



# Orchestrate

## Turning a Curated Ecosystem into a Structured Program

Deployment Playbook 2 of 4 — Beacon Health Limited

*A curated ecosystem of the right technologies and partners is necessary but not sufficient. Without deliberate orchestration, even the best-selected tools remain disconnected; devices that do not talk to workflows, partners who do not know their boundaries, data that is captured but never acts on, and clinical pathways that exist on paper but not in practice. Orchestration is the work that turns intention into a functioning program. It is how Beacon Health ensures that every element — technology, people, data, governance, and community is aligned, briefed, and ready before a single participant is screened.*

### PROGRAM STRUCTURE AND WORKFLOW DESIGN

Every Beacon Health program begins with a structured design phase mapping the full participant journey, operational workflow, and reporting architecture before any deployment activity begins.

- **Participant journey mapping.** We map the complete experience from first awareness through screening, result delivery, and follow-up; identifying every touchpoint, decision point, and potential drop-off that could affect participation or outcome quality.
- **Operational workflow design.** We document the step-by-step operational flow for every screening session, who does what, in what sequence, using which tools, and escalating to whom when exceptions arise.
- **Screening protocol definition.** We establish the specific screening modalities, sequence of assessments, and time-per-participant benchmarks appropriate for the deployment environment and population.
- **Scheduling and capacity planning.** We design the screening schedule, site rotation plan, and throughput model; ensuring the program can deliver against its volume and participation commitments without overloading site teams or participants.
- **Reporting architecture.** We define what data is captured, how it is structured, who receives which reports, at what frequency, and in what format at the individual, cohort, and program level before deployment begins.
- **Program governance milestones.** We establish a clear set of design sign-off gates and checkpoints at which all stakeholders confirm the program structure is agreed, resourced, and ready to move to deployment.

### PARTNER COORDINATION

A preventive health program typically involves multiple partners operating simultaneously technology providers, clinical teams, logistics coordinators, and community organisations. Orchestration ensures they function as a single, accountable delivery unit rather than a collection of independent actors.

- **Partner briefing and onboarding.** Every partner operating within a Beacon Health program receives a structured briefing covering program objectives, their specific role and boundaries, escalation protocols, and the governance standards they are expected to meet.
- **Role and boundary definition.** We document clearly what each partner is responsible for, what falls outside their scope, and how handoffs between partners are managed; eliminating the ambiguity that causes gaps and duplication in complex deployments.
- **Single point of coordination.** Beacon Health operates as the central coordination layer across all partners, managing communication, resolving conflicts, tracking commitments, and maintaining program momentum without the deploying organisation having to manage multiple vendor relationships directly.
- **Joint readiness assessment.** Before go-live, we conduct a structured readiness review with every partner; confirming that people, equipment, systems, and processes are in place and that each partner has met their pre-deployment obligations.
- **Conflict and dependency management.** We identify and actively manage dependencies between partners where one partner's readiness affects another's and maintain a risk register covering partner-related risks and mitigation actions.
- **Accountability documentation.** Every partner commitment is documented; timelines, deliverables, service levels, and escalation contacts creating a clear record of mutual accountability that governs the relationship through deployment and into operations.



## Data, Clinical Pathways, Local Ecosystem and Governance

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### DATA FLOW MAPPING

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Every piece of data generated in a Beacon Health program has a defined origin, destination, and governance rule. Data flow mapping ensures that nothing is captured without purpose and nothing moves without authorisation.

- **End-to-end data flow documentation.** We map every data flow in the program from device capture through AI processing, digital record creation, individual result delivery, clinical escalation triggers, and organisational reporting before a single screening takes place.
- **Consent and authorisation mapping.** We document the consent basis for every data flow; what the individual has authorised, what the organisation can access, and what requires additional consent before it can be shared or acted upon.
- **Individual data pathway.** We define how screening results reach the individual through the hCare app or equivalent, what format they are presented in, and what follow-up options are surfaced alongside the result.
- **Organisational data pathway.** We define what anonymised, aggregated data flows to the organisation's program portal; how it is structured, what insights it supports, and what governance controls prevent individual identification.
- **Clinical escalation triggers.** We map the specific result thresholds that trigger a clinical escalation, who is notified, through what channel, within what timeframe, and how the escalation is documented and closed.
- **Data residency and retention.** We document where data is stored, for how long, under what regulatory framework, and the process by which individuals can request access, correction, or deletion of their records.

