



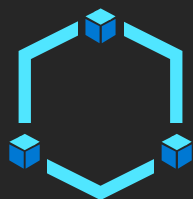
Microsoft Cloud for Healthcare

Better experiences. Better insights. Better care.

Paul Cielinski, MBA, MCP, OG
Principal PM



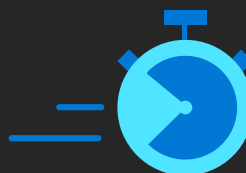
Top challenges for Healthcare Customers driving our New Reality



Difficulty connecting with people and information

Infectious agents do not respect boundaries. Cannot afford to curtail care with every shock. Need central observability and connect all elements of computability.

Redefining connections and the new age of the ecosystem



The Consumerization of Care & the Experience Revolution

We must be in the business of changing consumer behavior. Knowledge is currency. Physical space should not be a barrier to care.

Enable proactive, personalized—even remote—care



Worker and Capital Productivity

Consuming and scaling innovation & expertise is essential to joy and effectiveness in post-covid economy. Making sense of all the data required for real transformation. Doing human at scale.

Leverage next-generation technologies to unlock new ways to provide care: IoMT, AI, Mixed Reality

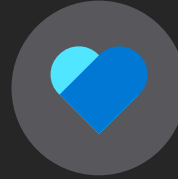
Opening the aperture to the next frontier of healthcare delivery

A common vision for healthcare customers



Gain a holistic view of the person

with insights and actionable next steps for more informed, personalized—and preventative-care management



Increase the number of patients served

with consistently high-quality and high-touch interactions



Visualize health trends and outcomes

for better patient care and resource planning



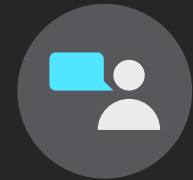
Better serve the community

and coordinate outreach to those who need care the most



Leverage a platform that can securely scale with you

as you grow and innovate into the future

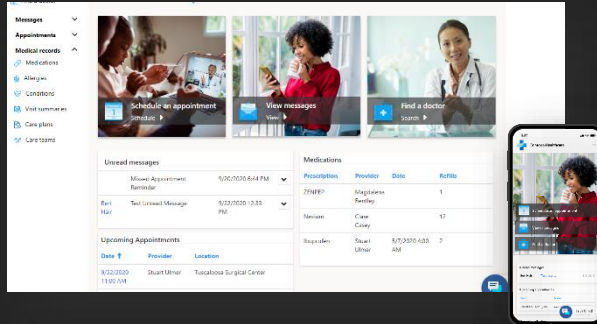


Improve both the patient and care team experience

with easy and quick access to vital health information and improve operational vulnerabilities

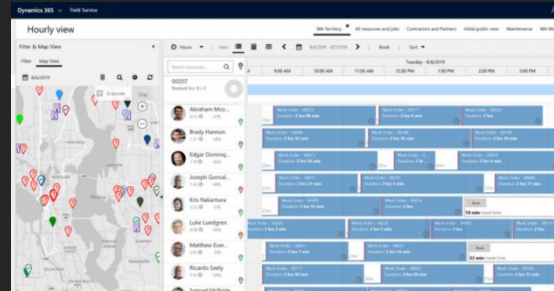
Microsoft Cloud for Healthcare

Providing trusted and integrated cloud capabilities to deliver better experiences, better insights, and better care



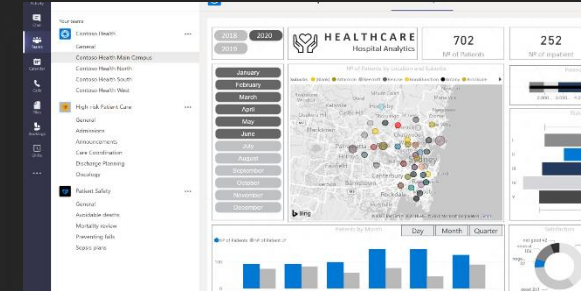
Enhance patient engagement

Enabling enriched data to flow securely through every point of care to continuously improve patient's experience and health outcomes



