



## navify Decision Support Portfolio



# Implementation, Integration and Support

Seamlessly implement powerful cloud-based solutions at your healthcare institution.



## Making navify portfolio a reality for your organization

It takes a concerted team effort to successfully deliver **navify** portfolio to your organization. From planning to implementation to post-launch hypercare, we execute on a holistic process designed to support you every step of the way. Read on to understand the whole process.

### Our team has you covered.

## Explore the details on implementing navify portfolio at your institution, including:

- An overview of **navify** portfolio and the process that will help us bring it to your institution.
- PRIME methodology and the five phases of implementation that ensure a best-in-class process and experience for your team.
- The gradual rollout approach we use when taking a **navify** solution live, showing **navify** Tumor Board as an example.
- A detailed look at the implementation process we'll follow, in partnership with your team, to make adoption as easy as possible.
- Digital data integration platform functionality that enables **navify** portfolio to securely integrate with your existing healthcare IT systems.
- Roles and responsibilities, as well as the time commitment, for each member of your team during implementation.



The strength of **navify** Tumor Board lies in the comprehensive and standardized view of integrated healthcare data from multiple sources aiming to support efficiencies in tumor board meetings. Historically, data has varied in structure and semantics across IT systems within an institution and across healthcare providers.

## What's inside:

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## Pave the way to data-driven decisions

**navify** portfolio secures sensitive patient data while also making it easy to share among your institution's care teams, no matter where they are. This cloud-based data access model is crucial to enabling collaboration that results in sound, data-driven decisions.

To ensure smooth, straightforward implementation, the team employs a single point of contact, backed by dedicated, certified project managers and Lean Six Sigma practitioners. The team strives for complete customer satisfaction, guiding you through every step of the process and anticipating your every question and need.

## What is navify portfolio?

An enterprise-class suite of solutions that empower the global healthcare community

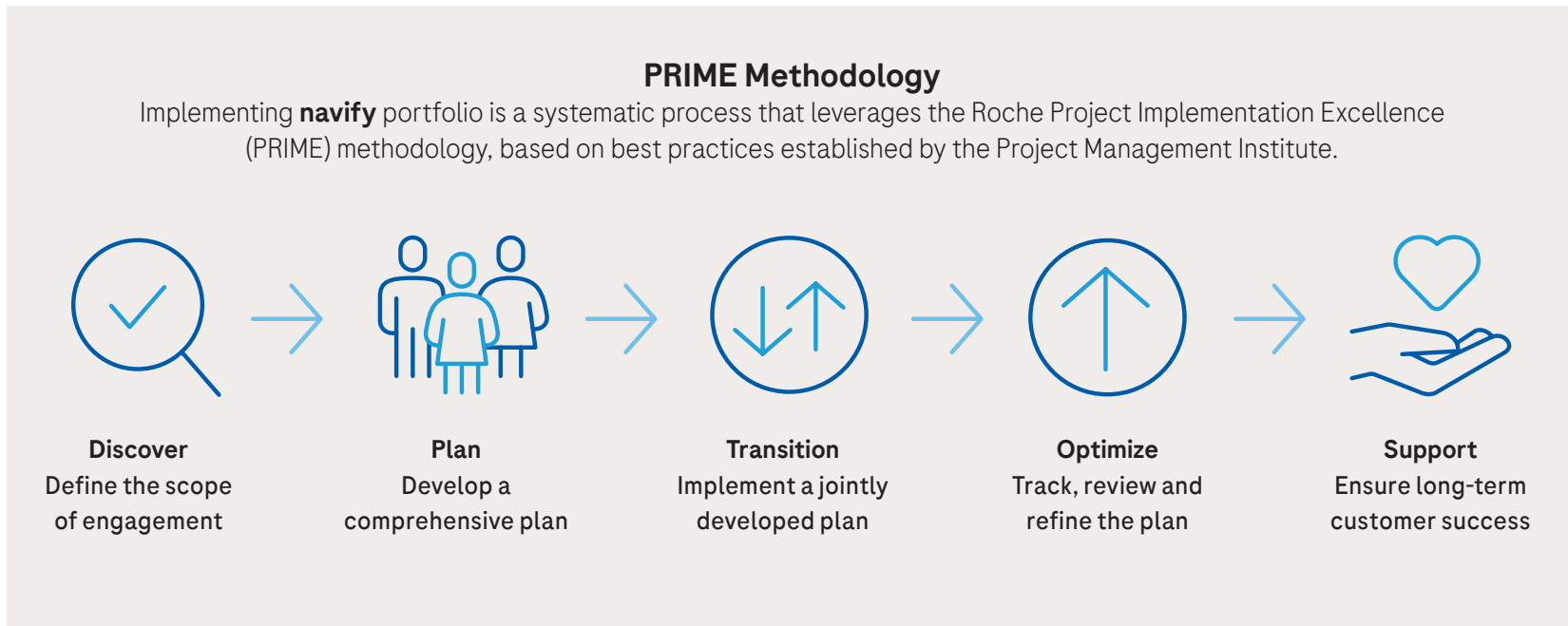
**navify** portfolio advances personalized healthcare by aggregating patient information, relevant data, clinical evidence and analytics. **navify** portfolio enables your institution to deliver informed strategies and decisions in an era of infinitely expanding medical knowledge and technology.

