

Healthcare Solutions Enabled by Microsoft Office Enterprise 2007

Using Microsoft Office Groove 2007 and Microsoft Office OneNote 2007 in Healthcare Provider Organizations

White Paper

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# Introduction

The healthcare industry faces intense challenges, including rising costs and declining profitability. Meanwhile, a fast-changing regulatory environment and pressure to improve quality, safety, and access of care are driving an extraordinary set of transformations across the industry. Healthcare provider organizations need to be able to access and share clinical records and information. People in healthcare organizations also need to collaborate with each other in a seamless manner that revolves around a patient throughout the continuum of care.

Microsoft recognizes that healthcare involves both caring for people and operating a business. This paper for healthcare provider organizations illustrates ways that healthcare providers can more effectively work together, reduce costs, increase productivity and efficiency, and improve the quality of patient care. By using Microsoft® Office Enterprise 2007, providers can enhance collaboration among caregivers, improve project coordination, and effectively manage patient forms, administrative and medical information, and other relevant information like meeting notes.

Enhanced technologies can offer new opportunities to improve the quality of and control the cost of healthcare. The sections immediately below describe how healthcare provider organizations can meet these challenges using Microsoft Office Groove® 2007 and Microsoft Office OneNote® 2007. Later in the paper, seven scenarios will further describe how solutions for healthcare based on Microsoft technologies can:

* Improve collaboration among teams of caregivers.
* Help people manage and work together on projects.
* Support paperless policies and procedures.
* Simplify the creation, sharing, and management of forms, notes, and more.

## Microsoft Office Groove 2007

As a part of Microsoft Office Enterprise 2007, Office Groove 2007 is a collaboration software program that brings teams together to work on project activities and share information—anywhere or anytime. Teams can use Office Groove 2007 for a broad range of projects, from simple document collaboration to custom solutions integrated with existing business processes. Working in Office Groove 2007 workspaces saves time and increases productivity by providing a central place to access and collaborate on information. Using Office Groove 2007, people in healthcare organizations can:

* Work effectively and more securely across corporate networks and organizational boundaries.
* Collaborate dynamically and effectively with team members in a single, secure environment.
* Access and work on organizational information while offline or intermittently connected.
* Increase business productivity by streamlining the process of sharing and revising content, including large files.
* Retain discussion, instant messages and records of dynamic, informal team work.

## Microsoft Office OneNote 2007

Microsoft Office OneNote 2007 provides one place for people to gather their notes and information. Office OneNote 2007 also offers powerful search to help people find what they are looking for quickly. More than just a “personal digital notebook,” Office OneNote 2007 includes easy-to-use tools that enable people to share information and work together more effectively. To support the goal of sharing and collaborating on information, Office OneNote 2007 notebooks can be shared using Microsoft Office SharePoint® Server 2007 and can be synchronized with a local copy. This means that organizations can retain and protect intellectual property without requiring that individual team members work on the server all the time. Office OneNote 2007 provides people in healthcare provider organizations with:

* One place for rich notes and information.
* Powerful search capabilities to find notes and content quickly.
* Easy-to-use shared notebooks so that team members can share information and work together effectively.

# Solving Healthcare Organization Challenges with Microsoft Office Enterprise 2007

The following scenarios describe how Microsoft Office Enterprise 2007 can improve collaboration, productivity, and, ultimately, patient care. These scenarios are grouped into three categories: Enhancing Care Team Collaboration; Improving Project Coordination; and Managing Content, Forms, and Notes.

## Enhancing Care Team Collaboration

Providing excellent, timely care requires caregivers to access and act on information that, today, isn’t always readily available. Working with other organizations to serve a common patient can present additional hurdles. The following two scenarios illustrate how solutions based on Office Enterprise 2007 can streamline and enhance collaboration and patient care.

