Date
12/05/20022

Digitising and Automating process in healthcare

Kevin Ingrey – Chief Technology Officer

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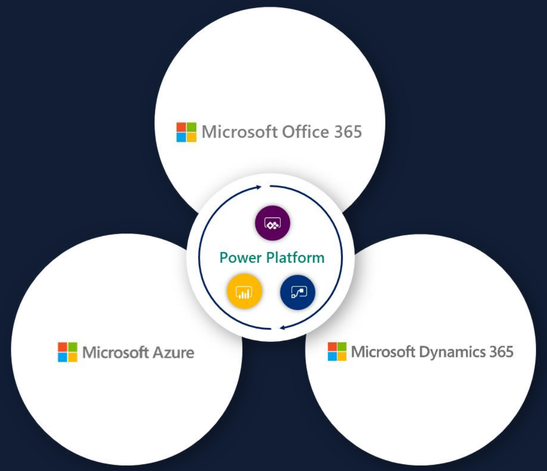
Tisski – Who We Are

Delivering business focused digital transformation through Microsoft Power Platform & Dynamics 365



- Founded in 2011
- 140+ Consultants delivering solutions
- Gold partner status:
  - Business Applications
  - Enterprise Resource Planning
  - Data Analytics
- Microsoft Inner Circle Member

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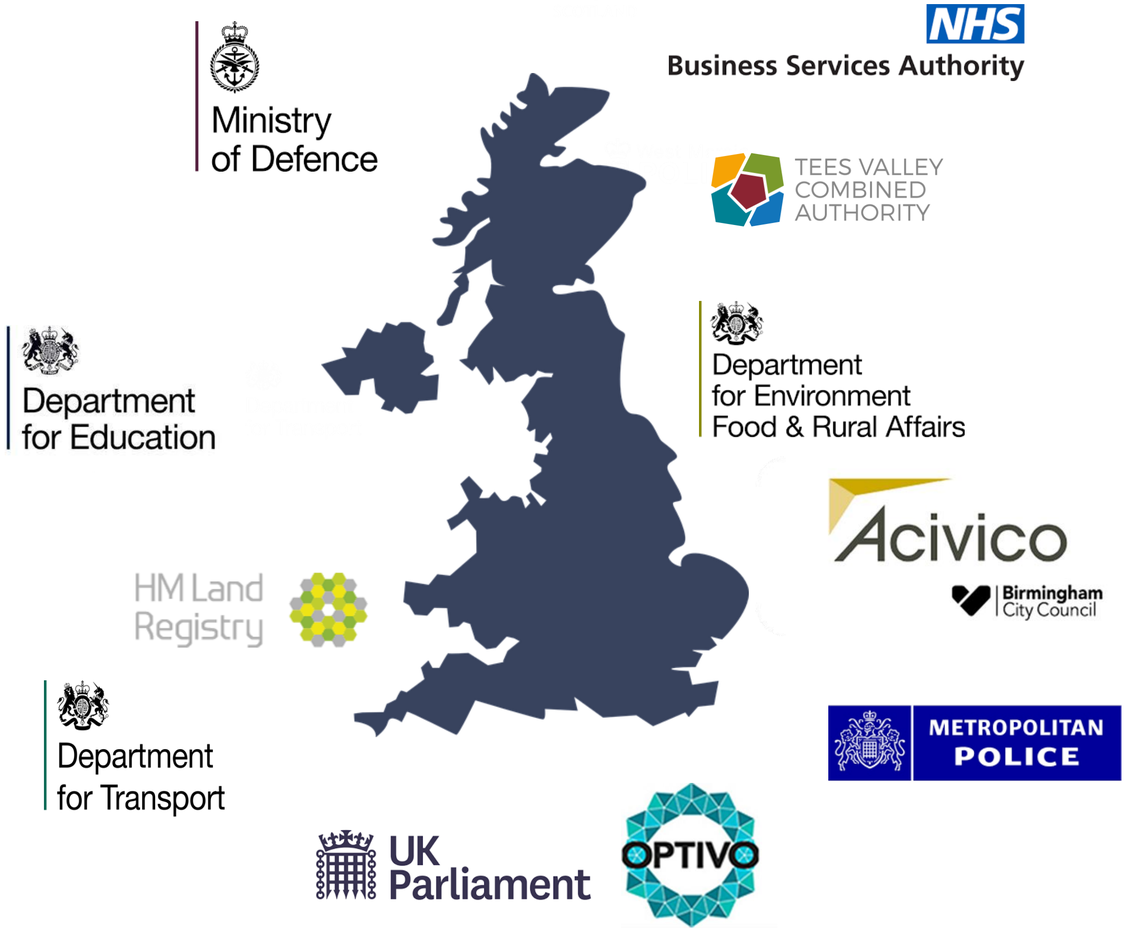
Supporting Digital Transformation across Public Sector



