COVID-19 response capabilities
Approach the resurgence with resilience

As the COVID-19 pandemic has continued its winter surge, health care leaders are grappling with enormous challenges. In the midst of a public health crisis, the private health care sector must continue to care for large volumes of patients, prepare for the distribution of life-saving vaccines, and maintain the heart and culture of its organizations.

Deloitte has been on the front lines with our clients, bringing our deep cross-industry experience to make an impact where it matters.

These are unprecedented challenges, and we stand ready to assist clients as they tackle them. Deloitte has been working with clients across these issues, helping clients respond, recover, and prepare to emerge stronger on the other side.

<table>
<thead>
<tr>
<th>Public health challenge</th>
<th>Private sector opportunity</th>
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<tbody>
<tr>
<td><strong>Restore trust in public health guidance</strong></td>
<td>A new approach to public health communications is needed to build widespread trust and reduce transmission.</td>
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<td><strong>Implement locally tailored restrictions</strong></td>
<td>Fatigue with virus prevention measures has grown alongside the continued pandemic, limiting the effectiveness of long-term, large-scale restrictions.</td>
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<tr>
<td><strong>Roll out widespread surveillance testing</strong></td>
<td>As testing capacity has increased around the country, organizations and employers have not implemented screening protocols at scale; more than 80% of employers report not testing workers for COVID-19, largely citing costs.</td>
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<td><strong>Make COVID-19 data timely, accessible, and interoperable</strong></td>
<td>Continued reliance on siloed data systems will hinder response strategy and limit ability to deliver targeted interventions to reduce risk.</td>
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Each of these public health challenges presents an opportunity for health care providers. As the pandemic has evolved, Deloitte has been engaged to assist in a number of ways and has developed resources to respond and emerge more resilient.

A resilient organization will need to consider impacts on its current business, as well as the implications of the pandemic will have on it going forward.
As the next phase of this pandemic unfolds, Deloitte’s experience helping organizations weather the first wave can help them face their ongoing challenges:

### Caring for the caregiver

Help the caregiving workforce better manage the incredible additional burdens of working on the front lines of the pandemic.

### Crisis response and management

Conduct after-action reviews to understand where response efforts worked, where they could be improved, and how to build future business resilience.

### Clinical care delivery surge capacity

Help organizations understand and forecast clinical resource needs, capacity planning exercises, and deployment of alternative care delivery capabilities.

### Testing management

Deliver necessary testing capabilities and strategies to allow the community to respond to and manage ongoing outbreaks.

### Vaccination management

Prepare for the seamless execution of a community-oriented and equitable vaccination program.

### Virtual health

Deliver treatment at the patient’s home by using technology to help create safe, patient-centric clinical delivery.

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**Deloitte is uniquely positioned as the world’s largest life sciences and health care professional services organization, with a depth of clinical and operational experience to help clients respond.**

**How Deloitte has helped clients respond and recover from the pandemic**

Deloitte was engaged to provide project management and clinical experience to stand up a 250-bed field hospital within three weeks in order to manage an expected patient surge from the COVID-19 pandemic early in the initial outbreak.

Deloitte created the PMO structure, provided clinical operations and supply chain experience, and drove the development of an extensive playbook that can be used in other cities to combat COVID-19.

Deloitte worked with a consortium of companies that scaled up the availability of rapid virus testing to support the medical community.

Designed on-site, end-to-end testing service pilot for private employers in the greater Boston area. Validated processes, logistics, and tools required to bring people back to the workplace. Determined cost model associated with large-scale testing programs.

Deloitte worked with a specialized agency responsible for international public health.

Provided guidance, training, and critical information on COVID-19 through various applications and articles. Shipped PPE and testing kits to 172 countries. Partnered with social media leaders to combat the digital spread of misinformation. Deployed emergency medical teams globally.

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