

Date  
12/05/2022

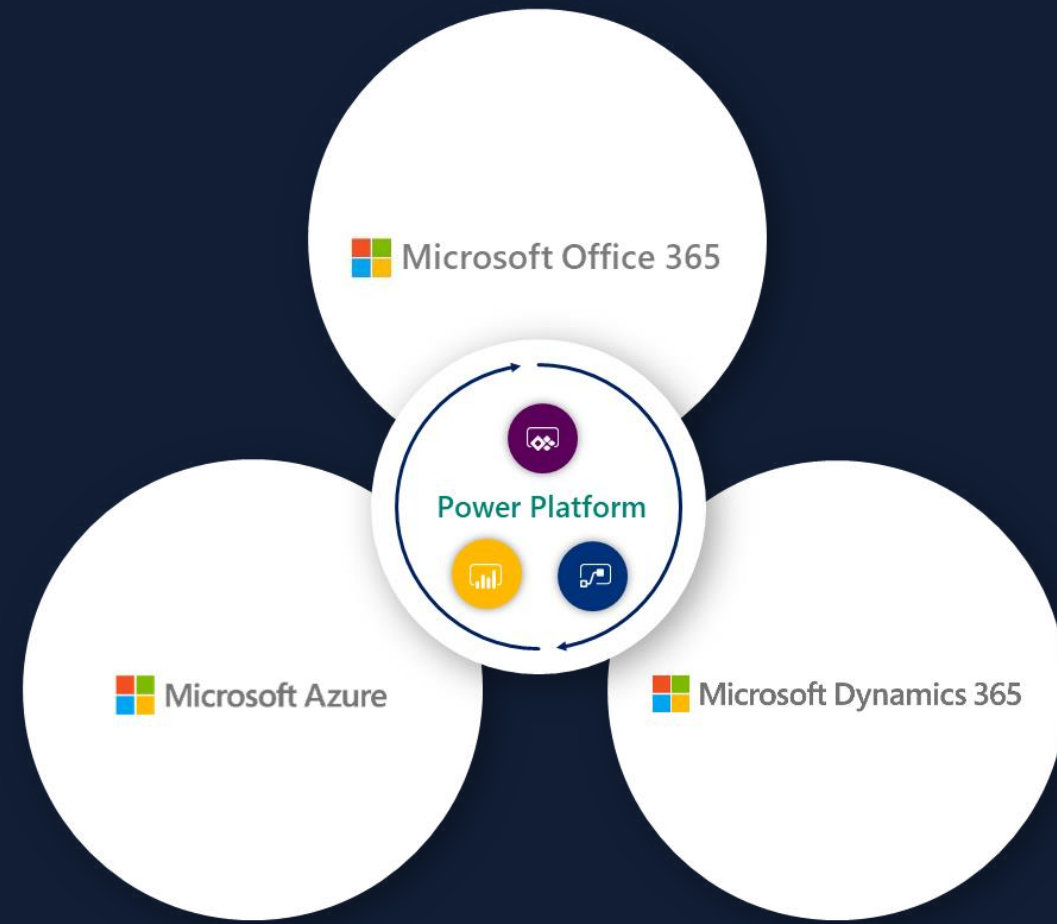
# Digitising and Automating process in healthcare

Kevin Ingrey – Chief Technology Officer



# 2 | Tiscki – 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

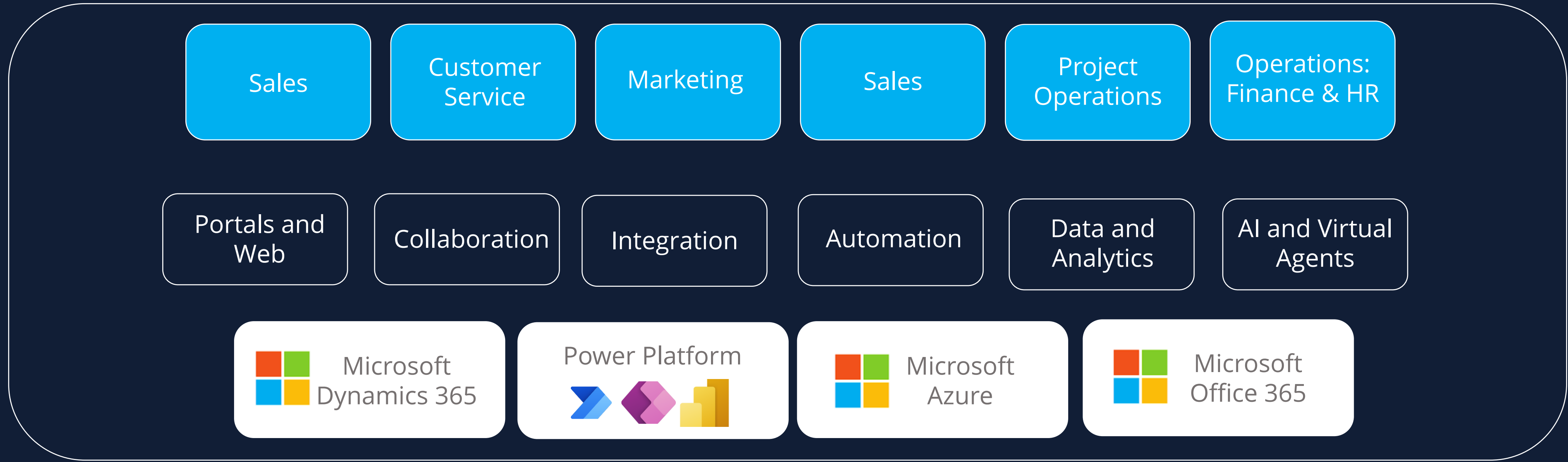


# Supporting Digital Transformation across Public Sector



# Tisski Capability

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



# Microsoft Power Platform – Embracing Accessible Technology



**Power BI**  
Business analytics



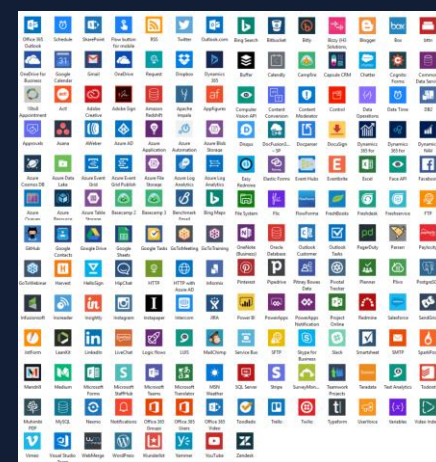
**Power Apps**  
Application development



