



EDI Podium

Cloud in Schweizer Spitälern –
Was ist dabei zu beachten  



Andri Puorger

Account Technology Strategist Healthcare



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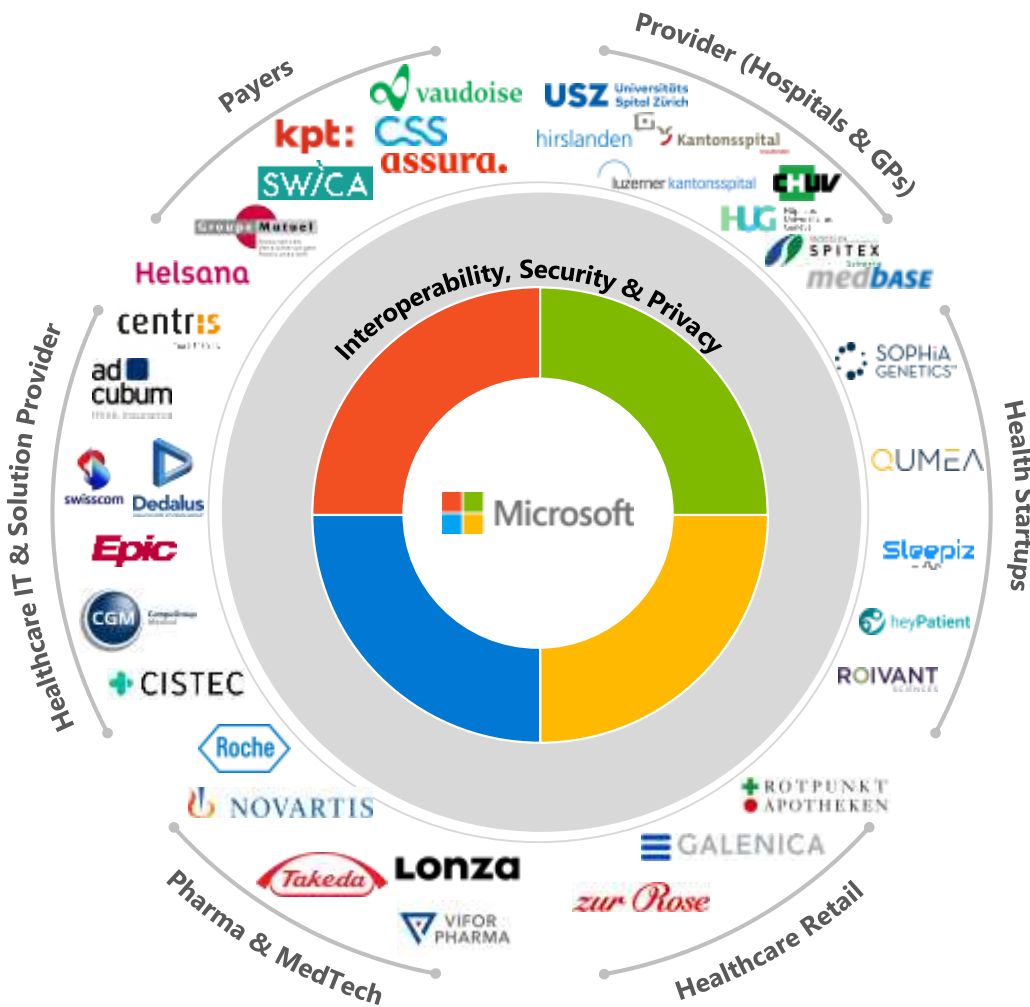
Microsoft mission

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



Microsoft's vision on the Swiss Healthcare Ecosystem

OVERVIEW OF THE SWISS HEALTHCARE ECOSYSTEM



HOW CAN MICROSOFT PROVIDE VALUE TO THE ECOSYSTEM?

- ▶ **Solving market-wide problems** in the Healthcare industry to save costs for individuals and decrease time-to-value
- ▶ Enabling **data interoperability** within individual organizations and across the ecosystem
- ▶ Providing **security, compliance and privacy capabilities** according to regulations (aligned with Swiss DRG, TARMED, eHealth, FINMA, BAG etc.)
- ▶ Enabling **seamless patient experience and efficiencies** as well as new business models across the ecosystem
- ▶ Supporting individual organizations to **build use cases by leveraging standardized and scalable technology**

Health 2030 / Vision & Strategy

Objective 1

Utilize health data and technologies



Ensure that all partners in the health system utilize health data and new medical technologies, taking into account opportunities and risks.

