AGENDA

- Introduction
- Data Analytics Overview
- Monitoring Data & Analytics
- Example: Monitoring Data & Analytics
- Meaningful Metrics
- Q & A
VALORIE CIECHANOWSKI, MA, CCEP, CIPP

- Process- and outcome-oriented
  Compliance and Privacy Executive
- Expertise building and administering global programs for diverse organizations
- Thought leader embracing innovative approach to validation, automation, and cross-level training functions.

BART VAN THIEL

- Broad knowledge of healthcare law and regulations that pertain to HCPs
- Well versed in research contracting, consultant relationships and interactions with distributors
- Compliance & Privacy
DATA & ANALYTICS OVERVIEW

Data analytics that is processed correctly can highlight **meaningful** information and support the compliance decision-making process.

Gathering the right information will improve your program.

It is not just about the **DATA** but what it **MEANS** and how it is **RELATED** to the **OUTCOMES**
**DATA & ANALYTICS OVERVIEW**

**Meaningful Metrics**

- Allows you to direct limited resources to higher priority areas
- Provide valuable insight to Executive Leadership and the BOD
- Assess your program – is it effective, adding value, improving over time

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**DATA & ANALYTICS OVERVIEW**

\[
\text{Data} + \text{Strategy} = \text{Value}
\]
DATA & ANALYTICS OVERVIEW

Basic Metrics

• How many employees completed training
• How many hotline calls received
• How many reports were validated
• How many people have spoken up to Compliance, Line Manager or HR

Meaningful Metrics

• Measure effectiveness of your compliance program (training scores)
• Leverage information collected from reporting mechanisms
• Structure process for response to infractions and proactive initiatives to increase prevention

DATA & ANALYTICS OVERVIEW

Compliance Violations vs. Systemic Compliance Issues

• A systemic issue is a problem due to issues inherent in the overall system, rather than due to a specific, individual, isolated factor.
• A compliance violation is uniquely identified by the combination of the user, policy name, and rule name.

Root cause analysis (RCA) is a systematic process for identifying “root causes” of problems or events and an approach for responding to them.
MONITORING: PRIORITIZING ANALYSIS

Build a Strategy
- Identifying key goal(s)
- Partner with stakeholders
- Construct guidelines

MONITORING: ASSESS THE DATA

Construct Efficiencies
- Data quality
- Gain insight
- Where to focus
MONITORING: GOOD DATA

Validate information
- Factual reporting / assessments
- Determine adequacy of resource
- Operational alignment

MONITORING: STREAMLINE PROCESSES

Build Consistency
- Document work processes
- Solicit feedback
- Automate your workflow
- Refine and enhance
MONITORING: UNDERSTAND THE FLOW OF INFORMATION

Data Analytics
- Measure, quantify & show value
- Strategic monitoring & auditing
- Simplify the data for your audience

EXAMPLE- MONITORING DATA & ANALYTICS

01 Revenue
02 Spend
03 Corporate Policy
04 Compliance Training
MEANINGFUL METRICS

DEVELOPMENT OF IMPROVED POLICIES AND PROCEDURES

• Use analytics to validate policies & procedures or show that the policy may need to be updated / revised

• Partner with departments to show them how to build in compliance controls

• Improve processes and procedures that can positively impact sales, operations, etc.

MEANINGFUL METRICS

ENHANCE COMMUNICATIONS AND TRAINING

• Collaborate with department heads to share their teams results

• Customize training for different departments that suits their needs

• Leverage metrics to contribute to strategic goals of the organization
UTILIZE MONITORING DATA & ANALYTICS—MEANINGFUL METRICS

- Improvements
- Analytics
- Efficiencies
- Compliance
- Value
- Streamline
- Strategy

Q&A
THANK YOU