Tisski Capability

Delivering business focused digital transformation through Dynamics 365 and the Microsoft Cloud

Sales | Customer Service | Marketing | Sales | Project Operations | Operations: Finance & HR

Portals and Web | Collaboration | Integration | Automation | Data and Analytics | AI and Virtual Agents

Microsoft Dynamics 365 | Power Platform | Microsoft Azure | Microsoft Office 365

Project Delivery | Helpdesk | Architecture and Roadmap | Organisational Enablement | Strategy & Planning | Platform Recovery | Business Transformation

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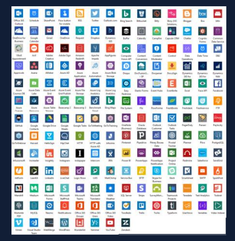
Microsoft Power Platform – Embracing Accessible Technology

Power BI
Business analytics

Power Apps
Application development

Power Automate
Process automation

Power Virtual Agents
Intelligent virtual agents



Data Connectors

AI Builder

Dataverse

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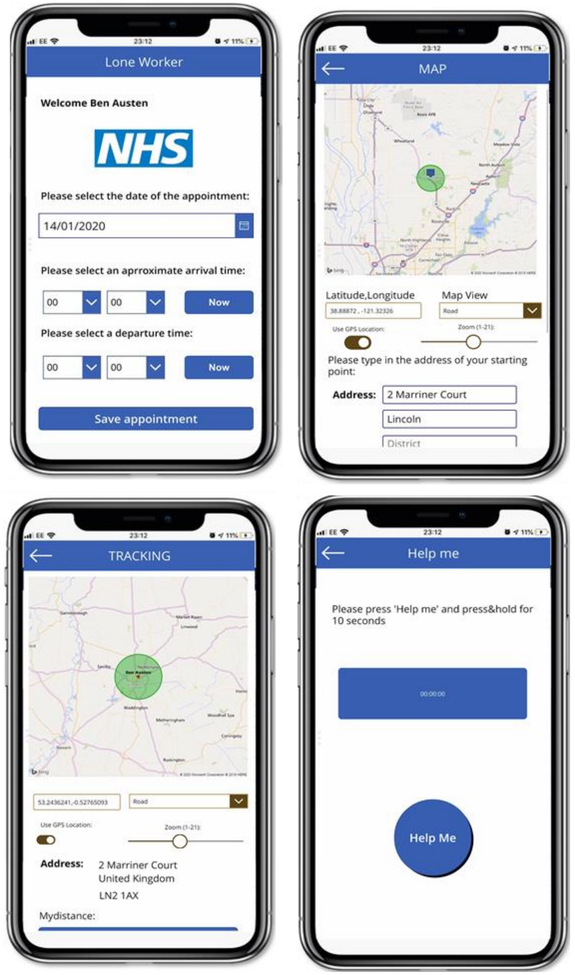
Examples of Digital Solutions in Health/Social Care

