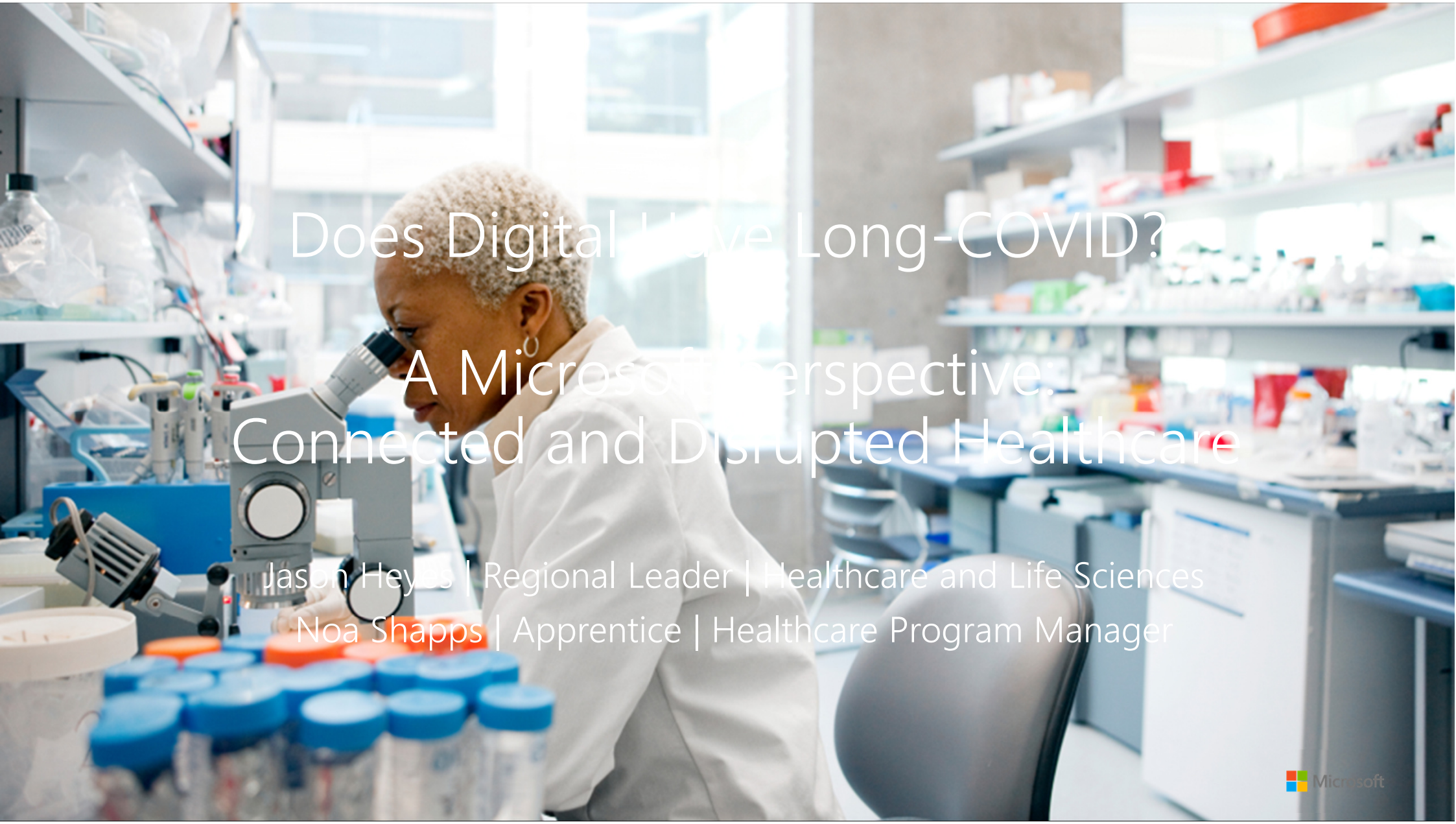


Does Digital Have Long-COVID?