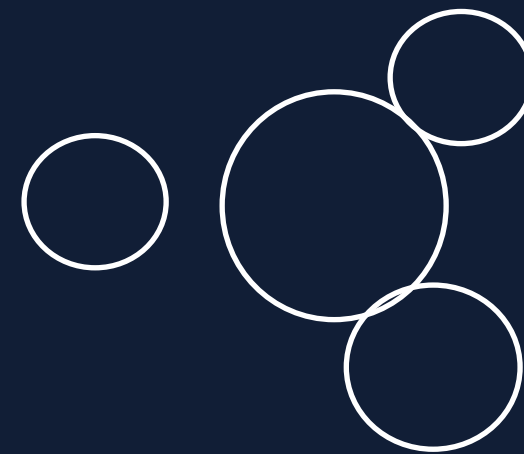
**Power Automate**  
Process automation



**Power Virtual Agents**  
Intelligent virtual agents



**Data Connectors**

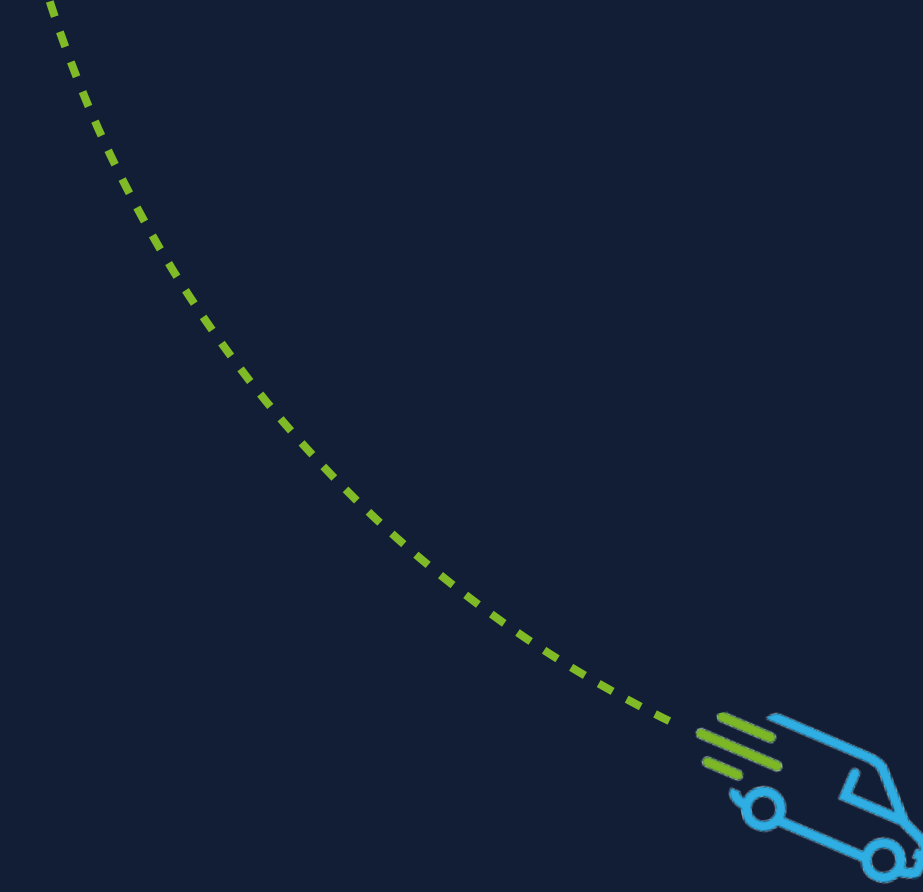


**AI Builder**

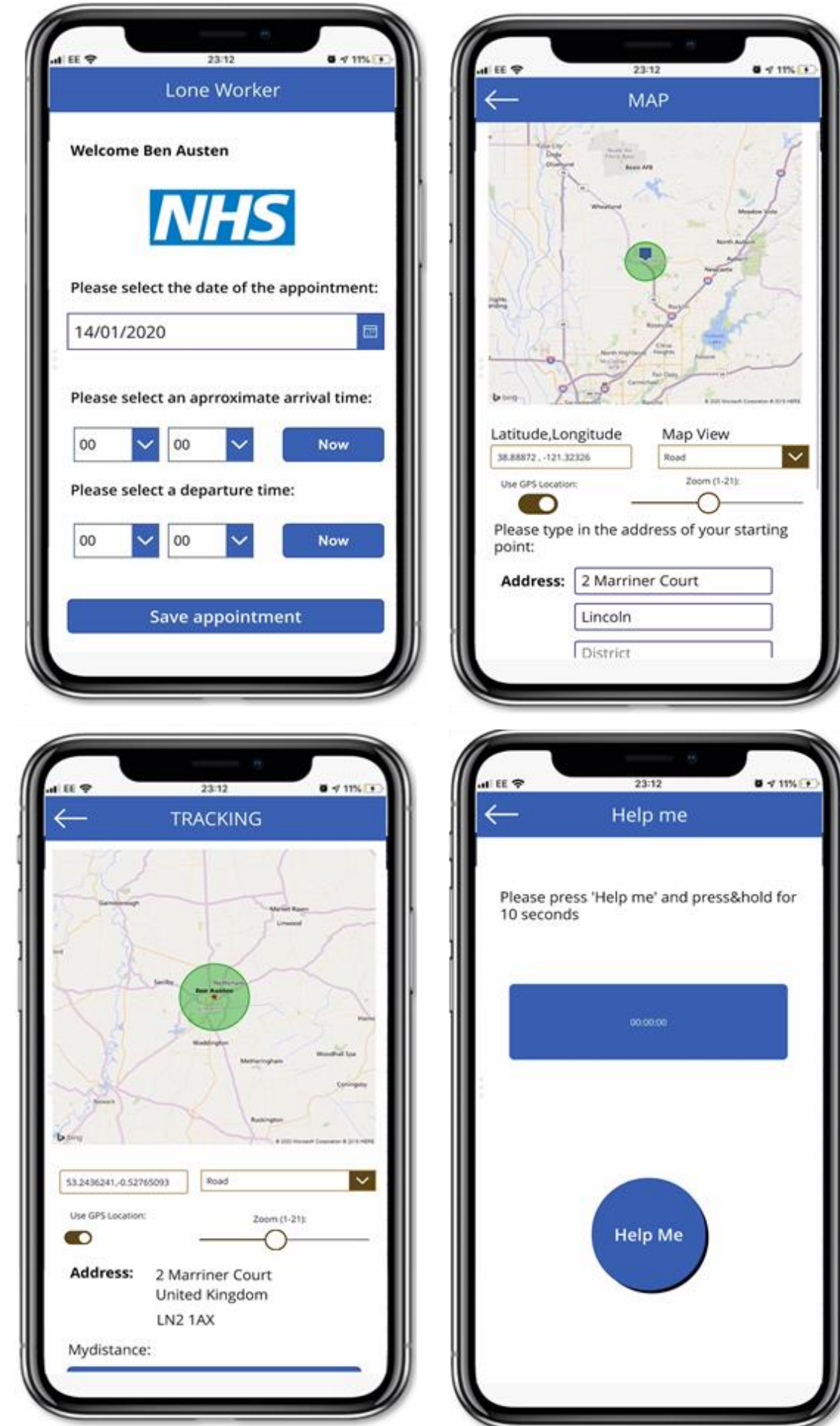


**Dataverse**

# Examples of Digital Solutions in Health/Social Care

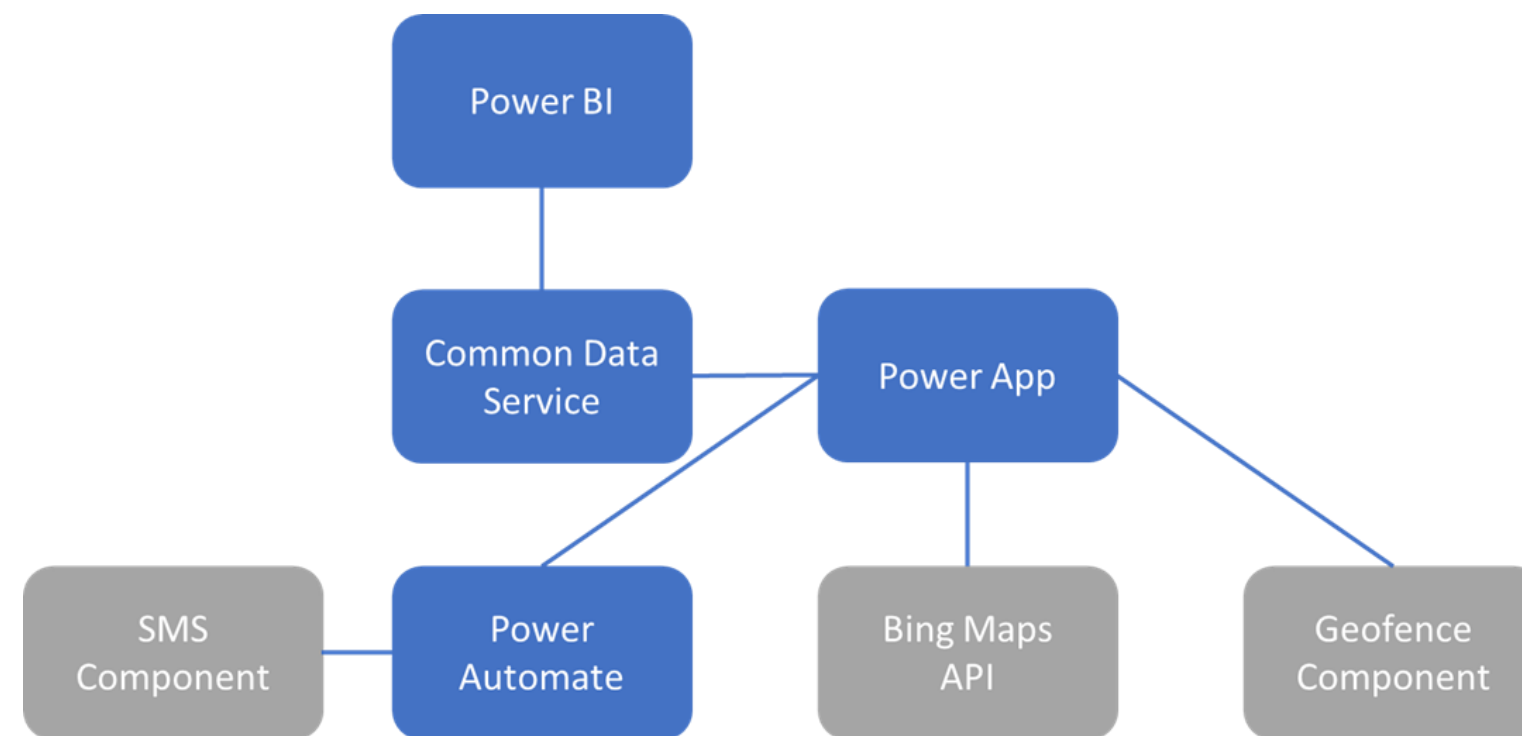


