



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

Pharmacy Services: Inpatient/Outpatient

Overview

The COVID-19 outbreak has disrupted health systems resulting in supply shortages, shifts in consumer behavior, and drastic changes in clinical guidelines, regulations, and pharmacy operations. Pharmacy Services within healthcare organizations has been on the front lines of this disruption, experiencing amongst other things:

- Supply chain disruptions including shortages and strict allocations of critical medications
- Shifts in clinical guidelines and regulations
- Changes to normal operations and the need to support auxiliary settings of care delivery
- Adjustments to consumer behavior, including delivery channel shifts, as well as revenue cycle accommodations

Pharmacy services will continue to evolve and likely play an even more critical role in the future healthcare marketplace. As Pharmacy Services leaders navigate COVID-19, they play a crucial part in maintaining continuity of care and will need to coordinate an effective response to address emerging challenges and potential supply and demand gaps. At the same time, healthcare organizations and Pharmacy leaders will need to keep an eye toward the future, establishing plans for intermediate sustainability of services and aligning on the vision for succeeding in an altered post-COVID-19 marketplace.

Effectively managing both short and long-term implications of evolving pharmacy service lines will require thoughtful coordination, understanding of competitive dynamics, preparing the organization to leverage new skills, business processes, and advanced technologies.

Approach

A holistic COVID-19 response is recommended to align pharmaceutical supply chain requirements with workforce planning, financial management, and new care delivery models, helping ensure your organization can effectively respond and recover from the current crisis. Deloitte's depth of pharmacy experience allows us to augment the client's existing operations to support rapid coordination, forecasting, and responding to current and emerging challenges.

Further, as organizations begin to plan for the future, Deloitte's cross-industry experience can help healthcare organizations coordinate solutions, develop perspectives, and create executable strategies to adapt to the future. Our insights into regulatory efforts, pharmaceutical companies, payors, and the broader marketplace allow us to provide a holistic perspective to health care providers as they navigate the complexities involved in the COVID-19 response.

As a result, Deloitte has established a framework to assist healthcare and pharmacy service leaders to organize and plan for near-term efforts in parallel with intermediate and long-range transformation efforts.

Capabilities

In response to COVID-19, Deloitte is prepared to bring our depth of pharmacy experience, tools, and accelerators to help organizations navigate the journey ahead. Understanding that organizations are in different stages of response and planning for the future, we have aligned a set of solutions to the critical areas of focus for our clients.

	Respond	Recover	Thrive
Focus	Develop immediate responses to address pressing resource constraints	Address financial and operational sustainability, learn and adapt	Build to succeed in the altered marketplace, emerge stronger
Core Issues	 Pharmacy Operations  Inventory Gaps  Insights & Analytics	 Inventory Optimization  Talent Stabilization  Margin Improvement	 Consumer Engagement  Op Model Redesign  Sourcing Agility
Deloitte Support	<ul style="list-style-type: none"> · Crisis management · Strategic communications and community engagement · Stand up new and augmented operations · Inventory control towers and rapid demand re-forecasting · External environment sensing · Utilizing data modeling tools to develop alternative workflows 	<ul style="list-style-type: none"> · Financial scenario modeling · Labor alignment and capacity shifts · Performance improvement sprints · Supply chain resiliency and sourcing strategy · Cashflow optimization · Pricing strategy refresh · Business intelligence, advanced analytics, and predictive modeling 	<ul style="list-style-type: none"> · Future of pharmacy/pharmacist visioning · Rapid opportunity identification, business case modeling, and execution · Services, labor, and technology strategy · Supply chain strategy and digital supply network development · M&A, collaborations, and strategic alliances

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