

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 services organization and expertise honed during the H1N1, Zika, and Ebola responses. There are several areas where organizations can focus:

Clinical care delivery surge capacity

Support health care clients in understanding and forecasting clinical capacity issues. Offer a team of healthcare, emergency management and logistics specialists with tools and recommendations tailored to support an incoming surge of COVID patients.

Coronavirus Aid, Relief and Economic Security Act

Support CARES Act-qualifying health care clients to understand the bill's stimulus funding benefits. Analyze and interpret legislation and regulatory guidance to help maximize funding.

Crisis response and management

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

Cybersecurity and privacy

Assisting clients to secure remote working environments, including Governance and risk management frameworks, Zero-trust security architecture, VPN tunneling (full vs. split), and On-prem vs cloud data storage.

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 and related footnote disclosures, and consider the impact of tax relief packages, and market.

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, Predict Risk).

Health care regulatory and revenue strategies (including CARES Act)

Quickly mobilize around funding and financial relief opportunities by envisioning and implementing a federal funding strategy and roadmap).

Operate

Support clients in forecasting and understanding surge capacity in non-clinical components of their business including but not limited to tax, finance, accounting, revenue cycle, billing, claims, etc.

Strategic communications

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

Strategy and scenario planning

Help clients make better decisions today about the future using tools for scenario planning to reduce uncertainty.

Supply chain

Address critical supply chain needs through the development of a supply chain strategy that considers response and recovery operational models and risk.

Surge operations

Help respond to the pandemic by providing surge capacity to address the myriad of operational challenges.

Virtual close

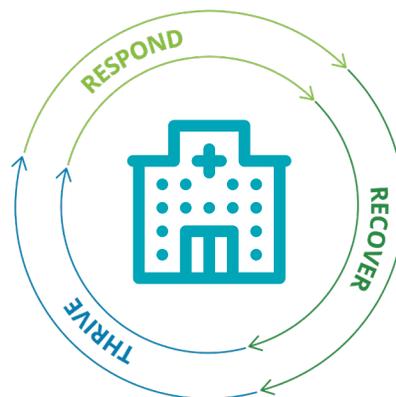
Prepare and plan for COVID-19 related challenges and the likely impacts on successfully executing the financial close process.

Virtual health

Offer existing tools to support our clients to deliver care virtually (e.g., triage, virtual visits, remote monitoring, hospital at home) through technology solutions, process documentation, onboarding guides, job aides and enabling cyber security capabilities.

Workforce strategies

Assess applicable workforce related levers against the unique landscape of an organization, including alternative talent models, remote working, worker classification and other tax implications.



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?

Contact us

Steve Burrill

Vice Chairman
US Health Care Leader
Deloitte LLP
sburrill@deloitte.com
+1 713 982 2821

Amy Kroll

Principal
Health Care
Advisory Leader
Deloitte & Touche LLP
amykroll@deloitte.com
+1 612 692 7173

David Biel

Principal
US Health Care
Consulting Leader
Deloitte Consulting LLP
dbiel@deloitte.com
+1 312 486 2397

Jim Sowar

Managing Partner
National Health Care
Tax Leader
Deloitte LLP
jsowar@deloitte.com
+1 517 784 7242

Tina Wheeler

Managing Partner
National Health Care
Audit Services Leader
Deloitte & Touche LLP
twheeler@deloitte.com
+1 616 336 7930

About Deloitte

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. In the United States, Deloitte refers to one or more of the US member firms of DTTL, their related entities that operate using the "Deloitte" name in the United States, and their respective affiliates. Certain services may not be available to attest clients under the rules and regulations of public accounting. Please see www.deloitte.com/about to learn more about our global network of member firms.

This publication contains general information only and Deloitte is not, by means of this publication, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This publication is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional adviser. Deloitte shall not be responsible for any loss sustained by any person who relies on this publication. Certain services may not be available to attest clients under the rules and regulations of public accounting.