### Scenario 1: Share clinical information

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| Customer Success |
| *“[At Eastern and Coastal Kent,] nurses can make clinical decisions for any patient from any location because information is with [the nurse] at all times. Patient data is updated securely to portable computers whenever they have a connection.”*  Sue Baldwin, Assistant Director of Intermediate Care, Eastern and Coastal Kent Primary Care Trust |

The way data is created, stored, and shared within the healthcare industry today can limit the ability of doctors, nurses, clinicians, and administrators to share information and work together. For example, written records of doctor visits, electronic copies of lab reports, and hard copies of x-rays result in patient information that is fragmented and often difficult to locate. Because locating and updating records can be time-consuming, decisions about patient care may be impaired.

Microsoft Office Groove® 2007 helps healthcare provider organizations efficiently share specific clinical information. With Office Groove 2007, information is accessible even when the caregiver is offline, and the information updates when caregivers reconnect.

The ease of locating patient clinical information means that healthcare organizations using a solution based on Office Groove 2007 enjoy better use of staff time and resources. Better patient outcomes also result as caregivers increase the speed and accuracy of patient assessments. And, of course, patient data is encrypted, which helps to ensure confidentiality of clinical information in accordance with current regulations.

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| Video Case Study |
| This video case study shows how the intermediate care team at Eastern and Coastal Kent Primary Care Trust piloted Microsoft® Office Groove® 2007 to create a “virtual ward” for elderly and vulnerable patients. This virtual ward supports better care for people in their own homes and helps to reduce unscheduled visits to the hospital.  <mms://ms.groovygecko.net/groovyg/clients/gbtv/healthexec/200707/Finald2IEastKent_hb.wmv> |

### Scenario 2: Improve cross-agency sharing of information

A single patient can receive care from several healthcare provider organizations. These organizations may find it difficult to securely share information, or they may lack a consistent view of clinical records. Patient privacy is a regulatory requirement and a constant concern.

In a solution based on Office Groove 2007, the healthcare organization allocates an Office Groove 2007 workspace for each patient—a secure, virtual space where care professionals can assemble all the content and care documents relating to that individual. The information is immediately available, and it can be updated by any other authorized professional. Information is also available when the caregiver is offline.

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| Improving Information Sharing—An Example |
| The intermediate care team at Eastern and Coastal Kent Primary Care Trust used Office Groove® 2007 to record and store information about patients that an assessor may require, such as a therapist or social worker. This information might include completed assessment forms, notes from consultations, or even video, pictures, and other content. |

A solution based on Office Groove 2007 enables efficient sharing of information across organizations and agencies, and better patient care is the result. Because patient records are maintained centrally and updated almost in real time, records stay up-to-date, and caregivers spend less time looking for patient information. Offline access to clinical information is especially helpful when providing in-home care to patients.

## Improving Project Coordination

People working together on a project or a team often don’t have the tools or resources that would make them truly effective. They may discuss a topic or exchange files via e-mail, but discussion can get buried in an inbox, and keeping track of the latest version of a document is nearly impossible. Sometimes individuals can only work when he or she has a connection to his or her company network—a situation that limits productivity and information access. The following two scenarios describe how caregivers and other workers in healthcare provider organizations might use Office Enterprise 2007 to organize a time-sensitive response and improve project management and collaboration.

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| Responding to a Time Sensitive Critical  Situation—An Example |
| A hospital must prepare for a severe weather storm expected to hit in the next two days. Emergency plans must be put in place and coordinated across the emergency management team, hospital administrators, and local government. Before the event, the hospital can quickly set up a workspace using Office Groove® 2007 to share information across organizations, with the ability to access the information both online and offline. |

### Scenario 3: Effectively respond to critical and time-sensitive situations

An emergency or disaster strains even the most prepared organizations. When experts from multiple organizations must work together to quickly make decisions and organize a response, redundant communications, technological barriers, or other obstacles can severely hamper success.

Providing optimal care requires a fast response. An Office Groove 2007 project workspace, which can be set up quickly, minimizes the barriers to information sharing and collaboration and helps people to respond rapidly even during difficult circumstances. Using Office Groove 2007, response coordinators can share a large amount of information across organizational boundaries securely. Authorized response organizers, rescuers, authorities, and others within the involved organizations can access and update information even if their online connection is intermittent.

