



Accenture Vaccine Management Solution

Powered by

salesforce

December 2020



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YOUR AVMS TEAM



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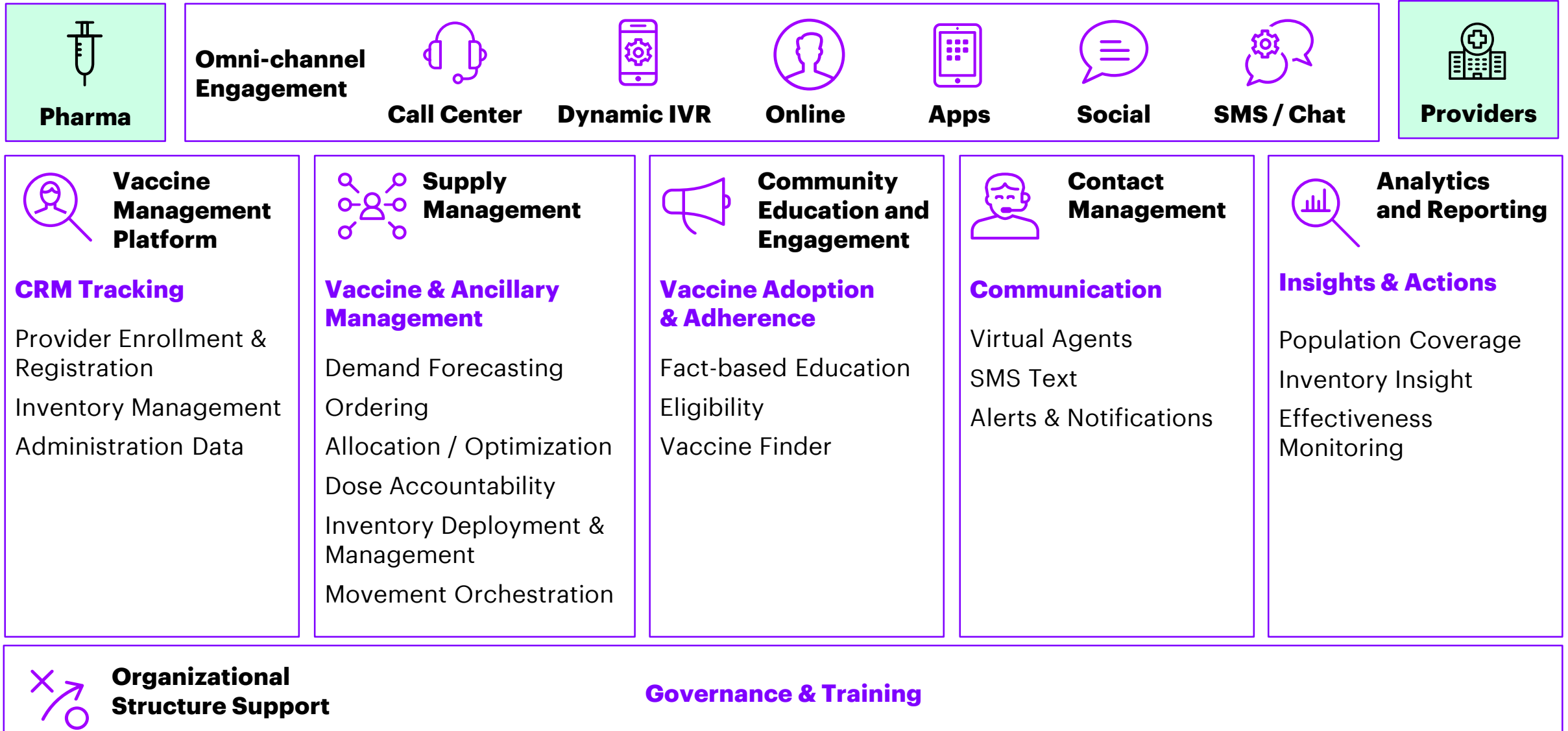