Empower health team collaboration

Accelerating health teams' ability to coordinate care in a secure environment and simplify complex workflow management



Improve clinical and operational insights

Connecting data from across systems, creating insights to predict risk and help improve patient care, quality assurance, and operational efficiencies



Protect health information

Protecting sensitive health data to support end-to-end security and privacy, manage evolving compliance regulations, and continually improve data governance and trust

Microsoft Healthcare Data Model

Same foundation our first party solutions are built atop.
Solid foundation for our partner and customer bespoke IP.

**Free to all
Dataverse
Customers &
Partners**

Share Feedback:
[Experience.Dynamics.com/Ideas](https://experience.dynamics.com/ideas)

Healthcare data model

This is the same HL7® FHIR® standards-based data model that comes included with all Microsoft Cloud for Healthcare solutions. It is available as a standalone framework on which other organizations can build or extend their own healthcare apps.

At a glance

Healthcare Data Model: Entities, relationships, and resources to manage (among other processes): clinical communication, appointments, encounters, care teams, procedures, and medication.

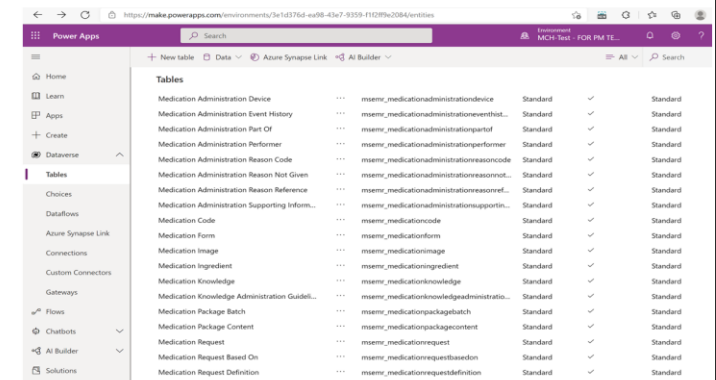


Table Name	Microsoft Dynamics 365 Table Name	Standard	✓
Medication Administration Device	msemr_medicationadministrationdevice	Standard	✓
Medication Administration Event History	msemr_medicationadministrationeventhist...	Standard	✓
Medication Administration Part Of	msemr_medicationadministrationpartof	Standard	✓
Medication Administration Performer	msemr_medicationadministrationperformer	Standard	✓
Medication Administration Reason Code	msemr_medicationadministrationreasoncode	Standard	✓
Medication Administration Reason Not Given	msemr_medicationadministrationreasonnot...	Standard	✓
Medication Administration Reason Reference	msemr_medicationadministrationreasonref...	Standard	✓
Medication Administration Supporting Inform...	msemr_medicationadministrationsupportin...	Standard	✓
Medication Code	msemr_medicationcode	Standard	✓
Medication Form	msemr_medicationform	Standard	✓
Medication Image	msemr_medicationimage	Standard	✓
Medication Ingredient	msemr_medicationingredient	Standard	✓
Medication Knowledge	msemr_medicationknowledge	Standard	✓
Medication Knowledge Administration Guidel...	msemr_medicationknowledgeadministrati...	Standard	✓
Medication Package Batch	msemr_medicationpackagebatch	Standard	✓
Medication Package Content	msemr_medicationpackagecontent	Standard	✓
Medication Request	msemr_medicationrequest	Standard	✓
Medication Request Based On	msemr_medicationrequestbasedon	Standard	✓
Medication Request Definition	msemr_medicationrequestdefinition	Standard	✓

Solution dependencies

This solution does not have any required dependencies.

