

Single System for TOV Data

Helping 40 affiliates of a global healthcare company comply with regulatory reporting

Challenge

As part of their global compliance program, an international healthcare data and technology company needed to consolidate their transfers-of-value (TOV) data into a single system of record, allowing them to easily pull data to fulfill evolving regulatory requirements for healthcare transparency. The only existing local systems for data collection were in high-volume markets like France and the United States – all other markets were managing the data themselves, primarily with Excel spreadsheets. This method did not offer enough certainty that the company was compliant with regulations for each jurisdiction or that they had control of TOV data. Additionally, the reporting was unstructured and unwieldy, coming from the Sales, Finance, and Legal departments with no unique references for HCP/O data. The company also needed global governance to mitigate the risks of under- and/or misreporting.

Solution

We implemented IQVIA's Transparency Reporting (ITR) software with 40 company affiliates worldwide. Our experts helped the client capture all HCP/O reportable spend in one global system, performing a four-part rollout over 12 months, including data migrations from two legacy systems for their high-volume markets. The rollout included wave planning that grouped countries based on region, time zone, and complexity. The waves overlapped to optimize the implementation timeline and use of resources and to allow for speedy completion.

Healthcare transparency and legal compliance



Increasing regulations across multiple jurisdictions



Unstructured reporting from disparate systems



Risks of under-reporting/misreporting



ONE COMPREHENSIVE GLOBAL SYSTEM



We set up and configured the product and reports, while integrating the software with client source systems (including Concur). Validated HCP/O master data is being provided by IQVIA's OneKey services to make sure the correct covered recipient is matched to the TOV with accurate and up-to-date details. IQVIA maintains the product, and the client populates the data and runs and submits the reports. However, the reports are only as good as the quality of data entered. This is where our consulting and tech support teams assist to help improve the data entered. Additionally, IQVIA offers train-the-trainer sessions for key users to support the business implementation.

Results

IQVIA's ITR was used for the first time in 2022 to report spending for the company in the U.S. Client data is now always up-to-date in our platform, and with ever-changing regulations and data templates, ITR makes it possible to keep up. The product also provides a high volume of data with better oversight at the country and global levels and can produce reports at many management levels to offer insights across the globe.

The ITR solution gives the client exceptional data management and streamlines data flows with multiple stakeholders. Additionally, our dashboard provides insight into TOV and customer record data and enables ad hoc analysis design and execution. We make the entire process easier and more efficient, and with full logging and tracking in the solution, we make it more secure, too – offering not only compliance but also control.

The client now has a powerful solution for centralizing and securing their global TOV data, combined with our transparency reporting expertise.

Efficiency, effectiveness, and peace of mind

- Understanding the regulations and submission deadlines
- Knowing what data should be collected and in what formats
- Leveraging the ability to automate and verify the reporting process
- Being more compliant and in control