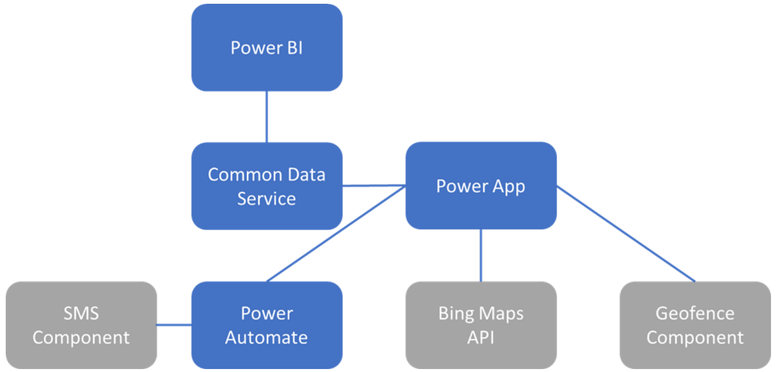
Example Apps

NHS Surrey and Borders Partnership NHS Foundation Trust



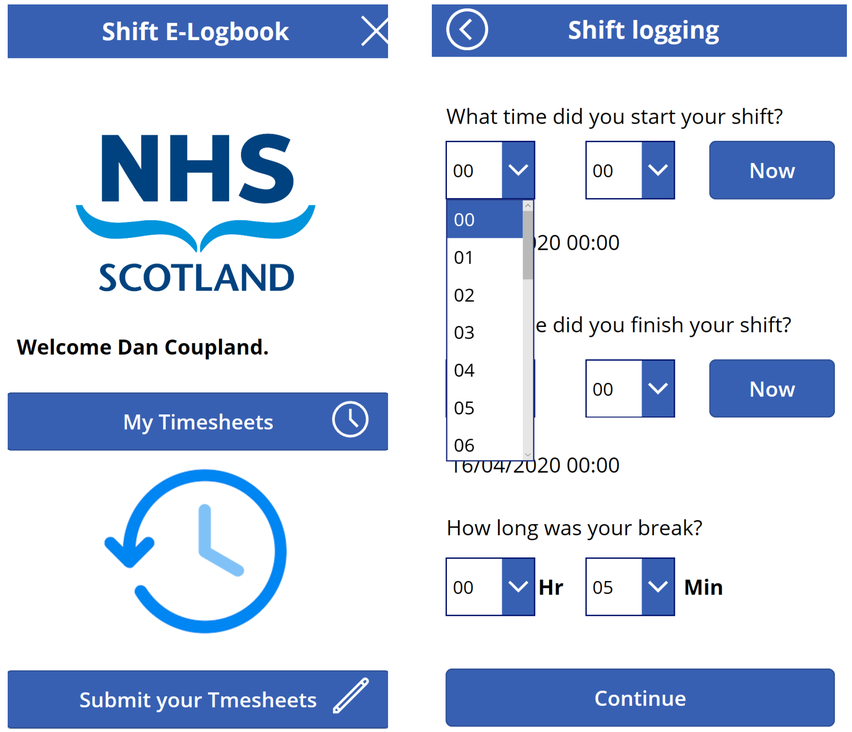
Lone Worker Application:

- Canvas app to create intuitive user application
- Low code rapid development
- Automation and SMS integration
- Rich Reporting capability