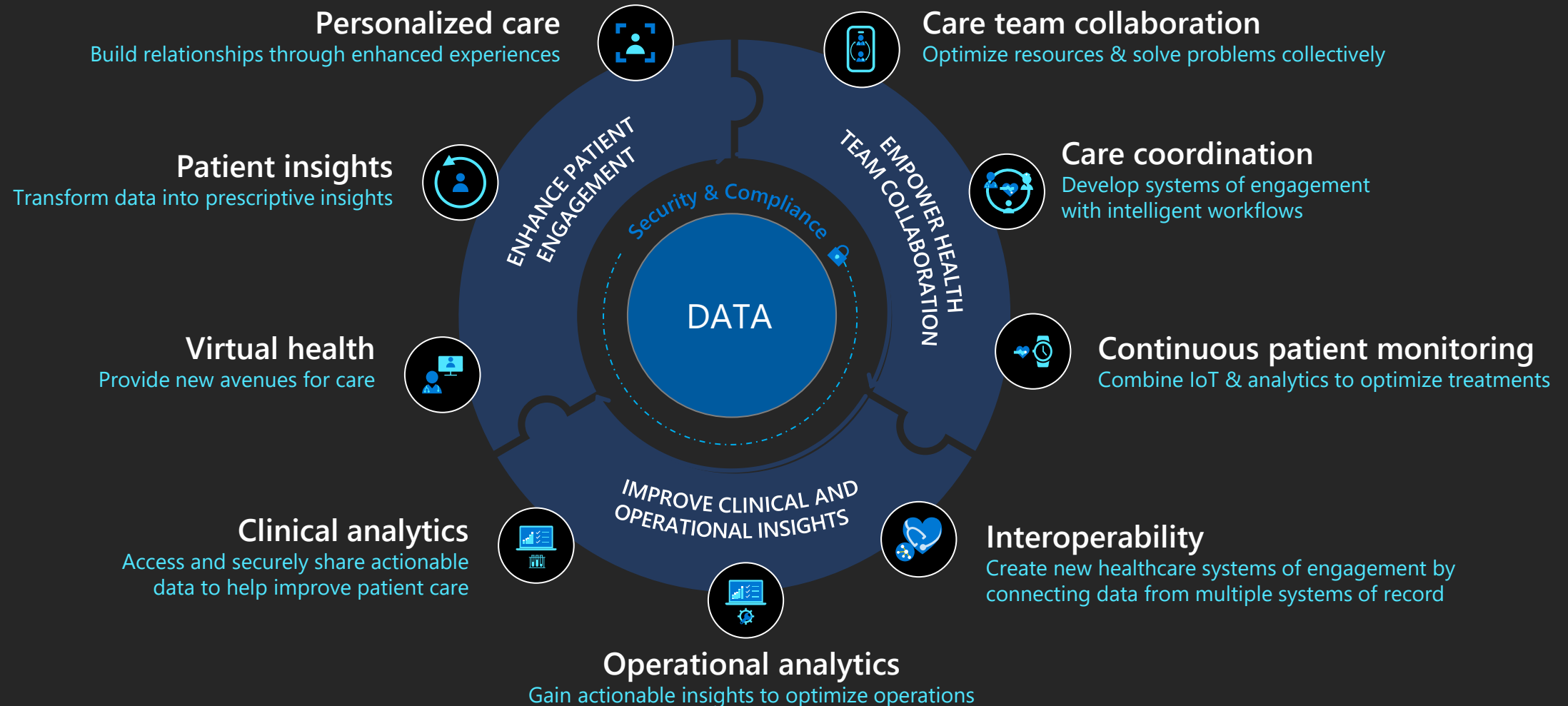
Learn more about it

Healthcare data model [Learn more](#)

[Download from Solution Center](#)

Microsoft Cloud for Healthcare

Capabilities enabling better experiences, better insights, better care



RW1 Microsoft Cloud For Healthcare Roadmap



A horizontal timeline arrow at the top of the slide points from left to right, indicating the progression of time. Below this, three vertical columns represent different time periods: April 2021, October 2021, and April 2022. Each column contains a list of project milestones or features, each enclosed in a rectangular box. The boxes for April 2021 and October 2021 are light blue, while the boxes for April 2022 are a darker blue. The milestones are listed in descending order of priority or importance within each time period.

