



Barwon Health Accelerates the Pace of COVID-19 Vaccinations with M365 and the Power Platform

Partner description:

Circle T's proven expertise in delivering Modern Digital Workplace solutions has established it as an industry and thought leader in the Microsoft 365 partner ecosystem in Australia. As a dedicated Microsoft partner with expertise in content and knowledge management Circle T leads and drives the adoption of the Microsoft suite to deliver the true Modern Digital Workplace on Microsoft 365. For more than 12 years, Circle T has partnered with companies around the world and across industries using human-centered design to create simple, clean, and secure workplaces for today, tomorrow, and the future. Circle T is a Preferred Partner for Microsoft Content Services and a Gold Partner.

Industry:

Health Services

Products/Solutions:

Microsoft SharePoint

Microsoft Power Platform

Power Apps

PowerBI

Microsoft Bookings

Microsoft Forms

Solution Summary

When Barwon Health urgently needed a vaccination management system to deliver the COVID-19 vaccine to frontline health workers just days before the vaccination roll-out was due to commence, Circle T delivered a Vaccine Booking & Administration solution to handle online

registrations and vaccination appointments, manage the on-site vaccination processes, and reporting patient outcomes- all in 96 hours.

Challenge

Barwon Health is one of Australia's largest regional health service providers. Employing more than 7000 staff, Barwon Health is one of Australia's largest regional employers and covers the full spectrum of healthcare from primary care to public health units, community services, aged care, rehabilitation, emergency, and acute care. Barwon Health is responsible for Victoria's Barwon region, servicing a population of more than 430,000. As part of Australia's COVID-19 vaccination program, Barwon Health was tasked with immunizing its frontline workers including staff in emergency care, ICUs, acute wards, COVID-19 testing, aged care facilities, and border/port workers. Barwon Health did not have an IT system to manage the vaccinations and urgently needed a solution.

Solution Strategy

Barwon Health approached Circle T with the challenge of building a Vaccination Management System with less than a week before vaccinations were due to begin. Effectively an emergency COVID-19 response mission, Circle T commenced architecting and building the Vaccination Management System onsite at the Barwon COVID-19 Vaccination Hall where Barwon frontline vaccine nursing staff were already doing their rehearsal of the vaccination processes that they would need to implement in 4 days' time.

Circle T delivered Barwon Health's Vaccination Management System utilizing the following Microsoft 365 components:

- **Microsoft Power Platform** underpinned the application and provided critical expediency in building the overall solution
- **Microsoft SharePoint** is the central repository for citizen and vaccination data
- **Microsoft Bookings** handled the online scheduling for citizens to book vaccination appointments
- **Microsoft Forms** managed online pre-registration and gathers basic citizen information
- **Power Apps** orchestrated the front-line vaccination administration processes that took place at the vaccination center such as check-in, registration, vaccine administration, and monitoring of adverse reactions to the vaccine
- **PowerBI** provided analytical and reporting tooling. Reporting is critical and ultimately feeds to State and Federal reporting levels- Victorian Department of Health & Human Services

Results

Barwon Health's Vaccination Management System, proudly designed and delivered by Circle T, has proven to be both stable and scalable. The solution evolved from being a stop-gap Vaccination Management system for frontline health workers and was effectively rolled out as Barwon Health's public-facing bookings system for the mass roll out. The solution is the technology underpinning Victoria's most successful vaccination hub: more than 140,000 doses were booked in the first 5 months with a staggering 10,000 booked in the first two days.

Highlights include:

- Design to deployment was 96 hours
- The Vaccination Management System far exceeded Barwon's Health's expectations, allowing them to overachieve the number of vaccinations administered on Day 1 of the Vaccination roll out. Barwon Health delivered 184: they had anticipated 100. Barwon Health administered more COVID-19 vaccines than any other Victorian immunization hub.
- Barwon Health were awarded more than their original allocation of the COVID-19 vaccines due to their ability to efficiently manage and administer the vaccine
- Streamlining the COVID-19 vaccination experience for citizens, frontline vaccine administrators, and healthcare providers with overwhelming positive feedback from clinicians
- Seamless scalability of the solution- what had started off as a PowerApps platform application using SharePoint has the ability to scale to millions of citizen records

"Circle T had the vision and expertise to deliver a vaccination system up and running to support the vaccine rollout within days. We have been able to vaccinate close to 3,000 each day and we've even had feedback from our staff that they wished other systems were this easy to use. Circle T has been invaluable in enabling our vaccination centers and teams to be as efficient as possible."

Matt Morris, Barwon Health Information & Analytics Director



Barwon Health @BarwonHealth · Feb 23



An incredible 184 healthcare and community heroes rolled up their sleeve yesterday on day one of the COVID-19 vaccination program. We're proud of our immunisation team for delivering the most vaccinations of any hub in Victoria on this momentous day.

[#covid19vaccine](#)



"We couldn't be prouder of what we achieved with Barwon Health in accelerating the distribution of the COVID-19vaccine. As a Microsoft partner, we have tremendous respect for the role of technology in addressing this historic challenge and we couldn't be more grateful for the opportunity to do our part."

Hamish Toll, Circle T Founder & Director