NHS SCOTLAND

Shift recording and timesheet application for returning workers to the NHS



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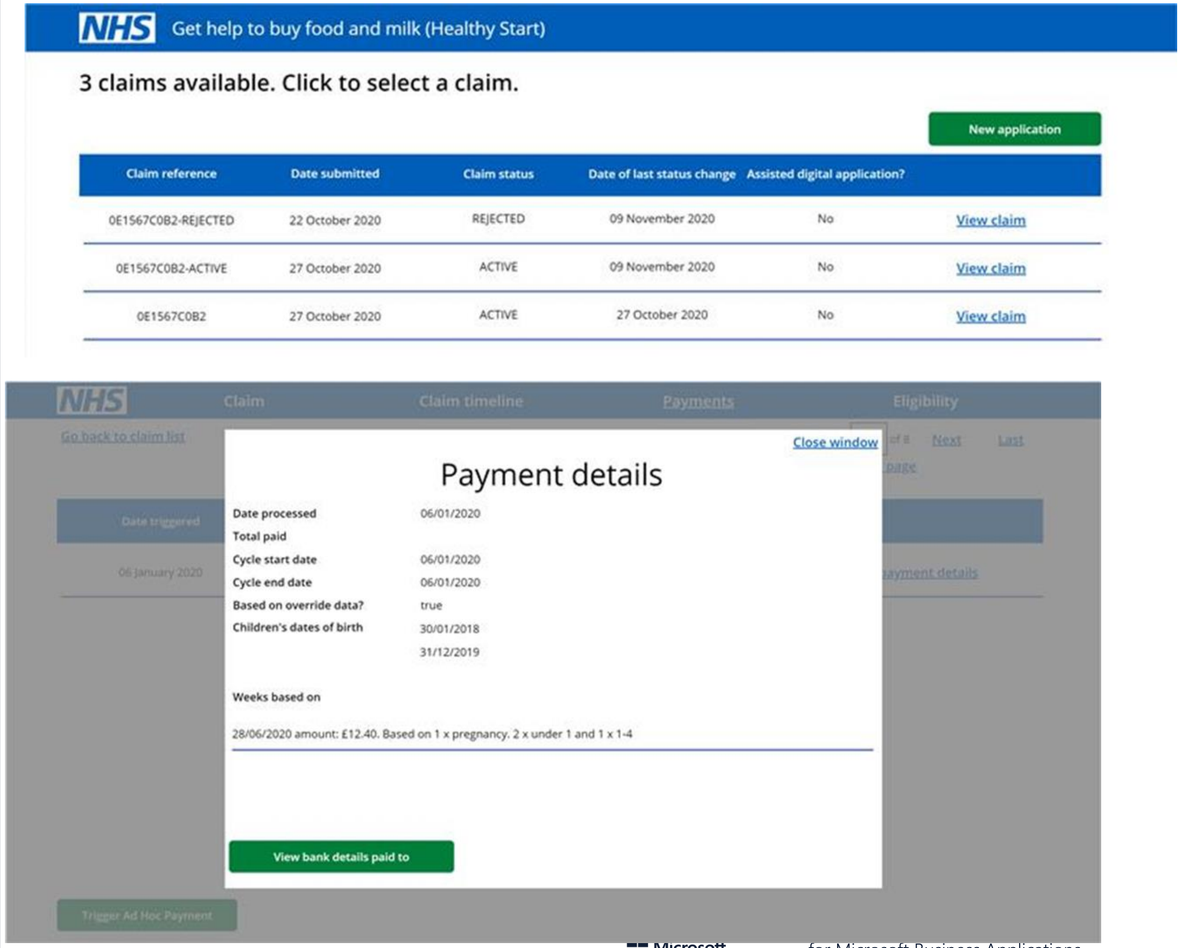
Example Apps

Business Services Authority

Healthy start App:

- Claim to buy food and milk
- Application process managed



Aiding in Their Response to Covid

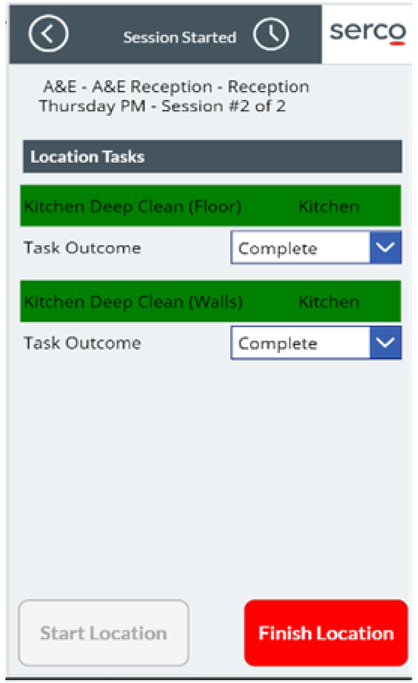
During the Covid-19 crisis, the NHSBSA turned to Tisski to configure a custom solution that would meet its immediate and future needs.

- Power Apps transformed the contact centre support function.
- Power Portal provides a web front end for members of the public in relation to the England COVID19 app.
- Integrates with back-end systems.

