Unlock the transformative power of AI for healthcare workers

Get started

Microsoft Teams

Introduction

Frontline workers, also known as deskless workers, are the backbone of the modern healthcare workforce and are the first to interact with patients and manage on-site operations. But it becomes difficult for your workers to focus on the work that really matters when they spend most of their time consumed with:
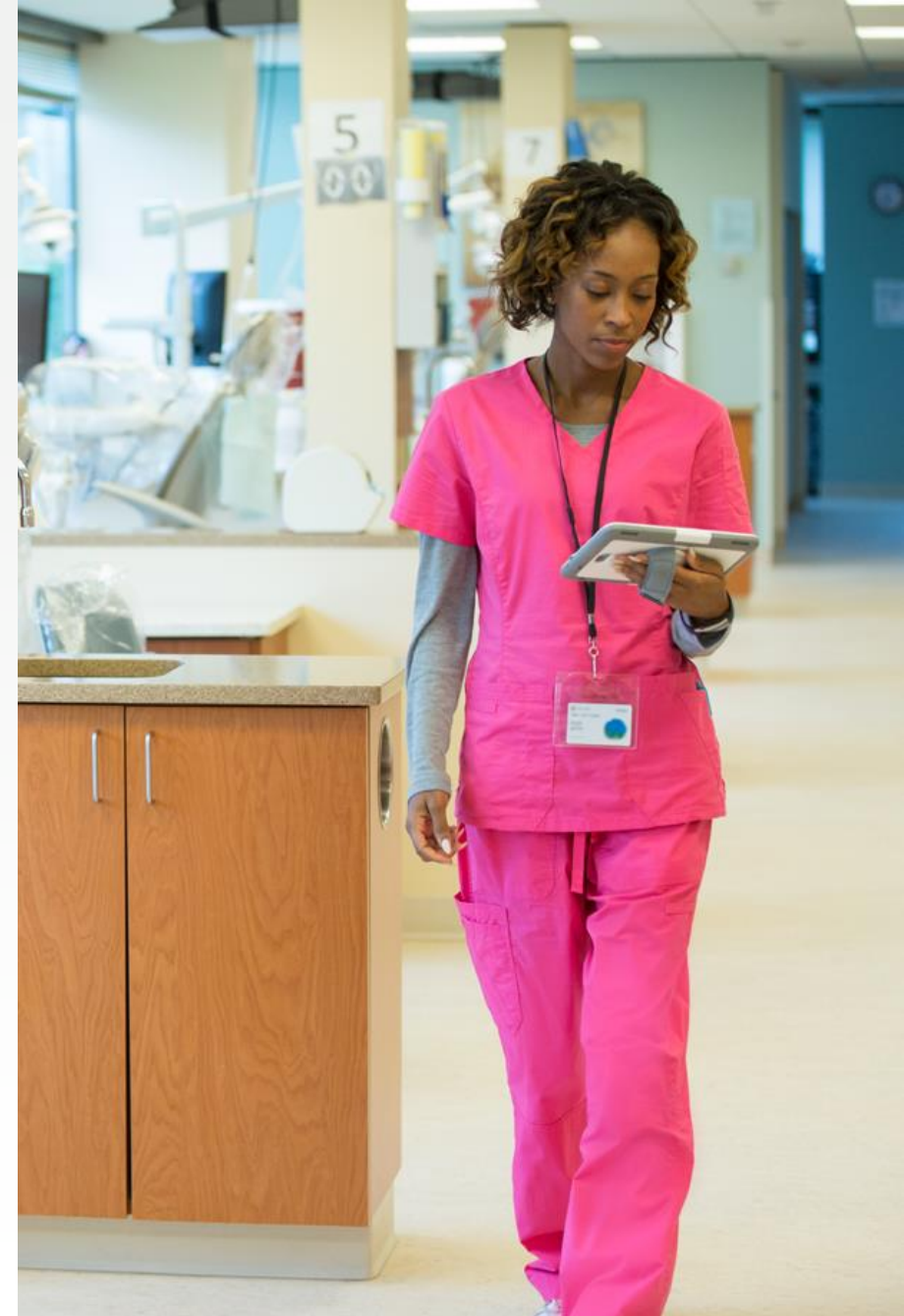
🖐 Manual processes

ⓘ Gaps in information

🖥 Device overload

This e-book will examine how our solutions and Copilot for Microsoft 365 supports three frontline worker use cases.