Objective 1



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

The Federal Council

Swiss Confederation



Health2030 – the Federal Council's health policy strategy for the period 2020–2030

2030

Santé • Gesundheit • Sanità • Sanadad

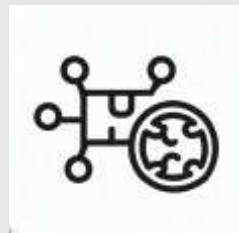
3 (digital) key challenges in Healthcare



High percentage of manual processes



Data are stuck in silos and are difficult to use



Interoperability between different organizations is costly and complicated



Microsoft Healthcare

Providing trusted and integrated cloud capabilities to deliver better experiences, better insights, and better care



Empower health team collaboration



Enhance patient engagement



Enhance clinician experiences



Improve clinical and operational insights

Built on a foundation of



Security/Privacy/Compliance

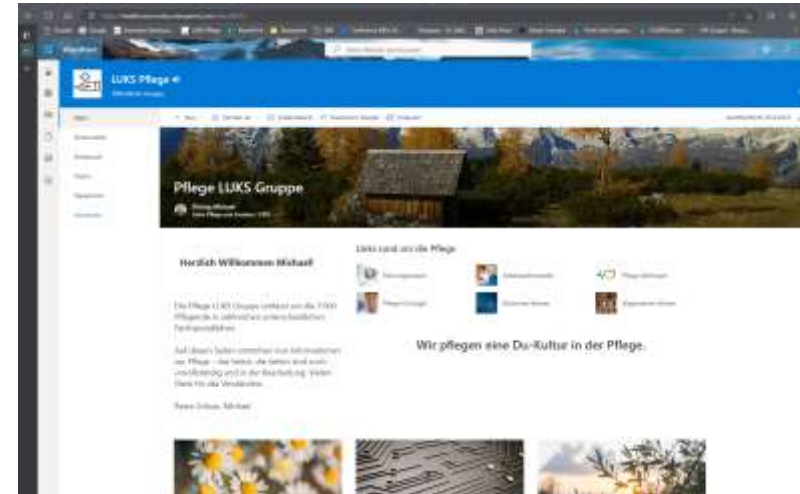
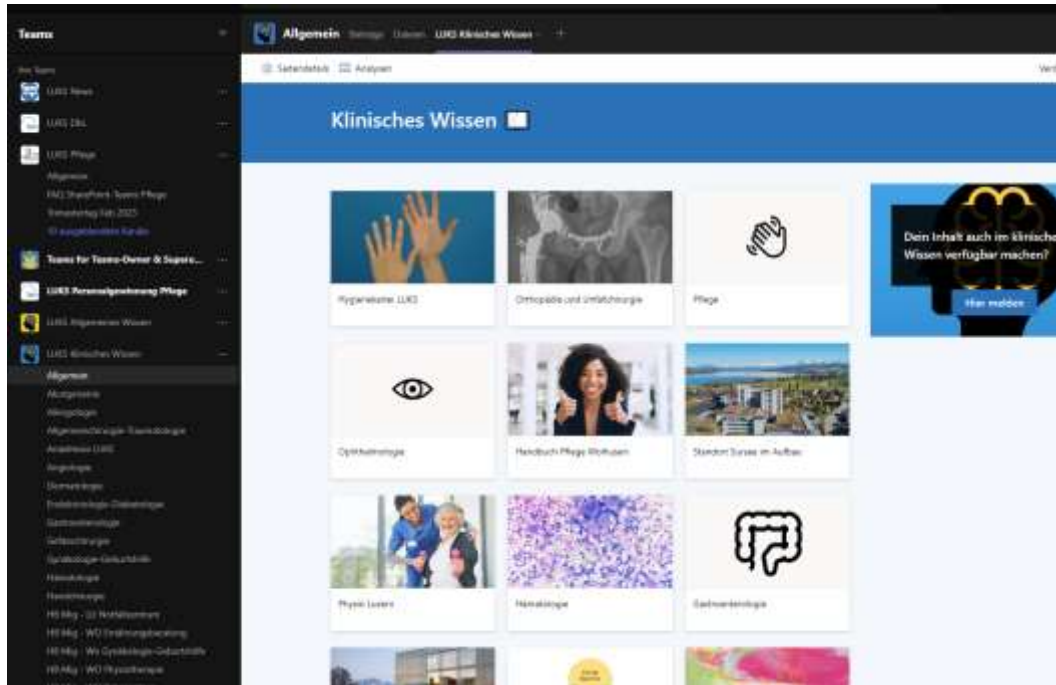


