

Global Transparency Reporting

A flexible platform and strong partnership improve efficiency and data quality

Challenge

A global medical technology company and long-term IQVIA client was using a multiple-solution ecosystem to fulfill regulatory requirements for healthcare transparency / transfers-of-value (TOV). The process required integrating OneKey data into a customer master solution which then acted as the compliance master for U.S. data. The company sought more efficiency, robust data access, and the ability to leverage the data in functions across the company.

Solution

The client migrated from its legacy reporting solution into the OneKey cloud platform, and then implemented IQVIA Transparency Reporting (ITR) in the U.S. The team will eventually use the system across the globe. In an ever-shifting compliance environment, the company leverages notifications from IQVIA about new local requirements. Utilizing a strong working relationship with us, the client provides feedback on our products that help us smartly evolve with each new update.

Transitioning to ITR has allowed the company to sunset numerous departmental Microsoft Access databases, relying instead on the new single reporting solution that includes both a built-in error handling database and study master.

Higher quality healthcare transparency data



Ease of use across functions and regions



Continuous improvements as needs evolve



“I appreciate IQVIA’s willingness to work with us to adapt and to build better functionality within the tool. I think that is probably the most important thing in my mind when it comes to how we partner with IQVIA.” ~Senior Transparency Reporting Analyst for our client

Results

Success with fewer disputes

The client has historically submitted its federal and state transparency reports out of their existing tool, but the robust feature set included in ITR adds efficiencies and overall process improvements to ensure timely and accurate reporting for the future. Over time, as the company has worked with us to refine and improve its processes, the quality of submissions has steadily improved, leading to fewer disputes.

Better hit rate and less manual work

Before implementing the OneKey cloud platform, 15% of the client's searches for data in its system required an onerous manual workaround to add missing data. IQVIA has purchased several data providers and synthesized them in the OneKey platform into a single "super set" that provides a more than 99% hit rate on searches. Additionally, add requests are being accepted more often because the company has worked with IQVIA to understand why requests were initially rejected and how to formulate them to get them approved.

An improvement mindset

Through their partnership with us, the client is able to provide feedback and then see it built right into the tool that they're using. As one example, all of the workflows from their previous process were programmed into the ITR product. This integration is both saving the client's employees significant time and delivering more accurate, complete data.

Enhanced functionality

ITR's mass edit function is allowing the client to immediately update records in bulk, whereas the same process would have previously taken hours or required submitting a ticket for edits to be done on the back end. Additionally, the ITR offers greater reporting options – from creating ad hoc reports to customizing report fields quickly and efficiently. ITR also features an audit trail that ensures any changes to report data can be tracked easily, with information readily available on who has handled reports and when.

"To succeed, a company really needs to take ownership of the solution. IQVIA will work with you, partner with you, and help you come out on the other side successfully. But you have to be the owner. You have to be the driver. You have to do the necessary things on your side to make it successful." ~HCP Aggregate Spend Director for our client