A Microsoft Perspective: Connected and Disrupted Healthcare

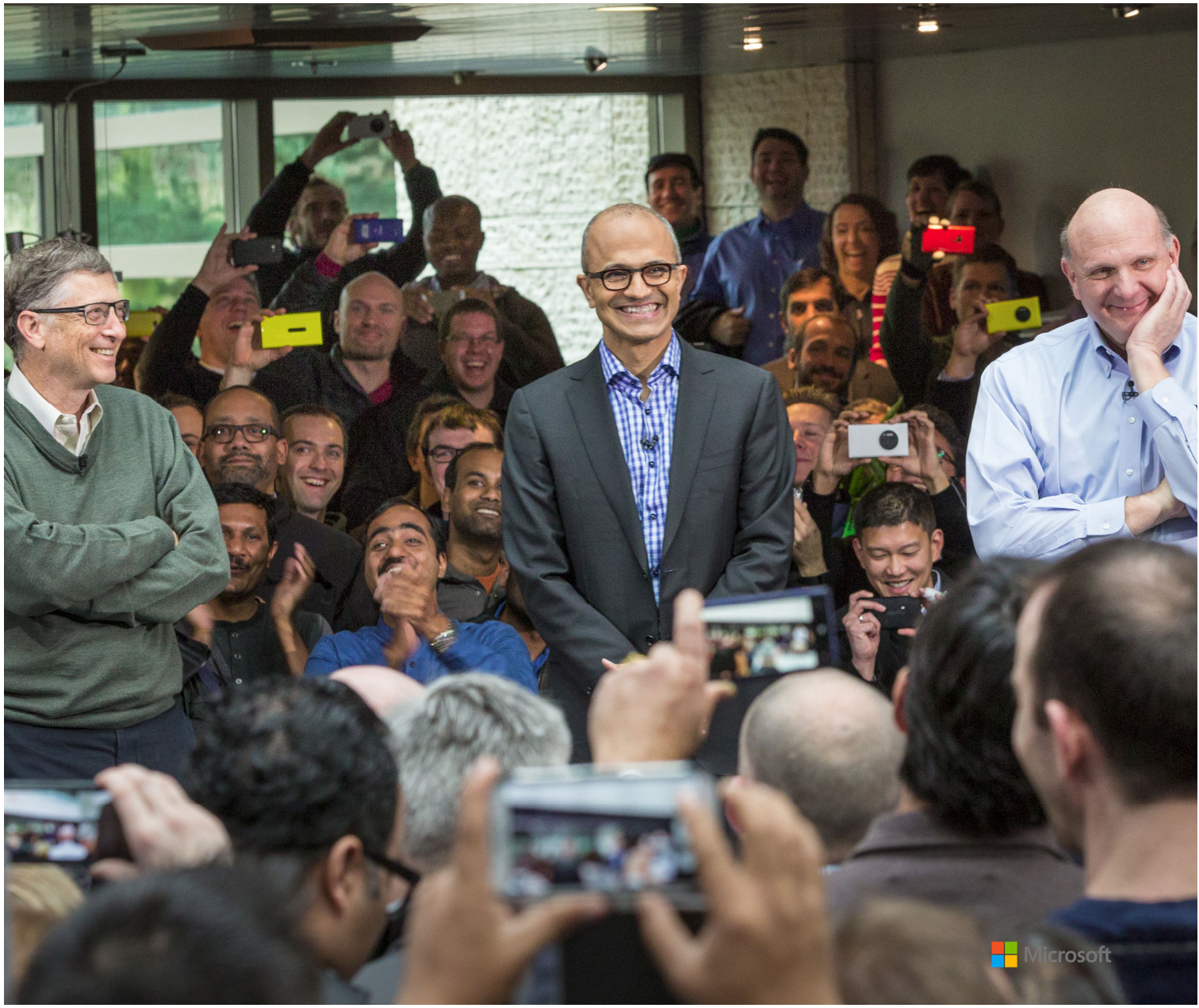
Jason Heyes | Regional Leader | Healthcare and Life Sciences
Noa Shapps | Apprentice | Healthcare Program Manager

Microsoft

Digital Disruption, the 4th Industrial Revolution and COVID-19

Microsoft

Hitting Refresh



Our approach to Covid

Health and safety first

Physical, mental and emotional wellbeing are our top priority

Support employee needs

Offer flexibility in working from home and some voluntary returns to the workplace

Serve our customers

Serve our customers and continue critical business operations

Meet or exceed regulations

Equal to or higher than local, government and/or public health guidance

Microsoft

Opening our physical facilities

1 | Specific requirement
Designate a seat for specific staff that must work at a specific workstation, because of accessibility or equipment requirements (e.g. powerful desktop PC)

2 | Business need
Those members of the team that the business requires to be in the office, (i.e. those whose work would benefit from the equipment and Corpnet connection, to perform their work-tasks more effectively)

3 | Personal need
Those members of the team that would greatly benefit from a wellbeing perspective (e.g. those living alone, those without appropriate home workspace)

4 | Remaining employees
The remainder of the seats can be given over to first-come-first served using Outlook workspace booking

Stage 1: Closed—Only security is on-site.

Stage 2: Mandatory work from home (WFH), unless you're an essential on-site employee. No services are available (e.g., café, catering).

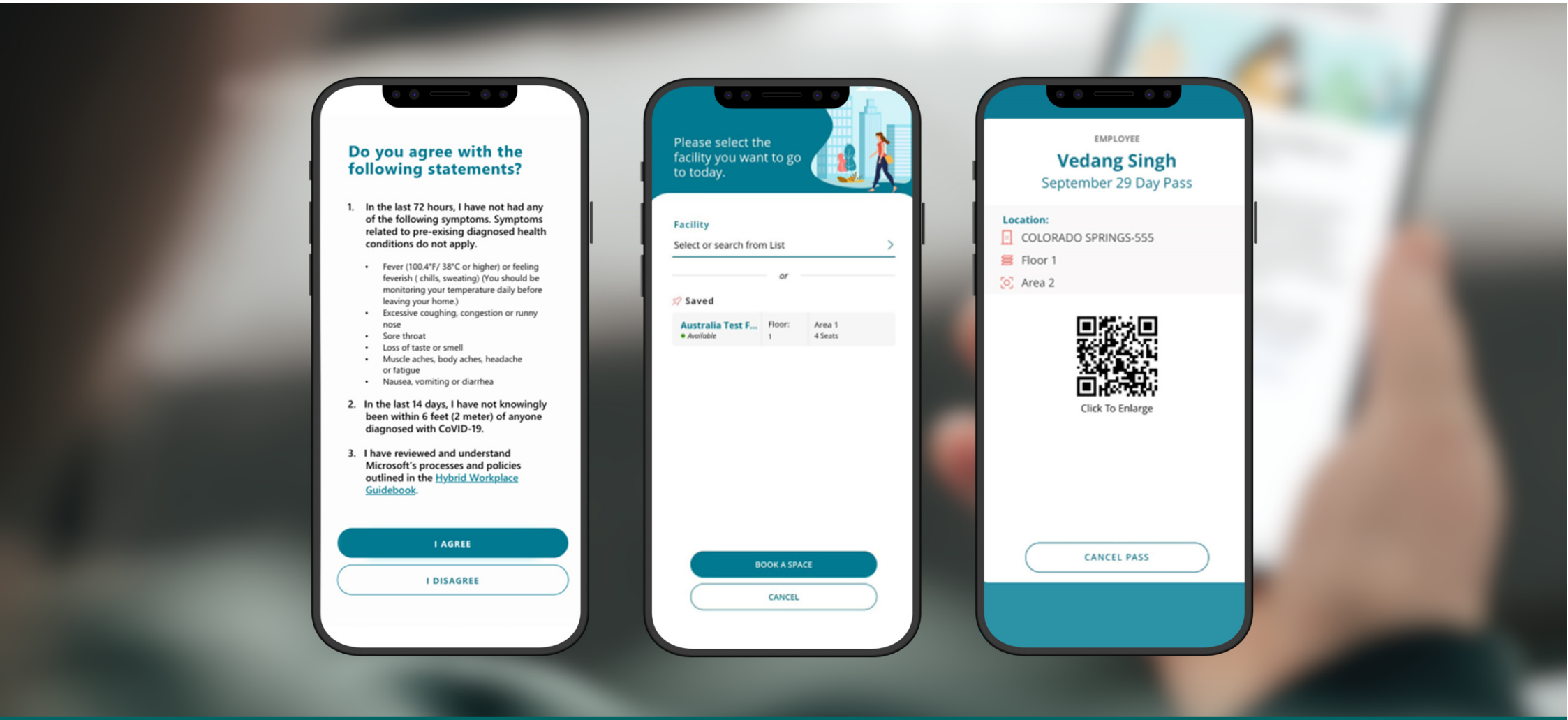
Stage 3: WFH strongly encouraged—Essential employees are on-site, and buildings are accessible to employees to pick up items if needed. No services are available (e.g., cafés, catering) nor visitors allowed.