# Example Apps

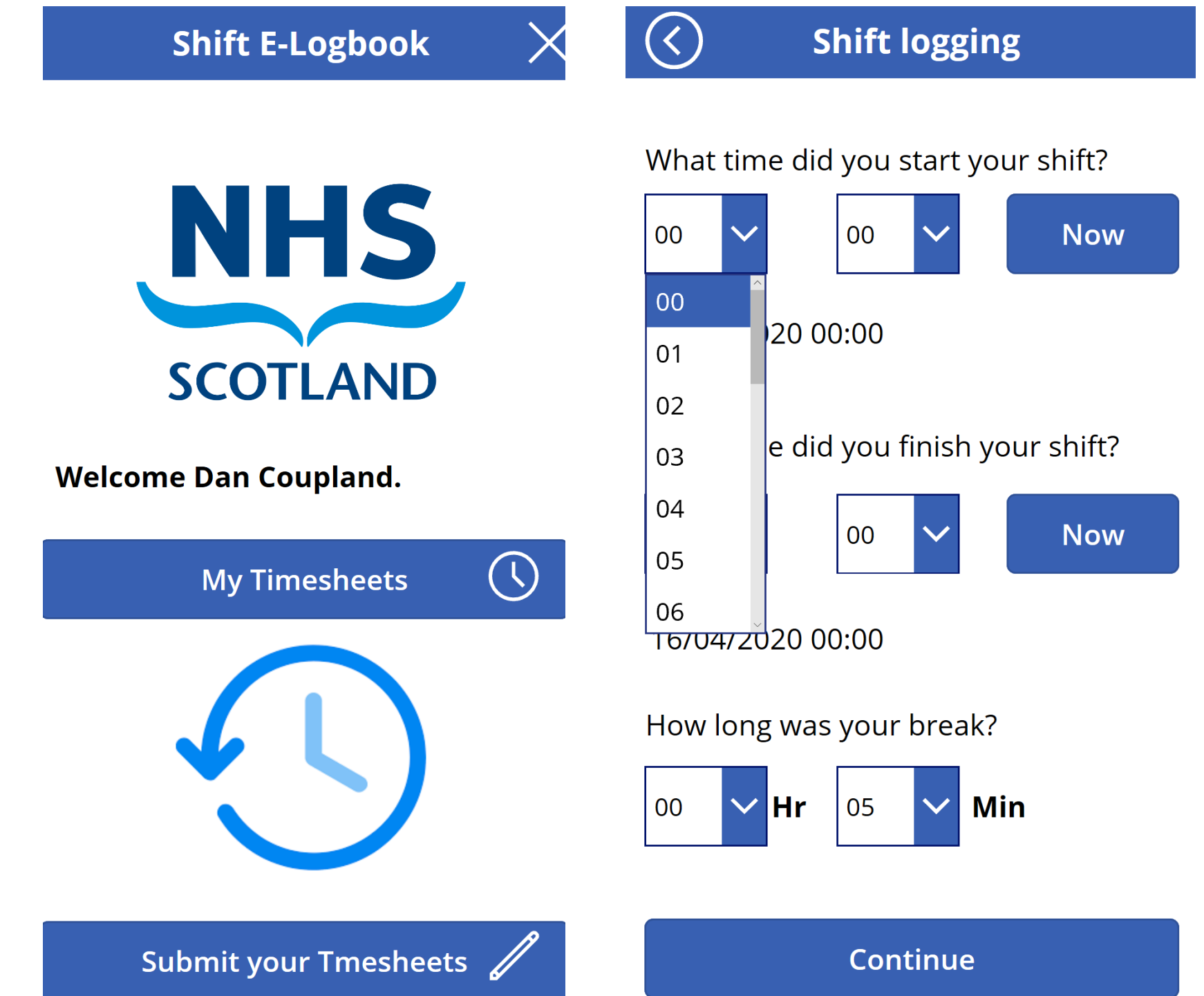


## Lone Worker Application:

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



Shift recording and timesheet application for returning workers to the NHS



# Example Apps

## 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.

**NHS** Get help to buy food and milk (Healthy Start)

3 claims available. Click to select a claim.

