

# Analytics Accelerates COVID-19 Vaccination Efforts



**Guy's and St Thomas'**  
NHS Foundation Trust



In just two days, implemented a solution to **improve and streamline COVID-19 vaccination patient identification and prioritisation and call centre workflow**, increasing the number of patients scheduled for vaccination.



**More than 30,000 patients identified** for ranked priority calling.



**Call outcomes are now stored in a single location**, enabling systematic reporting.

## PRODUCTS

- Health Catalyst® Data Operating System (DOS™)
- Instant Data Entry Application (IDEA)

## THE CHALLENGE

Guy's and St Thomas' NHS Foundation Trust began COVID-19 vaccination based upon defined priorities and the National Health Service (NHS) guidelines. Its highest priority was to contact patients over the age of 80 who had an upcoming outpatient appointment, encouraging the patient to get vaccinated at their appointment. Guy's and St Thomas' quickly established a call centre, but lacked the necessary infrastructure for call center efficiency. The organisation didn't have an updated prioritized list of patients based on the NHS guidelines and lacked a mechanism for effectively tracking patient calls. This resulted in non-standard workflows, insufficient data, and lacking systematic reporting.

## THE PROJECT

Guy's and St Thomas' leveraged the Health Catalyst® Data Operating System (DOS™) platform to implement an application to improve the COVID-19 vaccination call process. The organisation used a subject area data mart to identify cohorts of patients who needed to be called and pertinent patient details. Call centre agents utilized the Instant Data Entry Application (IDEA) to review the calls assigned to each caller group, view the priority assigned to each group, and document the outcome and notes from each call.

## THE RESULT

Guy's and St Thomas' has the analytics and insight required to manage its COVID-19 vaccination efforts effectively. The organisation can quickly and easily adjust the prioritisation of patients to align with each vaccination phase. Guy's and St Thomas' expanded the prioritisation to include patients over the age of 75 and added additional cohorts, including frontline staff and support staff, to the application.