Learn more at [navify.com](https://navify.com).



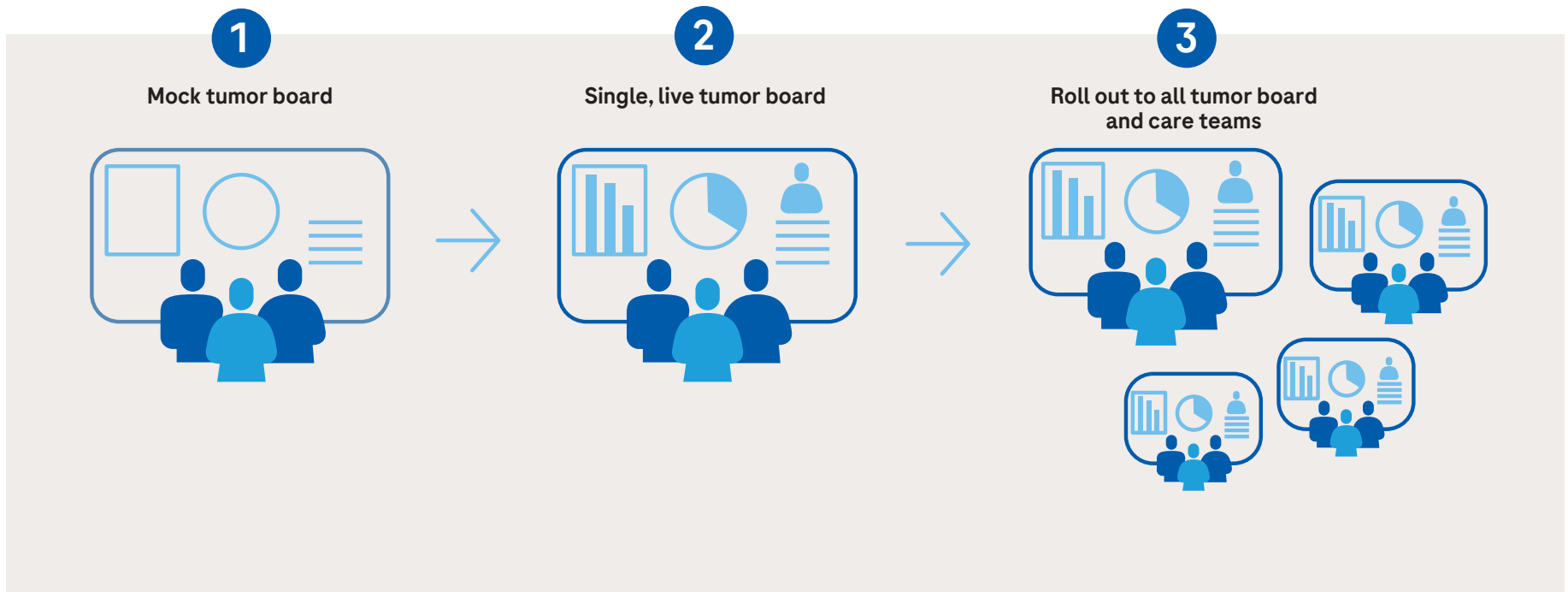
## We own the implementation process from start to finish

A flawless implementation is mission-critical. Our implementation process is tailored to meet the needs of existing IT architecture. Our partnership approach ensures all stakeholders are consulted throughout this process.



