



Ascension

CASE STUDY

Ascension Wisconsin extends cancer case reviews to four times more patients

Virtual tumor board provides doctors and nurses with remote access

With a cancer diagnosis, one of the most important questions a patient asks is, “How can I get the best treatment?” Information and input from a multidisciplinary team of medical professionals help to determine optimal and coordinated treatment strategies, but finding the time to corral the people and tap into their collective knowledge is not always easy. With an innovative use of digital technology, we helped Ascension Wisconsin better accommodate its employees’ schedules and increase collaboration, which in turn is further strengthening patient care.

Situation

Variable participation in tumor board results in unrealized potential

As one of the largest health systems in the U.S., Ascension Wisconsin strives to improve patient health through holistic care. When it comes to cancer, this mission is especially critical.

The organization’s tumor board is a program whereby doctors and nurses from different specialties – radiology, oncology, surgery, pathology, etc. – meet to collectively review and discuss cancer cases. Its goal is to gain a deeper perspective and comprehensive analysis for deciding on the best strategy to treat a particular patient. Due to varying and demanding schedules, however, participation in the program was inconsistent and not on par with the standards the hospital set for itself. Many doctors and nurses could not physically attend these meetings to provide their input.

Because time is a major factor when it comes to cancer care, Ascension Wisconsin wanted to create a virtual tumor board so employees could participate in the process from wherever they are and whenever their schedules allow. It also knew it wanted to use the Microsoft Office 365 tools it had already licensed. To bring this solution to life, Ascension Wisconsin turned to Avanade for our experience and expertise with digital workplace solutions and the Microsoft platform, as well as our extensive knowledge of the health care industry.

Solution

Avanade develops a digital collaboration platform using Microsoft Office 365

During a one-day workshop with doctors, nurses and administrative staff, we presented a prototype of the virtual tumor board using Office 365 tools, which are available anytime and on any device. Since collaboration was key, we showed them how they could easily and independently access, share and comment on case files using Microsoft Teams. They could also use Microsoft OneNote to paste and mark up case images. Microsoft SharePoint and Power BI reporting capabilities allow the organization to better track patient diagnoses and treatments to comply with various regulatory and grant requirements.

After demonstrating that we understood its unique business goal and were responsive to its needs, Ascension Wisconsin engaged us to develop the pilot solution. We did so rapidly and without much coding. We also trained employees on the new system and built user manuals to ensure doctors and nurses are well equipped to use all the features and functionalities of the virtual tumor board. Within weeks, we launched the solution at three hospitals to initially support lung cancer case reviews.

Results

Increased participation extends process to four times more patients

The convenience of anytime, anywhere access on any device helps keep the organization's employees engaged. More doctors and nurses are now participating in the program, and they are able to process four times the number of patients through the virtual tumor board. The additional and diverse knowledge applied to each case helps ensure patients receive the highest quality of care. The benefits of this solution are wide-ranging:

- Hospitals accelerate the time for diagnosis and treatment, contributing to better satisfaction rates among employees and patients. And with better reporting capabilities, the hospital can track its cancer care process and use this information to help improve patient outcomes.
- Doctors can now conveniently participate in the virtual tumor board, build their knowledge base on how to treat patients, secure better case documentation and consistencies, and ultimately, build best practices. They also have the privilege of practicing at a modern workplace that is leading the future in cancer care.
- Patients can rest assured that their treatment options are based on input from a broad range of specialists and expertise.

About Ascension Wisconsin

Ascension Wisconsin (ascension.org/wisconsin) operates 24 hospital campuses, more than 100 related healthcare facilities and employs more than 1,300 primary and specialty care clinicians from Racine to Eagle River. Serving Wisconsin since 1848, Ascension is a faith-based healthcare organization committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. As such, Ascension Wisconsin provided more than \$292 million in community benefit, including care of persons living in poverty in Fiscal Year 2018. As one of the leading non-profit and Catholic health systems in the U.S., Ascension operates 2,600 sites of care – including 151 hospitals and more than 50 senior living facilities – in 21 states and the District of Columbia.



About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 30,000 professionals in 24 countries. Visit us at www.avanade.com

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