



**Conducting
Investigations In the
Pharmaceutical
Industry with Case
Management Software**

Case IQ

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WHY

The Department of Justice (DOJ) recovered approximately \$2.7 billion through False Claims Act (FCA) settlements and judgments in 2023, which included some from pharmaceutical companies.

ROI

Case management software offers exceptional return on investment.

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What is Case Management Software and How Will It Improve Our Investigations?

Case management software makes it easy for HR, ethics & compliance, and health & safety teams at pharmaceutical companies to create cases and manage multiple investigations. Executives and managers are able to collect and analyze investigative data to manage risk and identify opportunities for improvement.

With all case information stored in a centralized database, case management software provides complete documentation of an investigation, with all actions recorded in the case file. Digital evidence can be uploaded to the case file, including interview recordings, images and notes, emails and supporting documents. Case management software can be integrated with your existing databases, pulling information from these files to populate fields.

Web-based case management software enables investigators and other team members to access case files from anywhere with an internet connection. If your case management software platform provides a mechanism to set up access roles you can set restrictions so that each user can access only the case information they need. This keeps confidential information secure and private, in compliance with state and federal information privacy regulations.

BACKGROUND

Pharmaceutical companies face a wide variety of high-profile risks, including regulatory compliance, employee and patient safety, and HR issues. To reduce risk, companies must be able to efficiently capture every type of incident, streamline case management for fast resolutions, and perform powerful analytics to inform stakeholders and drive program change.

ON THE FOLLOWING PAGE:

How Case Management Software Works:

- Multi-channel Intake
- Case Management
- Analytics
- Alerts/Workflows
- Access/Roles

How Case Management Software Works:

Employees, Doctors, Patients,
Community

Intake

Create new cases quickly and easily, collecting all complaints and case-related information from any intake stream into one central file.

TELEPHONE HOTLINE
TEXT
INTERNAL WEB FORM
EXTERNAL WEB FORM
EMAIL-TO-CASE
2-WAY WEB PORTAL
24/7/365 AVAILABILITY
MULTI-LANGUAGE SERVICE
ANONYMOUS REPORTING OPTIONS

Investigators, Compliance Officers

Case Management

Manage investigations with workflow rules that create a logical, structured process and all case information stored in one place.

EMAILS
TO-DO'S
TASK ASSIGNMENTS
ADVANCED SEARCH
CASE LINKING
AI CASE SUMMARIES
CENTRALIZED DOCUMENTATION
WEB-BASED SYSTEM
MOBILE-FRIENDLY VERSION
CONFIGURABLE WORKFLOWS
SCALABLE PLATFORM

Managers, Executives

Analytics

Analyze investigation data using summary reports that provide in-depth information on trends and areas of risk.

DRAG-AND-DROP REPORTS
PERSONALIZED DASHBOARDS
BI TOOLS
REPORT DISTRIBUTION
REAL-TIME UPDATES
PERFORMANCE TRACKING
75+ GRAPH & CHART TYPES
AUTOMATED INSIGHTS

Why Do I Need Case Management Software?

An all-in-one case management solution eliminates blind spots and information silos in pharmaceutical companies. A centralized case management platform that contains all case information in an organized, accessible format for key stakeholders helps companies spot patterns and recurring issues in employee conduct, brand management, ethics & compliance, data security, and health & safety.

Case management software helps to protect companies against liability in cases of recurring issues, even when they occur in different factories or offices. An enterprise-wide solution eliminates information silos, allowing visibility into recurring issues and escalation, no matter where they occur.

If your company is using spreadsheets, an outdated in-house system, or separate solutions for each department or location to manage investigations, you are at risk. Valuable information may be falling through the cracks and you may be missing opportunities to improve the safety and well-being of employees, patients, and the public.

Issues that aren't tracked, investigated, and remedied can result in harm to patients, employees, and the public, and in expensive legal and settlement costs. They can also lead to reputational damage for the company.