[New application](#)

Claim reference	Date submitted	Claim status	Date of last status change	Assisted digital application?	
OE1567COB2-REJECTED	22 October 2020	REJECTED	09 November 2020	No	<a href="#">View claim</a>
OE1567COB2-ACTIVE	27 October 2020	ACTIVE	09 November 2020	No	<a href="#">View claim</a>
OE1567COB2	27 October 2020	ACTIVE	27 October 2020	No	<a href="#">View claim</a>

**NHS** Claim Claim timeline Payments Eligibility

[Go back to claim list](#) [Close window](#)

### Payment details

Date triggered: 06 January 2020

Date processed: 06/01/2020

Total paid: £12.40

Cycle start date: 06/01/2020

Cycle end date: 06/01/2020

Based on override data?: true

Children's dates of birth: 30/01/2018, 31/12/2019

Weeks based on: 28/06/2020 amount: £12.40. Based on 1 x pregnancy, 2 x under 1 and 1 x 1-4

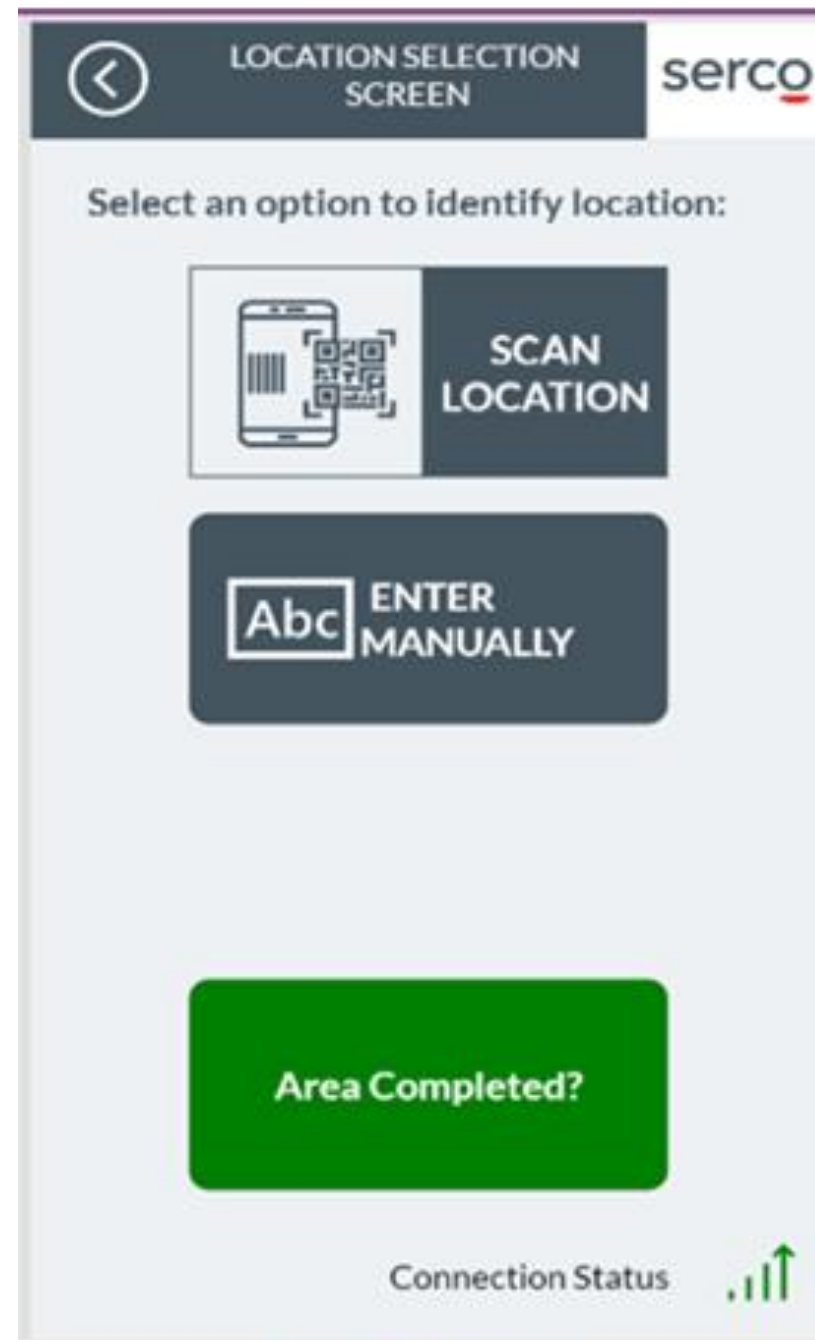
[View bank details paid to](#)

[Trigger Ad Hoc Payment](#)

