

DHHS Track, Track and Isolate CRM Phase 1



DHHS – 5.1.2e

Project won Date August 2020

August 2020 – October 2020

Win Amount (AUD)

5.1.1c

Platforms/Ecosystems deployed

Salesforce Health Cloud, MuleSoft CloudHub, Salesforce SHIELD

Total number of Internal External Users

300 Initially trained users, over 1000 expected end users

Key factors to win

Deloitte undertook a rapid PoC to demonstrate functionality and provide insight, and this work was key in securing the work to build a contact tracing solution. Deloitte and Salesforce were engaged by DHHS to build an enhanced contact tracing and case management process.

Business challenge / solution we offered

There was limited capacity to handle a potential increase in COVID-19 workload. The case management process relied on a manual paper system. DHHS' current system was not integrated with other key source systems. Over six weeks and three sprints, key features of the 'Track, Trace and Isolate' solution was designed, and a Salesforce solution built and implemented. The solution provided automated case allocations to relevant teams, self-assessment functionality, basic contact tracing and training and support for targeted users.

Deloitte Teams involved

Digital, Technology, Strategy & Transformation, DPE, Core Operations, Human Capital, A&C, Risk, Platform Engineering

Salesforce Teams involved

Salesforce team with joint responsibility for implementation

Deloitte teams

- LEP - 5.1.2e
- 5.1.2e - 5.1.2e
- 5.1.2e - 5.1.2e
- 5.1.2e - 5.1.2e
- Digital Customer - 5.1.2e
- Human Capital - 5.1.2e
- 5.1.2e - 5.1.2e
- 5.1.2e - 5.1.2e
- Platform Engineering - 5.1.2e
- Platform Engineering (Integration): 5.1.2e
- Risk (Migration) - 5.1.2e
- Risk (Security & QA) - 5.1.2e

COVID-19 Service Management Solution



SA Health - 5.1.2e

Project won April 2020

Sprint 1: 20 April – 8 May 2020
Sprint 2: 11 May – 2 June 2020

Win Amount (AUD)

5.1.1c (in support of COVID-19)

Platforms/Ecosystems deployed

Salesforce Health Cloud

Total number of Internal External Users

Initially, 102 end users were trained prior to the first Go-live

Key factors to win

Based on Salesforce Health Cloud, the COVID-19 Virtual Health Accelerator has been developed by Deloitte to allow healthcare providers to implement a digitised service management application to digitally triage, monitor and remotely manage the treatment of suspected and confirmed COVID-19 patients.

Business challenge / solution we offered

SA Health were facing limited capacity to handle potential increase in COVID-19 workload. Their case management operations relied largely on paper-based workflows and manual case handling. There was no digitally enabled solution to support end to end COVID-19 case management.

They engaged Deloitte to implement a Salesforce platform solution to replace their existing case management system. This new system was integrated with existing key source systems such as NIDS DB, Contact DB and COVID-19 Dashboard. The solution also allowed SA Health to develop reports for Commonwealth reporting requirements.

Deloitte Teams involved

Technology, Strategy & Transformation, CBO, Salesforce, Digital, Analytics & Cognitive, Platform Engineering and Risk Advisory

Salesforce Teams involved

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Deloitte teams

- LEP - 5.1.2e
- 5.1.2e
- MC&DE - 5.1.2e
- Platform Engineering - 5.1.2e
- Risk Advisory - 5.1.2e

COVID-19 Case Management System



WA Health – 5.1.2e

Project won March 2020

Release 1: March 2020 – April 2020

Potential to extend

Win Amount (AUD)

5.1.1c

Platforms/Ecosystems deployed

Health Cloud

Total number of Internal External Users

285 impacted Internally

Key factors to win

Strong past relationship with client stakeholders and a strong presence in the WA market for Salesforce (Deloitte was recommended by Salesforce as a SI partner). Also our ability to scale and work in a rapid deployment was crucial.

Business challenge / solution we offered

WA Health's Metropolitan Communicable Disease Control (MCDC) unit previously relied on a legacy REDCap solution to manage health cases within the state, though with the rise of COVID-19 cases in March 2020 they required a new, more robust and scalable Case Management system. Given the urgency of the situation, Deloitte rapidly delivered release 1 of a COVID-19 Case Management System within an 8 day period. The solution was built upon Salesforce Health Cloud, and supported Contact Centres, contact tracing, on-going maintenance teams and public health physicians in managing health cases across the state. The solution was configured in alignment with the data and functionality provided in the existing REDCap solution, and critical organisational change management activities were also carried out to ensure rapid adoption and effective migration.

Deloitte Teams involved

Digital Customer, Analytics and Cognitive – Data Modernisation, Core Business Operations, Human Capital, Technology Strategy and Transformation

Salesforce Teams involved

Account Executive

Deloitte teams

- LEP – 5.1.2e 5.1.2e
- Digital Customer 5.1.2e
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- Digital Customer 5.1.2e
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- Analytics and Cognitive – 5.1.2e
5.1.2e
- Core Business Operations – 5.1.2e
5.1.2e
- Tech Strategy & Transformation –
5.1.2e