Overview
The COVID-19 pandemic has made patient safety headlines as the world looks to existing therapies and new innovations to treat those affected and help prevent future infections. Organizations with therapies authorized for emergency use are dealing with a large increase in volume and frequency of data, as well as in demands for expedited safety and efficacy information by internal and external stakeholders. However, the increase in incoming health data is requiring organizations to operate in innovative ways. This includes leveraging solutions that can automate processes to handle growing case volumes, executing business continuity plans across the internal organization and external partners, and taking advantage of real-time analytics for faster insights and data-driven decision-making.

Approach
As life sciences companies navigate the COVID-19 crisis and its implications to pharmacovigilance (PV) and patient safety, we recommend they assess their decisions across three phases: Respond, Recover, and Thrive.

**COVID-19 response capabilities**
Combating COVID-19 with resilience in life sciences
Pharmacovigilance and patient safety

**Case Study**
A global biopharmaceutical company with potential therapies used to treat COVID-19 patients is experiencing a significant increase in the volume of adverse events (AE) and off-label use cases received in a very short period of time. Prior to the COVID-19 crisis, the organization had engaged with Deloitte to implement ConvergeHEALTH Safety for cognitive case processing. ConvergeHEALTH Safety delivers machine learning and natural language processing (NLP) to automate case processing while also delivering quality improvements. The average case processing time was reduced from 45 minutes to five minutes. This efficiency during the crisis has enabled the organization to maintain compliance while supporting rapid safety and efficacy insights for the potential therapies.

Capabilities
As your organization responds to the impacts stemming from COVID-19, Deloitte stands ready to help you tackle your most complex strategic, operational, and patient-focused issues.

Command Center
Stand up a command center to triage, manage, and rapidly respond to stakeholder and regulatory inquiries

PV Strategic Roadmap
Accelerate PV innovation and transformation planning to thrive in the new normal of increased data and information

Transformation Execution
Implement cognitive automation to augment and enhance traditional ways of working across case processing, signaling, and reporting

Benefit-Risk Strategies
Optimize benefit-risk decision processes, technologies, and governance

Advanced Analytics
Deploy advanced analytics to enable rapid insights and patient safety evaluation, efficacy, and signaling decisions

Operating Model Strategies
Assess operating models in terms of capabilities and capacity

Technology Solutions
Deloitte’s ConvergeHEALTH SafetyTM enables an end-to-end, integrated, and evidence-based model for safety intelligence to help mitigate risk, reduce cost, and improve patient outcomes.

- Cognitive automation in case processing
  - Natural language processing (NLP) and machine learning
  - Reduce costs
  - Improve compliance and quality
- Advanced analytics
  - Rapid benefit-risk analysis
  - Enhanced safety evaluation, collaboration, and decision support

ConvergeHEALTH

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