Resilient infrastructure to support surge care capacity

Navigating the human and business impact of COVID-19

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COVID-19: What to do Now, What to do Next
COVID-19 has turned into a global crisis, evolving at unprecedented speed and scale in recent history. It is creating a universal priority for governments and organizations to take immediate action to protect their people.

It is now one of the biggest global events — and challenges — of our lifetimes. As such, it is changing human attitudes and behaviors today and forcing organizations to respond.

However, the need to respond won’t end when the virus’s immediate threat eventually recedes.
COVID-19 has become a global crisis, evolving at unprecedented speed and scale. As a result, health providers are having to scale for extraordinary circumstances:

• Creating elastic care capacity
• Enabling physical distancing
• Deploying new digital tools and processes rapidly

These capabilities should be activated within days—not weeks or months.
Organizational resilience: Tested like few times before

The COVID-19 pandemic has tested the limits of health providers’ operational resilience. It impacts interactions with patients, families and healthcare personnel. Communications and processes are strained. The capture of data to glean insights that drive population health outcomes is complex.

- **Manual processes** in data center services, supply chains and business processes are sources of vulnerability and inefficiency
  
  **Possible response: Increased automation**

- **Capacity to support unpredictable patient volume** across contact centers, data exchanges and reporting is difficult to activate within required timelines
  
  **Possible response: Seamless scalability**

- **The traditional face-to-face care delivery model** should adjust to support physical distance, increasing the need for proactive, geographically available and predictive virtual care tools
  
  **Possible response: Cloud-based virtual care**
Actions you can take **NOW**

Resilient technology infrastructure is key to seamless scalability. Replacing unhealthy or unresponsive systems protects against interruption and application downtime while enabling rapid process automation is the way forward.

Resilient technology infrastructure—in the public cloud—scales up or down on demand based on real-time changes in usage to support variability in care volumes. It identifies traffic spikes and automatically adjusts capacity to drive responsiveness and overall business continuity while providing cost efficiencies.

A resilient infrastructure supports the secure management of large volumes of patient, supply chain and operational data, even when demand is unpredictable and highly variable in both volume and sources.
1. Achieve IT resiliency and business process efficiencies through automation in the public cloud

Investing in the public cloud is likely the wisest use of operational and fiscal resources to enable future-state services and capabilities. The renewed business case for public cloud is based on the fact that an average of 70% of provider applications can be moved to the cloud.

Return on investment results from:
• Agile, rapid service deployment
• Dynamic services consumption
• Labor efficiencies and risk reduction through automation
• Data-driven products and services and
• Improved security posture

The cloud removes dependencies on manual intervention to support unplanned events, allowing key personnel to focus on other mission-critical activities.
2. Deliver surge capacity in hours—versus days or weeks—across multiple cloud services

It is both cost-prohibitive and inefficient for healthcare organizations to build out staff and IT environments to scale for worst-case surge scenarios. The elasticity, scale and automation achieved through public cloud enables spikes in capacity to support services like contact center channels, web portals, clinical tools and operational capabilities.

These service requirements can surge to many hundred times the typical capacity during a crisis. Review those assets most subject to demand variability and design an approach for the cloud.
3. Enable cloud-based virtual care

Rapid deployment of digital triage tools—through bots, telehealth and other remote care and monitoring capabilities—supports the need for physical distance while decreasing uncertainty around level of care for high-risk patients and cutting queues for urgent care.

Virtual healthcare is here to stay, its future is cloud-based and mobile, predicated on interoperable data within and between organizations, legacy integration and digitization of healthcare business processes. Assess your current digital health strategy and assets and re-tool to accommodate increasing demands of virtual care.
Narrow the divide between business and IT’s understanding of cloud’s strategic value. It’s not simply a place to host applications but rather a resilient home for healthcare capabilities.

Assess your application and business process needs to eliminate overprovisioned IT infrastructure. Up to 70% of data and IT applications can transition to a “pay for use model,” where infrastructure can be scaled up or down in hours to support unforeseen needs.

Redesign core platforms to handle uncertainty through resilient architecture without dependency on human intervention.

Start the journey to scale
Now, Next, Future

Here are the possible next steps that we can help you put into action:

1. **Now—within the next days**
   - Re-assess future data center support
   - Focus on performance engineering
   - Establish an alternative sourcing strategy for operations, infrastructure and security
   - Define an automation plan

2. **Next—within 2 weeks**
   - Drive business and technology alignment
   - Adopt a cloud strategy with a business plan and operating model
   - Enable interoperability by decoupling data from the EHR
   - Assess cloud service provider partnerships

3. **Future—going forward**
   - Accelerate cloud strategies and consider digital decoupling to support rapid implementation and reduce risk
   - Refactor critical systems for fault-tolerance, scalability and self-healing to support surge capacity resiliency
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To help our clients navigate both the human and business impact of COVID-19, we’ve created a hub of all of our latest thinking on a variety of topics.

Each topic highlights specific actions which can be taken now, and what to consider next as industries move towards a new normal.

From leadership essentials to ensuring productivity for your employees and customer service groups to building supply chain resilience and much more, our hub will be constantly updated. Check back regularly for more insights.

VISIT OUR HUB HERE
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