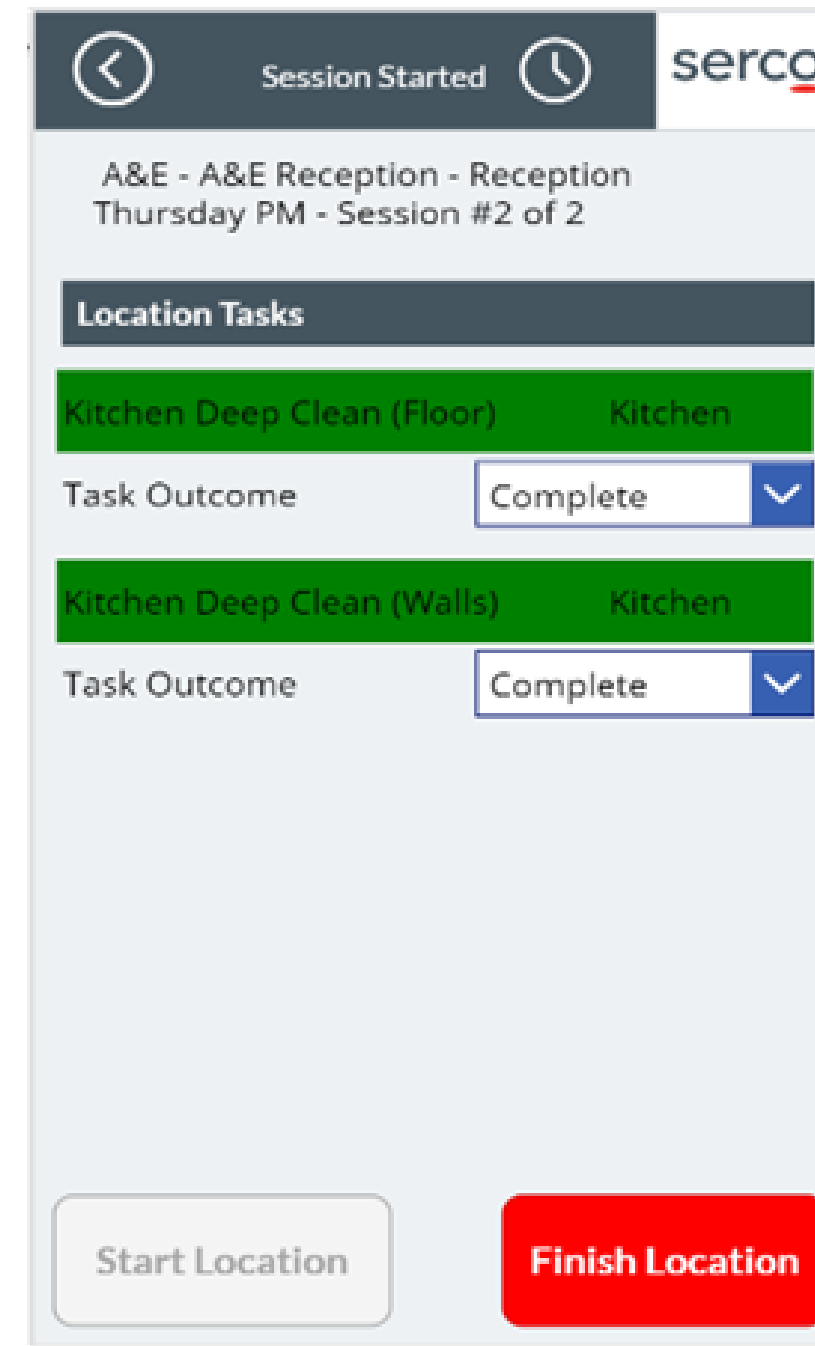
# Example Apps



Managing cleaning activities in hospitals



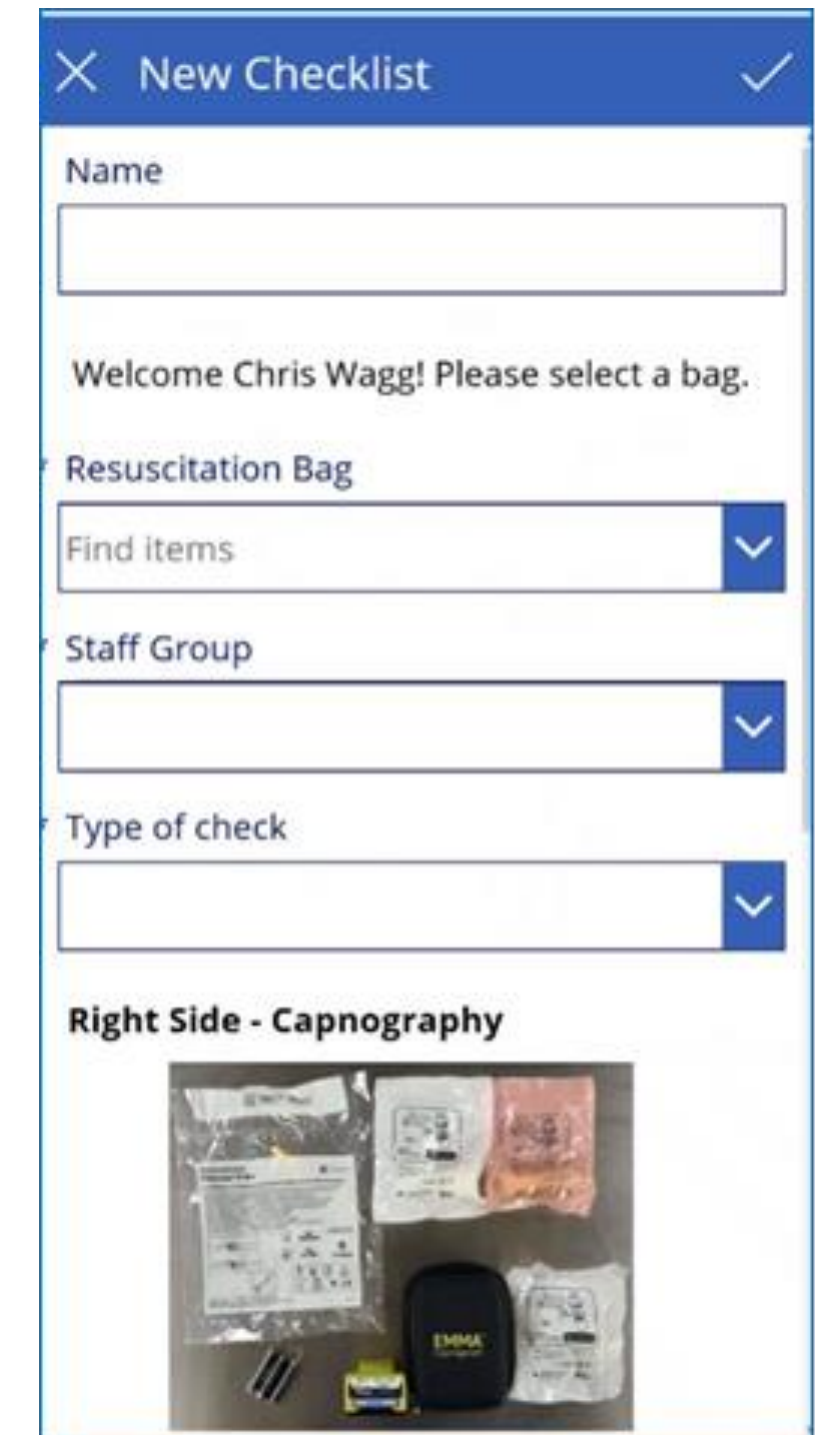
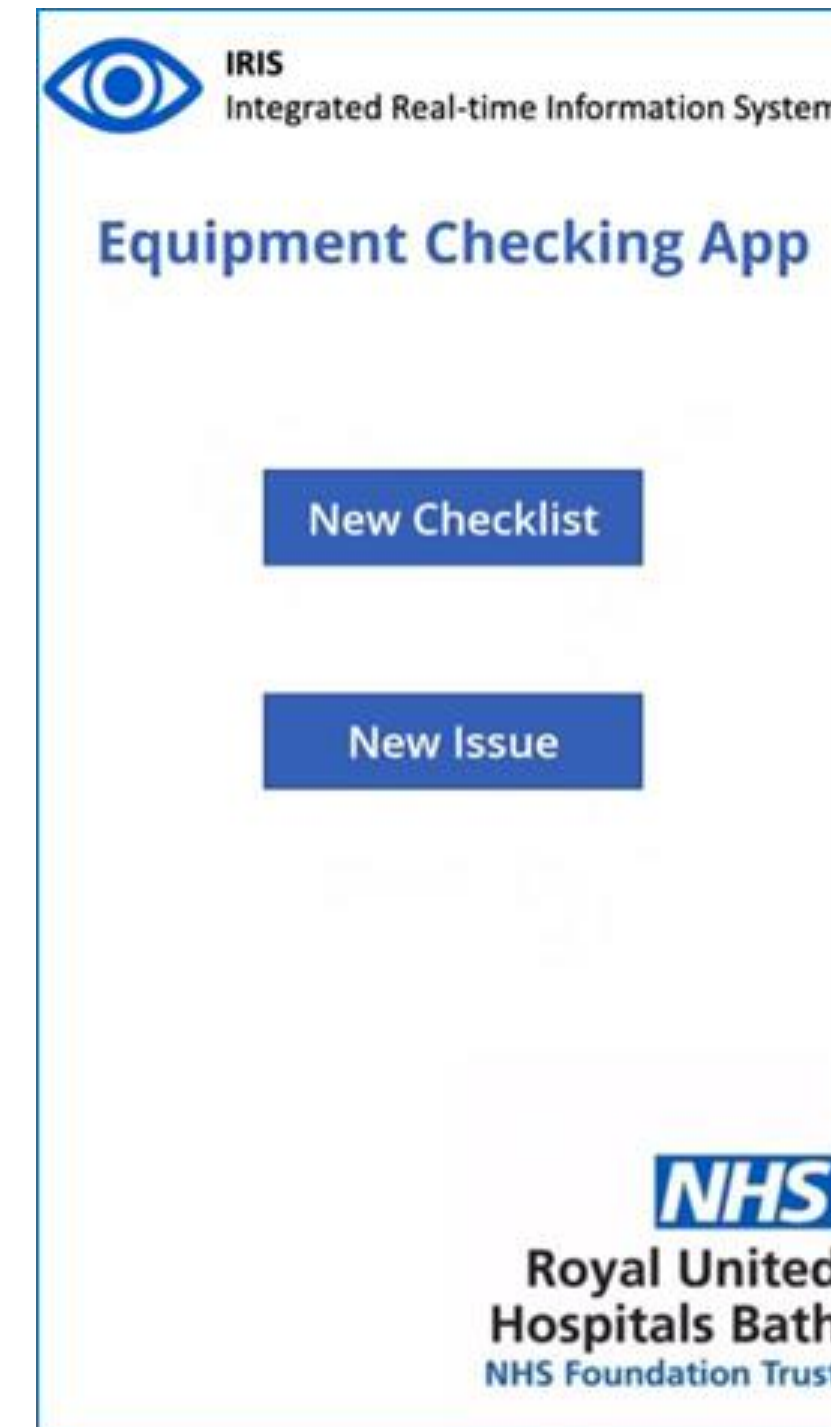
Location Selection