Using Office Groove 2007, workspaces can be set up in minutes by any individual on the response team. These workspaces enable planners and responders to coordinate a response faster. In an Office Groove 2007 workspace, people can share large files, such as emergency plans, which ultimately drives better patient care because of a collaborative, well-organized, and efficient response.

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| Customer Success |
| *“We share information more efficiently and get it to the right people the first time.”*  *——*  *“Groove is saving field managers at least two hours a day by helping them be better organized and communicate more efficiently.”*  Sean Bliss, Area Manager, Workflow Solutions Group, Hill-Rom, a leading provider of hospital workflow solutions and beds |

### Scenario 4: Provide project administrative workspaces

Like caregivers, information workers in healthcare provider organizations need a way to collaborate on projects in a variety of ways. IT project teams, for example, may not have a single place to share project information and work together. Even if they have a shared workspace online, working on team projects often suffers when workers are offline.

Office Groove 2007 helps people work as a part of a fluid, dynamic team. Workers can create a workspace on their computer with a few clicks and invite colleagues and partners to participate. As the team’s needs evolve, people can add new tools, such as synchronization with SharePoint, business forms, status updates and more.

Healthcare provider teams can use Office Groove 2007 to work together dynamically and effectively on projects and activities from any location. With key project data and deliverables easily accessible in centralized project workspaces, team members spend less time searching for information and complete projects faster.

## Managing Content, Forms, and Notes

Healthcare companies find it difficult to absorb the administrative costs related to creating, re-keying, and managing records, policies, procedures, and other content. Meeting minutes and notes also are difficult to capture, manage, and share, and their value is often lost. The final three scenarios illustrate how caregivers and other workers in healthcare organizations can use Office Enterprise 2007 to efficiently manage, share, and distribute guidance documents, forms-based information, and other training and content that support patient care and business operations.

### Scenario 5: Improve meetings and maximize training effectiveness

Teams of clinicians, caregivers, managers, and other healthcare professionals share a common challenge: Often, people leave a meeting with their own interpretation of what was presented and any action items—all jotted on individual notepads. If the notes aren’t transcribed electronically and shared, meeting minutes and whiteboard notes can be lost. Even if they are shared, meeting notes may then reside on an individual’s hard drive or e-mail inbox, and the notes can be difficult to index and search.

Office OneNote 2007 offers a way for teams to get more value from meetings and meeting notes. Notes taken in Office OneNote 2007, whether handwritten, typed, or recorded in audio, can be easily shared, indexed and searched. Shared notebooks in Office OneNote 2007 provide a single place to store shared meeting notes, Web research, and relevant information. Updates happen automatically, and everyone can edit at the same time. Attendees who miss a meeting will automatically see the meeting notes when they connect to the network.

Office OneNote 2007 can improve learning and training in healthcare provider organizations, leading to more productive employees. Training materials delivered in Office 2007 OneNote are clearly organized as a single package and combine the advantages of traditional paper-based training materials and multimedia training, as shown in Figure 1. Powerful search capabilities provide the ability to find the right materials at the right time. Office OneNote 2007 provides easy-to-use collaborative capabilities so that learners can share information and work together effectively. Caregivers can be more productive because Office OneNote 2007 helps them focus on learning their core competency instead of overhead tasks, such as note-taking, recording, and transcription.

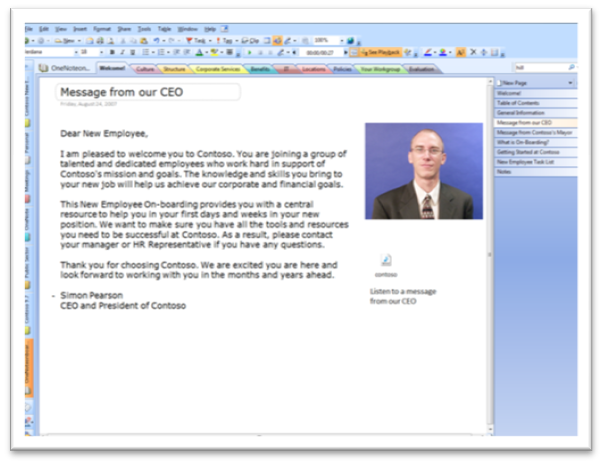


Figure 1. Office OneNote 2007 can improve learning and training.