Stage 4: Soft open—Employees may choose to work on-site, but WFH is still strongly recommended. Invited external staff, customers, and partners will be accommodated, but no other guests are allowed. Limited services are available (e.g., boxed lunches).

Stage 5: Open with restrictions—Employees may choose to work on-site, but WFH is still encouraged. Invited external staff, customers, and partners are welcome on-site. All services available.

Stage 6: Open—Employees and all visitors are welcome on-site. Most COVID-19 requirements (e.g., social distancing) are removed. All services are available.

Microsoft



Return to workplace

Microsoft

Change

It’s a Different World.

“We work in an industry that does not respect tradition, only innovation. True innovation is always easier to identify once it is in our rear view mirror. We’re committed to being a catalyst for breakthroughs with the potential for global impact.”
Satya Nadela

Microsoft

The transitioning health care system

From a reactive and disconnected process

Siloed data

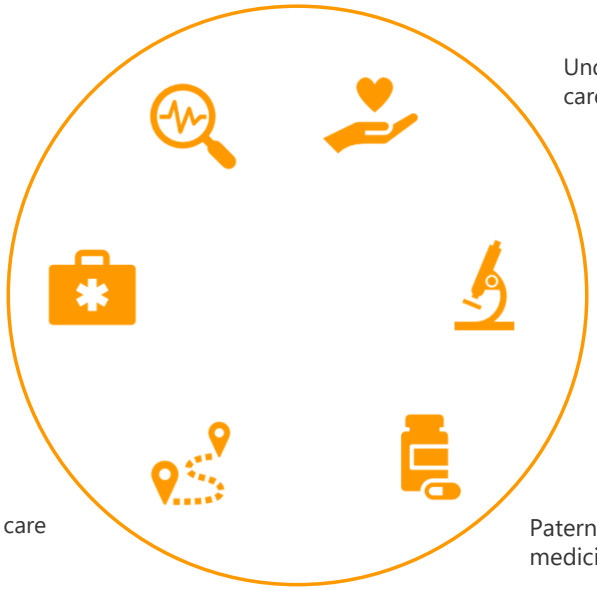
Undifferentiated care

Focus on sickness and the hospital

Limited cross industry research

Fragmented care pathways

Paternalistic medicine



To a continuous, collaborative approach that enables preventative care

Wellness and prevention

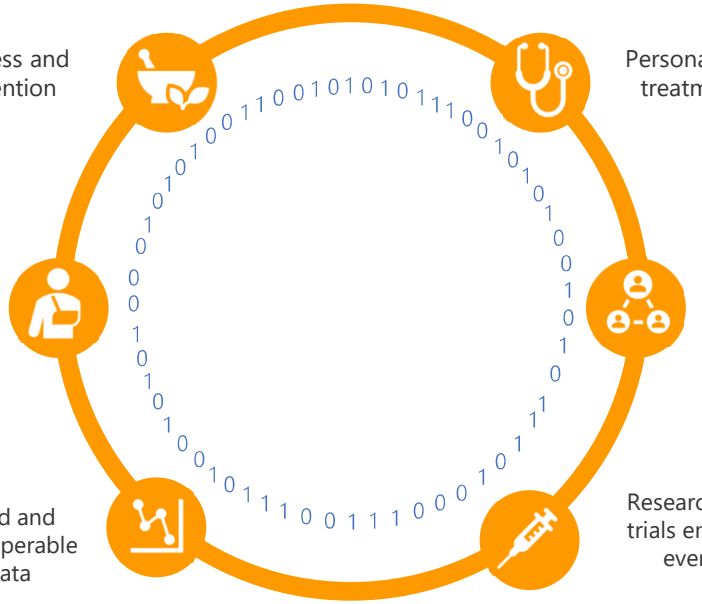
Personalised treatment

Connected and activated patients

Connected care - anywhere

Fluid and interoperable data

Research and clinical trials embedded into everyday care



Post-COVID-19 recovery

Financial pressures

Workforce pressures

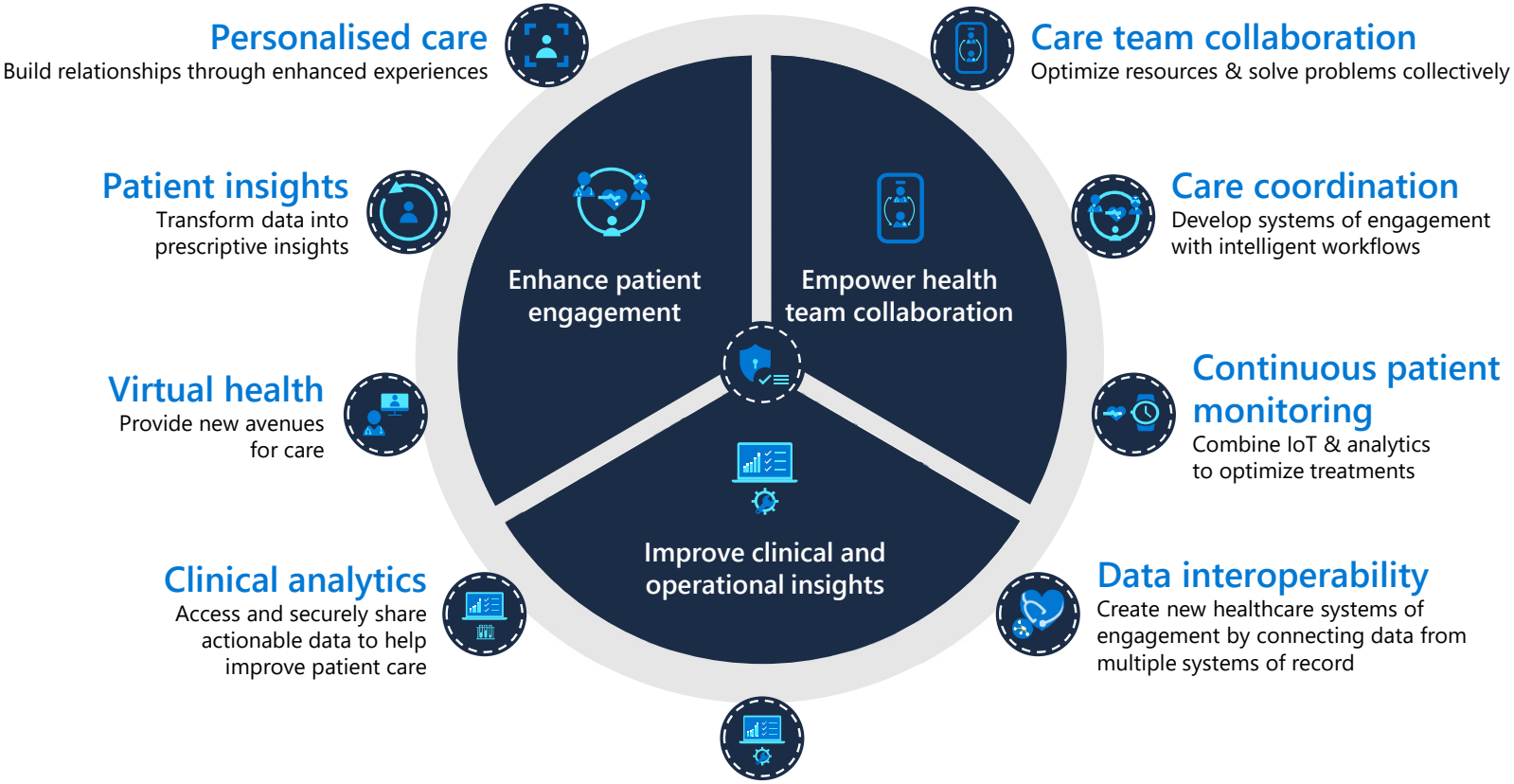
Data explosion

Aging populations

Technology

Microsoft

Collaborate, improve organisational insight, and personalise care. Whilst keeping health data secure.



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Our priorities for the year ahead

Support the Post-COVID recovery	Help the NHS reform and modernise	Strengthen the UK's life sciences ecosystem
From modernising the data and analytics infrastructure through to applying AI to improve operational efficiency and deal with the backlog in elective care.	Putting in place the infrastructure and tools to support Integrated Care Systems to flourish.	Building new infrastructure and capabilities for clinical trials, trusted research environments and genomics.

Microsoft

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The post-Covid context for UK health and life sciences

Recovering elective care

70% elective surgery cancelled

Ongoing Covid Demand

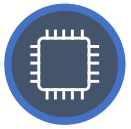
Variants, test and trace and vaccination

Virtual Care

GP, outpatients, home testing & virtual wards

New research models

Trial design, recruitment



Diagnostics

>300k waiting 6 weeks or more

Genomics

UK world leading in COVID genome sequencing

Adoption of AI

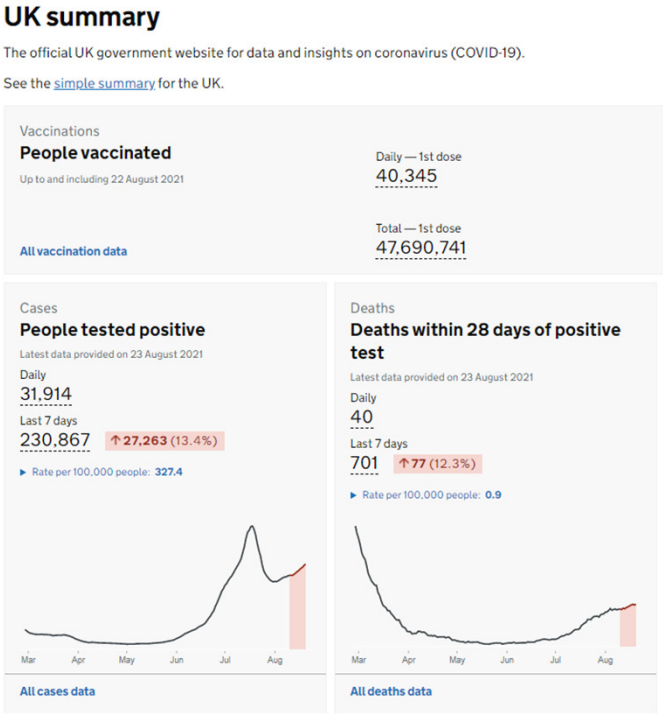
Predictive analytics; automation

Workforce Pressures

Morale, staffing shortages

Microsoft

The pandemic has highlighted the crucial need for greater accessibility to vital care and research