Task List for Location



Ward audit and equipment checking



Gold Microsoft Partner

2021/2022 INNERCIRCLE for Microsoft Business Applications

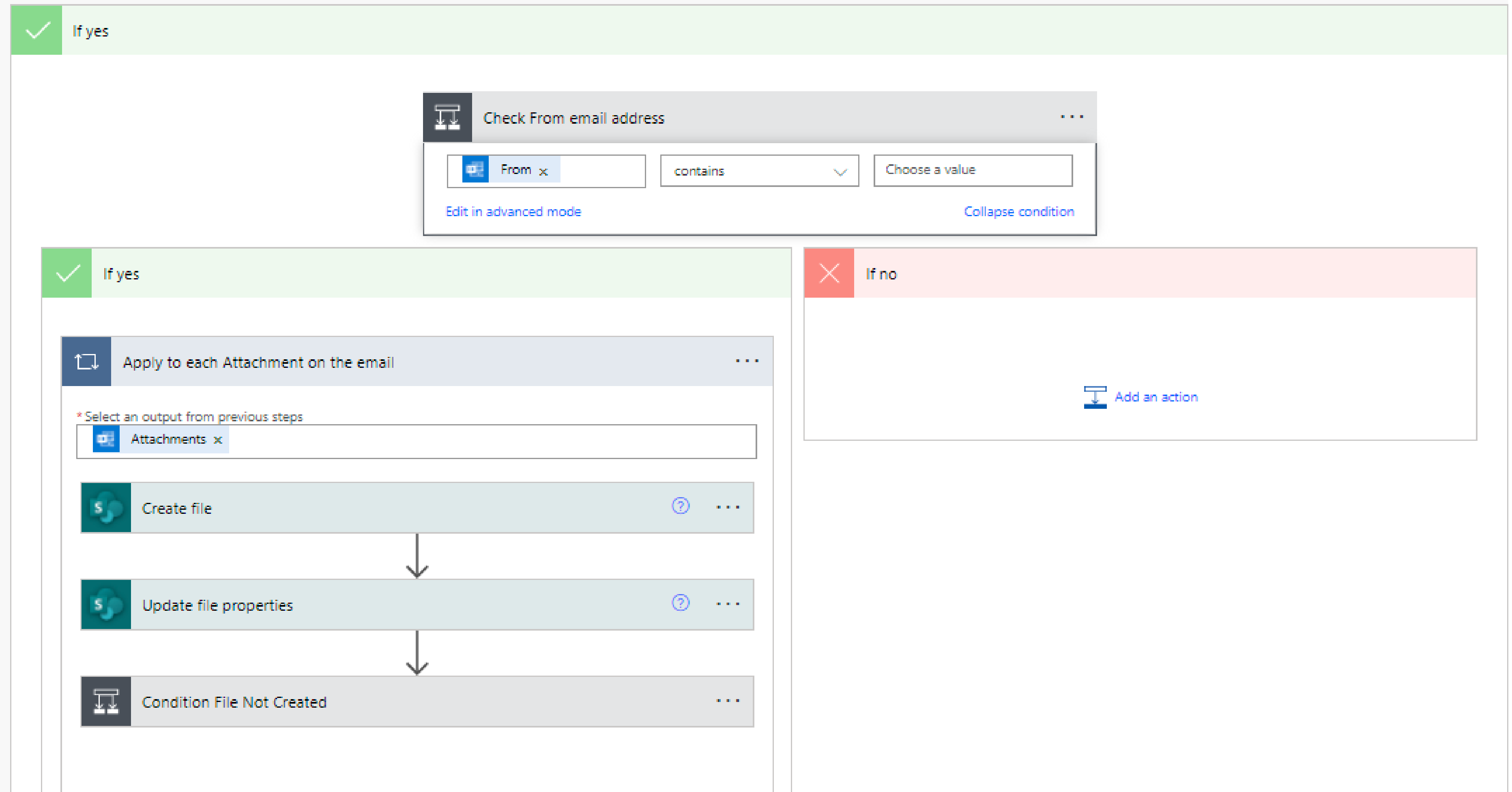
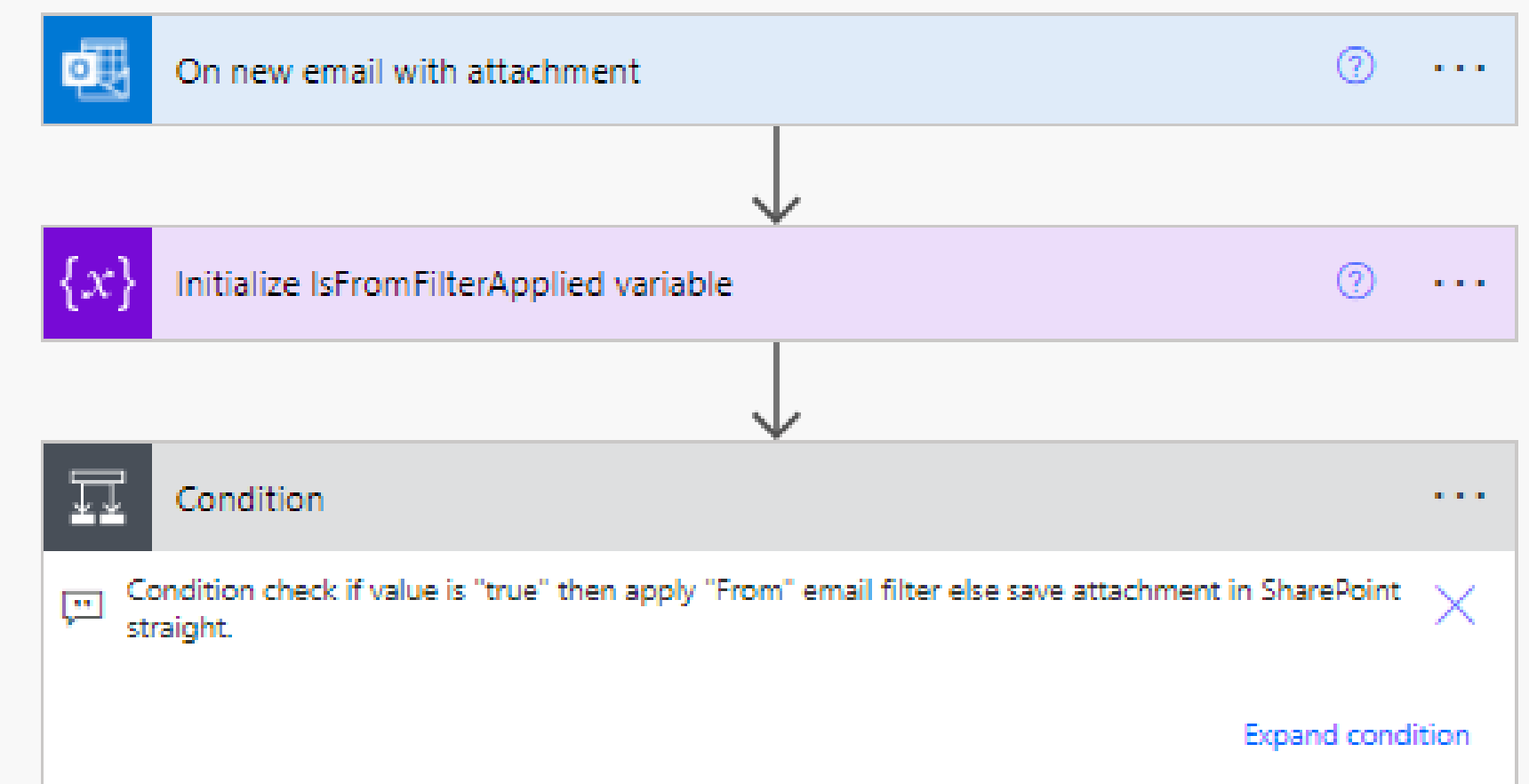


