordinator

BUSINESS PROCESS FLOW

- **Scenario**: Customize a Business Process Flow to fulfil a custom Home Health scenario.
- **Persona**: Home Health Admin

Lab 02: Home Health

35 minutes (9:30 – 10:05 PM)

1. Find your User & Environment assignment in the Teams wiki
2. Open Incognito / InPrivate browsing
3. Sign into Power Apps (make.powerapps.com)
4. Navigate to your environment

5. Find Lab 02 in GitHub files
6. Enjoy!

Microsoft

Lab 03

Patient Outreach

Objective

- Leverage Patient Outreach features to enhance Patient Engagement

Patient Outreach - Key Features

- Patient Segmentation
- Email Marketing
- Patient Journey
- Event Management

Personas and Scenario – Patient Outreach

PATIENT SEGMENT

- **Scenario**: Create a Patient Segment for patients with hypermetropia
- **Persona**: Patient Outreach Specialist

EMAIL MARKETING

- **Scenario**: Create a marketing email that will be used to reach out to the patient segment and inform them of an upcoming event.
- **Persona**: Patient Outreach Specialist

PATIENT JOURNEY

- **Scenario**: Create a Patient Journey to guide the members of the patient segment through the event-marketing process
- **Persona**: Patient Outreach Specialist

EVENT CREATION

- **Scenario**: Create a marketing event for the hypermetropia patient segment
- **Persona**: Patient Outreach Specialist

Lab 03: Patient Outreach

30 minutes (10:10 – 10:40 PM)

1. Find your User & Environment assignment in the Teams wiki
2. Open Incognito / InPrivate browsing
3. Sign into Power Apps (make.powerapps.com)
4. Navigate to your environment

5. Find Lab 03 in GitHub files
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Lab 04

Azure Health Bot

Objectives

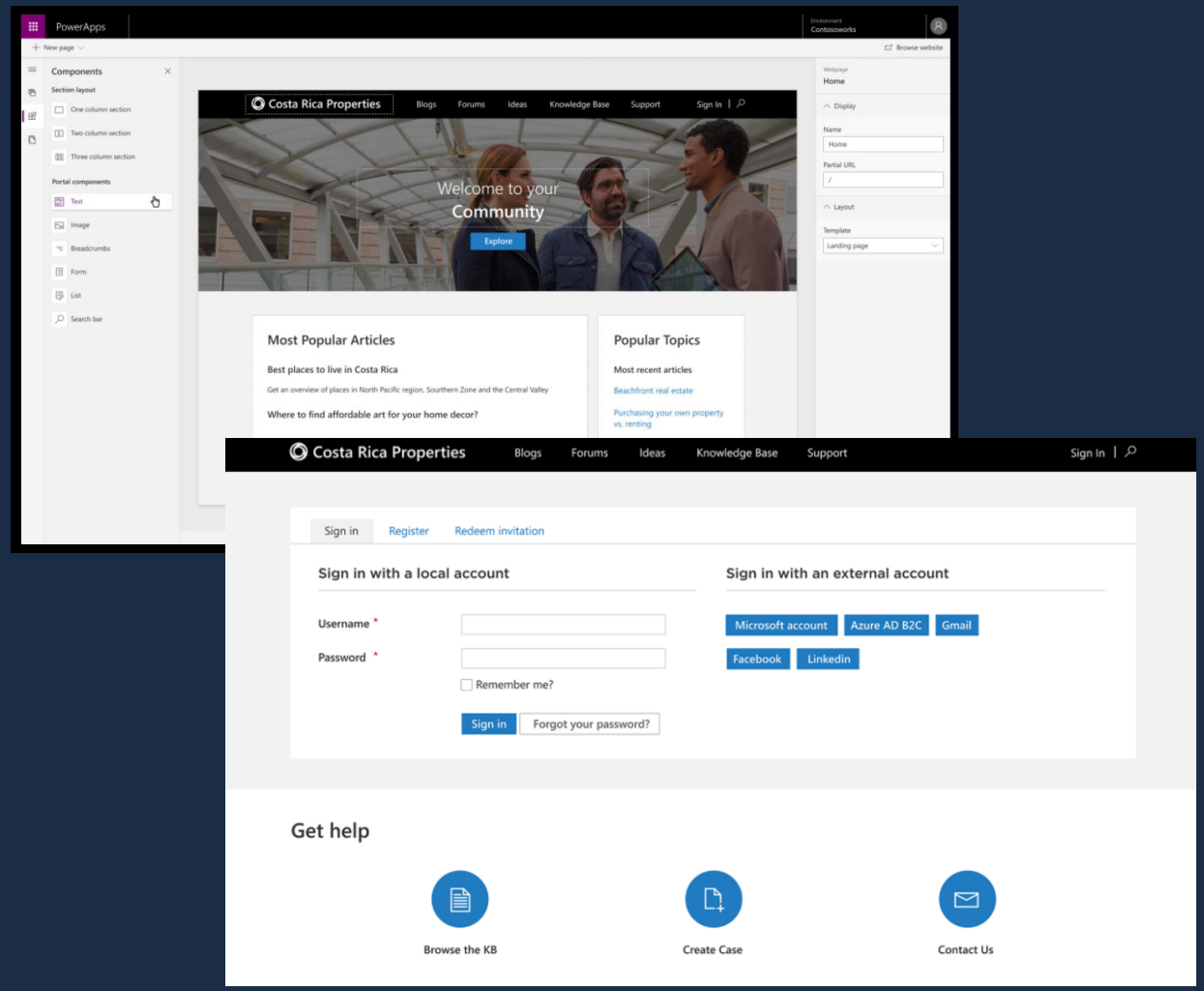
- Configure Azure Health Bot features to enhance Patient Engagement
- Embed Azure Health Bot in Power Apps Portal
- Customize a patient-specific escalation experience in Dynamics 365 Omnichannel for Customer Service

Key Features

- Azure Healthcare Bot setup
- Power Apps Portal
- Dynamics 365 Customer Service for Omnichannel Setup