Example Apps

Managing cleaning activities in hospitals

Location Selection



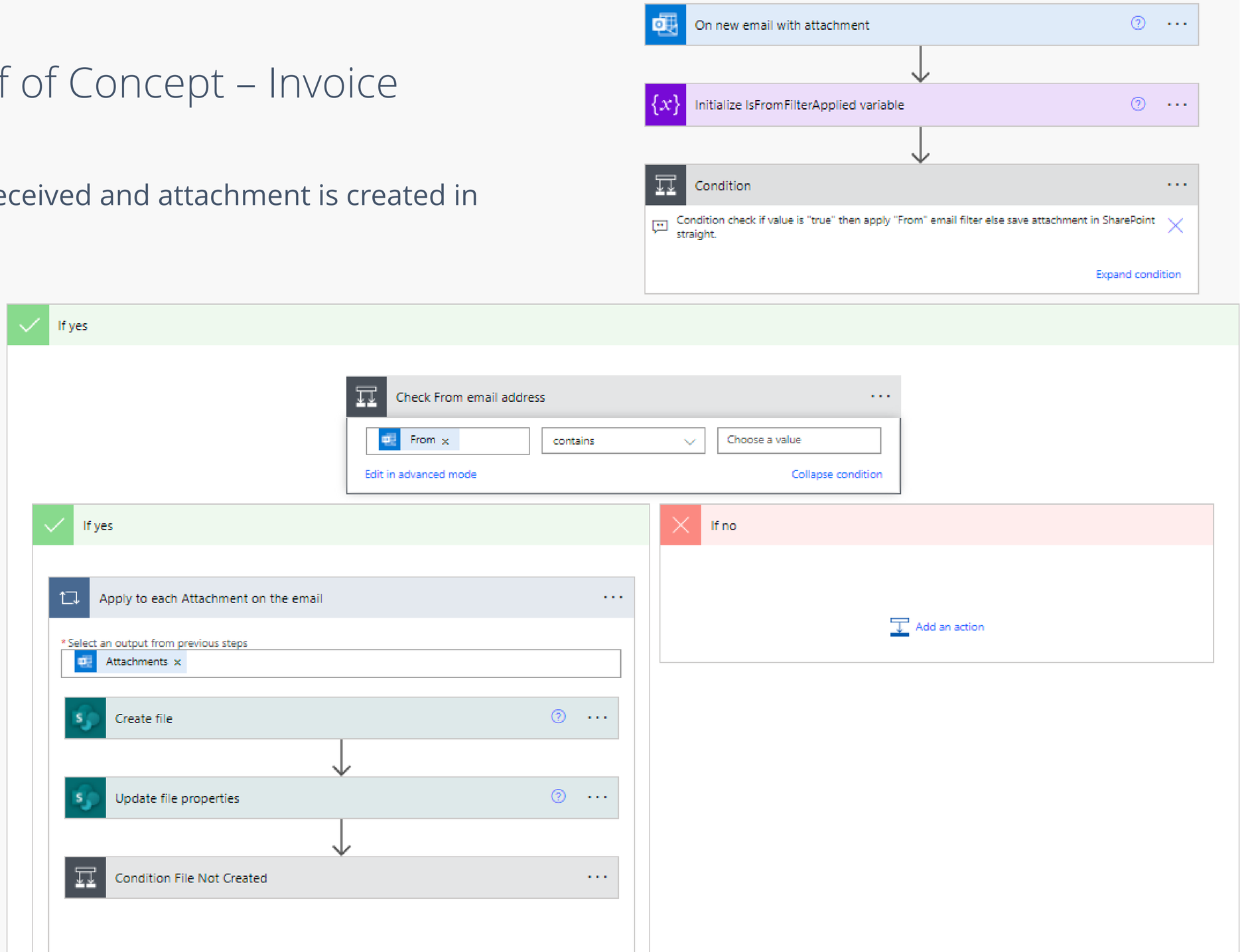
Task List for Location

Ward audit and equipment checking

Art of the possible

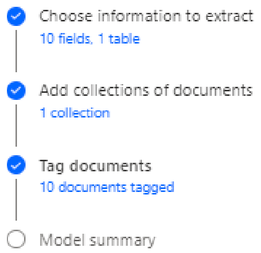
Example Proof of Concept – Invoice processing