April 2021

Virtual Clinic

Patient Service Center Scheduling Capabilities

Remote Assist/Home Health Integration

Patient Timeline Enhancements

Care Team Collaboration Enhancements

Care Plan Development Enhancements

Health Assistant

October 2021

Data Interoperability Enhancements

Patient 360 Enhancements

Healthcare Data Model Componentization

Care Management Enhancements

Patient Journey Orchestration (Platform Update)

April 2022

Patient Insights (Preview)

Care Team Collaboration (Preview)

Digital Clinical Trials Data Model (Preview)

Administrative Experience Update

MC4H Scenario Walk-Through

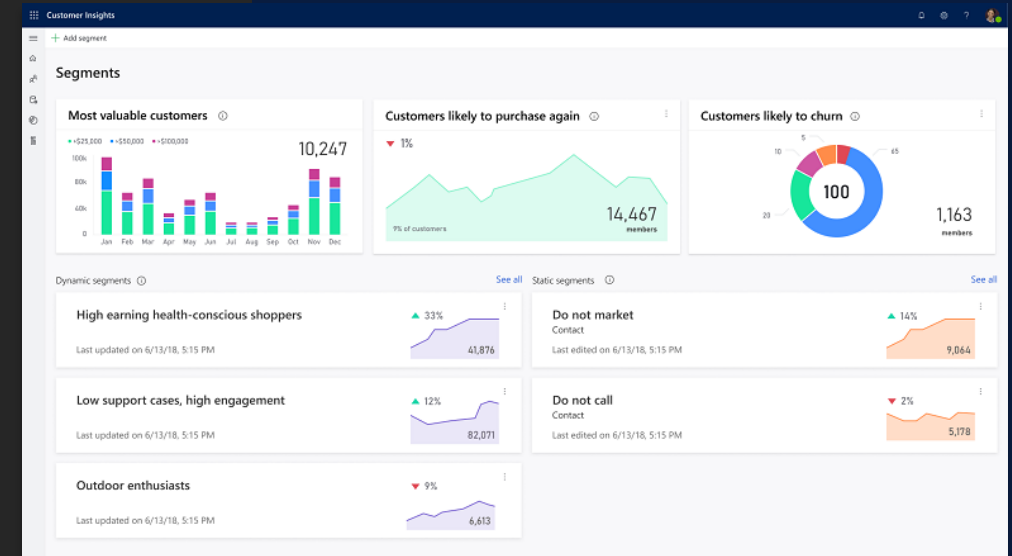
Patient Insights (Preview)

This release will contain the ability to view CI insights contextually with Microsoft Microsoft Cloud for Healthcare Apps. This will provide a concise way to help multiple personas better serve patient populations and provide a more personalized experience