Art of the possible



# 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

- ✓ Choose information to extract  
10 fields, 1 table
- ✓ Add collections of documents  
1 collection
- ✓ Tag documents  
10 documents tagged
- Model summary

Show detected words

↑ ↓ 1 of 1 🔍 🗨️ 📄

**AMS Ltd**

AMS Ltd 123 Big Street  
Co. Reg. No. 12345  
Email sample@sample.co.uk  
Phone 01234 123 456

Bill to: Benenden Health  
Holgate Park Drive  
York  
YO24 4GG

PO Number SOC0001503  
Reference 2022-02-Env  
Invoice Date 28/02/2022  
Due Date 30/03/2022

Description	Quantity	Price	Total
Envelopes	1	2.00	2.00

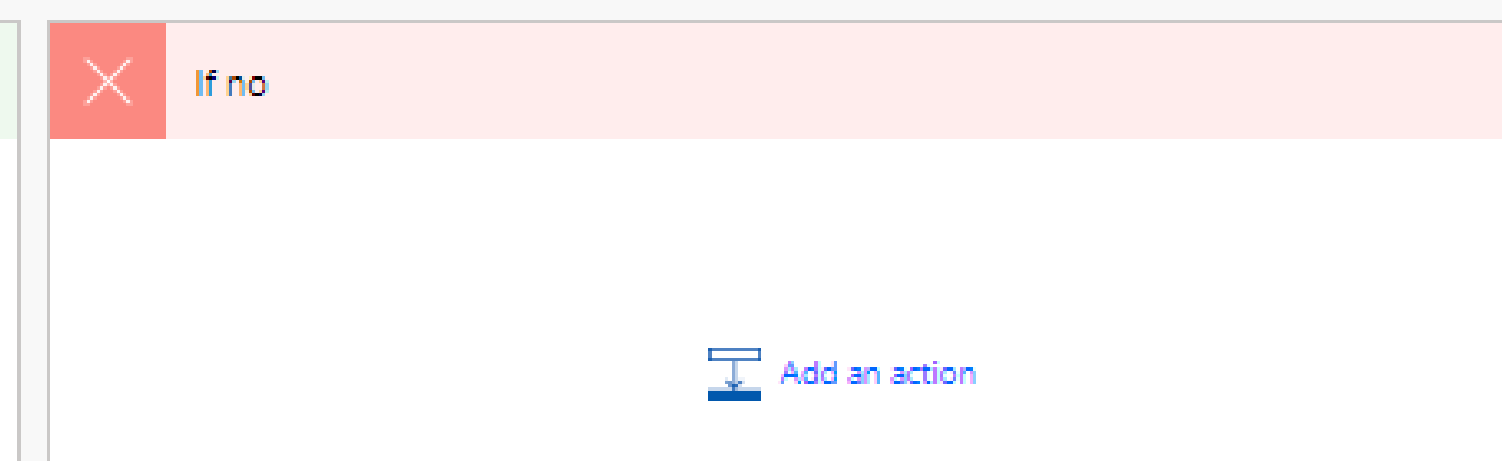
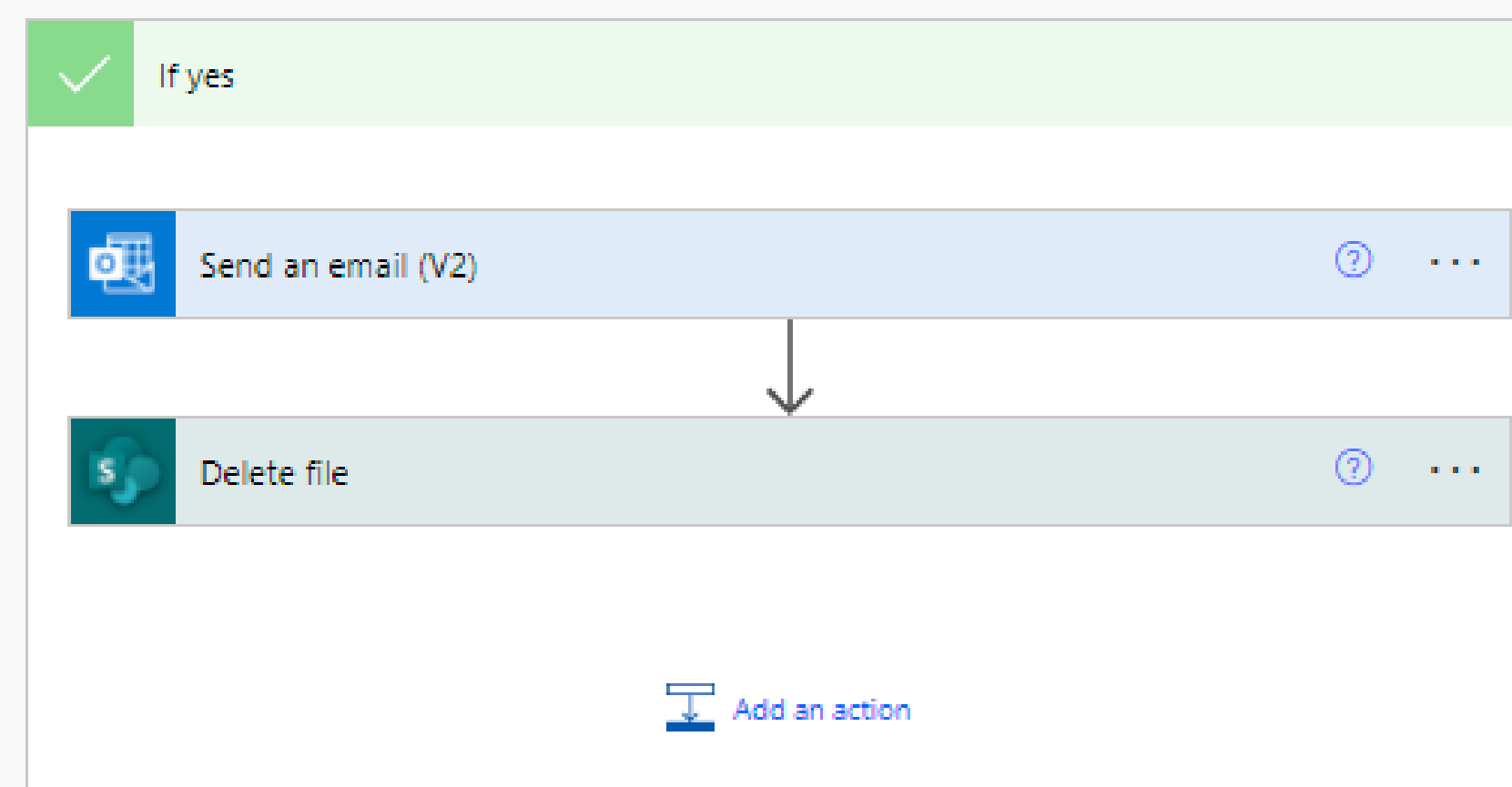
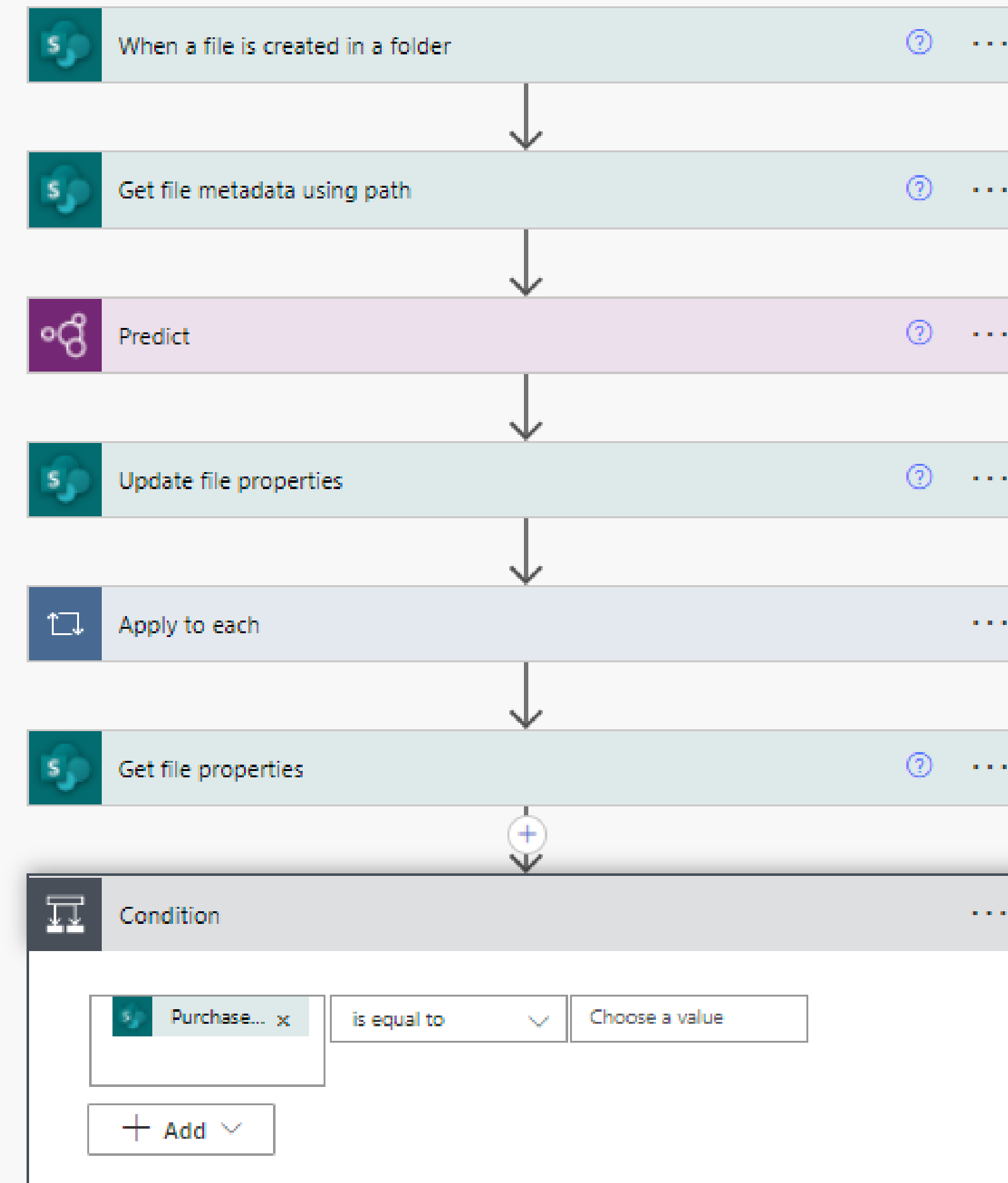
Subtotal 2.00  
VAT @20% 0.40  
Total 2.40