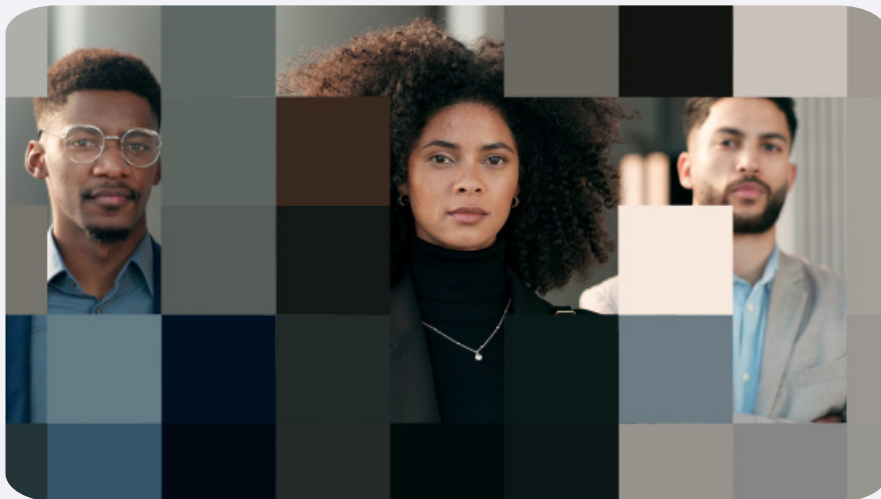
ALL-IN-ONE SOLUTION

- Employee misconduct
- Ethics & compliance
- Health & safety
- Fraud
- Data security
- Risk management
- Brand protection
- Plus much more



Case Management Software Helps Pharmaceutical Companies Quickly Address:

- Employee misconduct
- Harassment, discrimination, and bullying
- Compliance lapses
- Ethical concerns
- Health and safety issues
- Fraud and theft
- Data security
- Risk management
- Brand protection



By Implementing Case Management Software, You Will:

- Capture every complaint and incident
- Monitor case progress in real time
- Use alerts and notifications to enforce a consistent investigative process and provide early notice for cases that are off-track or high-risk
- Close cases faster
- Create investigation reports in seconds using AI
- Conduct root cause analysis
- Eliminate blind spots and identify trends
- Comply with Federal and state regulations
- Provide a safe and secure work environment
- Save time and money

NEXT

Why Case Management Software Is Better Than the Alternative

Why Case Management Software Is Better Than Home-Grown and Spreadsheet Systems:

Spreadsheets:

- Can't collaborate
- Multiple files that are out of sync
- Hard to create the final investigation report
- Users manually track activity, date, and time, leaving the records open to mistakes and information gaps
- Users must cut and paste information into spreadsheets from other files resulting in high error rate
- No task assignment, alerts and deadlines
- No analytics

Home Grown:

- IT staff needed to maintain and fix
- In-house programmers required to update and fix problems
- Not purpose-built - may require work-arounds that deviate from best practices
- May not have task assignment, alerts, and deadlines built-in
- May not have data analytics
- Information security and privacy may not be as strong as leading case management software
- May not be configured for roles and responsibilities associated with best practices

Case Management Software:

- No need for dedicated IT staff
- No hardware to buy
- No in-house expertise required for support and maintenance
- Best practices built into the system workflow
- Case activity is tracked with the date and time for accountability
- All information is in one centralized case file
- Strong information security and privacy built in
- Investigators, administrators, and managers can set alerts and deadlines to keep cases on track
- Integration with existing databases allows information to be pulled into each field, instead of having to type or paste it in

5 GOOD REASONS TO IMPLEMENT CASE MANAGEMENT SOFTWARE:

1. Our company is growing
2. Our caseload is increasing
3. Our team is expanding
4. Our regulatory environment is changing
5. We had an incident



The Best Time to Implement Case Management Software

There are several things to consider when deciding the timing for implementing case management software, but often it's changing circumstances that drive the need for a new system.

Our Company Is Growing: Often, the need arises because of the addition of more employees, which requires investigators and managers to track and organize more cases. Implementing a new case management solution as early as possible will prevent cases from falling through the cracks and will allow investigators to learn the system before their caseloads reach maximum capacity.

