

# IN IT TOGETHER

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Infosys is helping an NHS provider identify, recruit, and deploy healthcare workers in record time, as the UK mounts its defense against COVID-19.

On an idle Tuesday afternoon, Nancy scrolls through her Facebook page, browsing through pictures of her last day at work. It's six months since she retired as Head Nurse at a leading hospital in Bristol. Having spent 40 years as a healthcare worker, Nancy Roberts had looked forward to a relatively quiet life and the time she'd get to spend with her granddaughter.

Today, she longs more than ever that she could be back at the Hospital. The pandemic rages on across the UK and Nancy wishes she could do anything to help. An NHS provider's video exhorting healthcare professionals to stand up, step forward and save lives rouses her from her reverie.


Intrigued, she visits the NHS provider's website.

By March 2020, the trickle of COVID-19 cases in the UK had turned into a deluge, with the accompanying number of deaths also skyrocketing. Worse, all the mathematical models seemed to suggest that the coming weeks and

months would be even more challenging. Acutely aware that a shortage of qualified and trained healthcare professionals might put a stopper in the UK's fight against the pandemic, the NHS provider decided to mobilise as many healthcare workers in as short a time, as possible. Christened the COVID-19 Rapid Response Service, the initiative envisioned any healthcare worker across the UK being able to volunteer in the fight against coronavirus, and be placed at an NHS Trust in as little as 24 hours.

Putting the call out to potential volunteers was the simpler part. A series of primetime adverts, campaigns at NHS trusts and social media campaigns made sure that the call went out. The real challenge was to ensure that the volunteers could register simply and effectively have their documentation and eligibility verified and deploy them to a location of their choice. What the NHS provider needed was a system that streamlined the entire process – in double-quick time.



A close-up photograph of a healthcare professional's hand, wearing a white coat, gently holding an elderly patient's hand. The patient's hand is resting on their knee, which is covered in a light-colored hospital gown. The background is softly blurred, showing a clinical setting with a clipboard and other medical equipment.

## The NHS provider reached out to Infosys. Were they up for the challenge?

Infosys swung into action, putting together a team spread across the UK and India. Working non-stop, the team put together all the elements of the system that would make the NHS provider's vision a reality – a registration and application portal for volunteers to apply and upload documentation, a document check module that screened the volunteers, including their right to work documentation, an engine to process agreements, a module that let the volunteers complete the compliance tasks, and a training module that volunteers could complete in flexible hours. The first version of the system was ready and deployed in a matter of three weeks. Infosys rapidly built fast-track processes for recruitment to meet the huge demand for additional healthcare workers and the solution went live in three days, registering roles such as Ambulance Practitioners, Doctors, Occupational Therapists, Paramedics, Physiotherapists, Registered Nurses and Theatre Practitioners. Over the next four weeks, Infosys kept improving the system. The second iteration of delivery included the recruitment for the newly launched Nightingale hospitals in London and Manchester.





The result was a comprehensive, intuitive and easy-to-use system that allowed the NHS provider to identify, screen and place qualified healthcare professionals at hospitals in the shortest period of time.

In the first month since the system went live on March 24, 2020, over 50,000 individuals expressed interest in the program, 36,000 of them went on to apply, over 4,700 were already deployed, having worked 28,000 shifts between them, with an additional 17,000 ready to be deployed. March 2020 proved to be the most productive month for the NHS provider yet – 338,000 shifts and over 3.09 million hours filled in a month.

For the UK, this was just the shot in the arm it needed in its fight against COVID-19.

Nancy gets back home after a gruelling shift at the hospital. The number of patients being admitted with COVID-19 has been rising exponentially in the last three months, and she's fortunate enough to be one amongst the thousands that are helping the UK fight back.

"Grammy, will you read me a story?"

It's her four-year-old granddaughter who's visiting.

"I want to hear the one about the wolf."

"You know what, sweetie," Nancy laughs, "I'll tell you a better one. About five angels that came together to save a very sick man."

The UK would win this fight. After all, they were all in it together.

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