Amount Due 2.40

Back Next

## 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).

The screenshot displays a sequence of RPA tasks:

- Launch Excel**: Launch Excel and open document 'C:\Users\lansd\Documents\Work\Benenden Health App in a Day\query.iqy' using an existing excel process
- Read from Excel worksheet**: Read the values of all cells in worksheet and store it into `ExcelData`
- Launch new Chrome**: Launch Chrome, navigate to 'https://docs.google.com/forms/d/e/1FAIpQLSe6Hh2m93wASOr33fuLD08z0FUcVMYZwcEgZcKReLZLj/C3LA/viewform?usp=sf\_link' and store the instance into `Browser`
- For each** `CurrentInvoice` in `ExcelData`
  - Focus text field on web page**: Focus on `<input:text> 'whsOnd zHQkBF'`
  - Populate text field on web page**: Populate text field `<div> 'Your answer'` with `CurrentInvoice ['ID']` using emulated typing
  - Populate text field on web page**: Populate text field `<div> 'Your answer' 5` with `CurrentInvoice ['Total']` using emulated typing
  - Populate text field on web page**: Populate text field `<div> 'aCsJod oJeWuf'` with `CurrentInvoice ['Invoice Date']` using emulated typing
  - Populate text field on web page**: Populate text field `<div> 'Your answer' 4` with `CurrentInvoice ['Invoice Number']` using emulated typing
  - Populate text field on web page**: Populate text field `<div> 'Your answer' 3` with `CurrentInvoice ['Purchase Order Number']` using emulated typing
  - Press button on web page**: Press web page button `<span> 'Submit'`
  - Press button on web page**: Press web page button `<a> 'Submit another response'`
- End**

# Determining health factors with Machine Learning

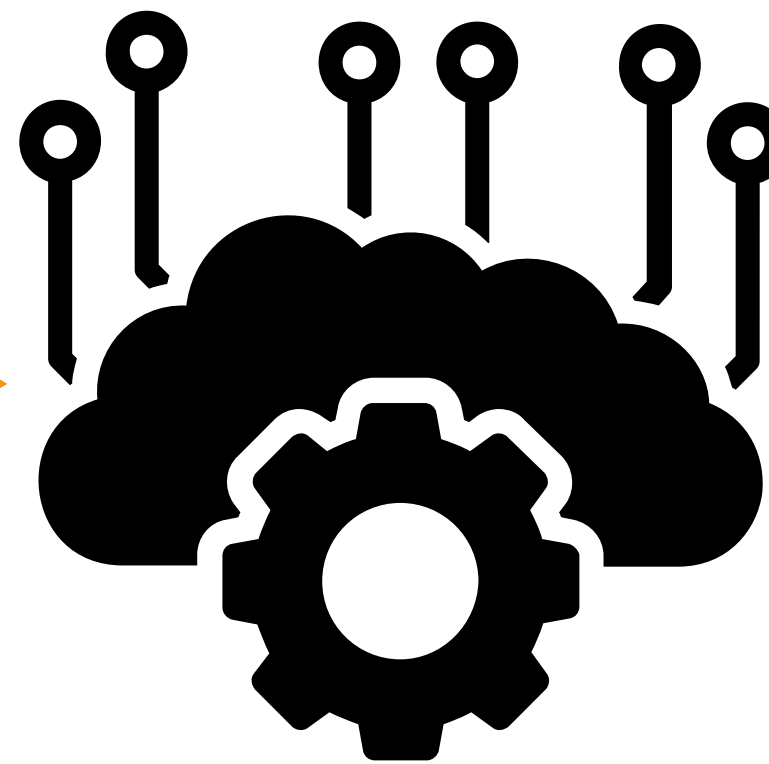
- Tisski have been working with a partner in the health industry to measure and predict the propensity for people to successfully complete diabetes prevention programmes through data analytics. The scenario takes common data patterns for people with diabetes entering a referral programme to predict successful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

