



## Dr Frank O'Donnell, Public Sector Lead with Microsoft



Frank leads the Public Sector business for Microsoft Ireland focusing on Health, Education and Government sectors across the island of Ireland. Frank joined Microsoft from senior roles in Management Consulting to focus on transforming the Public Sector business to drive more strategic engagement with customers and partners, and to secure a position as a trusted partner in Digital Transformation. He has over 20 years' experience across the education and skills, health and economic development areas in Ireland, the UK and the Middle East working within the public sector as a senior director and

partner in a number of high-profile management consulting firms. Throughout his career, Frank's work has been focused on the development of strategy and policy for the transformation of government and public services using technology.

Frank holds a PhD in Engineering from the University of Strathclyde in Glasgow, as well as an MSc and BTech Degree.

Proudly supported by:

Dr. Frank O'Donnell  
↳ Public Sector Lead  
Microsoft

# Integration of Technology and Health Care

"Empower & Enable"

FOUNDATIONS

many sources...



How to make SENSE OF: Nuance

Mistrust of DATA

Northern Ireland

Virtual Health

Now a FEATURE of Health Services

PATIENT ENGAGEMENT

Insights = BETTER CARE



Tech to Improve EFFICIENCY



Modularity...

What can you do for us?

- Supporting
- Getting ahead of
- Contact Tracers

Start here and  
← EXTEND →  
15 Releases in 12 mo...

Are we Serious enough about TECH?

Security Privacy

Underpins all approaches

TRUST





# Technology in Healthcare Delivery

Dr Frank O'Donnell

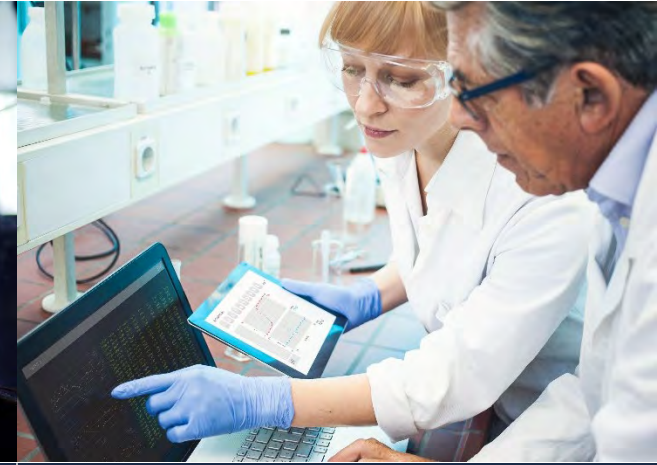
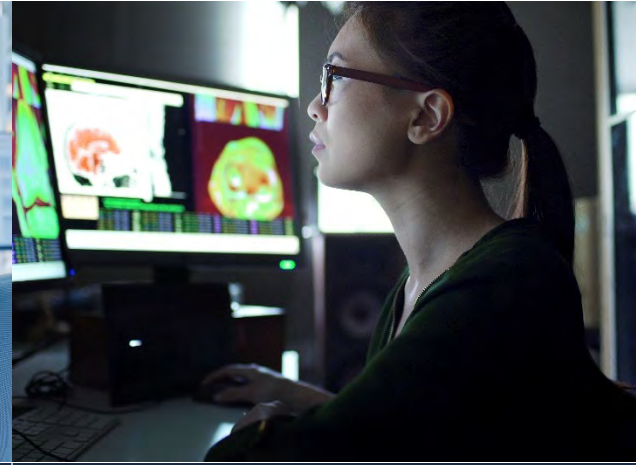
*Pharma Summit 2022*

# Microsoft mission

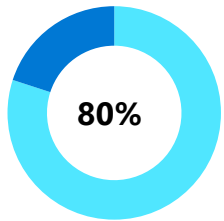
Empower every person and every organization on the planet to achieve more