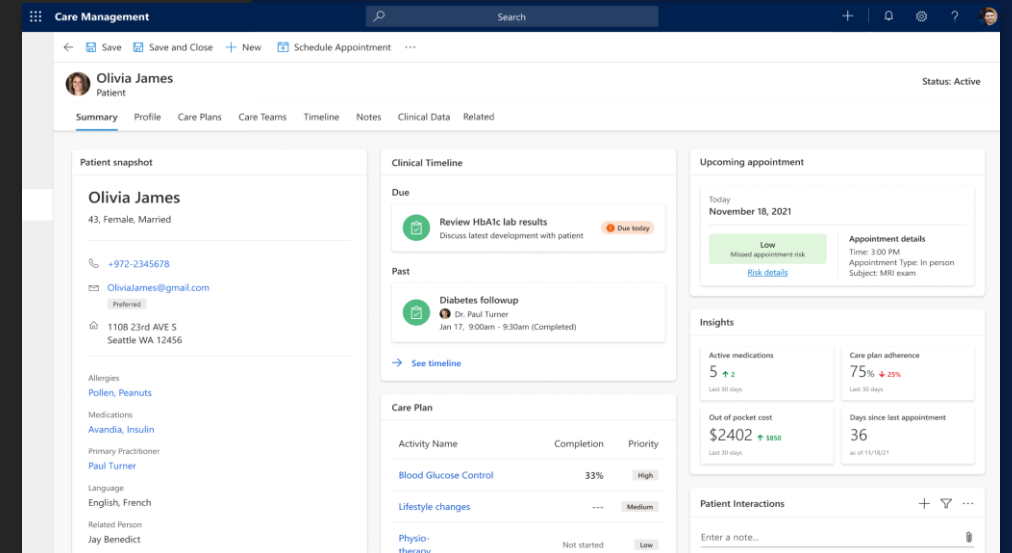
What's Coming in April

- Missed appointments AI model
- Pane to view CI insights in C4H model-driven apps
- Out-of-the box segments and measures



What's Coming in the Future

- GA of preview components
- Pane to view CI activities and demographic info in C4H
- Partner models and enrichments

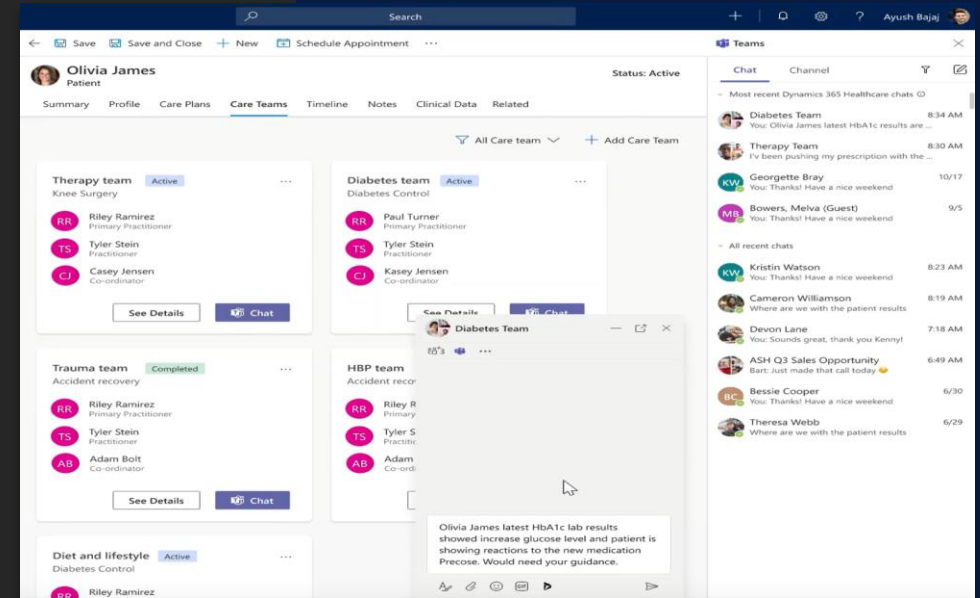


Care Team Collaboration (Preview)

This release will contain the ability to contextually communicate via Teams within Microsoft Cloud for Healthcare App. This will help provide care team members with the means to streamline communication and collaboration to improve clinical outcomes for patients