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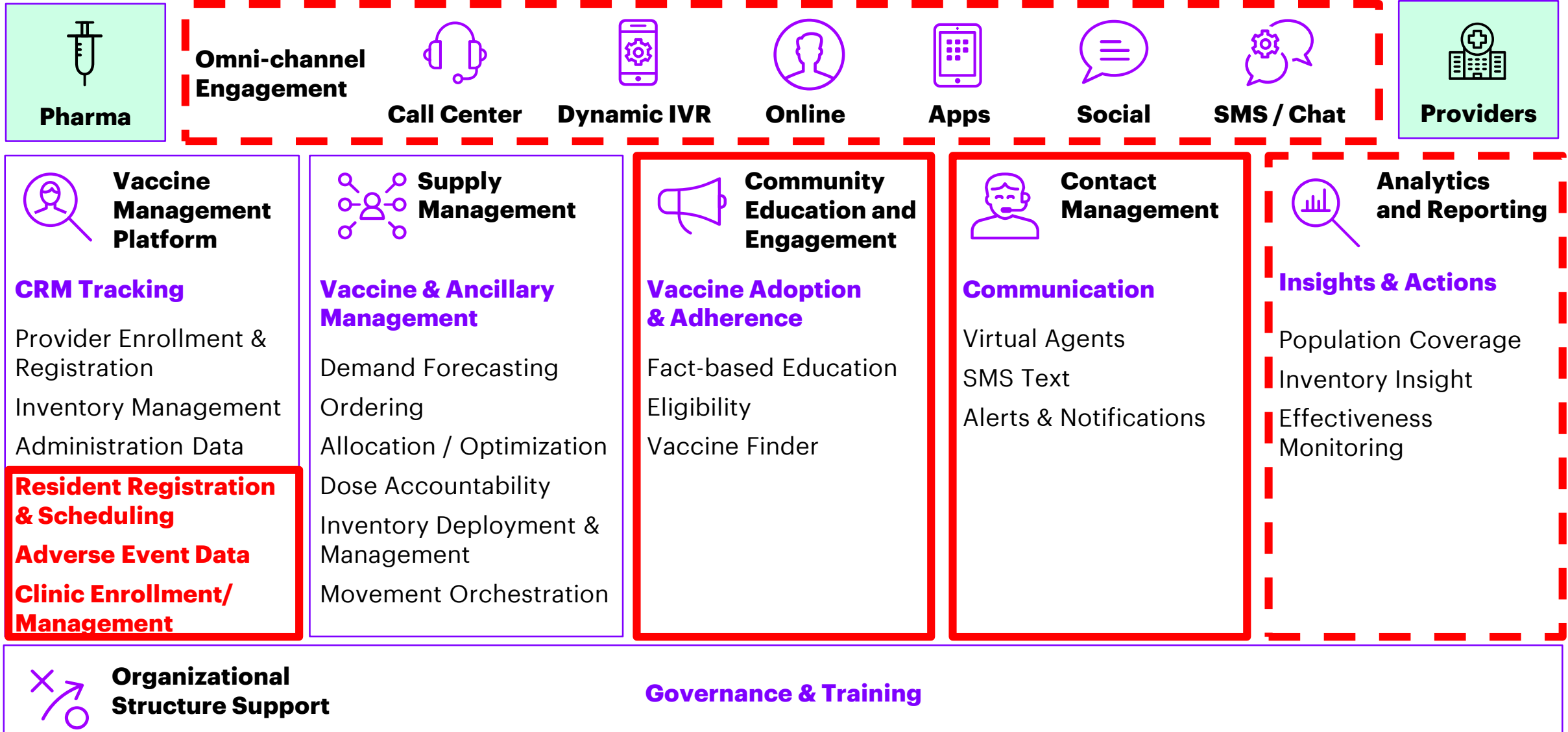
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OVERVIEW: ACCENTURE VACCINE MANAGEMENT SOLUTION, STATE SOLUTION - POWERED BY SALESFORCE