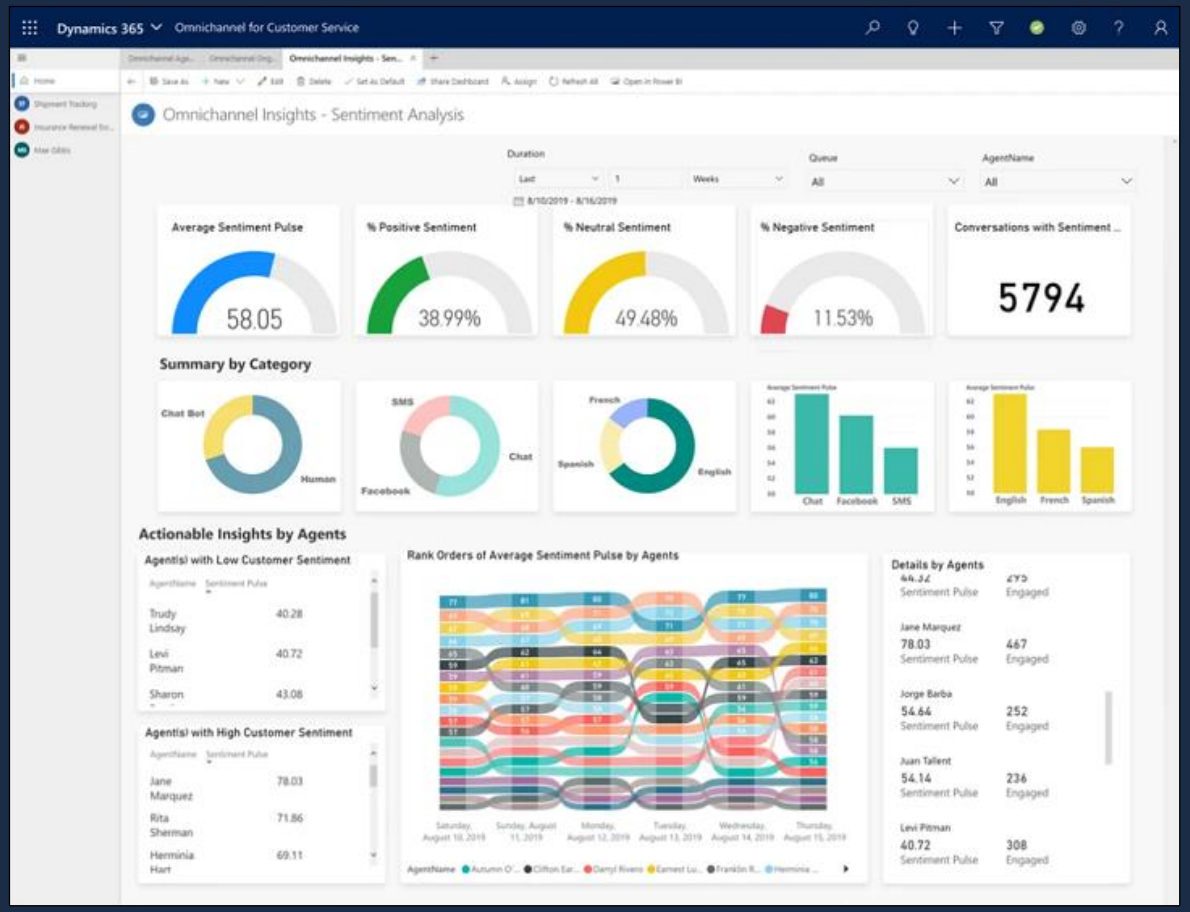
Power Apps Portals

- Low code solution for creating multilingual, responsive websites for users external to your organizations as well as internal employees.
- Allow users outside the organization to sign in with a wide variety of identities, create and view data in Microsoft Dataverse.
- Quickly create a website and customize it with pages, layout, and content
- Reuse page designs through templates, add forms and views to display key data from Dataverse, and publish to users.



Dynamics 365 Omnichannel for Customer Service

- Engage with customers across **digital messaging channels**.
- Provides a modern, customizable, high-productivity app that allows agents to engage with customers across **different channels**.
- Get real-time and historical visibility and insights into the **operational efficiency of agents** and the utilization across various channels.
- Configure agent presence, availability, and routing rules

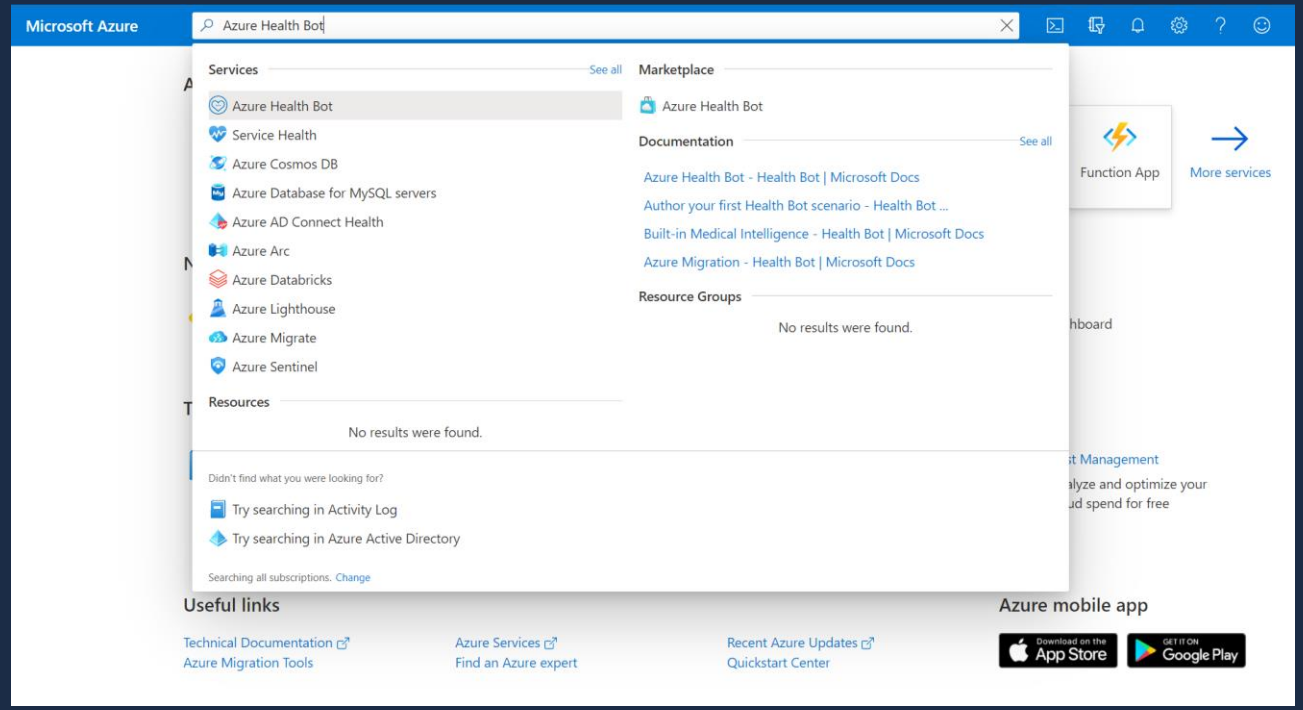


Azure Health Bot

Conversational AI for Healthcare
- Build and deploy AI-powered virtual health assistants and chatbots
- Enhance processes, self-service, and cost reduction efforts

Built-in healthcare intelligence
- Symptom checker and medical content from known industry resources
- Language understanding models tuned to medical and clinical terminology.