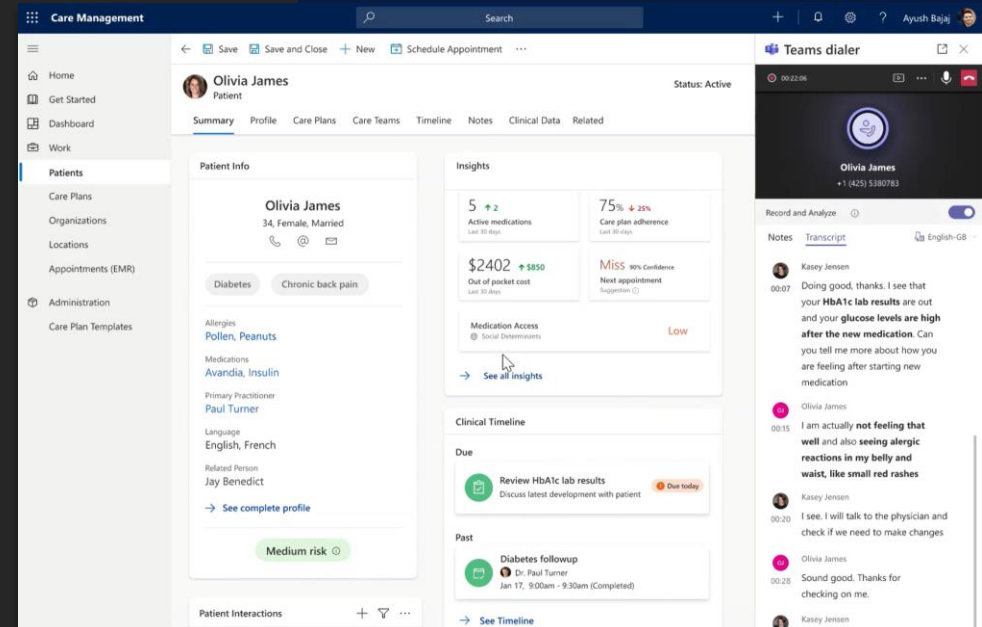
What's Coming in April

- Lightweight outbound call experience
- In-context Teams chats



What's Coming in the Future

- GA of preview capabilities
- Call intelligence
- Teams meetings integration



Digital Clinical Trials Data Model

The Digital Clinical Trials Data model allows Dataverse customers the support and build clinical trials that span the globe. This data model also seamlessly unified with the Healthcare data model and Synapse data models for Analytics