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Scenarios

Migration to the Cloud

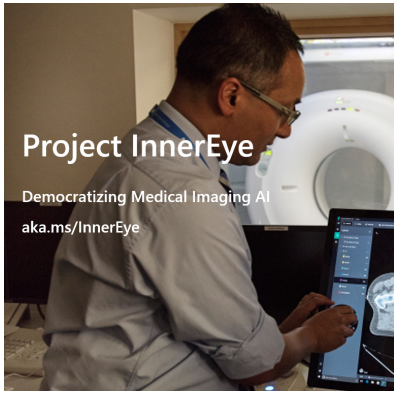
Microsoft

+

NUANCE

Collaboration

AI for health



Virtual Care: Hololens

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AI for Health

AI is technology's most important priority, and healthcare is its most urgent application

Microsoft

COVID-19 Vaccinations

Download Data

2,983,756,051
People Fully Vaccinated

Data last updated 10/28/21

38.3% of people fully vaccinated
9,382,049 latest people fully vaccinated/day

Geolocation:

Worldwide | United States

Search

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Australia
- Austria
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh
- Barbados
- Belarus
- Belgium

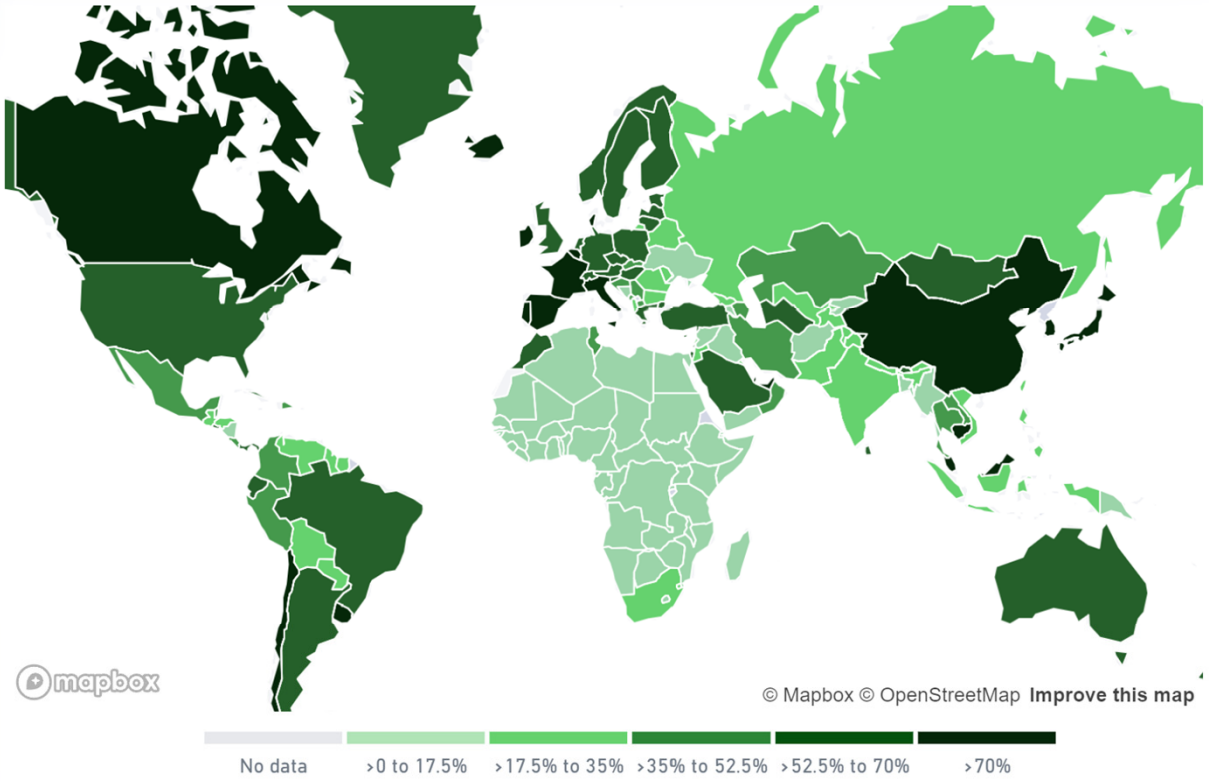
How many people are getting vaccinated? | **Where and when are vaccinations being given?**

Measures: People with at least one dose | People fully vaccinated

View: By Location | By Date

This chart shows the percentage of people who have fully completed COVID-19 vaccinations (given both doses). Learn more

PEOPLE FULLY VACCINATED BY COUNTRY/REGION



Country/Region	% of People Fully Vaccinated
Gibraltar	100.0%
Tokelau	96.8%
Malta	96.7%
United Arab Emirates	87.1%
Portugal	86.9%
Cayman Islands	81.7%
Iceland	81.5%
Singapore	80.4%
Spain	79.7%
Cambodia	77.8%
Seychelles	77.5%
Qatar	77.0%
Faroe Islands	76.9%
Chile	76.8%
Denmark	76.1%
Ireland	75.8%
Isle of Man	75.7%
Uruguay	75.4%
Malaysia	74.7%
Canada	74.6%
China (mainland)	74.2%
Belgium	73.7%
South Korea	72.1%
Aruba	71.8%
Italy	71.0%