# The COVID-19 pandemic was a catalyst for change, creating a shift in business priorities across healthcare

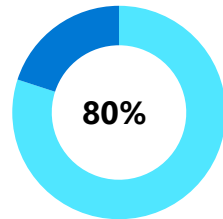


## Virtual health supercharged



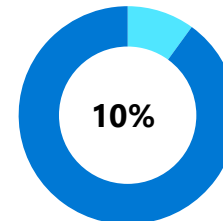
80% of people who used telehealth during COVID-19 reported patient satisfaction

## Challenges unifying data



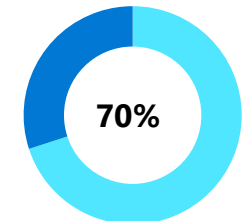
80% of the information that exists on a patient is in an unstructured format.

## Growing security pressures



10% of healthcare data breach comes with a hefty price tag—to the tune of \$7.1 million on average. That's up more than 10% from last year

## Making data-driven decisions



70% of time providers spend analyzing data is wasted on ingestion and unification



# Challenges in unlocking business value through data



## Insights

Volume and variety of data (e.g., IoT data, social media data) makes it harder to generate meaningful insights



*Internal*



*External*

## Data

Data in multiple silos leading to

- Limited access
- Data duplication
- Questionable freshness
- Lack of trust in data
- Wasted data reconciliation efforts
- Delay in generating timely insights



## Governance

- Lack of data ownership driving data quality issues
- Evolving privacy and security laws present ongoing compliance challenges