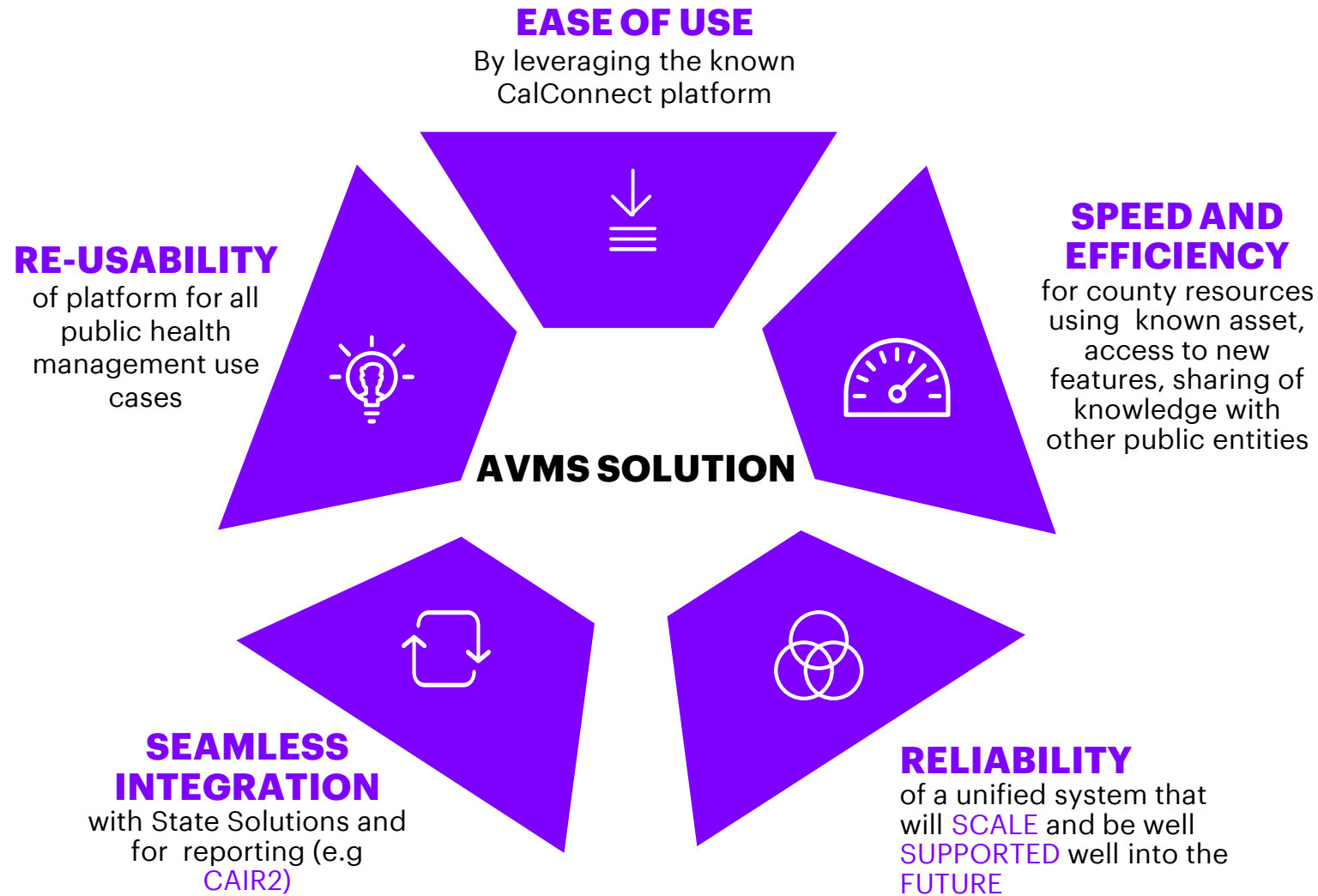
OVERVIEW: ACCENTURE VACCINE MANAGEMENT SOLUTION, STATE AND COUNTY SOLUTION: POWERED BY SALESFORCE



County Needs to Provide

State Level only, county responsible for county level

AVMS VALUE TO YOUR COUNTY



Leverage your CARES/Federal Act Funding



Investment for now and for the future



Open county early



Overall ROI

JOURNEYS

SUMMARY OF PERSONAS



James
LHD Worker

James's journey shows how a **LHD worker** enrolls Provider Organizations and allocate available vaccinations to participating county vaccination sites **under the State's portal.**



Carmen
Essential Worker

Carmen's journey shows how **an essential worker with a large Provider** registers and receives the vaccine under the **Provider's portal.**



Shin
County Resident

Shin's journey shows how a **county resident with a small Provider** can still use the **County's Resident portal** to register and receive the vaccine.



Raymond
County Health Plan Member

Carmen's journey shows how a **county health plan member** registers and receives the vaccine under the **County's Resident portal.**



Roopa
County Nurse Practitioner

Roopa's journey shows how a **county hospital nurse practitioner** uses the **County's Clinic portal** in order to administer the vaccine to others.

THE COUNTY WORKER'S JOURNEY: PROVIDER ENROLLMENT



James
LHD Worker



As a local health department worker, James is responsible for **enrolling Providers in the vaccine deployment program.**



James uploads a list of Provider Organizations to the State's portal and sends them a link, via email, to enroll in the State's system where they will complete a digitized federal form.



Provider Organization Coordinators set up their account, complete the State's training and can begin registering their organization and locations.