Customizable and extensible
- Embed within your app or website
- Customize built-in functionality
- Extend to introduce business flows
- Simple and intuitive visual editing tools

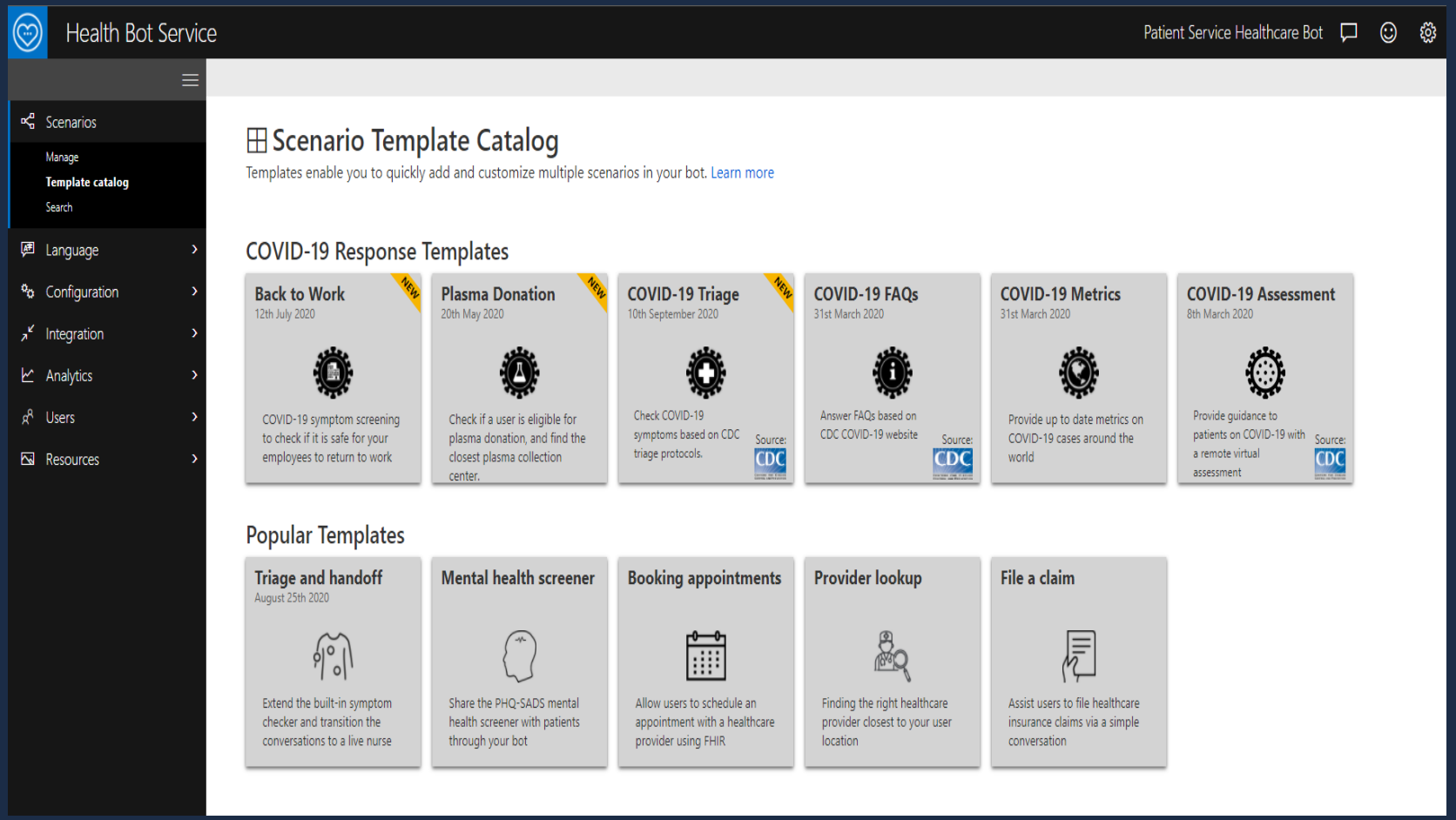


Azure Health Bot

Scenario Templates

Enable you to quickly build out custom scenarios for popular Healthcare Use cases.