## Roll out the solution using a gradual approach

We ensure a seamless transition with incremental controls that verify the data quality and expected results. This approach ensures a smooth integration with **navify** portfolio and successful onboarding for end users. Here is an illustration of how a gradual rollout works with **navify** Tumor Board:





*“[navify Tumor Board] is very helpful ... integrating all the information in a fast and dynamic way. It really decreased the effort needed to gather and prepare everything for the tumor board and, most importantly, decreased the errors that one could make in that preparation.”*

**Clara Montagut,**  
MD Oncologist and Coordinator of the  
Gastrointestinal Cancer Unit Hospital  
del Mar, Barcelona, Spain





## Transform existing workflows to ensure a great customer experience

Our implementation workflow ensures a streamlined interface between **navify** portfolio and your institution's daily processes and IT architecture.

### In partnership with your team, we:

- Map your current and future states' processes.
- Identify any potential gaps or obstacles in using **navify** portfolio within your organization and among your staff.
- Create and execute the transition plan to shift from your current state to future state.
- Suggest updates to standard operating procedures for your care team and/or tumor board meetings.

## Navigate change with confidence and shared purpose

New practices can be exciting but also cause hesitation. To facilitate buy-in and full, efficient adoption, we deliver **navify** portfolio capabilities to your team using the following tools.

- A governance model
- A communication plan
- Issues tracking and management
- Regular reporting



## Implementation (continued)

### Seamlessly and securely integrate

While adhering to global, regional and country regulations that govern the privacy and security of sensitive patient data, **navify** portfolio interfaces with the existing institutional IT landscape.

To learn more about security and privacy compliance within **navify** portfolio, download and read [navify Decision Support Portfolio Data Privacy and Security](#).



### Unlock the power.

Implementation is an important step in unlocking the power of **navify** portfolio to deliver workflow efficiencies and data access to care teams.

### An overview of best practices:

- Roche partners with Accenture, renowned<sup>1</sup> for its healthcare systems integration and interoperability expertise, to provide a digital data integration platform that ensures **navify** products securely integrate with hospital IT data sets.
- **We use data mapping and create data schema\*** to allow for seamless integration of all desired data sets, including electronic medical records (EMR).
- **This environment is secured** using encryption of data at rest and in transit, as well as two-factor authentication, automated cloud instance provisioning, authorization and multi-tenancy.
- **Integration capabilities cover real-time data such as patient administration, treatment history, tumor information and biomarkers** that feed into **navify** portfolio for searching and retrieving sensitive patient data.
- **The underlying architecture of the digital data integration platform is built on MuleSoft,**<sup>\*</sup> which allows ingestion of various hospital-specific systems via tailored mappings for sending and receiving messages.

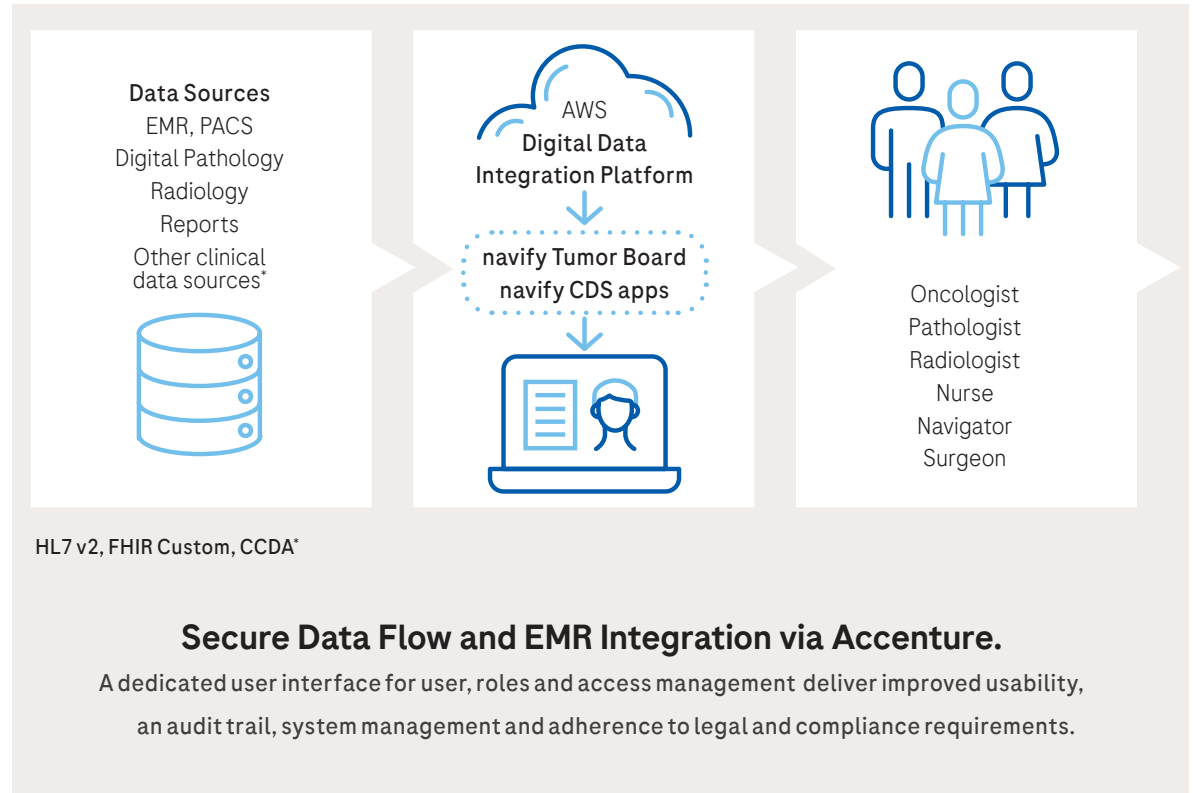
\*See Glossary of Terms on page 12.