Microsoft
AI for Health

Information about Sources
Click Here

Contact us at:
ai4hc19@microsoft.com

Sensyne Health

Project **InnerEye**

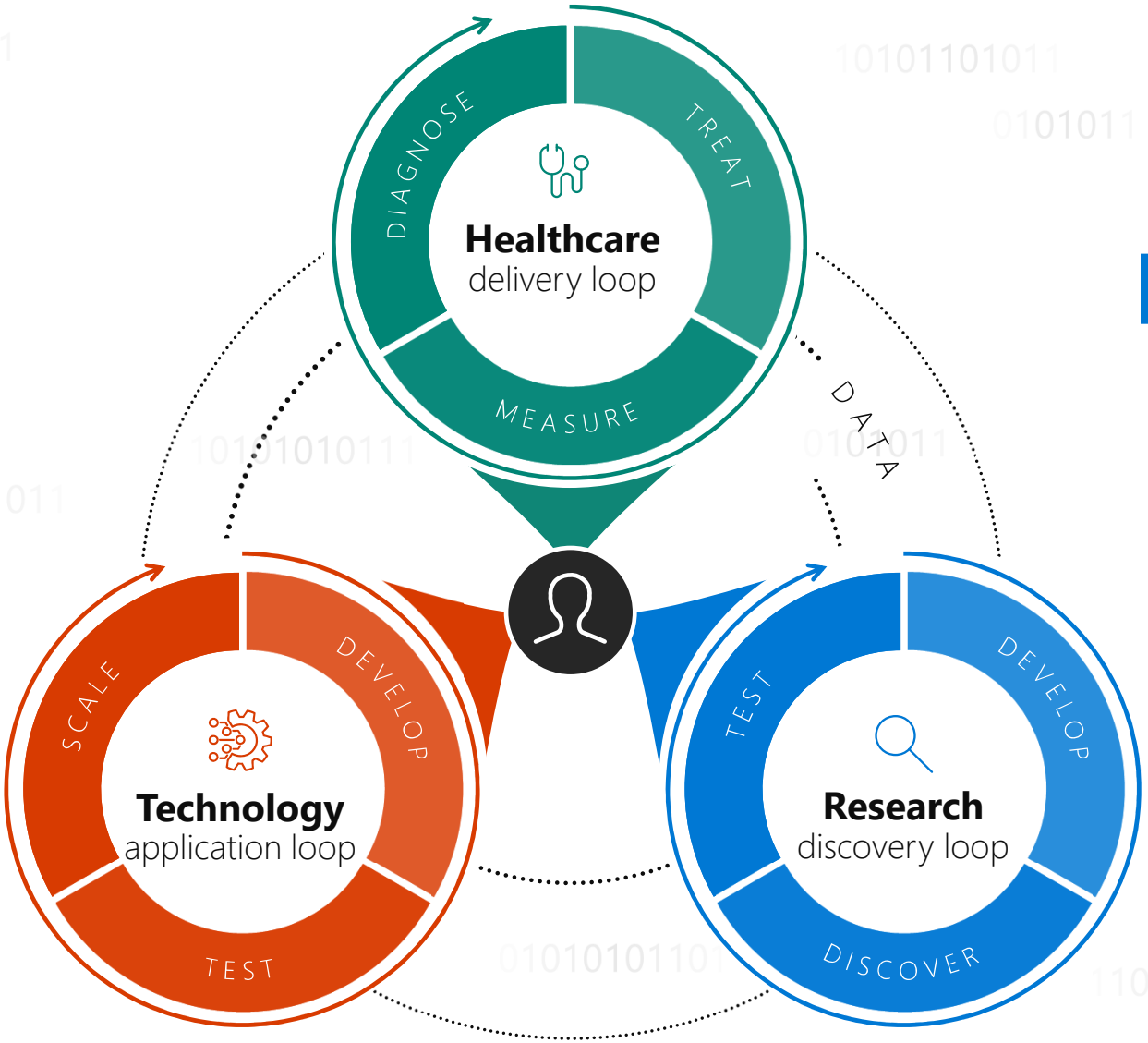
ieso digital health

NUANCE

Microsoft

Towards

intelligent health systems



Microsoft

Hybrid Work – The Hybrid Paradox

73%

want flexible remote options to stay

67%

want more in-person work or collaboration post pandemic

Work Trend Index: 2021 Annual Report

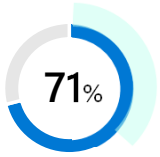
Microsoft

"How do we combine the best bits of remote and in-person work together."