Provider Organization Coordinators complete the organization's portion of the federal form, add dispensing locations and then complete the location's portion of the federal form. Finally, they submit the account for approval.

i The Provider Coordinator indicates the location's vaccine storage capabilities, number of staff members, delivery hours, contact information and more in this step.

END



Dispensing locations set up their account, review training materials to begin using the portal to submit vaccine orders and manage inventory.



State DPH reviews and approves the Provider account and location's application which automatically sends account set up instructions to the dispensing locations.

i James can submit to the State level for additional review and approval if required by the State.

 = **State Solution**

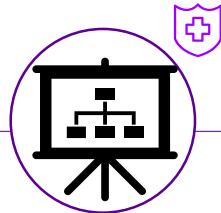
THE COUNTY WORKER'S JOURNEY: VACCINE ALLOCATION



James
LHD Worker



As a local health department worker, James is responsible for **allocating available vaccines to participating county vaccination sites.**



James starts by creating a new Allocation Plan in the State's portal based on the county's available supply and location's demand.



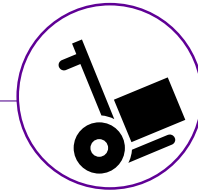
The location coordinator at the dispensing site receives notice of the available vaccines. They create a new order for vaccines to be submitted for approval to James and the State.



Once the order is approved by James and the State, a VTrckS order file is automatically sent to CDC.



CDC creates the vaccine shipment order based on the VTrckS submission and sends the order to the Vaccine Manufacturer/Distributor.



The Vaccine Manufacturer/Distributor ships the inventory directly to the dispensing location.



The location coordinator receives shipment, logs shipment information, and records the inventory's condition in the portal. If the vaccine inventory on site begins to run low or becomes damaged this can be continuously recorded in the portal as well.



END

As new vaccine allocations are provided to the county, James will begin this process over again and create more allocation plans.



James uses the State's portal to see details and baseline metrics of each Provider (i.e # of Providers inventory status, Providers requesting more vaccine than allocated, enrollment agreement status, etc.)



Dispensing locations can scan a barcode on the shipment that will directly populate inventory information to the portal so coordinators can easily log the inventory received.

=State Solution

THE ESSENTIAL WORKER'S JOURNEY: PROVIDER RECIPIENT (LARGE PROVIDER PORTAL)



Carmen
Essential Worker



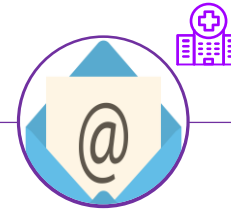
Carmen, an essential worker and a California county resident, and large Provider member, **creates an account in the Provider's portal** and completes a health questionnaire that determines he is eligible to receive the vaccine.



Carmen is included in the tier 1 group of the population for which vaccination centers will set aside an allotted amount of doses to ensure distribution.



Carmen can select the next available dates on the large Provider's portal. She selects a date and time to schedule her vaccine.



Carmen confirms her appointment in the Provider's portal and chooses what form of communication she prefers to be contacted through. She is emailed a QR code that will check her in on the day she arrives to her appointment



Carmen also receives communication around what to expect-, what to bring to his appointment, contact-less experience, zero downtime, & details on the AE survey.



On the day of her appointment, Carmen receives an email asking if she's experiencing any symptoms that would preclude her from getting the vaccine. Since she feels good, she clicks the Vaccine Consent link and completes the form

END



Carmen is monitored for a short period of time by the admin to watch for adverse reactions and will receive communication about downtime, returning to work, and other FAQs via email or SMS



Carmen then receives an Adverse Event survey afterwards to record any potential delayed reactions.



The Vaccine is administered



As a safety measure, Carmen's temperature is taken before a nurse or nurse practitioner administers the vaccine



Carmen arrives at the Provider's vaccination center and her QR code is scanned by an administrator – this is a contact-less experience



The QR code allows the administrator to check her in and see her appointment and her vaccine consent form.

