



CASE STUDY

Bærum Municipality's COVID-19 vaccination rollout gets a rapid boost

Building a new mass vaccination solution in just two weeks using Microsoft Power Platform

Business Situation

A local effort to help solve a global crisis

As the COVID-19 pandemic swept around the world and the rapid development of safe and effective vaccines to combat the virus finally offered a glimmer of light at the end of a long tunnel, local governments raced to get their citizens vaccinated as quickly as possible. Among these was the public health authority of Bærum Municipality, Norway's fifth largest city.

"We knew that vaccination was the way out of this pandemic," says Tonje Vågårøy, head of Bærum Municipality's public health office. "We had brought together a vaccine task force in the early days of the pandemic, but when it became clear that the vaccines would be approved, we started really investigating how to support the rollout. With 90,000 citizens over the age of 18, we knew it would be a big undertaking."

This volume of vaccinations led Bærum Municipality to rethink how to manage its mass vaccination initiative. Additionally, the city was mandated to register completed vaccinations with Norway's national vaccine registry within 30 minutes of a jab, a first for the country. Previously – for other vaccines – city staff would enter citizen information into a local system hours after administering a vaccine and then duplicate the entry in the national database afterwards.

"We had a system in place for vaccines, but we found that it required too many clicks to register and lacked options for insights and control," says Hilde Schjander Flugon, digital project manager for Bærum Municipality. "It was insufficient for what we needed. We wanted that full control."

The city needed a new platform – and fast: Once the vaccine was approved, the new system would have to be developed and ready for use in just two weeks. Bærum Municipality quickly launched an innovation contest to find a flexible solution that was user-friendly on mobile devices, could integrate seamlessly with the national vaccine registry, and could securely handle the confidential public health information of its citizens.

It was through this contest that Bærum Municipality partnered with Accenture and Avanade – a joint venture between Accenture and Microsoft – to develop a solution using [Microsoft Power Platform](#), which checked all the requirements. With lives on the line and no time to waste, we got to work.

Solution

Critical innovation delivered at speed

By combining the Microsoft Power Platform suite of offerings with an agile development approach, Bærum Municipality, Avanade and Accenture successfully developed the platform – known as NorVak – on schedule, bringing the solution from conception to launch in just two weeks. This rapid implementation was achieved despite some challenges.

"One of the variables that made this difficult to control was that the national vaccination strategy changed multiple times, so the system – and our team's approach – needed to be able to change with it. Luckily, Power Platform was up to the task."

Hilde Schjander Flugon
Digital Project Manager, Bærum Municipality

Key to the rapid delivery of NorVak was separating tasks – such as appointment bookings, on-site check-in and registry submissions – into different applications within the platform using Power Apps. Integrations and process flows between these applications ensure a seamless user experience for public health workers using mobile devices. Tasks need just a few clicks. Additionally, Power BI reports provide statistics and give booking teams an overview of weekly plans.

So, how does it all work?

Eligible Bærum Municipality citizens are automatically assigned a vaccine appointment, which they confirm within the system. Upon arrival at the city's designated vaccine center, they register and check in with a healthcare intake professional using NorVak. Next, a nurse reviews a checklist of questions, then administers the shot. Once the vaccine is received, the person's vaccine data is securely uploaded into both the local and national registries within the required 30-minute timeframe. For each person, the entire process takes only a few minutes.

Because Norvak was developed and secured as a health registry integrated with the national registry – and not simply a booking system – Bærum Municipality has a complete view of each citizen and can track whether they have received the COVID-19 vaccine anywhere in the country.

Results

A team effort when every job counts

With the vaccine program powered by the new, user-friendly NorVak platform, nurses and administrators provide citizens with an easy and efficient experience. As a result, Bærum Municipality was able to hit its initial vaccination target earlier than many other jurisdictions in the country. "We were early in getting high vaccine uptake. We were lucky that we had a high rate of trust among our population," says Vågårøy. "With NorVak, it was easy to see who was left, and we now have lots of time to reach those remaining, unvaccinated people."

Like the development of the vaccines themselves, the successful, rapid implementation of NorVak is a shining example of what can be achieved when people pull together in the face of a crisis to make a genuine human impact.

"All of the people from Accenture and Avanade really quickly became a part of our team," says Vågårøy. "Going into this project, I didn't know anything about technology and didn't know them, but in a very short amount of time we became a successful working group together."

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 39,000 professionals in 25 countries, we are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at: www.avanade.com

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"We wouldn't have come so far if we hadn't worked so closely together," says Flugon. "We had daily meetings, lots of discussions at all hours of the day. It had to be like that because things were changing all the time."

Looking ahead, Bærum Municipality expects that NorVak will continue to aide in public health initiatives long after the COVID-19 pandemic is over.

"Now that it's already been developed and is such a flexible solution, we plan to start using it for flu shots. It can really be used for any vaccination program."

Tonje Vågårøy

Head, Public Health Office, Bærum Municipality

About Bærum Municipality

Bærum is a municipality in the Oslo region of Norway. Bærum is Norway's fifth largest municipality by population and is a suburban area west of Oslo where the densely populated parts of the municipality are part of the contiguous urban area of Oslo. The municipality has the country's highest average income and education level.

About Accenture

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