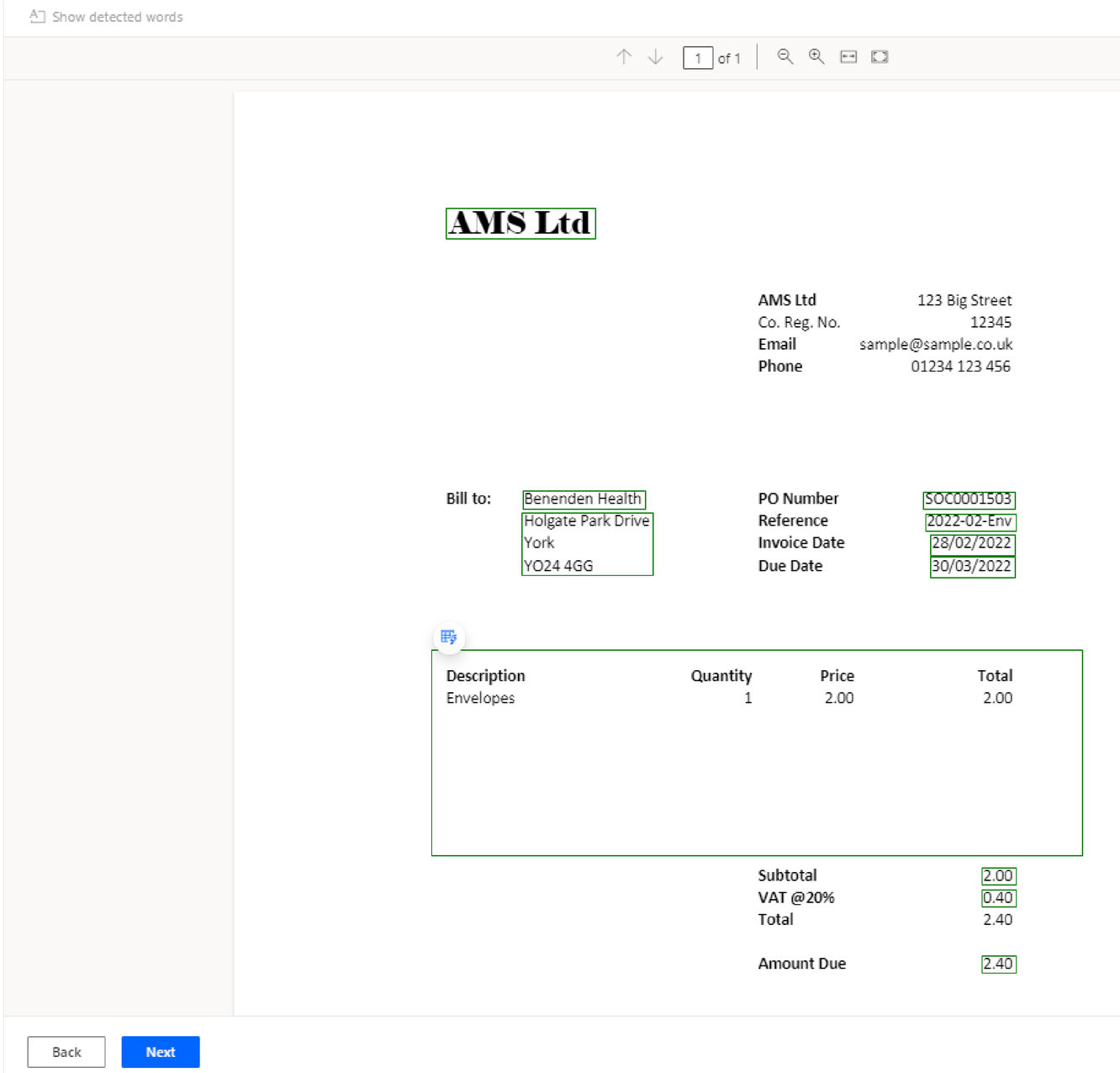
- Stage 1: Email is received and attachment is created in SharePoint