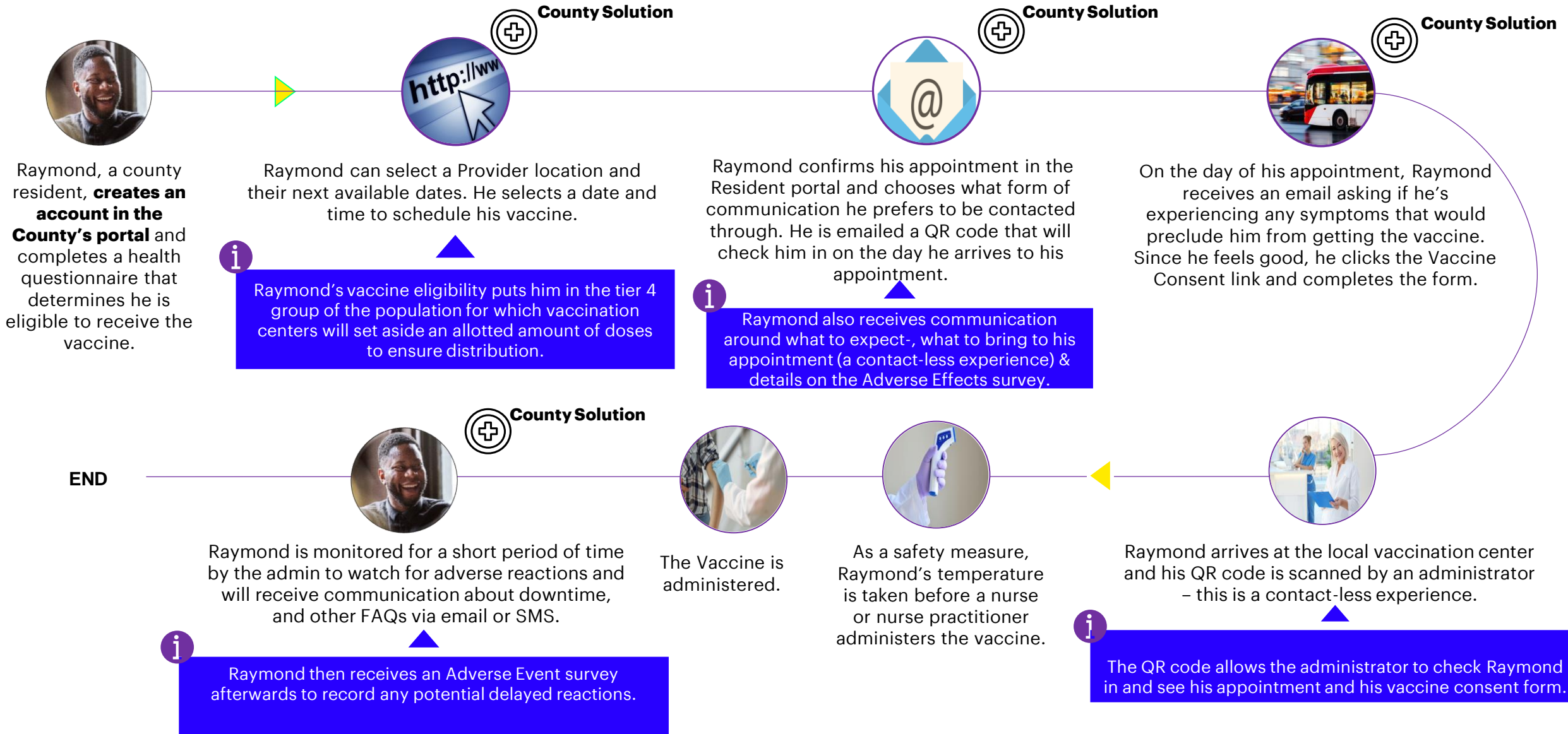


=Large Provider

THE RESIDENT WITH A COUNTY HEALTH PLAN JOURNEY



Raymond
County Health Plan Member



DEMO - RESIDENT REGISTRATION & CHECK IN

THE RESIDENT WITH SMALL PROVIDER COVERAGE JOURNEY



Shin
County Resident

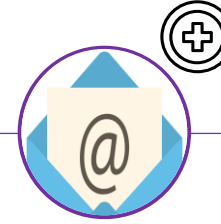


County Solution

Shin can select the small Provider's location and the next available dates. He selects a date and time to schedule his vaccine.



Shin is included in the tier 5 group of the population for which vaccination centers will set aside an allotted amount of doses to ensure distribution.



County Solution

Shin confirms his appointment in the Resident portal and chooses what form of communication he prefers to be contacted through. He is emailed a QR code that will check him in on the day he arrives to his appointment.



Shin also receives communication around what to expect-, what to bring to his appointment, contact-less experience, zero downtime, & details on the AE survey.



County Solution

On the day of his appointment, Shin receives an email asking if he's experiencing any symptoms that would preclude him from getting the vaccine. Since he feels good, he clicks the Vaccine Consent link and completes the form.