Microsoft

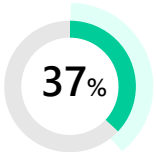
Our research shows

Flexible working is here to stay



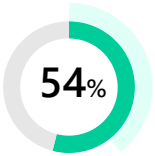
of UK workers surveyed want flexible remote work options to continue

Leaders are out of touch with employees



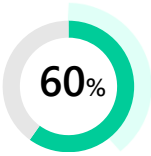
say their companies are asking too much of them at a time like this

High productivity is masking an exhausted workforce



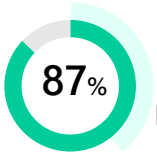
of UK employees are feeling overworked

Gen Z are at risk and will need to be reenergised



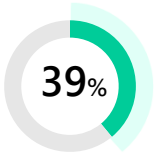
of those aged 16-25 say they are merely surviving or flat-out struggling

Shrinking networks are endangering innovation



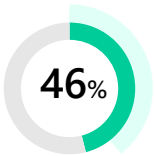
Increase in 1-2-1 chats between Apr 20 and Feb 21 vs 5% decreased in channel activity

Authenticity will spur productivity and wellbeing



are more likely to be their full, authentic selves at work

Talent is everywhere in a hybrid world



are planning to move to a new location this year

"Over the past year, no area has undergone more rapid transformation than the way we work"

Satya Nadella, CEO, Microsoft

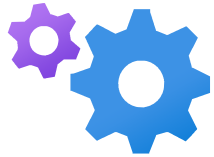
Source: Work Trends Report, March 2021, Microsoft