Example Proof of Concept - Invoice processing

- AI Model: Tagging the individual documents with fields to extract





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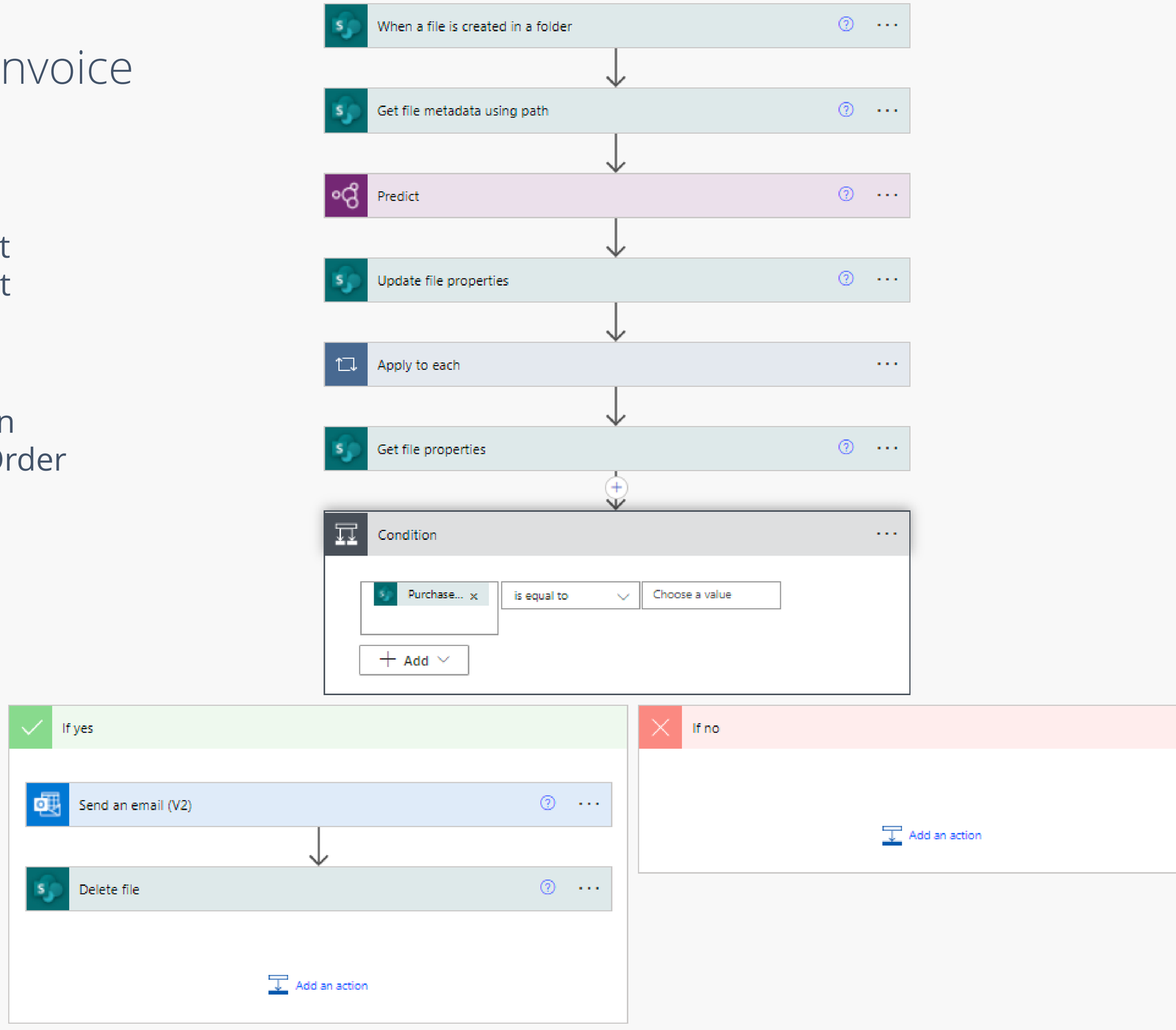
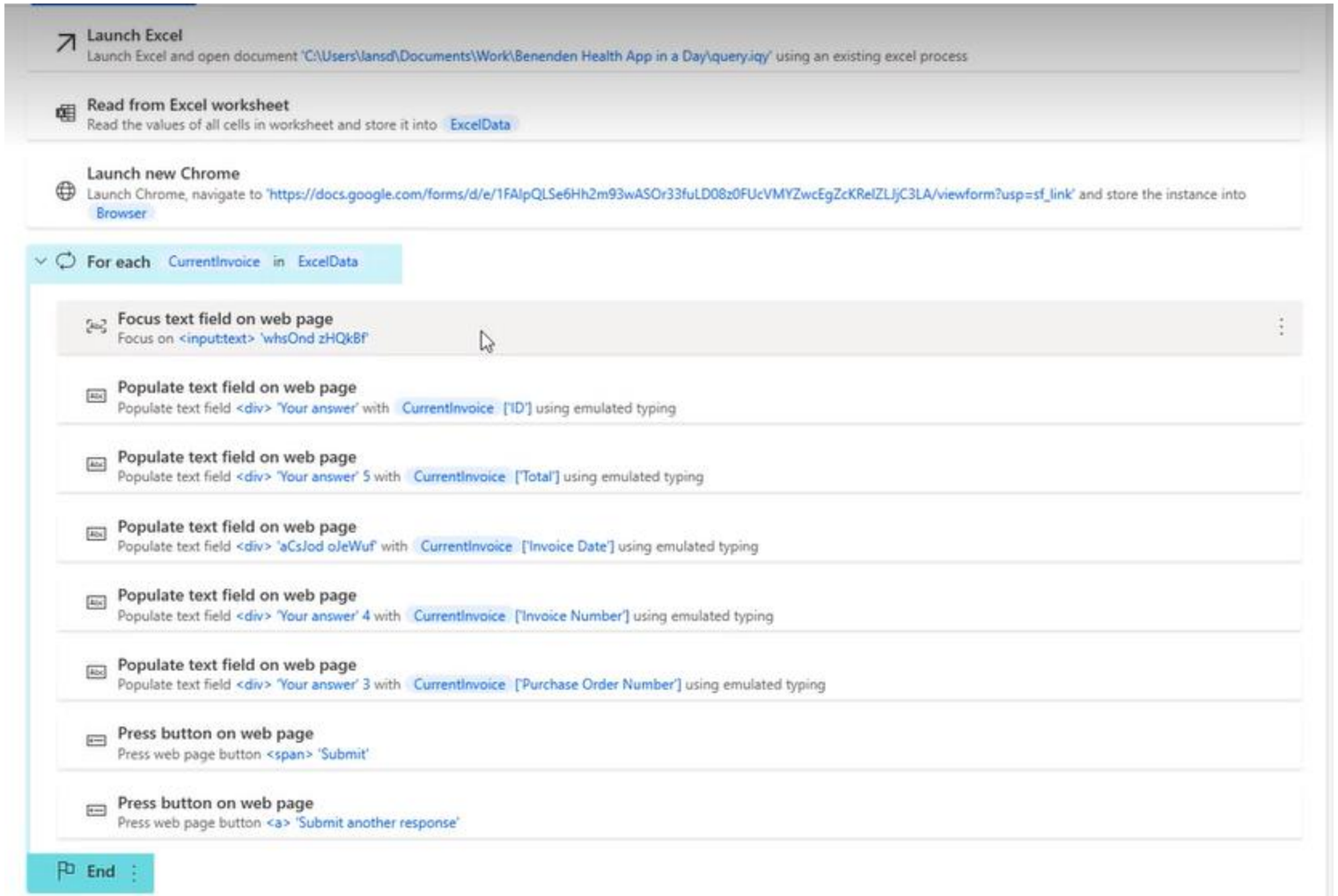
Example Proof of Concept Invoice processing

