

Compliance Monitoring & Risk Based Scoring (RBS)

for A Drug Manufacturing Company

– The Case Study

Overview

The compliance team of a multi-million-dollar U.S.-based drug manufacturing company struggled in scheduling monitoring activities and risk profiling of HCPs primarily due to the siloed processes and scattered resources that also resulted in tedious work, inefficient practices, and complex procedures.

The company leveraged its unique insights collected and perfected over three decades to develop advanced medicines for neurological, psychiatric, and endocrine disorders. They were now looking for an advanced and data-driven monitoring and risk profiling solution so that their internal workflows and processes could be streamlined and centralized.

qordata's data-driven Compliance Central and Risk Based Scoring (RBS) solution enabled the company's compliance team to centralize and analyze multiple data sources to identify risks, individuals, and events. Compliance Central and RBS automated and centralized the company's processes, enabling them to mitigate risks and challenges related to monitoring and risk profiling.

Exploring Challenges of the Drug Manufacturer

- Limited capability of tracking, maintaining, and analyzing data due to a lack of a centralized platform designed for a specific purpose.
- Manual processes, i.e., reviewing risk-based planning, manual speaker selection, and extracting upcoming speaker program data, heightened the risk of errors and inefficiencies and increased the pressure on compliance teams.
- Siloed processes and workflows increased the time required to complete tasks, compromising the workforce's productivity.
- The risk calculation method to identify the risk associated with HCPs was not based on proven methods and practices, unlike the one integrated with **RBS**.
- Missing a centralized solution that would allow compliance professionals to quickly identify high-risk individuals and events and assign remediation while assuring closure.

qordata's Data-Driven Compliance Central & RBS Were the Key Drivers of Success

qordata's data-driven platforms enabled the organization to identify high-risk individuals and events through a centralized compliance solution. Compliance operations, tracking of historical data and checklists, and insightful dashboards allowed compliance teams to analyze data to regularly monitor and red-flag violations of their compliance policies.

Here's how qordata helped the drug manufacturer's compliance team:

- RBS (integrated with advanced algorithms) enabled compliance teams to accelerate the speaker's risk assessment.
- Digitalization of the selection criteria through Veeva integration.
- Significantly reduced workload by connecting the teams to ensure an efficient share of information resulting in increased productivity.
- Analytical capabilities of qordata's compliance monitoring (live & virtual) platform allowed the compliance team to identify risks quickly.
- Custom dashboards allowed the compliance team to analyze and track data compared to manual monitoring.
- Compliance professionals could now perform comprehensive risks assessment before scheduling monitoring for speakers.
- The enhanced capabilities enabled the compliance team to make informed decisions quickly.

Products Utilized by Client

Compliance Central

Risk Based Scoring (RBS)

Outcome

qordata's data-driven Compliance Central and RBS provided the organization with a highly effective way to identify high-risk individuals and events by interconnecting compliance operations and minimizing business-critical compliance challenges. qordata's relentless pursuit of enabling compliance professionals to efficiently achieve compliance objectives were achieved through automation and centralization of compliance data and processes.

Prior to qordata's Compliance Central and Risk Based Scoring, the compliance professionals of the organization had to jump from one medium to another to track, maintain, and analyze data; this process compromised the overall productivity of the compliance team. In addition to compromised productivity, the existing process was also a strain for compliance professionals. Compliance Central and RBS allowed them to manage, amalgamate, analyze, and extract data through third-party integrations. qordata also made customizations to ensure the products would better fit the organization's needs and ensure long-term adaptability. As a result, the data-driven solutions proved revolutionary for the organization and allowed the company to identify and mitigate risks better than ever.