Interoperability

Project Example LUKS

Teams & SharePoint

Von der Strategie zur Realität



Michael Döring-Wermelinger

Project Example SPZ/SPG

Throughout the SPG, they want to **optimize administrative processes**. To this end, they have already worked in a wide variety of areas:

- HRM (HR counter for digital applications and processes, reporting)
- Technology and safety (disposal tool)
- Informatics (Power Virtual Agent, Budget Tool, Power BI Reports)
- Foundation (repayment app, sponsoring tool)
- SIRMED (Rescue Service Training Tool)
- Vocational education and training (education app)
- ...

The screenshot shows the 'Willkommen im Online-Schalter vom HR' page. It features a search bar, a grid of service tiles, and a user profile sidebar for Dominik Brand.

Suche					
Absenz-Meldung	Antrag Pensum-anpassung	Arbeits-unfähigkeits-Zeugnis einreichen	Lohn	Spesen erfassen	Weiterbildungs-Antrag
Adresse ändern	Antrag unbezahlter Urlaub	Besondere Sozialzulage	Mutations-Anträge	Unfallmeldung	Zusätzliche Ferien
Antrag konsiliarische Dienstleistung	Antrag Zeit-/Ferienausgleich	Checkliste Arbeitssicherheit neue MA	Sabbatical Antrag	Visitenkarten bestellen	Zwischenzeugnis

Dein Profil
 Dominik Brand
 DIE/INF/ICP/CRM
 Business Engineer

This screenshot shows the 'Arbeitsunfähigkeits-Zeugnis' form. It includes fields for personal data (Name, Matrikelnummer, Geburtsdatum, etc.), additional information (Dauer, Arbeitsunfähigkeit bis), and a section for digital signatures with a QR code and a 'Bild hinzufügen' button.

This screenshot shows the 'Bilder hinzufügen' step of the process. It features a QR code and instructions for scanning it with a smartphone. Three smartphone screens are shown to illustrate the scanning process.

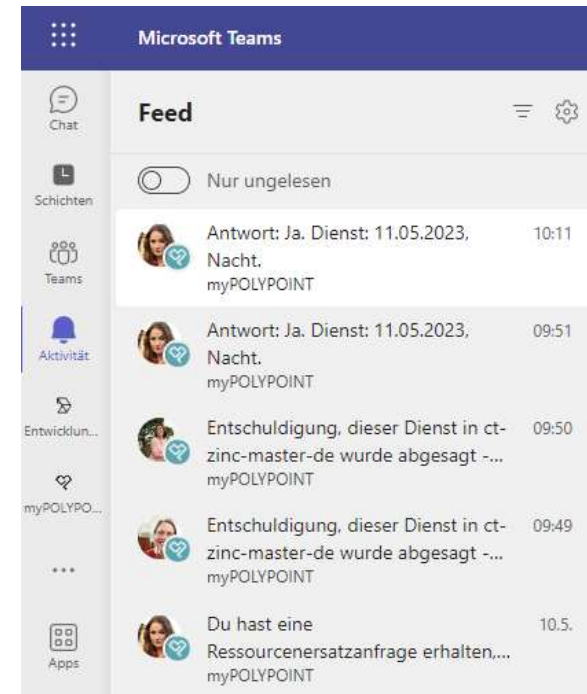
This screenshot shows the 'Kenntnisnahme Arbeitsunfähigkeitszeugnis' page. It displays a list of actions taken by the user, such as 'Wegsetzen' and 'HR Sozialversicherung', with status indicators (green for success, red for failure).

Project Example LUKS & Polypoint

Micheal Döring as Chief Nursing Officer likes to reduce **huge time invest of 2.5 days/monthly per unit leads** to plan the shifts for the nurses.

Goal to achieve a 80-90% automated PEP / Shift Planning.

