Cloud Solutions for Today's Healthcare Teams

Upgrade your collaboration, communication and security in one bundled solution.
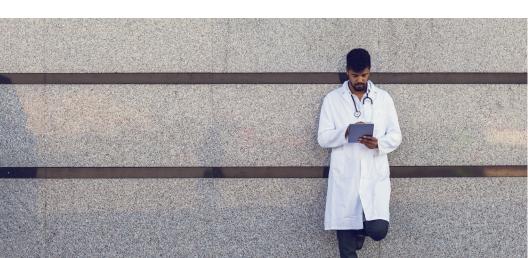
Insight

Microsoft

Introduction

Healthcare teams need to communicate quickly and precisely to get their jobs done. Although communication has always been critical in the industry, today's healthcare teams face new pressure to achieve a high standard of care while keeping costs to a minimum. This may mean communicating effectively both inside and outside of work.

Additionally, healthcare IT leaders are seeing a new demand on the rise: Healthcare employees want to use their personal devices to communicate. Outside of work, employees experience instant, easy communication via messaging, video chat and email. Now, they expect this same experience in the workplace.

These challenges are resulting in costly hurdles for healthcare administrators. Outdated communication tools and policies lead to fragmented communication, a struggle to collaborate over electronic records, and an overall lower quality of patient care.

Assessing the healthcare landscape

According to a 2016 Becker's Healthcare article:

- More than 25% of hospital readmissions are preventable with improved communication among healthcare workers — as well as between caregivers and patients.[1]

- Poor communication was behind 1,744 patient deaths and $1.7 billion in malpractice expenses.[1]

And a 2017 Healthcare Informatics article revealed 41% of nurses and 63% of physicians use their personal devices for work-related activities.[2]

Healthcare IT leaders in a high-pressure situation need tools that will support increased collaboration, without compromising security and compliance standards. Insight and Microsoft can help.

A new way to communicate and collaborate

Microsoft has paved the way for teams to communicate securely and effortlessly and experience peak productivity. Its solution, Microsoft 365™, combines Office 365® Enterprise, Windows® 10 and Enterprise Mobility + Security in one bundle. And, while all Microsoft 365 versions enable enhanced productivity, Microsoft 365 E5 delivers the most advanced innovations in security, compliance and business analytics.

Healthcare professionals will appreciate that they can communicate in ink, voice and touch, with numerous features dedicated to enhancing teamwork — even in virtual settings. And for security professionals, Microsoft 365 opens the door to leading security and privacy practices that allow them to store and safeguard protected health information.

The results: improved patient care, streamlined communications and a productive, collaborative environment that meets compliance regulations.

Giving IT administrators peace of mind

Microsoft 365 offers a slew of transformative features, designed specifically for a mega boost in security. Windows 10 was built with one overarching intent: to combat existing vulnerabilities in Windows 7 and proactively fight the continued rise in cybersecurity threats.

These features are especially important in healthcare, where every new technology, such as genomics and digital medical images, generate an onslaught of sensitive data. More data means more storage requirements, heightened legal obligations and greater cost — creating a complex (and expensive) environment to protect.

Advanced security features include:

- **Identity protection**
  To tackle password theft, Windows 10 includes a built-in multifactor solution — whether you're using an on-premise or cloud version. It's easy to deploy, and theft- and phish-proof.

- **Data protection**
  Windows 10 BitLocker® provides a dramatically improved data loss protection experience. It can be provisioned automatically on new devices.

- **Threat resistance**
  Windows® 10 Device Guard™ forces apps to be considered trustworthy before they can run. This presents a tough line when it comes to threat prevention.

- **Device security**
  Windows 10 takes a hardware-based security approach. Malware is completely isolated, removing its ability to damage or hide from the system.

- **Windows Defender Advanced Threat Protection**
  This is available exclusively in Windows 10 Enterprise E5. It evaluates all endpoints and offers specific recommendations for how to respond.

- **Secure Boot**
  IT administrators can exert control over any download — before it can occur.

- **Windows Hello®**
  Use biometric or fingerprint readers to permit access to approved users.

- **Microsoft Passport**
  Use one password and two-factor authentication to access anything and everything on an entire device.

Effortless collaboration for care teams

Microsoft 365™ comes with all of the familiar favorites, including Word, Excel, PowerPoint® and OneNote®, plus Microsoft Teams™ — a digital hub where secure conversations can take place among healthcare teams. Members can leverage voice, videoconferencing and instant messaging capabilities to quickly share documents, discuss solutions and diagnose patients. The same experience is available, regardless of device, inside or outside of the work walls.

Why Insight for Microsoft?

Insight and Microsoft have partnered since 1992, providing clients around the world with the technical expertise and resources they need to effectively scale. Microsoft's largest global partner, Insight ranks in the top 1% of Microsoft's global partners and has earned 12 of Microsoft's core competencies.

Our dedicated Microsoft teammates are experienced in delivering end-to-end Microsoft® solutions and full-scale deployment, from pre-sales product and licensing consultation to post-sales implementation, integration and management.

About Insight

Insight empowers companies of all sizes and government organisations to healthcare and educational institutions with Insight Intelligent Technology Solutions™ to realise their goals. As a Fortune 500-ranked global provider of hardware, software, cloud and service solutions, we give clients the guidance and expertise needed to define, architect, implement and manage technology today to help them transform for tomorrow.

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[1] Gooch, K. (2016, March 21). The Chronic Problem of Communication: Why It's a Patient Safety Issue, and How Hospitals Can Address It.
[2] Leventhal, R. (2017, Sept. 21). Nurses, Physicians Use Personal Devices Even When BYOD Is Prohibited. Healthcare Informatics.