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**CASE  
STUDY**

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**EPAM & WOLTERS KLUWER  
LEGAL & REGULATORY  
PARTNER TO SIMPLIFY RISK  
MANAGEMENT & COMPLIANCE  
IN HEALTHCARE**





## CASE STUDY:

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Wolters Kluwer is a global information services company that provides information, software, and services to professionals in several industries, most prominently Legal & Regulatory, Tax & Accounting, Finance, and Healthcare. Wolters Kluwer offers software tools coupled with content and services that customers need to perform research, comply with rules and regulations, advise their clients, and manage internal practices. These tools provide clients with Governance, Risk Management, and Compliance Automation (GRC), which includes Issues & Investigations Tracking, Risk Assessment, Contracts & Vendors Management, Claims, and more. The Wolters Kluwer business units serve 650,000 legal and compliance professionals, 210,000 accounting firms, 90% of the world's top banks, 98% of the top U.S. banks, and 1 million healthcare professionals across 170 countries.

### **EPAM + WOLTERS KLUWER: A DECADE-LONG PARTNERSHIP**

For the last 10 years, EPAM has worked with Wolters Kluwer as an innovation partner providing technology thought leadership, best-of-breed processes, and software engineering craftsmanship to assist in delivering cutting-edge solutions to its many professionals.

Most recently, Wolters Kluwer Legal & Regulatory (LR) tapped EPAM to deliver a new version of an existing incident management and auditing product, a tool called ComplyTrack, which is a platform that the company previously developed for its Healthcare practice.



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### **BACKGROUND: HELPING HEALTHCARE ORGANIZATIONS TRACK, MANAGE, AND MITIGATE RISK**

Compliance with healthcare laws, regulations, and best practices are mandatory in the health field. Healthcare providers place significant emphasis specifically on two kinds of risk management practices: day-to-day incident management and large-scale auditing.

**INCIDENT MANAGEMENT:** When an incident occurs that might compromise patient safety or medical provider accountability, the healthcare institution must be able to track the incident, identify actionable opportunities for correction, and do its best to minimize negative outcomes.

**AUDITING:** Healthcare providers must maintain robust auditing practices of employees to assess the organization as a whole on knowledge of rules and regulations. This is often achieved through surveys and questionnaires to pinpoint areas for increased education or rehabilitation initiatives.

Wolters Kluwer LR offers healthcare clients a comprehensive platform, ComplyTrack that is customized for a healthcare provider's specific incident management and compliance needs. The platform is considered one of the best on the market as it includes a forum for reporting daily incidents as well as pre-defined sets of questions, indices, and responses for internal auditing that are continuously updated based on newly available laws, policies, and regulations. The platform also allows auditors access into specific data and discover actionable insights.

### **THE CHALLENGE: BRING ALL COMPLYTRACK PRODUCTS ONTO A SINGLE TECHNOLOGY PLATFORM**

The prior version of ComplyTrack included three products – Risk Assessment Manager, Information Security Asset Manager, and ComplyTrack v.5 – which healthcare providers used for their incident management and auditing needs. Although all three products were a part of the suite, these products were run on different technology platforms. Over time, user experience was identified as a key area where all offerings needed to be brought onto one technology platform, with enhanced functionality.

## TECHNOLOGIES USED

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- **TECHNOLOGY STACK:** ASP.NET MCS, Web API, WCF, Windows services, Angular 2, Gulp, Jasmine, Karma, MS SQL Server and Cognos reporting suite;
- **FRONT END:** Vast utilization of knockout.js, Kendo UI, LESS, Bootstrap and quite a bit of custom JavaScript code.

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### THE SOLUTION: A NEW, IMPROVED PLATFORM DELIVERS ACTIONABLE INSIGHT

EPAM joined the Wolters Kluwer LR program to deliver a new product on aggressive deadlines. With ComplyTrack's two user scenarios in mind – incident management and audit functionality – EPAM's team of experts efficiently delivered the backend technology needed to centralize ComplyTrack's technology stack and deliver the platform's new, improved functionality.

**INCIDENT MANAGEMENT:**The new ComplyTrack platform builds upon the prior product's features for tracking incidents, issues, and actions and also provides reporting on these items. The platform ensures configurable content flows into the system and builds risk management and compliance cases on expert-based materials, templates, and workflows without the need for hard coding.

*Functional features include:*

- A templating engine that allows users to build custom cases;
- Incident templates and other customizable templates for tracking various items;
- A customized workflow engine, which enables notifications and the ability to move items across workflow scenarios; and
- A new security engine that enables system administrators to build fine-grained permissions on the items, their workflows, notifications, and reports.

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**QUESTIONS?**  
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 For more information,  
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**AUDITS:** The now-available new generation product supports medical centers and their audit requirements. By aggregating documents, information, and materials needed from various systems and providing auditors with a user-friendly format, the platform enables customers to save time and money while adhering to regulatory demands.

*Functional features include:*

- The capacity to start, stop, respond, appeal, and close the audit;
- The option to add audit to favorites;
- Notification on the workflow steps;
- The ability to add/remove appeals into the audit, and track changes in the appeals;
- Importing of appeals from external systems;
- Reporting on the audits and appeals as necessary;
- The ability to comment, attach, and chat on specific appeals;

### **THE RESULT: A BEST-IN-MARKET PLATFORM**

With the new ComplyTrack product, healthcare providers can retrieve useful data, recognize actionable insights, and remedy incidents more quickly and efficiently than before. Through the tightly knit partnership with EPAM, Wolters Kluwer Legal & Regulatory was able to get its product up and running on an extremely tight deadline with functionalities that outpaced the competition. Today, the Wolters Kluwer ComplyTrack product is one of the best in the market for healthcare auditing and incident management.