COVID-19 response capabilities
Rapidly combating COVID-19 with resilience

We are in an unprecedented time of change. The COVID-19 pandemic has caused health care organizations to adjust to clinical resource and financial challenges that would have been unthinkable in the immediate past. Leaders will need to answer the fundamental questions: Are my people ok? What do we do next?

Deloitte can help health care organizations respond to the pandemic by drawing on the scalable, experienced support of our industry-leading health care professional and expertise honed during the H1N1, Zika, and Ebola responses. There are several areas where organizations can focus:

**Strategy and scenario planning**
Apply our industry-leading methodology to understand the long-term impacts, strategic decisions, and tradeoffs implicit in a pandemic.

**Crisis response and management**
Set up a crisis response office to assist in identifying, organizing, prioritizing, and managing various work streams; think through and plan for recovery scenarios.

**Supply chain**
Help clients to address critical supply chain needs through the development of a supply chain strategy that considers response and recovery operational models and risk.

**Virtual health**
Alleviate clinician constraints by activating tools to help clinicians deliver care virtually (triage, virtual visits, remote monitoring, hospital at home, etc.).

**Workforce strategies**
Define strategies for critical workforce segments and key missions of the organization during the pandemic and in recovery.

**Strategic communications**
Develop and implement risk communications/public health campaigns, mass communications, and additional communications support.

**Financial and downturn planning**
Conduct business reviews, downturn planning, and scenario planning to create a resilient foundation.

**Financial reporting**
Analyze the effects of COVID-19 on key financial statement balances, the impact of tax relief packages, market stimuli, and related footnote disclosures.

**Health and enterprise risk analytics**
Insights for real-time decision making based on automated reporting, dashboards, and data visualization tools that leverage existing systems and proprietary tools (Health 360, PredictRisk).

**Cybersecurity and privacy**
Help clients define strategies for working remotely and increasing awareness of elevated threats, including phishing attacks, associated with the COVID-19 pandemic.

**Alternative sites of care**
Provide a team of health care, emergency management, and logistics professionals with tools and emergency solutions tailored to the community and focused on the critical shortfalls.
Leaders should consider these questions in planning their response

**Chief executive officer**
- How can I make sure my patients have safe, convenient access to care and testing?
- How can I enable quick and streamlined communications to patients, employees, and my teams?
- How can I remove barriers in the supply chain for PPE and other medical supplies?

**Chief medical officer**
- How can I enable quick and streamlined communications to patients?
- How can I ensure the safety and protection of staff and physicians at the front lines?
- What virtual options exist for me to enable exposed clinicians to still serve patients while in quarantine?

**Chief information/technology officer**
- What digital capabilities are most important for immediate investment?
- Which capabilities and solutions are most reliable and best for my tailored needs?

**Chief operating officer**
- What are the operational implications to pushing back elective procedures and surgeries?
- What forecasting can we be doing to better manage supplies?
- How can we manage call volume more efficiently?

**Chief strategy officer**
- What programs and revenue streams need to start and stop in the next three months, six months and year?
- What do we do with the recent investments we have made?
- What other investments should we be considering?
- What can we do to better prepare for ongoing uncertainty in the ecosystem?

**Chief financial officer**
- What can we be doing proactively to make up for canceled or delayed elective procedures and surgeries?
- How should I be thinking about internal controls we have in place, and how might I need to change them?
- How will our organization need to pivot in the next 12 months to recapture losses?

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