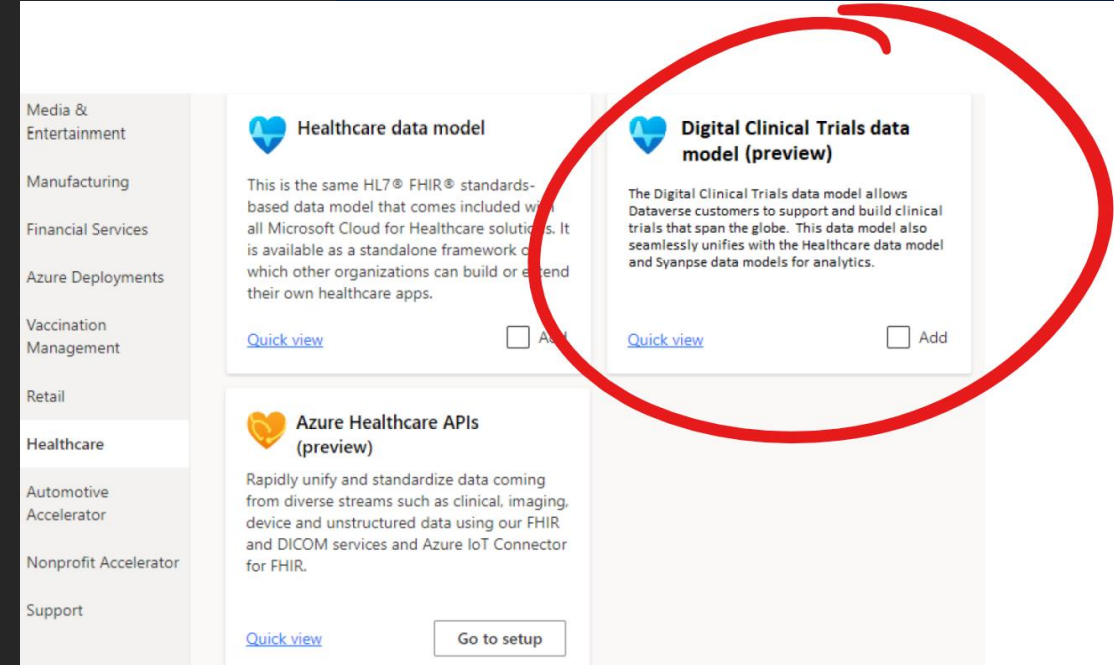
What's Coming in April

- Baseline data model to support Clinical Trials use-cases
- Messaging regarding what can be done leveraging the data model



What's Coming in the Future

- Partner Capabilities built on top of the DCT Data Model
- Data model used to drive insights regarding clinical trials

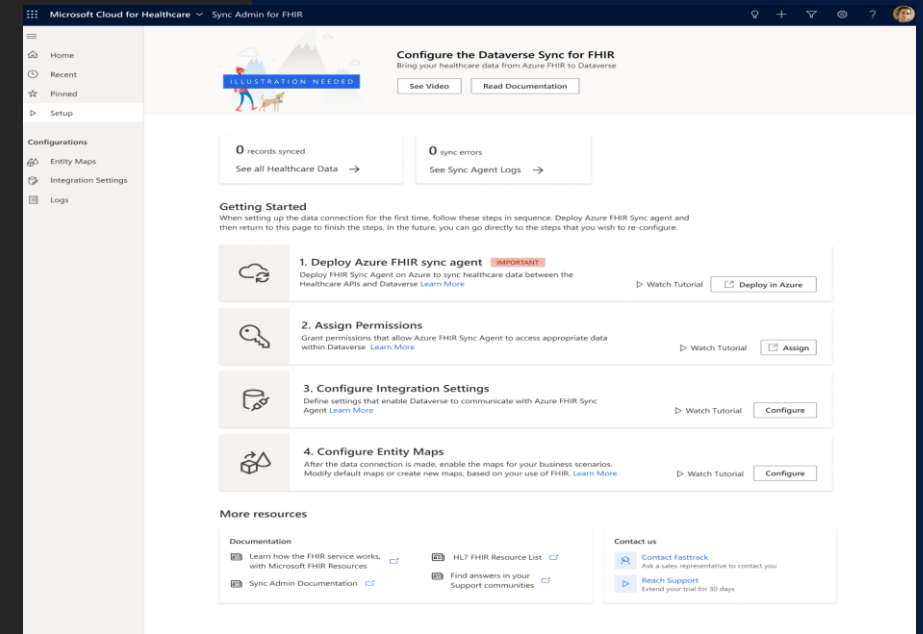


Administrative Experiences

More robust administrative experiences to help better administer Microsoft Cloud for Healthcare modules. This will provide administrators with the necessary tools in order to better tailor the experience for users.