With frontline workers representing 80% of the global workforce, businesses must invest in supporting their frontline employees.[1] When asked about artificial intelligence (AI), 65% of frontline workers are optimistic that it will help them in their jobs.[2] As a leading system integrator, we provide the expertise to design, implement, and optimize AI-powered Microsoft solutions to solve the most common challenges on-premises workers face.
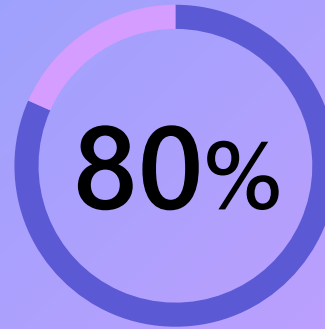
1. "Technology Can Help Unlock a New Future for Frontline Workers," Microsoft, 2022
2. "Will AI Fix Work?," Microsoft, 2023
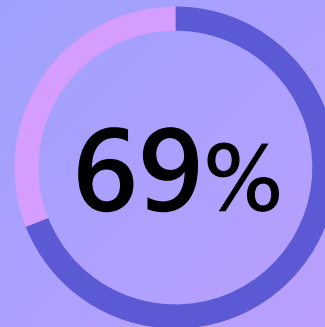
Enhance schedule management

The challenge

One of the most time-consuming processes for healthcare workforce managers is schedule management. Redundant scheduling tasks include requests to swap shifts, take time off, and go on unscheduled leave, which can overwhelm managers and take up valuable time.

The solution

Our business can configure Copilot for Microsoft 365 to match the workflows and processes your frontline workers and their managers follow to update and manage schedules. Leadership can then quickly identify who can cover a shift, quickly craft a message, and act against these updates directly in one system.

80%
of frontline workers think AI will be helpful in augmenting their ability to find the right information and answers they need.[2]

69%
of frontline workers would be comfortable using AI for more administrative aspects of their work like scheduling and coordinating.[2]

Connect your workforce

The challenge

Members expect healthcare providers to have full access to their personal information, but limited communication between healthcare organizations makes that ability difficult. Plus, providers and their managers struggle to make data-backed decisions to track progress, address issues, and make improvements.

The solution

Make your frontline data actionable while strengthening culture and community with us. By learning to unlock meaningful self-service analytics including hundreds of visualizations and built-in AI, you can connect providers and departments on a single platform, making it easy to collaborate on member care.

SAINT PETER'S HEALTHCARE SYSTEM

Saint Peter's Healthcare System modernizes processes to better fulfill its mission with Microsoft Teams and Surface.

Read more >>

Accelerate onboarding and upskilling
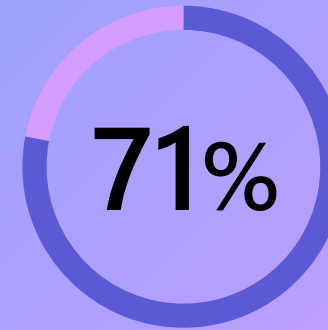
The challenge

When new employees join a healthcare organization, managers must dedicate time to compile and share onboarding documents, policies, and resources. If these files are stored in disparate systems, it is time-consuming to find the most up-to-date versions or update the files they do have. Additional difficulties arise when managers and employees use multiple devices where applications and files do not automatically sync.

The solution

We provide ongoing support to train managers to prompt Copilot for Microsoft 365 to streamline onboarding steps and gather associated documents quickly. Copilot then provides these files to the trainee with reference links and resources populated in the response. This automation empowers managers to onboard employees faster, leading to better customer experiences and more efficient operations.

71% of organizations say they would benefit from onboarding frontline employees more quickly, but only 25% are sure they can do that.[3]

70% Organizations with a strong onboarding process improve productivity by over 70%.[4]
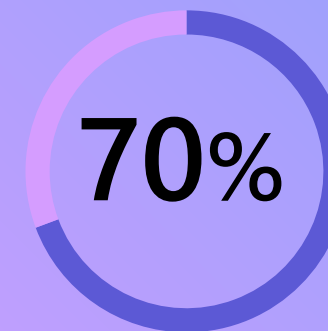
3. "Study on Role of Augmented Reality for Frontline Workers," TeamViewer, 2022
4. "17 Incredible Onboarding Statistics [2023]: HR Trends in Hiring, Training, and Retention," Zippia, 2023

Conclusion

As frontline workers continue to account for the majority of employees at healthcare organizations, they must invest in solutions that support their care teams' efficiency.

We have a direct relationship with Microsoft to provide the expertise and guidance your organization needs to implement Copilot for Microsoft 365 for a modern, secure, and reliable solution for your deskless workers.

Contact us today to learn more:

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