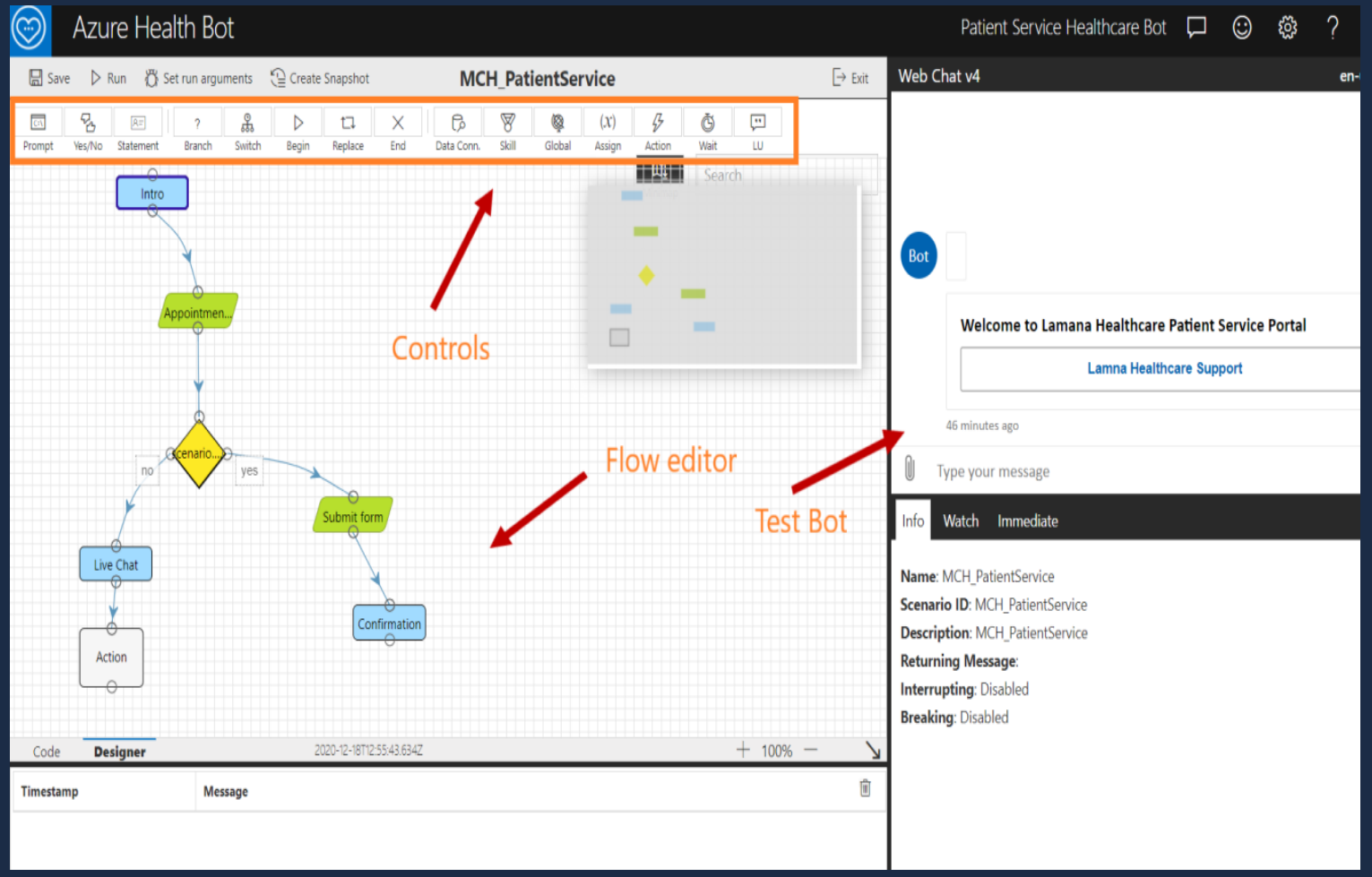
- Triage and Handoff
- Covid-19 Triage
- Back to Work etc.



Azure Health Bot

Azure Health Bot Editor

With drag and drop controls



Lab 04: Azure Health Bot

60 minutes: 7:15 – 8:15 PM (PDT)

1. Find your User & Environment assignment in the Teams wiki
2. Open Incognito / InPrivate browsing
3. Sign into Power Apps (make.powerapps.com)
4. Navigate to your environment

5. Find Lab 04 in GitHub files
6. Enjoy!

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Lab 05

Patient Access Portal & Patient Service Center

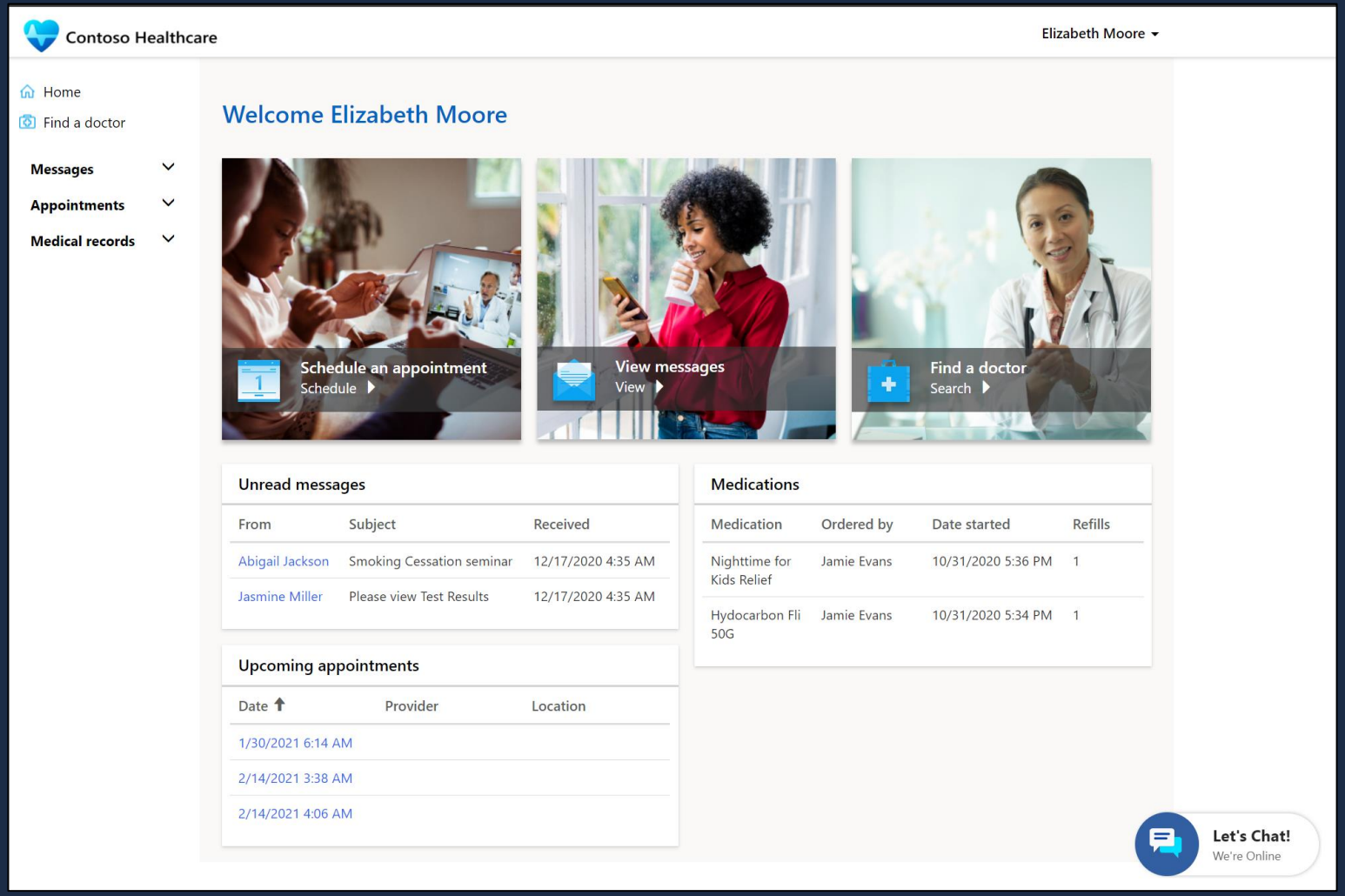
Objectives

- Configure and navigate the Patient Access Portal
- Configure the Azure Health Bot on the Patient Access Portal
- Configure productivity tools needed by Patient Service Center agents to provide enhanced patient care, including agent scripts and knowledge articles
- Experience the end-to-end scenario of a Healthcare Bot escalation for both the Patient and Service Center personas