### Scenario 6: Implement paperless policies and procedures

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| Maximize Training Effectiveness |
| *“OneNote 2007 helps us create less waste and bigger cost savings. It’s true progress toward a more cost-effective, paperless environment. The management development training program has saved U.S.$360,000 per year by using OneNote.”*  Hank Floyd, Director, Management Development Group, Microsoft Corporation |

Organizations already challenged to maintain paper-based policies and procedures enterprisewide find the added burden of regulatory compliance practically insurmountable. The complexity, cost, and risk of maintaining paper-based corporate policies and procedures continue to escalate.

Using a solution based on Microsoft Office SharePoint® Server 2007, organizations can simplify the process of updating, reviewing, and distributing policies and procedures. Enterprise Content Management capabilities in Office SharePoint Server 2007 provide scalable document management and secure records management solutions to satisfy regulatory compliance. In order to protect information in a repository, Office SharePoint Server 2007 library owners can set specific security permissions on individual folders or files to ensure that only authorized people have the right to view, change, or delete content from the library.

A paperless system can be maintained efficiently and avoids the high cost of copying and distributing paper updates. Up-to-date, easily revised, searchable policies and procedures help improve regulatory compliance and help ensure high-quality patient care.

### Scenario 7: Deliver electronic forms

Manually entering records and other information for electronic storage can result in data entry errors. Organizations can also have difficulty keeping electronic information secure.

A solution based on Office Enterprise 2007 and Office SharePoint Server 2007 can help streamline administration and reduce errors. Healthcare organizations can simplify information gathering and reduce data entry time and errors by using prepopulated fields and drop-down menus in Microsoft Office InfoPath® 2007 forms. Organizations can easily convert existing Word forms into Office InfoPath 2007 forms, making the transition to InfoPath even easier. Office SharePoint Server 2007 can streamline and manage the routing and approval workflow of the forms. Additionally, using Microsoft Office Outlook® 2007, healthcare workers can send forms through e-mail to patients and suppliers for them to fill out right within the body of the email.

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| Case Study |
| The Menninger Clinic is a 135-bed psychiatric hospital in Houston, Texas, with a staff of 400. Since 1925, Menninger has provided treatment for more than 250,000 patients from around the world.  **Business Situation**  The staff at Menninger spent an excessive amount of time filling out forms, which took time away from patient priorities. The IT staff was spending thousands of dollars on maintaining redundant applications.  **Solution**  To replace an old patient information system, Menninger implemented Microsoft® Office InfoPath® 2007, a centralized, Web-based document bank with integrated forms management and workflow.  **Benefits**   * 10 to 25 percent more time for patient-care priorities * U.S.$80,000 in annual IT savings * Improved HIPAA compliance * Smooth transition to an integrated information system |

# Conclusion

The healthcare industry faces a broad range of challenging issues and unprecedented opportunity for transformation. Through healthcare solutions, Microsoft is committed to developing IT solutions enabled by Office Enterprise 2007 that help healthcare organizations reduce complexity, improve integration, streamline processes, and enable closer collaboration across the healthcare industry.

These solutions are already making a positive impact in healthcare. Microsoft works with partners around the globe who are intensely familiar with the power and reliability of Microsoft technology and products and have the knowledge and expertise to adapt to the needs of Health and Social Services organizations. Microsoft’s partner ecosystem provides healthcare provider organizations with close-at-hand knowledge from professionals who understand the needs and challenges.

Today, governments and organizations worldwide face a critical challenge in meeting the growing needs of citizens while containing costs and delivering services efficiently. Microsoft’s proven products and technology can play an indispensable role in helping healthcare provider organizations meet urgent needs in welfare, public health, vital records, disaster response, elderly and disability care, children’s services, and other social services.

For more information on Healthcare Solutions, please visit [www.microsoft.com/industry/healthcare/default.mspx](http://www.microsoft.com/industry/healthcare/default.mspx)

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