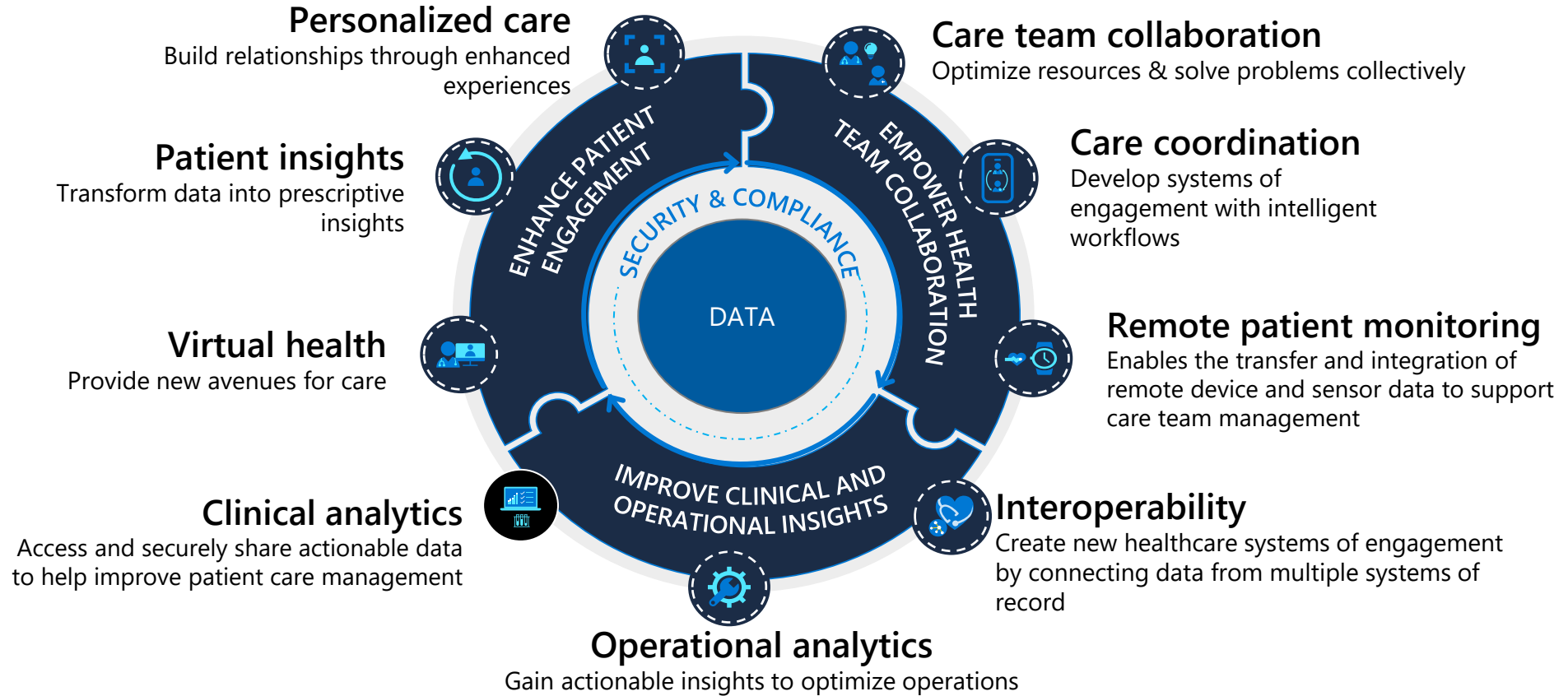


## Culture

- Organizations not treating data as a strategic asset
- Employees lacking the tools to share and collaborate around data
- Data talent shortage and lack of reskilling resulting in slower cultural shift

# Microsoft Cloud for Healthcare

*Capabilities enabling better experiences, better insights, better care*



• Industry Specific •

Data models

Connectors and APIs

Partner ecosystem

Microsoft Cloud

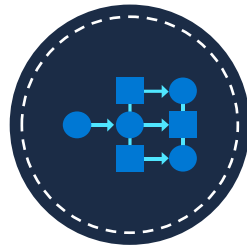
# Customers seek a unified, predictive approach

## Interoperability



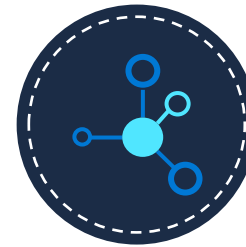
Unify data from across your organization

## Modularity



Use one or all solutions for any technology

## Agility



Unify and analyze massive amounts of data with AI

## Extensibility



Easily optimize Microsoft technologies for your particular use cases



## Security, compliance, and privacy

Protect sensitive information, rely on robust compliance platforms, and trust your data is private



# Microsoft Cloud for Healthcare

## Partner ecosystem



**Growing partner ecosystem** of strategic partners that accelerate the delivery of value to our customers by leveraging Microsoft Cloud for Healthcare capabilities

