IQVIA

Detect Spotlight

A focus on today's top industry use cases

 DETECT VOICE MODULE

Opportunity

WHAT IS THE PROBLEM?

Life science companies are required to screen audio sources for potential Adverse Events (AEs).

A recent rise in telehealth has resulted in increased AE volumes and call backlogs. This represents a risk to safety reporting compliance.

Volumes and language requirements are outpacing hiring capabilities.
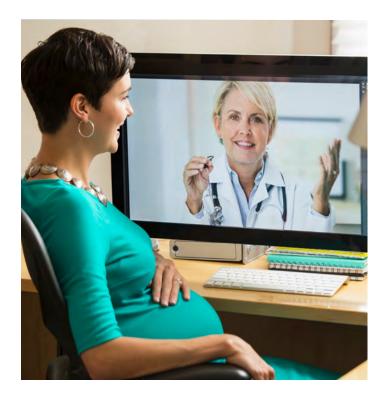
It is time consuming and expensive to listen to the growing volume of audio files (many of which are irrelevant and lengthy) to identify a potential AE.

Solution

HOW ARE WE SOLVING THE PROBLEM?

With a combination of transcription, confidence scoring mechanisms and our standard Detect offering, we are able to automate the detection of potential risk in audio-visual (AV) files.

The Detect tool has added useful features to alleviate human review, e.g. bookmarking the reference to the AE in the AV file, thereby allowing the reviewer to go directly to the relevant information and bypass irrelevant audio.

HIGH LEVEL VIEW OF BENEFITS

- The tool reduces/negates time spent listening to calls to identify potential AEs and address compliance requirements.

- Supports rapid clearance of call center backlogs. Leverages auto translation.

- Scalable (alleviates hiring burden).

DETECT LITERATURE MODULE

Opportunity

WHAT IS THE PROBLEM?

Every life sciences company is required to monitor local journals and bring them to the attention of safety departments as appropriate.

Local journals are typically not indexed in any major scientific database; therefore, they will not be covered in global literature review.

The selection of local journals and deduplicating them in indexed journals is a laborious process.
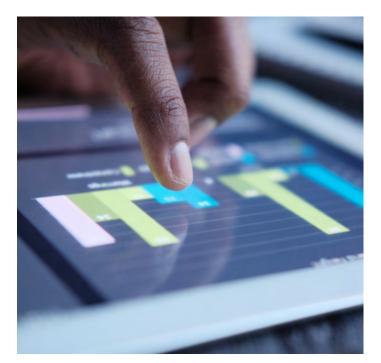
Manual screening of local journals for relevant abstracts is time-consuming, potentially error-prone and the process is not scalable or sustainable. Local journals published in local languages compound the challenge, adding cost and delays associated with translation.

Solution

HOW ARE WE SOLVING THE PROBLEM?

Our Detect Literature Module is CFR Part 11 compliant. It is a validated, web-based, multi-client configurable, customizable, and auditable application.

Our Module crawls literature journal websites to gather relevant abstracts that reference product and potential AEs, auto-detects and auto-translates multiple languages, and performs deduplication to facilitate local (unindexed) literature.

HIGH LEVEL VIEW OF BENEFITS

- Reduces time spent in identifying relevant local journals and relevant abstracts within these journals up to 50% per configured URL.

- Reduces delays due to translation steps.

- Highlights key terms/drug names identified in literature abstracts.

- Helps scale up local literature process to a wider scope of local journals with a larger set of keywords.

- Provides a time-stamped audit trail for all of the activities needed to meet regulatory requirements.

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