Case Study

Streamlining Audio Data for Adverse Event Detection

How two global life sciences organizations transformed safety review with IQVIA Vigilance Detect

Introduction

In pharmacovigilance, audio data presents a unique challenge: long recordings with minimal medically relevant content can overwhelm safety teams and delay adverse event detection. Two global life sciences organizations partnered with IQVIA to address this issue using IQVIA Vigilance Detect — a scalable solution that automates transcription and flags medically relevant content to streamline safety workflows.

Case study: Faster adverse event detection, less manual effort

A global life sciences organization approached IQVIA with a growing challenge: their safety team was inundated with audio files requiring manual review. These recordings, ranging from seconds to hours, contained mostly non-medical dialogue with only brief mentions of Potential Adverse Events (PAEs). The manual process was time-consuming, costly, and unsustainable at scale.

Challenge

Manual review was slowing safety operations and driving up costs, with thousands of audio files offering little value for safety reporting.

Solution

IQVIA deployed Vigilance Detect to automate transcription and apply advanced medical ontologies to flag potential adverse events. This enabled reviewers to bypass irrelevant content and focus on flagged segments, improving efficiency and consistency.

Results

- **95%** Time savings in bot-to-human interactions.
- **38.5%** Time savings in human-to-human review.
- **130,000+** files processed in one year.
- **99%** Transcription accuracy.

Vigilance Detect significantly reduced manual effort while maintaining high accuracy and compliance.

Case study: Accelerated safety review with system-based audio detection

Another global life sciences organization partnered with IQVIA to address the inefficiency of manually reviewing thousands of audio files for potential adverse events. These recordings were often lengthy and mostly non-medical, requiring significant manual effort to identify relevant safety information.

Challenge

Manual detection of PAEs in audio files was inefficient due to the low percentage of medically relevant content.

Solution

IQVIA implemented a system-based detection approach. Audio files were transcribed and processed through Vigilance Detect Ontologies to identify and flag medical terminology, enabling targeted manual review.

Results

System took

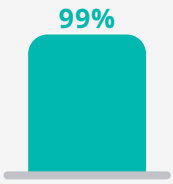
22,000+ hours to review versus manual review of

57,000+ hours,

saving **60%** of time across the organization.

90,000+ files reviewed.

Transcription accuracy.



High transcription accuracy, precise medical term detection, and substantial reduction in manual review time enabled faster, more scalable safety workflows.

Ready to transform your audio workflows?

Contact us at vigilancedetect@iqvia.com to learn how IQVIA Vigilance Detect can help your team reduce manual effort, accelerate timelines, and improve safety outcomes.

IQVIA TECHNOLOGIES

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