<sup>1</sup> HFS, "Healthcare Business Operations Services: An analysis of the BPO market for U.S. Healthcare Organizations, including Payers and Providers," December 2017.



## Digital data integration platform functionality






1. Connections to hospital systems transfer information in a variety of formats using encryption protocols
2. Evaluation and verification ensure that only authorized systems send data and that data being sent is verified
3. Patient data is filtered so that only the patients who meet eligibility criteria are accessible to **navify** portfolio
4. Source data is transformed and translated into a standard model
5. Unidirectional transfer ensures integrity of institutional data sets



\*Under development



### Integration Process and Resource Requirements

	 Sponsor	 Project Manager	 End User	 Integration	 Physician Champion
	Create conditions that <b>enable the project team</b> to function in the most efficient manner	<b>Access</b> a single point of contact for all aspects of the implementation	List facility / equipment requirements	Establish interface <b>connectivity</b>	<b>Align key clinicians</b> across the enterprise
	<b>Remove major barriers</b> to success	<b>Plan the project</b> with all key stakeholders	Design <b>workflow</b>	Identify authoritative <b>data sources</b>	Provide input in the stakeholder analysis and communication plan
	Address major schedule and budget changes	<b>Monitor and control</b> all aspects of the project	Develop <b>training plan</b>	Confirm application of business rules (e.g. routing and transformation)	
	Approve final deliverables and gain <b>project acceptance</b>	<b>Escalate critical issues</b> as needed to address major barriers	<b>Test workflow</b>	Provide support with end-user <b>testing</b>	
			Deliver training and go-live application support		
			Assist with change management		
			<b>Enter and maintain</b> clinical data		
			<b>Enter and maintain</b> clinical data		
<b>Roche</b>	✓	✓	✓	✓	✓
<b>Institution</b>	5% FTE	25% FTE	25% FTE	20 - 40% FTE	5% FTE

Note: Estimated time for average engagement. A more precise estimate will be provided during the planning phase of your project.

### Transitioning from project phase to ongoing support

The implementation and support teams work in concert to seamlessly transition from the project phase to customer care. This approach includes providing the support teams with a detailed overview of your architecture and implementation. Support staff attend final project calls as an introduction to your team and describe what ongoing support entails.

### Committed to expanding what's possible for your institution and your patient

We appreciate your partnership and time commitment during the implementation process. **navify** portfolio contains powerful, resilient solutions requiring a dedicated, knowledgeable team to effectively integrate with your institution's data sets and workflow processes.

**Post-implementation, you'll be in good hands with trained support staff who can answer any questions that arise, no matter how nuanced.**





## Advancements with navify technology and data

For more than 120 years, Roche has been a globally recognized healthcare leader. Our legacy makes us a trusted source of medical insights and knowledge. We partner with you in a committed strategy to expand what's possible for your institution and your patients.

Unlock the power of navify portfolio today. Contact your Roche account manager or visit [navify.com](https://navify.com).

### Glossary of terms:

**Data mapping:** Different data models are linked to each other using a defined set of methods to characterize the data in a specific definition. This data linking follows a set of standards, which depends on the domain value of the data model used. Data mapping serves as the initial step in data integration. (<https://www.techopedia.com/definition/6750/data-mapping>)

**Data schema:** An outline, diagram or model used to describe the structure of different types of data. (<https://techterms.com/definition/schema>)

**MuleSoft®:** MuleSoft is a simple integration platform to help businesses connect data, applications and devices across on-premises and cloud computing environments. (<https://searchcloudcomputing.techtarget.com/definition/MuleSoft>)

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