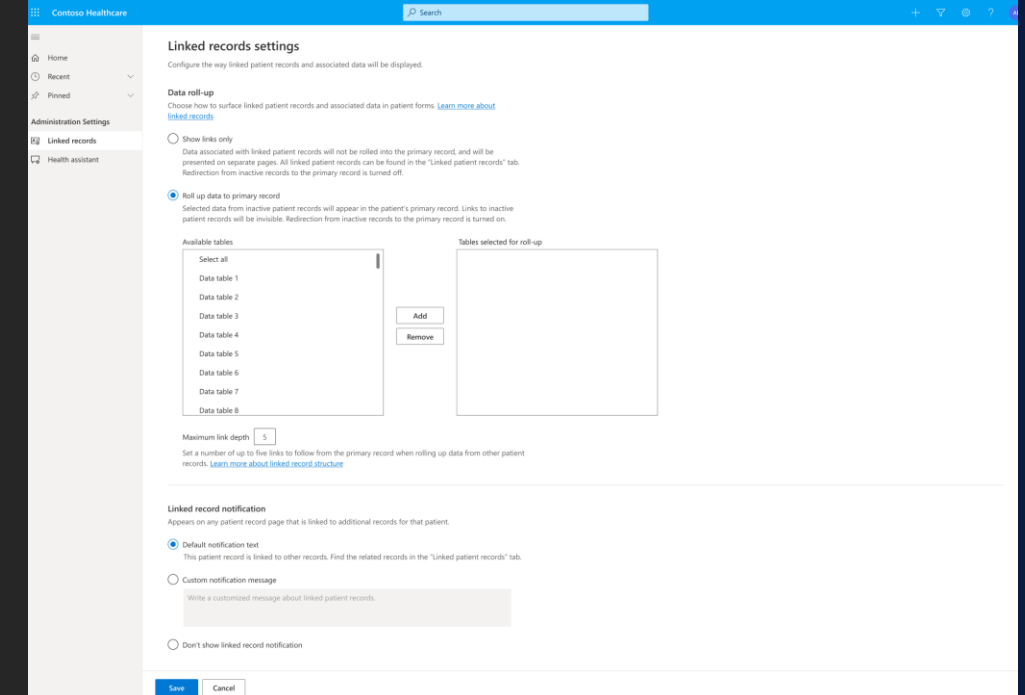
What's Coming in April

- Administrative experiences for Sync admin for FHIR
- Administrative capabilities for Patient Merge



What's Coming in the Future

- Administrative experiences for Virtual Health and Care Management
- Ease of deployment for Azure APIs



MC4H Trials and Guided Tours

Provides potential and current users the ability to have a guided tour of the most prevalent scenarios within Microsoft Cloud for Healthcare. This provides envisioning for how to leverage the Microsoft Cloud for Healthcare tools



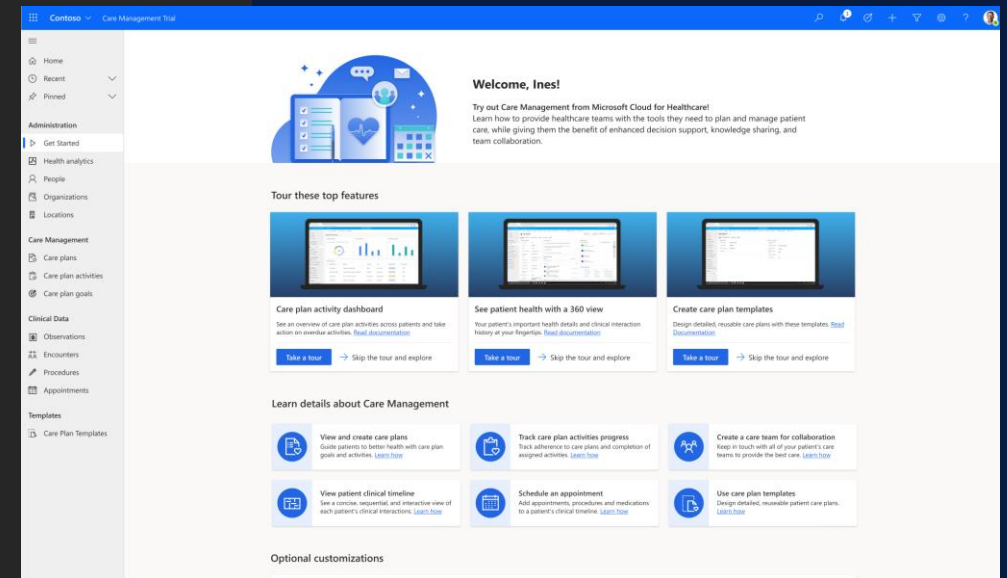
What's Coming in April

- Trial Experience for Microsoft Cloud for Healthcare
- Guided tours that help illustrate how to leverage modules within Microsoft Cloud for Healthcare



What's Coming in the Future

- More streamlined trial experience
- More scenarios added to the guided tours experience



Q&A