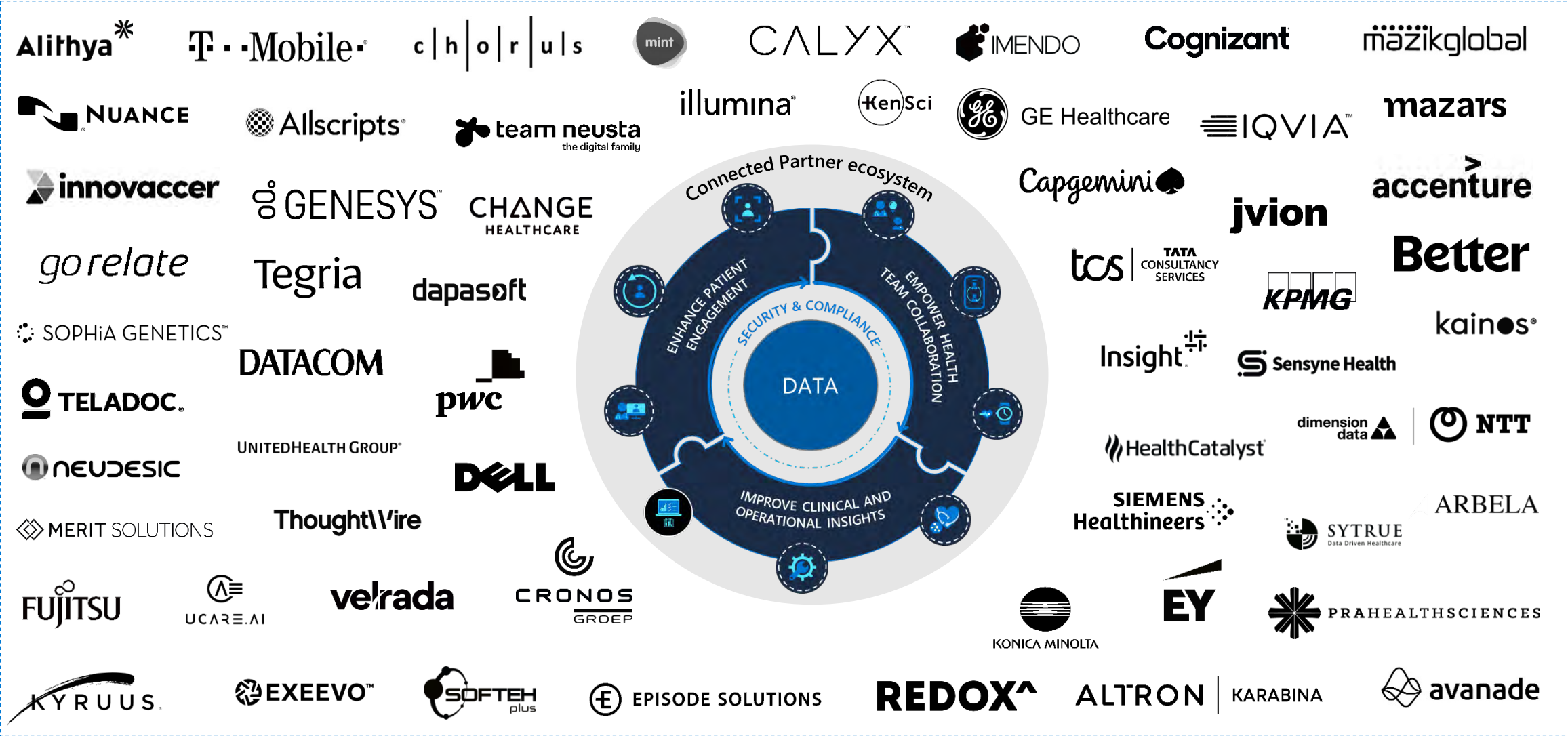


**Industry data model** that enables data interoperability to unify and enrich data to and from multiple systems



**Foundation of privacy and security** across the Microsoft and partner ecosystem

# Microsoft Cloud for Healthcare Partner ecosystem<sup>1</sup>



1. Partners participating in the Partner Preview program



# HSE / Microsoft Covid Response

## Clinical Functionality & Workload Management

- **Contact Tracing** case mgt workflows using **Dynamics 365**
- Covid **patient care pathways**
- Lab results **communication workflows** and case mgt triggers



## Interoperability & Accessibility

- Integration with **Individual Health Identifiers**
- **EirCode**
- **eReferrals** (HealthLink)
- HSE Azure **Data Lake**
- Lab Services via **Microsoft PowerApp**



## Analytics & Reporting

- Management Power **BI Dashboards**
- System Auditing within **Dynamics platform**
- **Data driven decision making**



## Patient & Public Communication

- Citizen **HealthBot** with Covid-19 **basic triage**
- **SMS communication** of results to patients
- **Portal** to capture close contacts
- Covid Services **Citizen Portal** ... in development

Trusted Relationships

Microsoft Partners

Clinical Alignment

Agile Delivery

# European Health Data Space (EHDS)

The European health data space will:

- promote safe exchange of patients' data (including when they travel abroad) and citizens' control over their health data;
- support research on treatments, medicines, medical devices and outcomes;
- encourage the access to and use of health data for research, policy-making and regulation, with a trusted governance framework and upholding data-protection rules;
- support digital health services; and
- clarify the safety and liability of artificial intelligence in health.



- Darwin EU – to connect European medicines regulatory network to the EHDS
- Unified Hospital research platform
- National health analytics platform
- National Data Infrastructure platform
- National Telemedicine capability

# Summary



Alignment with  
Healthcare  
Strategy



Customer ownership  
and control of data



Trust is fundamental  
to engagement with  
stakeholders



Industry  
customization  
and focus



Robust partner  
ecosystem





Thank you

[Microsoft Cloud for Healthcare](#)