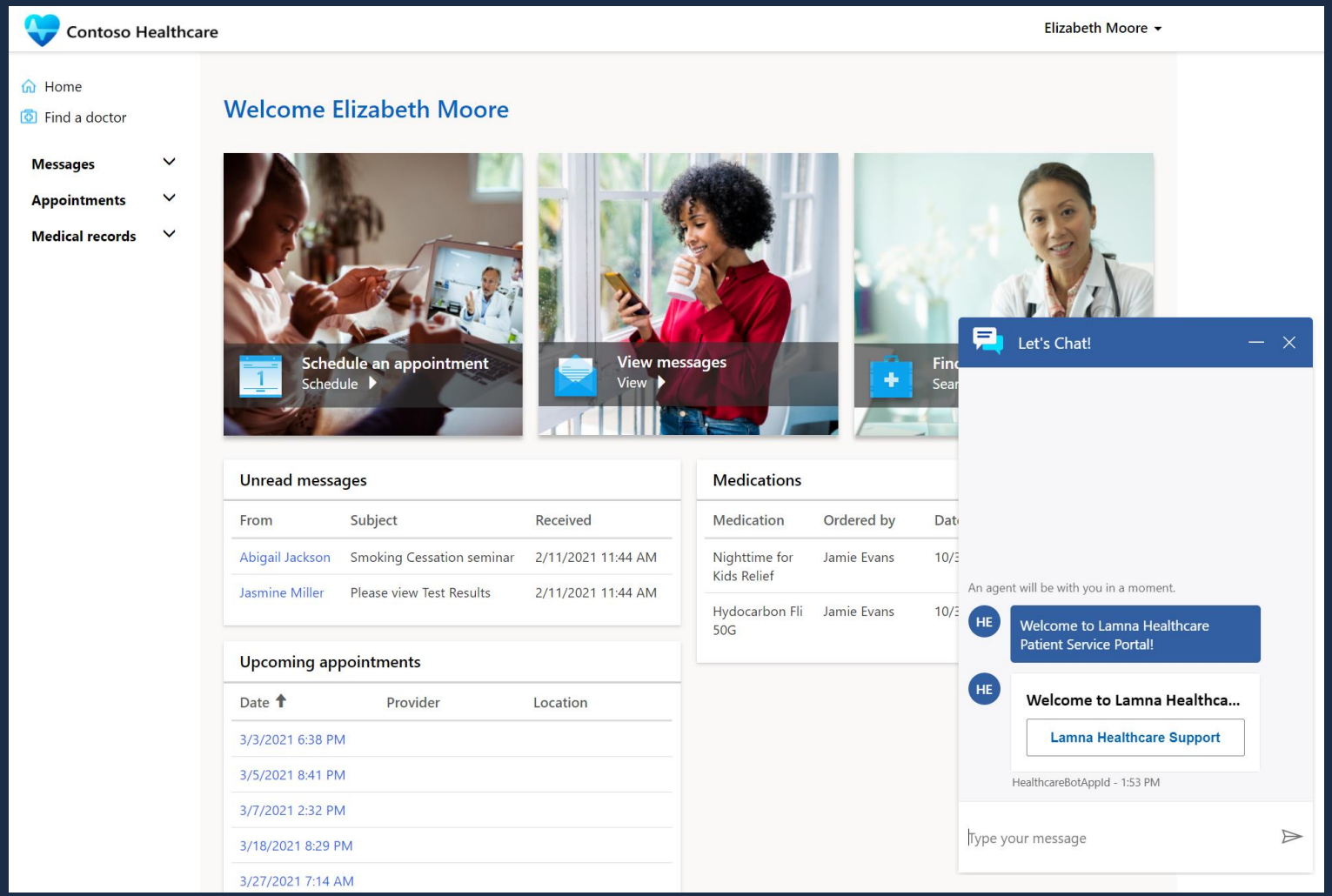
Key Features

- Patient Access Portal
- Azure Health Bot
- Patient Service Center
- Productivity Pane
- Agent Scripts
- Knowledge Articles