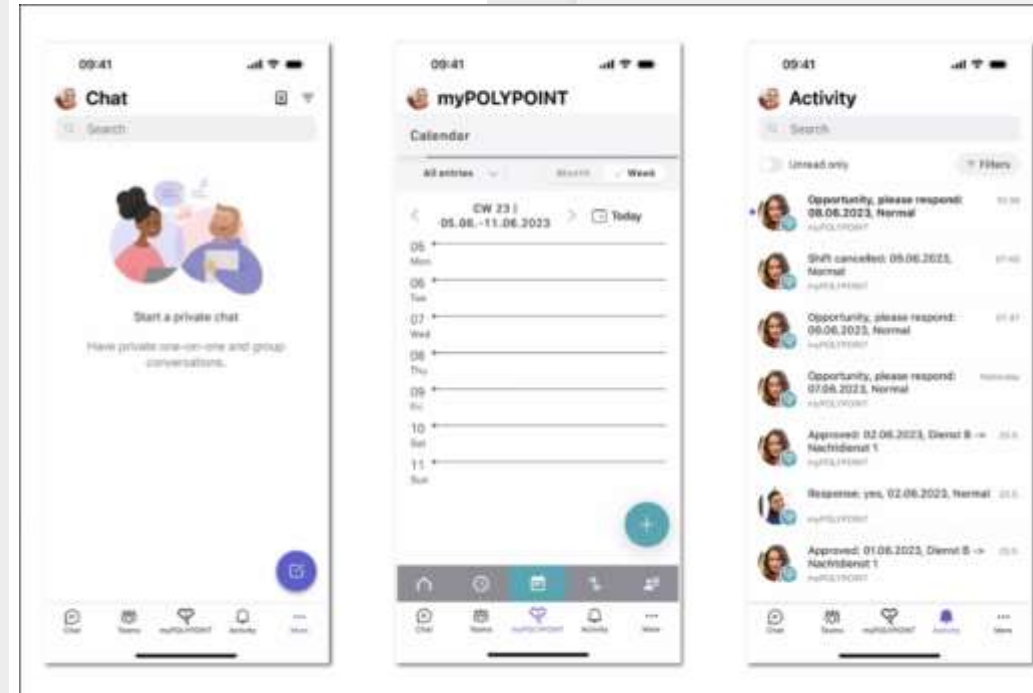
- PWA app which is available directly in Teams of on devices



Partizipation und Transparenz für Ihre Mitarbeitenden.

Mitarbeiter Self Services – das richtige Fundament:

- Mein Dienstplan
- Planungswunsch
- Diensttausch
- Ferien- und Zeitsaldo
- Zeiterfassung
- Piketterfassung
- Zeitausweis-Management





Today, leveraging *all* your data is critical to **improving patient care, health team efficacy, and organizational performance.**



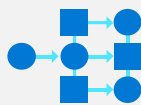
Microsoft for Healthcare enables a unified, predictive approach

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



Daniel von Büren

Swiss Security Officer



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What we're hearing from you..

How do we address **capacity** constraints and **remote work** needs?

How can I **secure my environment** and assets from attackers during these already tough times?

How can moving to the cloud to increase **business resiliency** and **operational agility**?

Migration &
Modernization
triggers

Are we building a case to invest in the right areas to be better **prepared in the future**?

How do we insulate ourselves from the **fragility** of running our own **datacenters**?

What **guidance, tooling**, and **assistance** can we leverage to get to the cloud?

Cloud Projects I/III



Dependencies and Business Continuity Management

Organization needs to understand:

- What are the dependencies using cloud services?
- How can I bring services back on-premise / to another cloud provider? (→ Exit Strategy)
- What are alternative solutions or suppliers?
- Do I need a backup concept?
- What kind of technologies will I use to make migrations easier? (→ Container Services)

Additional information

- [Exit Planning for Microsoft Cloud Services](#)
- [Data retention in M365](#)



Lawful Access

Currently one of the biggest concerns for a lot of public organizations (e.g. US CLOUD Act). Discussions are driven by a lot of opinions, meaning, and misunderstandings. Microsoft recommend a risk-based approach to identify the risk of a lawful access. In practice for most customers the assessed risk of a lawful access is low. This is also proofed by multiple independent expertise or experts.

Additional information

- [Gutachten Bundesamt für Justiz](#)
- [Wie Microsoft mit dem CLOUD Act umgeht](#)
- [Schutz von Kundendaten \(Schrems II\)](#)



Shared Responsibility Model

While on-premise a customer is in the lead for everything, cloud services allows them to transfer certain responsibilities to the cloud provider. However, the responsibility about the data could not be transferred! Please be aware that organizations may get new responsibilities as well (e.g. service management, review audit reports).

