Case Study:

PowerApps & PowerAutomate :

St. Jude Children's Research Hospital

Introduction

The St. Jude Mission of **'No Child Should Die in the Dawn of Life'** Remains Uncompromised with the Addition of the Microsoft Power Platform, Ensuring the Health and Safety of Patients, Families, and Employees.

St. Jude, a leading children research hospital in the USA recognized the need to automate their `Return-to- Work' process to quickly return to normal operations at all the US St. Jude facilities. Cambay Consulting spearheaded and developed a Return-to-Work solution that enables staff and frontline workers to return to work seamlessly and safely. The solution leverages the capabilities of Microsoft Power Apps and Microsoft Dynamics 365 to provide a robust end-to-end solution to safely return to work, update staff scheduling needs, as well as updating and maintaining required employment agreements. The quantitative business value for St. Jude was not how these solutions would reduce their overall costs by a certain percentage but rather it was the time saved moving from a manual process to an automated process. The sooner these tasks were completed, the sooner the hospital was able to return to normal operations.

Manual Process and Screening
Prove Unsustainable.

St. Jude is leading the way in how the world understands, treats, and defeats childhood cancer and other lifethreatening diseases. The hospital's mission is to advance cures and the means of prevention for catastrophic pediatric diseases through research and treatment. Consistent with the vision of their founder Danny Thomas, no child is denied treatment based on race, religion, or a family's ability to pay. St. Jude not only provides the best care for its patients but also conducts world-renowned research that ultimately leads to cures of childhood cancers and other lifethreatening diseases.

The coronavirus has placed the country's healthcare system under tremendous strain with frontline healthcare professionals already working around the clock and the added stress of visitation restrictions. Parents and caregivers were separated from their children and clinical trials were delayed or even canceled. St. Jude recognized that the hospital provided a foundation for families who sought out comfort from each other within its community. They knew the challenge to efficiently manage its facilities and ensure uncompromised services for its patients and their families needed to be addressed with urgency.

Partnership Drives
Early Success

COVID-19 notwithstanding, the hospital wanted to ensuren that none of its patients, doctors, or support staff would be impacted further by COVID-19 while visiting the hospital. To ensure this, they rolled out a solution that enabled all employees and staff to confidently return to work. Without automation, the hospital would have significantly delayed their return-to-work initiative and ultimately delay the hospital's ability to continue clinical trials.

The St. Jude Microsoft account team felt confident in Cambay's ability to provide solutions that would satisfy the requirements and introduced Cambay to St. Jude's Executive and IT leadership teams.

To build the customer's trust and confidence, Cambay worked with St. Jude hospital to create a Proof of Concept (PoC) to display Cambay's knowledge and experience with Microsoft Power Platform solutions. The POC involved building workflows to integrate their onpremises data to Dynamics 365 platform.

This integration resulted in a seamless process to manage their employees' and volunteers' Covid-19 test results. This automation also connected to their Badge Buddy server and depending on Covid-19 test results, the individual was given a Red, Yellow, or Green status on their security badges.

Green Screening Badge: A green screening badge meant the person should come to work as scheduled.

Red Screening Badge: A red screening badge indicated a positive COVID-19 test result which would restrict entrance to a St. Jude facility.

This color-coded solution would not only provide security personnel on all St. Jude campuses the ability to quickly determine who could enter the buildings but also assisted with employee schedules based on COVID-19 test results.

Secondly, the subset of employees that were able to work remotely were required to complete a work location questionnaire. When this process started, there were 1,825 employees and staff that needed to complete the questionnaire and subsequently required their employment contract to be updated. As you can imagine, these changes required an extensive amount of paperwork. HR found it challenging to manage all the required paperwork, including confidentiality of employee information, quickly and effectively. Initially, St. Jude was managing this process manually using MS Excel spreadsheets. This required several HR staff to manually track newhire agreements, update existing agreements, and then terminate agreements when needed. This is an ongoing requirement, which meant those performing these duties could only manage the agreements and had no bandwidth to work on other tasks. Had this automation process not been implemented, the time to complete both the questionnaire and employee contract updates would have taken months to complete, only delaying St. Jude's ability to return to standard operations.

The hospital wanted to continue providing care to its patients and did not want the epidemic to become a barrier to this. It wanted seamless data synchronization to ensure continuous data flow and work plan updates. It wanted a foolproof system to ensure safety from COVID for others, and it wanted HR to follow through on processes without delays caused by manual work.

With the successful implementation of POC and the Return to Work solution, St. Jude asked if Cambay could also integrate scheduling automation for employee and volunteer scheduling. This allowed the hospital to reduce the time to return to standard operations and ultimately, helped reduce the spread of COVID-19 within all St. Jude facilities. Cambay created an automated solution that allowed management to schedule employees and staff based on their "badge status" and if applicable, their updated employment contracts.

Todd McWilliams

Managing Director Administrative Applications
St. Jude Children Research Hospital

"By implementing an automated process to collect the necessary information from our remote workforce, we were able to automate the creation of a remote worker agreement that the employee and manager could sign using DocuSign and store that document in a secure location for Human Resources. The process is extremely easy to use and has saved a tremendous amount of time. The solution allows St. Jude to quickly update and finalize the required remote worker agreements, ensuring compliance with applicable laws and guidance allowing our employees to focus on what's important – the patients and employees of St. Jude."

Built with PowerApps, Power Automate, and Dynamics 365

Cambay used the capabilities of PowerApps, Dynamics 365, Data verse, and Power Automate to build a robust end-to-end solution and optimize care coordination. Cambay utilized Canvas apps in Power Apps to create the app to automate their employee agreements. Using Canvas and Power Apps, Cambay quickly built a custom business app for St. Jude's to automate its processes.

Cambay then integrated the solution with DocuSign for e-signatures, reducing the time taken for manual documentation approvals. Within this app, each manager could access direct and indirect employees, navigating to all levels of employee structure, both backward and forward. St. Jude was delighted with the final solution because it automated the process and was user-friendly, which allowed it to be quickly adopted by its staff.

Return to Work Modules

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Employee Health Assessment

- A Survey-based solution to determine return to work status.

- Monitor's symptoms virtually to receive authorization to return to work.

- Employees receive notification real-time information work authorization.

Employee Contract Tracing

- Capture the right information with survey-based questions.

- Trace points of infection transmission across employees, meetings, etc.

- Real-time tracking to identify 1st level contract and extended contacts

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Return to work confidently

- Understand employee nature of work, remote work environment.

- Support and reassurance required to do the best work.

- Employee health and safety management with self-service tools.

Employee pulse survey

- Workplace readiness across locations and efficiently manage the safe reopening.

- Response and shut-down protocols if covid19 cases arise.

- Monitor occupancy and safety supplyavailablity

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"Early in the pandemic, we collected information using Excel and email. Collecting the information was slow and analyzing the data collected was extremely difficult. Our team and Cambay was tasked with exploring other options and we quickly decided that Microsoft Power Apps and Power Automate was our best option. We were able to build a prototype in just a few days and receive approval to build out an application to collect Employee Work Plans. This data was invaluable for leadership as they developed plans to bring staff safely back to work minimizing COVID-19 risk exposure and in the development of our vaccination plan."