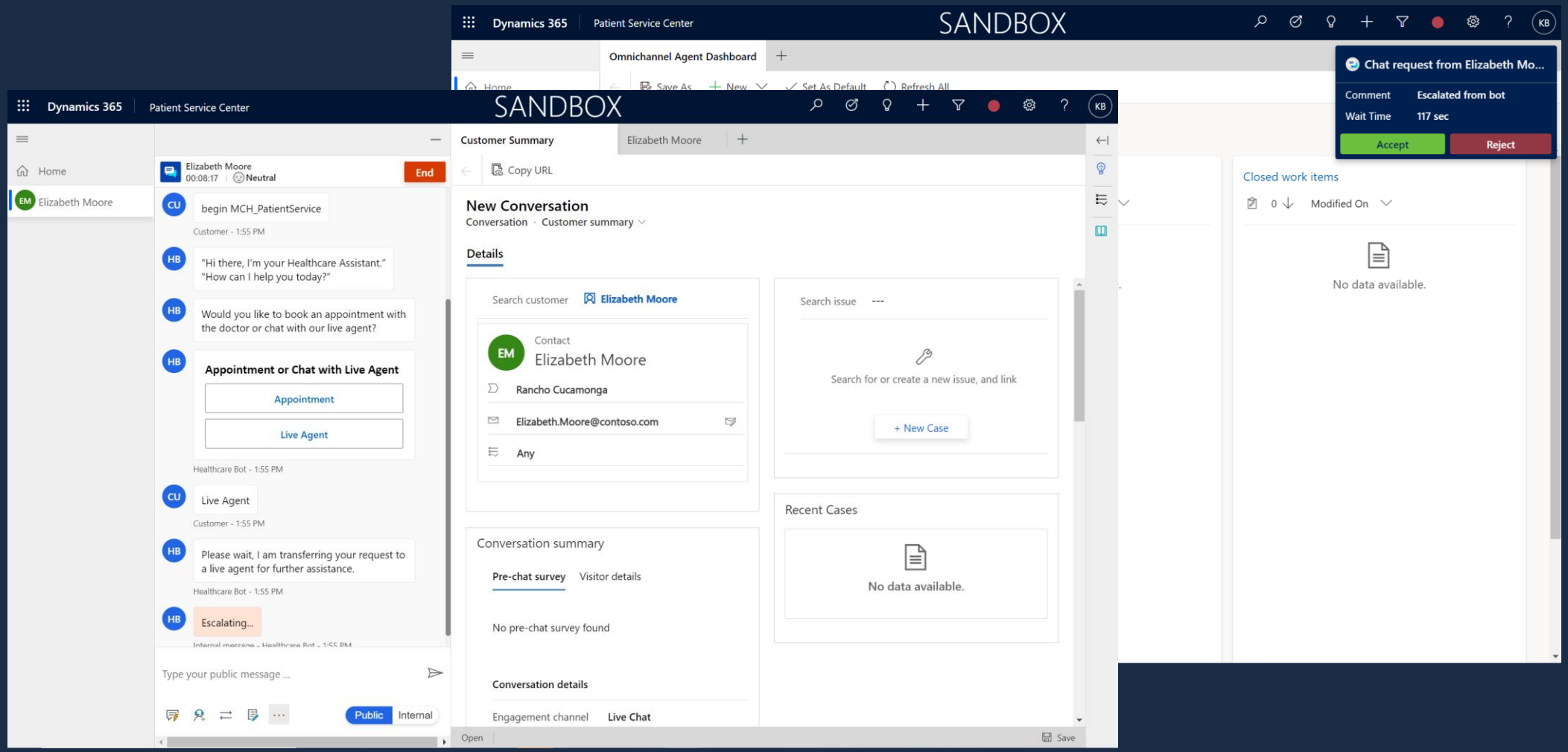
Patient Access Portal



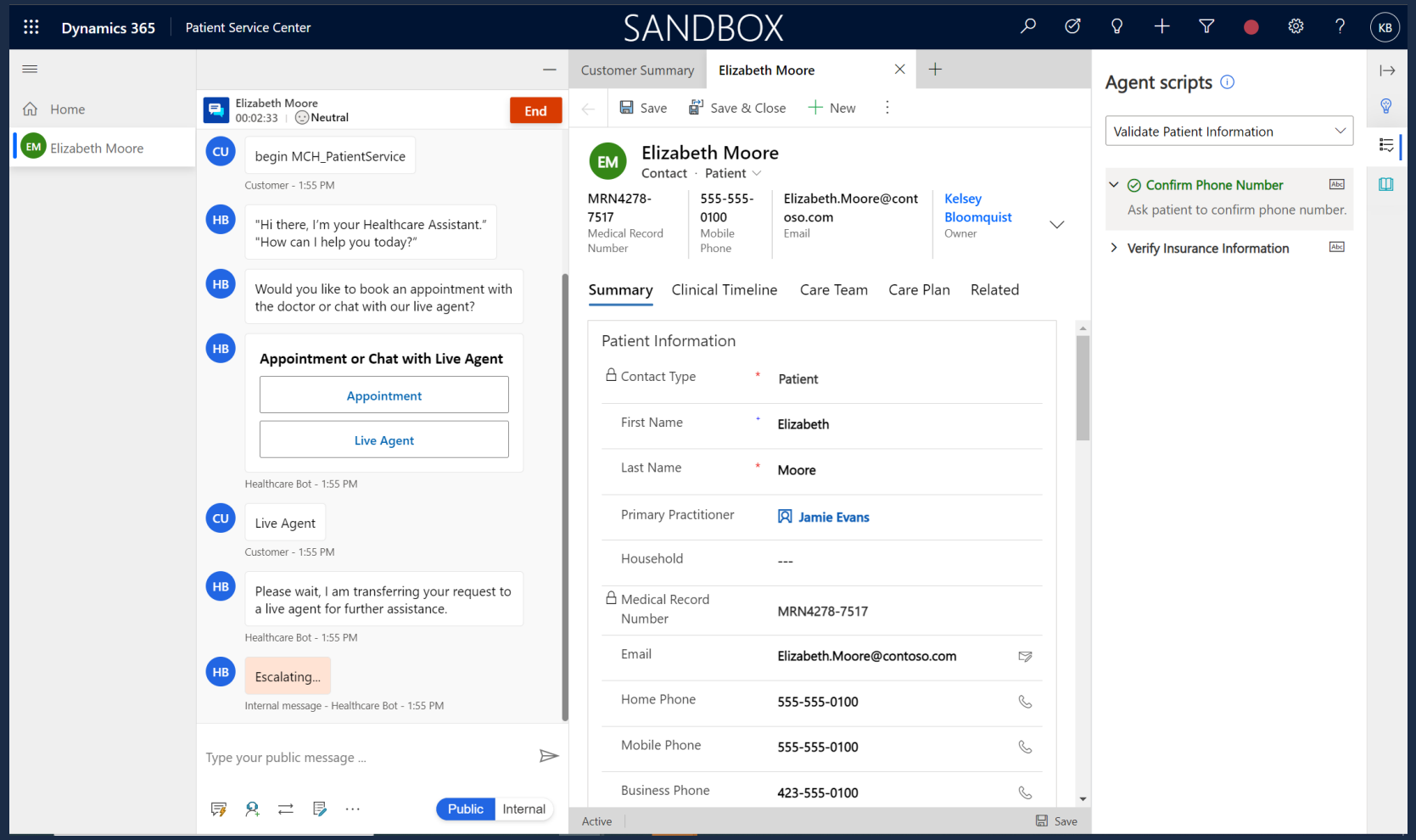
Azure Health Bot



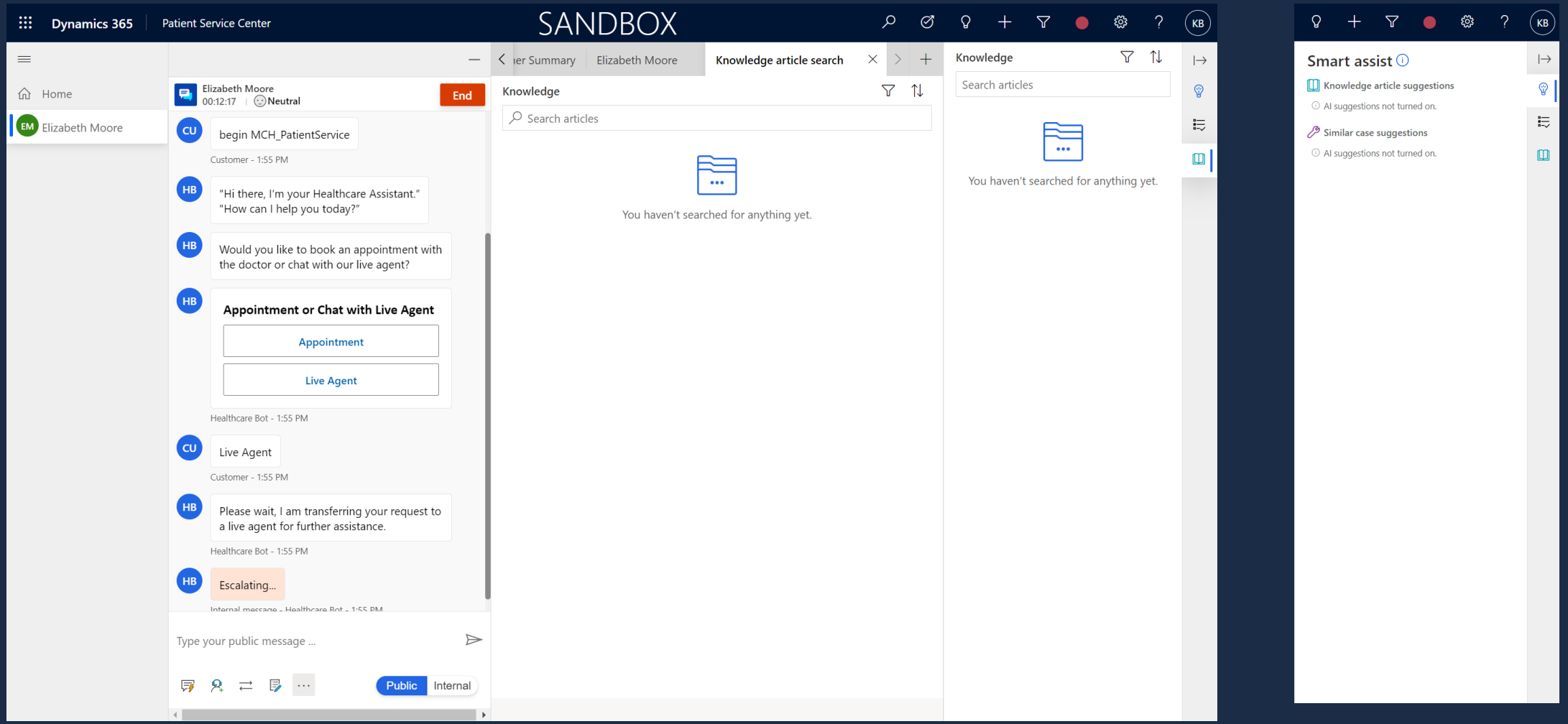
Patient Service Center



Productivity Pane - Agent Scripts



Productivity Pane - Knowledge Articles



Personas and Scenario

Exercise 1: Configure & Navigate the Patient Access Portal

Persona(s): Portal Administrator, Patient

Tasks:

- Configure the Healthcare Patient Portal
- Invite a New Patient to the Portal
- Navigate the Patient Access Portal

Exercise 2: Configure Agent Scripts

Persona: Omnichannel Administrator

Tasks:

- Assign Productivity User Roles
- Create an Agent Script
- Associate the Agent Script with a Session Template

Personas and Scenario

Exercise 3: Configure Knowledge Articles

Persona: Omnichannel Administrator

Tasks:

- Assign Knowledge Manager User Role
- Set up Knowledge Management Settings
- Create Knowledge Article