Additional information

- [Shared responsibility in the cloud](#)
- [Driving data security is a shared responsibility](#)
- [Purview Compliance Manager](#)

Cloud Projects II/III



Contracts

Contracts of Hyperscaler's like Microsoft are standardized, and adaption is very limited. Most often the contracts fulfill all requirements that are needed, but they may need some explanation. However, in certain cases Microsoft can use standardized amendments to cover specific requirements (e.g. professional secrecy). Microsoft does do unilateral adaption of their contracts.

Additional information

- Amendments for Hospitals: SIK-Rahmenvertrag or M329, M744, M905 M795



Data Handling for Cloud Provider's Purpose

Microsoft can use "Customer Data" for business operation to provide products and services to customers. Business operations can include internal interests (e.g. billing and account management, internal reporting and business modeling, improving the core functionality...). Microsoft contractually agrees on data minimization and will explicitly not use data for user profiling, advertising or similar commercial purposes.

Additional information

- [Data Protection Addendum \(DPA\) – chapter "Nature of Data Processing; Ownership"](#)



Monitoring of Employees

Microsoft provides services that can analyze the behavior of end users to propose behavioral changes to make him more efficient and less stressed. Normally every end user must enable those features by themselves, and detailed data are only available for him. However, not everyone sees the value of it, or local regulation prohibit such tools. Microsoft recommends to prove the benefit of such solution and disable them if needed.

Additional information

- Example service: [Microsoft Viva Insights](#)

Cloud Projects III/III



Information Security

Microsoft provides multiple security solutions and best practices to protect customer's environment.

To support customers even more, we provide multiple services, partner engagements and tools to help organizations to apply the correct security configurations.

Additional information

- Support by [FastTrack](#), Partners, or Industry Solutions
- [Microsoft Secure Score](#)
- [Microsoft Defender for Cloud](#)



Professional Secrecy

Together with customers, experts and lawyers Microsoft has developed the addendum M744 to help organizations to apply to the professional secrecy regulations.

The same concessions are also included in the SIK-Rahmenvertrag.

Additional information

- Addendum M744
- SIK-Rahmenvertrag



Regulations

Public hospitals need to apply to one or multiple regulations on a cantonal level. Those regulations are not directly mapped within Microsoft contracts but should normally not block customers. For most projects hospitals are required to do a Data Privacy Impact Analysis (DPIA) to make sure that there are no disproportionately risks for individual's (patients, employees...).

Additional information

- [DPIA for the GDPR](#)
- [Customizable DPIA document](#)
- [Leitfaden Cloud Services in Schweizer Spitälern – Fünf Fragen](#) (VISCHER)
- [FAQ zum Einsatz von Cloud-Technologien](#) (VUD)
- [Public Cloud für public services](#) (LauxLawyers)

New Federal Act on Data Protection (nFADP) in the context of Microsoft cloud services

The “Federal Act on Data Protection” (nFADP) aligns on GDPR (DSGVO) and experts conclude that organizations that are prepared for GDPR will not have a huge challenge to apply with nFADP:

Differences with the EU

Companies that have already complied with the EU General Data Protection Regulation (GDPR) will have minimal changes to make. The association SwissPrivacy.Law has published a comparison table between the nFADP and the EU Regulation which can be consulted by visiting this link (in French): <https://swissprivacy.law/55/>

Source: [New Federal Act on Data Protection \(nFADP\) \(admin.ch\)](#)

Microsoft provides different organizational and technical resources to prepare organizations for GDPR. The standard contracts of Microsoft already include GDPR requirements by default. Microsoft addresses a lot of topics within GDPR, which are relevant in nFADP:

- Definition of personal data
- Profiling of data
- Requirement of Data Privacy Impact Analysis (DPIA)
- Principles of “Privacy by Design” and “Privacy by Default”
- Prompt notification in the case of a security breach
- ...

A group of surgeons in an operating room are using augmented reality (AR) technology. They are wearing AR glasses and looking at a 3D anatomical model of a human head and neck. The model shows the skull, brain, and cervical spine. One surgeon is pointing at a specific vertebra labeled 'C3 Vertebra'. The background shows surgical lights and other team members.

Vielen Dank!