- Stage 2: Using the AI Model to extract details from a SharePoint attachment when one is created.
- Return the document to sender when one is received without a Purchase Order number.



Example Proof of Concept Invoice processing

- Stage 3: Invoice details are entered into NetSuite (finance system) automatically after Stage 2 (Robotic Process Automation).

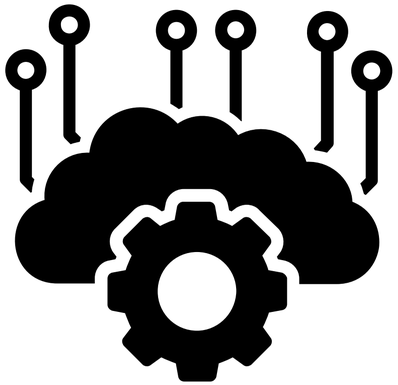


Determining health factors with Machine Learning

- Tisski have been working with a partner in the health industry to measure and predict the propensity for people to successfully complete diabetes prevention programmes through data analytics. The scenario takes common data patterns for people with diabetes entering a referral programme to predict successful completion based on performance trends of previous cohorts.

Patient enters a programme designed to help those at risk of diabetes

Patients involvement in the programme and check points fed to Machine Learning algorithm



Risk factors for failing the programme are determined by Machine Learning

Necessary interventions take place, keeping the patient on the programme rather than dropping out.

More successful programme completions and thus mitigations of diabetes

Thank You