- Review and Publish Knowledge Article

Exercise 4: Configure Health Bot in Portal & Escalate to Agent

Persona(s): Omnichannel Administrator, Patient, Patient Service Center Agent

Tasks:

- Add Health Bot Chat Widget to Healthcare Patient Portal
- Patient Logs into Access Portal & Agent logs into Patient Service Center
- Patient Escalates through Healthcare Bot
- Agent Provides Personalized Care in Patient Service Center with the Productivity Pane

Lab 05: Patient Access Portal & Service Center

60 minutes

1. Find your User & Environment assignment in the Teams wiki
2. Open Incognito / InPrivate browsing
3. Sign into Power Apps (make.powerapps.com)
4. Navigate to your environment

5. Find Lab 05 in GitHub files
6. Enjoy!

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Lab 06

FHIR Sync Agent Administration Setup and Configuration

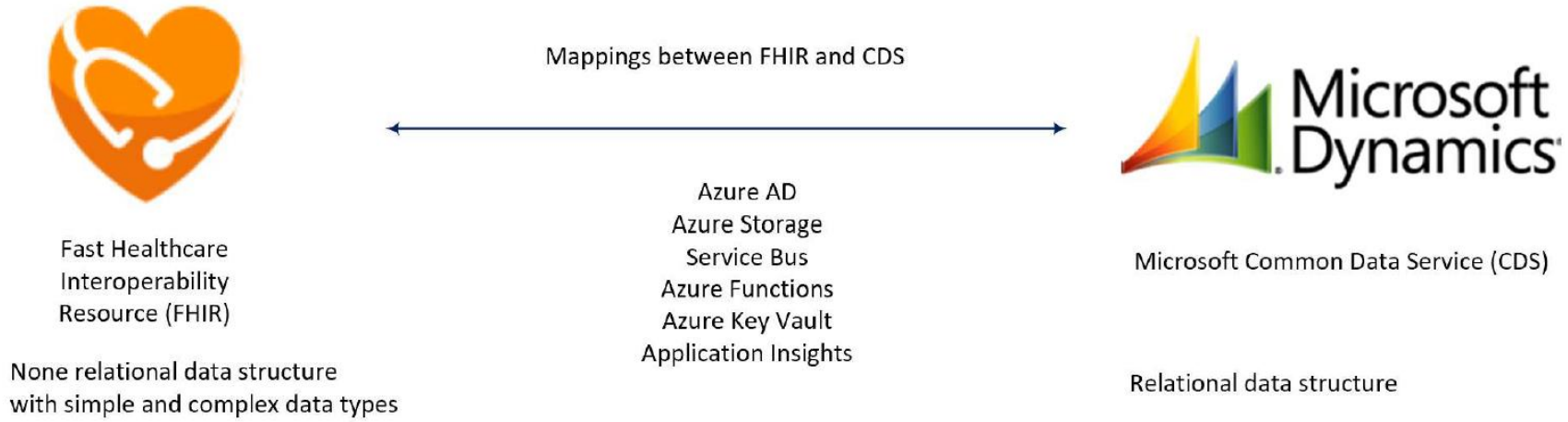
FHIR Sync Agent - Overview

What is FHIR Sync Agent?