Microsoft

A new operating model

People

Places

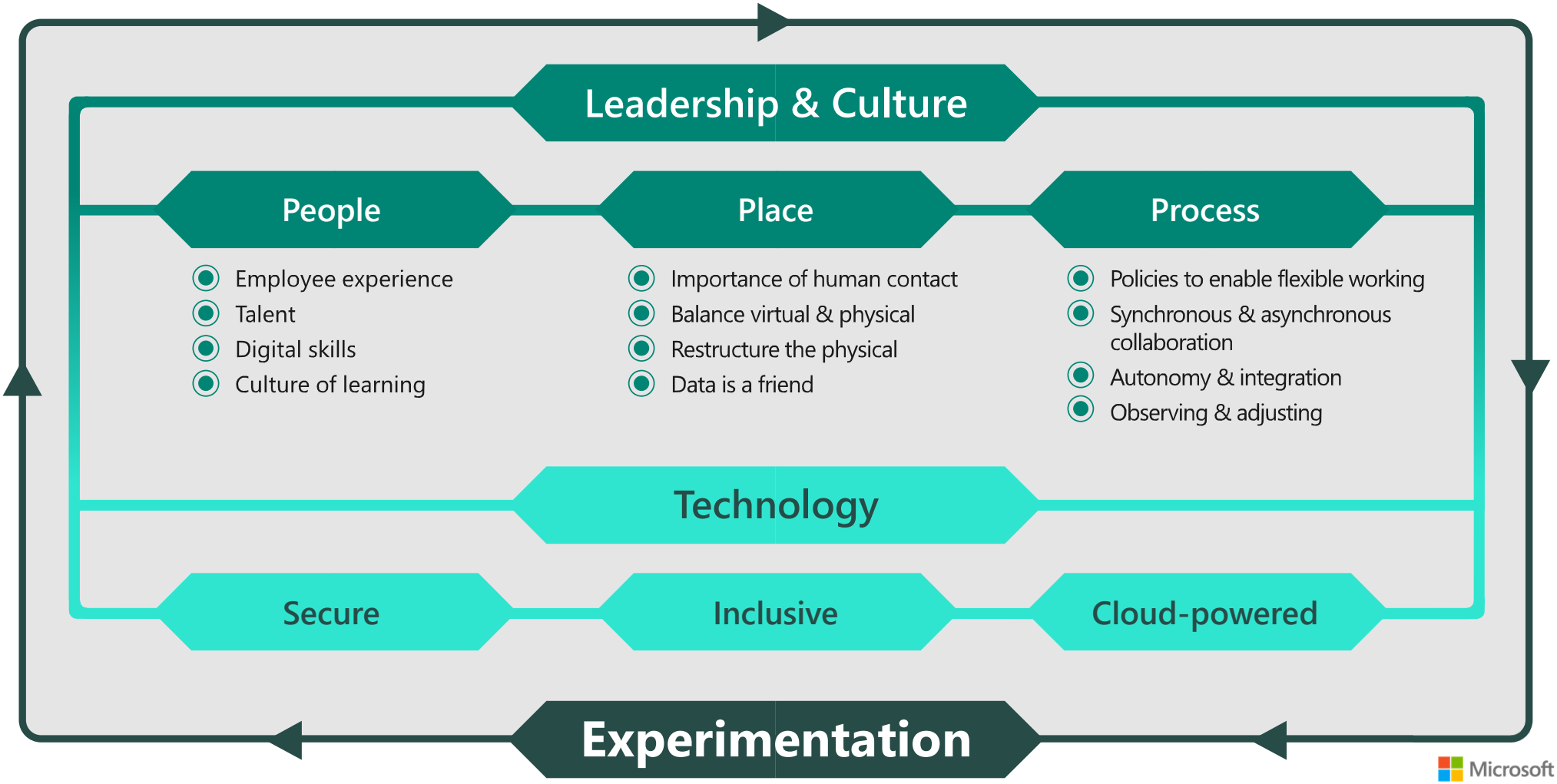


Processes

Leadership, Culture & Experimentation

Microsoft

A framework for hybrid



Microsoft

People

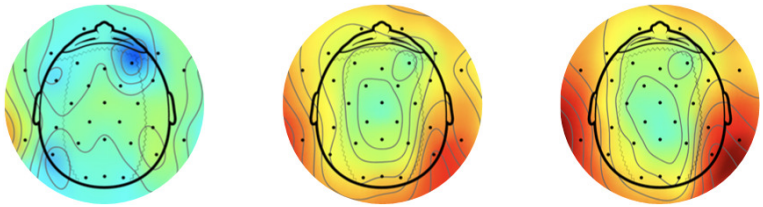
Places

Processes

Microsoft

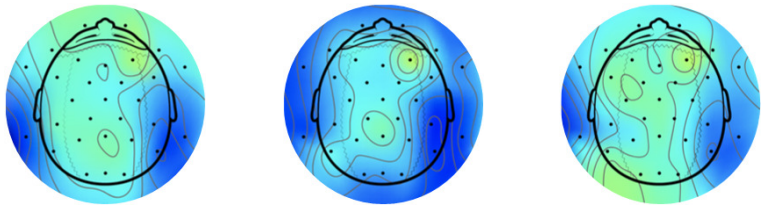
Combating digital exhaustion

No break



Meeting 1 Meeting 2 Meeting 3

Break



Meeting 1 Meeting 2 Meeting 3

Average beta activity across research subjects during three meetings

Less stress — More stress

Microsoft

Empower leaders to create inclusive cultures

Leadership and culture

Direction must come from the top; be humble about the journey

Regular topic for board and management level meetings

Role model the behaviours and place focus on manager excellence

Encourage experimentation and sharing of ideas

Embed an always on culture of learning

Leverage technology to measure and help comms and collaboration