### CLINICAL PATHWAY INTEGRATION

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Screening without a clinical pathway is an incomplete program. Beacon Health integrates defined, resourced clinical escalation and follow-up pathways into every program design, ensuring that a flagged result leads to a meaningful next step, not a dead end.

- **Escalation pathway design.** We work with deploying organisations and clinical partners to define the specific pathway a flagged result follows; from automated alert through clinical review, participant notification, referral recommendation, and documented follow-up.
- **Clinical partner identification.** Where the deploying organisation does not have an existing clinical infrastructure, Beacon Health works with local ecosystem partners to identify and onboard qualified clinical responders capable of reviewing flagged results and initiating follow-up care.
- **Triage and prioritisation protocols.** We establish clear triage criteria; defining which result thresholds require urgent escalation, which require scheduled follow-up, and which are flagged for monitoring within the next screening cycle.
- **Participant communication standards.** We define how results are communicated to participants; language, format, and tone ensuring that flagged results are delivered in a way that is clear, calm, and actionable rather than alarming or ambiguous.
- **Referral pathway documentation.** We document the referral options available to participants in each deployment geography; mapping available healthcare providers, telehealth options, and community health resources that can support follow-up care.
- **Clinical governance sign-off.** Before go-live, every clinical pathway is reviewed and signed off by a qualified clinical authority confirming that escalation protocols are appropriate, resourced, and compliant with applicable clinical governance standards.



## LOCAL ECOSYSTEM AND COMMUNITY ENABLEMENT

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No preventive health program succeeds on technology alone. The communities, health workers, local organisations, and trusted relationships that exist within a deployment geography are as critical to program success as any device or platform. Beacon Health identifies, activates, and supports the local ecosystem as a deliberate part of every orchestration.

- **Local partner identification.** We map the existing health and community infrastructure within the deployment geography; identifying local health workers, community organisations, NGOs, faith-based groups, and trusted intermediaries who can support participant engagement and follow-up.
- **Community health worker integration.** Where community health workers are present, we integrate them into the program workflow, defining their role in participant communication, consent support, screening facilitation, and post-screening follow-up within their existing scope of practice.
- **Trust and cultural brokering.** We work with local partners to understand and address the cultural, linguistic, and community-specific factors that affect screening participation, ensuring the program is introduced and delivered in a way that builds rather than erodes community trust.
- **Local clinical network activation.** We identify and activate the local clinical network available for referral and follow-up, mapping public health facilities, private practitioners, specialist services, and telehealth options accessible to participants in the deployment geography.
- **Capacity building.** Where local partners require support to participate effectively, Beacon Health provides structured orientation, covering the program objectives, their specific role, the tools they will use, and the standards they are expected to meet.
- **Community feedback loops.** We establish structured mechanisms for local partners and participants to provide feedback during the program, capturing insights that improve the current deployment and inform future program design in similar contexts.

## GOVERNANCE, ACCOUNTABILITY AND PROGRAM SIGN-OFF

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Orchestration concludes with a formal program sign-off, the point at which every stakeholder confirms that the program is designed, resourced, and ready to move into deployment. Nothing proceeds to Deploy until this gate is passed.

- **Stakeholder accountability matrix.** We document the full accountability structure for the program — every role, every organisation, every decision right, and every escalation path, creating a single reference that governs how the program is run and how issues are resolved.
- **Program governance document.** We produce a consolidated program governance document covering objectives, scope, participant commitments, partner responsibilities, data governance, clinical pathways, reporting cadence, and the conditions under which the program can be paused or terminated.
- **Risk register and mitigation plan.** We maintain a live risk register covering operational, clinical, data, partner, and community risks; with documented owners, likelihood assessments, and mitigation actions for every identified risk.
- **Communication and change management plan.** We document how program communications will be managed — internally across partners, externally to participants, and upward to organisational leadership, including how changes to program scope or design will be assessed, approved, and communicated.
- **Pre-deployment readiness checklist.** We conduct a structured pre-deployment readiness review covering every program component — technology, partners, clinical pathways, data flows, local ecosystem, and participant communication, confirming that each is ready before sign-off is granted.
- **Formal sign-off and handover to Deploy.** Program sign-off is a documented, multi-stakeholder confirmation not an informal agreement. Once granted, the program transitions formally to the Deploy phase with a clear handover brief covering open items, outstanding risks, and immediate priorities.

**Previous:** *Curate — Building the Right Ecosystem for Preventive Health Delivery*    **Next:** *Deploy — Presales to Go-Live*