Our Investigation Team Is Expanding: Team expansion could include the addition of more investigators, contract or full-time additional staff or even additional management. All of these scenarios could trigger a need for a more efficient, better organized system for managing and documenting all of your investigations.

Our Regulatory Environment Is Changing: Increased scrutiny by government departments for violations of laws regarding health & safety, fraud, and data security put heavy pressure on pharmaceutical companies to ensure their investigations are timely, thorough and well documented. An effective case management solution is part of a strong program, so when it becomes necessary to beef up compliance, it's time to implement case management software.

We Had an Incident: For many pharmaceutical companies, it's painfully obvious when to implement investigative case management software. They've experienced a breach or incident, been involved in employee or external lawsuits, or been subject to regulatory fines and reputation damage. Implementing an investigative solution sends a strong message that the company is taking employee and community concerns, as well as laws, seriously.

BE PROACTIVE

The best time to implement investigative case management software for your company is NOW. It's a lot easier to integrate a new investigation solution into your operations when processes are running smoothly, rather than waiting until you are scrambling to defend yourself in the wake of an incident.

Return on Investment

Case management software offers exceptional return on investment for pharmaceutical companies.

- Cost avoidance – less money spent on IT, human resources, and compliance.
- Cost savings – scalable platform makes it less expensive to upsize or downsize.
- Increased productivity – investigators and executives can get more done in less time.
- User adoption – investigators like using tools that make their jobs easier.
- Asset reallocation – extra investigative staff can be reassigned to other areas where they're needed.
- Lower fines – proof of a timely, fair, and complete investigation provides a stronger defense if challenged by regulators.
- Lower litigation costs – solid documentation of a thorough investigation lowers the cost of litigation and increases the chances that a lawsuit will be dropped.
- Fewer incidents – access to case information helps you analyze areas of risk so you can take preventive action.
- Safer environments and products – for employees, patients, and the community.
- Better employee performance – from employees who are not distracted by incidents and feel safe speaking up with concerns.



Cost Comparison

The costs for building and maintaining a bespoke system are much higher than for implementing case management software.

Cost of Home-Grown

Software for managing workplace investigations can be complicated and in-house IT teams generally underestimate the costs to build and maintain a system.

- Building a system from the ground up requires conceptualizing and designing from scratch, which is time-consuming and labor-intensive.
- Cost and maintenance of servers in-house is often more expensive than hosting.
- Information privacy compliance mechanisms must be researched and incorporated.
- You'll have to purchase and maintain secure information backup systems and hardware.
- IT staff must be dedicated for the entire building phase, taking them away from other tasks.
- Continuity and maintenance can be an issue when the staff who built the system leave.
- Software upgrades and support require getting into the internal IT services queue and fighting to keep your priority.
- Penetration testing and security measures must be carried out at regular intervals, requiring IT staff time.

Cost of Case Management Software

Case management software can be a cost-effective solution for a human resources department. Total cost of implementing case management software includes:

- Time that would be spent researching companies, vetting proposals, and attending demonstrations.
- Built-in information privacy compliance, without the need to research and incorporate it.
- A one-time setup fee, which is lower than staffing costs to build a home-grown system from scratch.
- A few hours of IT staff input to ensure compliance with your company's security and process requirements.
- A couple of weeks of staff time for implementation, spread over the course of two months.
- On-site or remote training to ensure your team is comfortable using your new system
- Annual licensing fees, which include 24/7 support, so that your IT department doesn't need to be involved.


One-on-One Advice


Our team of experts has implemented Case IQ for pharmaceutical companies around the world.

They are available—free of charge—to speak with you and share the best practices we’ve learned. No pushy salespeople, just a chance for you to learn from our experts.

With a single focus on investigative case management solutions and a 20-year track record of successful implementations, Case IQ is the global leader in configurable case management software for investigations. To get a demo please visit www.caseiq.com/request-a-demo

To book your one-on-one, please contact:

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