

# Palomar Health Saves Time with ViClarity Audit Tracking & Conflicts of Interest Management

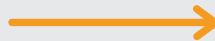


## Problem



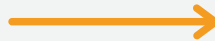
## Solution

Manual reviews and audit trends tracked in multiple spreadsheets



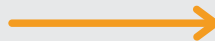
A centralized platform to house audit data and facilitate easy trend reviews

Working across departments to collect audit data relating to Conflicts of Interest (COIs)



Automated COI reminders and assignments

Limited oversight and slow report production



Heat map enabling visualization and one-click dynamic report creation

[Palomar Health](#) is a medical organization that services San Diego County in southern California. They seek to provide exceptional care both inside and outside of their hospital walls through community health improvement activities.

Prior to working with ViClarity, Palomar Health juggled multiple spreadsheets and sent numerous emails back and forth to manage their audit processes. They experienced notable inefficiencies and lacked the ability to monitor or track trends within their audits year over year.

## Taking Time Back

Compiling reports, watching trends and conducting and monitoring audits consumes a lot of time, especially when a team primarily completes those processes manually. This was the problem facing Palomar Health with their audit and COI management processes. They had to leverage another department to send and collect conflict of interest documents (COIs), but if those weren't completed on time the compliance team was responsible for all of the chasing down.

“It was a clunky and time-consuming process. ViClarity has made the audit process far easier and has made the tracking and distribution of the annual COI process simpler,” said Helen Waishkey, Corporate Compliance Officer at Palomar Health. “It has given us time back. The platform is easy to use for all staff and has simplified our lives!”



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## Introducing Efficiency, Cost Effectiveness and Transparency

“It was important to have the right tools in place to allow our processes to be carried out consistently and efficiently year after year. We never had a place to house or track the trends we were seeing. It didn’t feel like the best use of our time,” said Waishkey.

ViClarity has helped to eliminate Palomar Health’s manual and laborious processes by moving to one cloud-based platform for a much more efficient approach. Their compliance team comprises just a few people, so they needed something that could keep up with their pace of work and their budget.

“Compliance teams usually have smaller budgets, and all budgets have constraints. I don’t like surprises or to be nickel and dimed. With ViClarity, I know what the cost is going to be on an annual basis,” said Waishkey. “I’m looking forward to a long working relationship and would highly recommend [the ViClarity platform] to any healthcare organization.”

## Creating a True Partnership

Waishkey is highly complimentary of ViClarity’s team – whom she calls “fabulous to work with” – and the “truly first rate” customer service. She appreciates the way the ViClarity staff act as an extension of her own team at Palomar Health.

“They are quick to respond and assist with any issues, questions or concerns. I don’t think I’ve ever worked with another company with such great technical service,” she said.