Empower people to work how and when they like; measure impact, not hours

Share the journey in public; a tool to attract great talent

Microsoft

People

Places

Processes

Microsoft

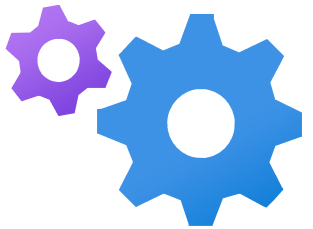
Design for people not in the room

Microsoft

Microsoft

People

Places



Processes

Microsoft

Microsoft

Quick start guides

Operations

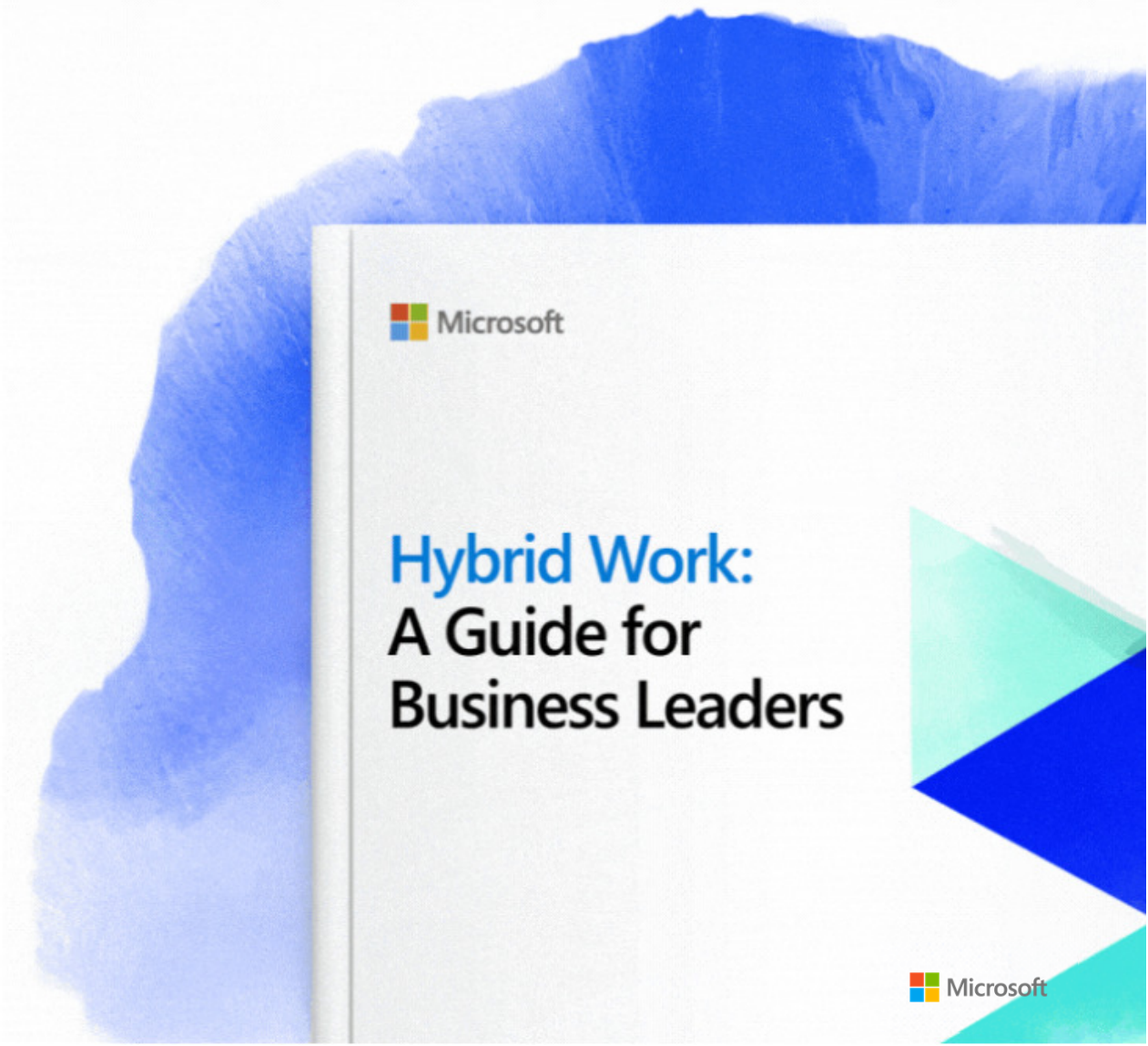
Human Resources

IT & Security

Marketing & Sales

Real Estate & Facilities

microsoft.com/hybridwork



Together, we can

Empower your leaders

To build inclusive cultures, with digital tools that enhance productivity and patient engagement

Reimagine Clinical Collaboration

To create new systems of engagement with intelligent workflows and improved care opportunities

Harness the power of data

And be bold, connecting data for actionable insights, whilst building on Zero Trust Foundations

Microsoft

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