END



County Solution

Shin is monitored for a short period of time by the admin to watch for adverse reactions and will receive communication about downtime and other FAQs via email or SMS.



Shin then receives an Adverse Event survey afterwards to record any potential delayed reactions.



The Vaccine is administered.



As a safety measure, Shin's temperature is taken before a nurse or nurse practitioner administers the vaccine.



Shin arrives at the local vaccination center and his QR code is scanned by an administrator – this is a contact-less experience.

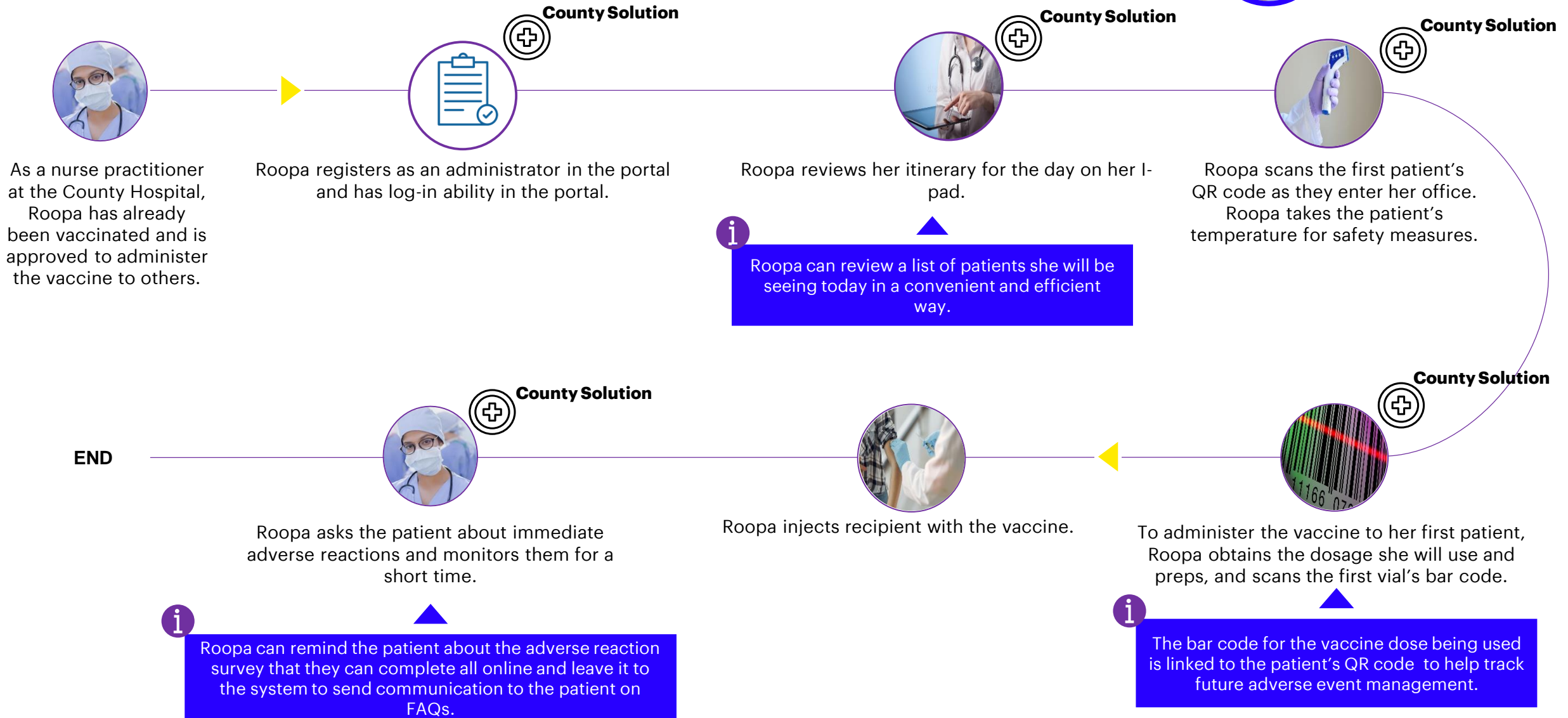


The QR code allows the administrator to check him in and see his appointment and his vaccine consent form.

THE CLINIC ADMINISTRATOR - VACCINE JOURNEY



Roopa
County Nurse Practitioner



DEMO - CLINICIAN VACCINE ADMINISTRATION

Q&A



THANK YOU