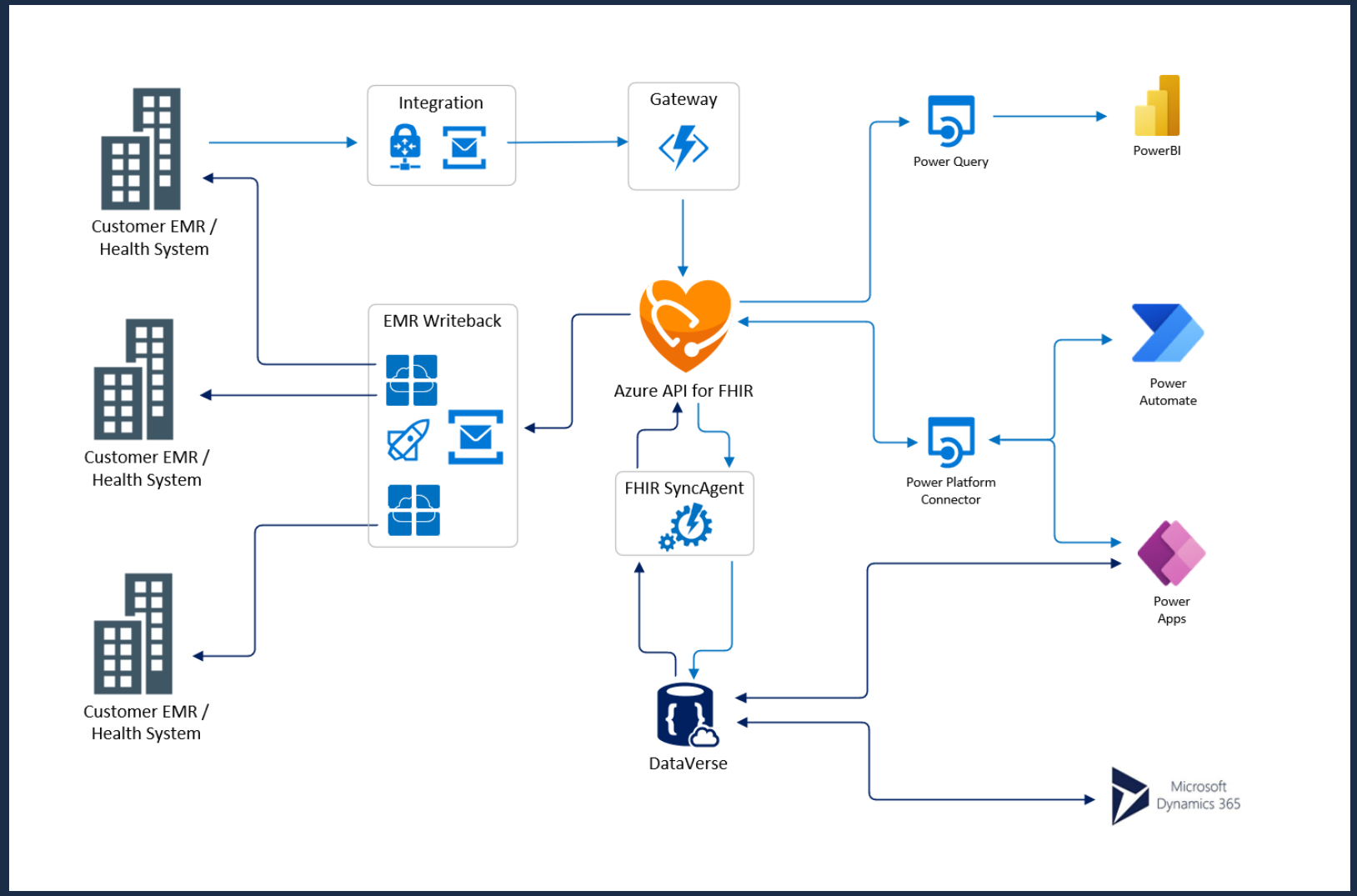
FHIR Sync Agent is a data synchronization Solution between the two data service platforms, Azure API for FHIR and Microsoft Cloud for Health.

Why do we need FHIR Sync Agent?

Azure API for FHIR and Data verse(Microsoft Cloud for Health) are two different services from Microsoft. Azure API for FHIR uses flexible data structure and Dataverse uses relational data tables and columns. To address this challenge, FHIR sync agent has been developed for a seamless integration.



Microsoft Dataverse and FHIR Sync Architecture



Objectives

- Setup and Configure the FHIR Sync Agent to integrate the data from Microsoft Dataverse into Service Bus Queue.

Personas and Scenario - Setup

INTEGRATION SETTINGS

- **Scenario**: Configure the Environment Variables.
- **Persona**: IT Administrator

ENABLE STANDARD MAPS

- **Scenario**: Explore the standard Azure FHIR Resources and Entity maps. Enable Patient Entity map.
- **Persona**: IT Administrator

CREATE NEW MAPS

- **Scenario**: Create a new entity map along with attribute maps of different data types.
- **Persona**: IT Administrator

Personas and Scenario - Testing

UPDATE PATIENT RECORD

- **Scenario**: Update a Patient record in Dataverse.
- **Persona**: IT Administrator

Sync Agent Logs

- **Scenario**: View the Sync status for the updated record in the Sync Agent Logs
- **Persona**: IT administrator

Lab 06: FHIR Sync Agent Administration

50 minutes

1. Find your User & Environment assignment in the Teams wiki
2. Open Incognito / InPrivate browsing
3. Sign into Power Apps (make.powerapps.com)
4. Navigate to your environment

5. Find Lab 06 in GitHub files
6. Enjoy!

Congratulations!

You have completed Microsoft Cloud for Healthcare in a Day

Please fill out a short survey to provide feedback ☺ Thank you!

aka.ms/MCHIADSurvey

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