

NAVEX™



## NAVEX Customer Success Story

# The Toledo Clinic Improves Policy and Incident Management with Compliance Software

“We know exactly where we need to follow up in the blink of an eye.”

**Drew Williamsen**

Corporate Compliance Officer



## Highlights



INDUSTRY

Healthcare



NUMBER OF  
EMPLOYEES

1,400



CHALLENGE

Organization needed better tools for managing policies and employee reports.



SOLUTION

NAVEX software offers effective platform for managing compliance program.

## Solution

MULTI-PRODUCT

EthicsPoint®

INCIDENT MANAGEMENT

+

PolicyTech®

POLICY & PROCEDURE MANAGEMENT



### **Policy Management: PolicyTech®**

Centralize, simplify and strengthen your policy management lifecycle with PolicyTech. Automating this foundational process of your E&C program reduces legal risk while increasing productivity, accessibility and accuracy of your policies.

### **Policy Writing & Review**

Determine whether your policies are aligned with your risks with a policy review or writing assistance. Our approach brings your policies into compliance with all applicable laws and regulations while increasing readability and engagement.

### **Agile Code of Conduct™**

Bring your code to life with an agile code of conduct. With NAVEX's Agile Code of Conduct, users can navigate your code document through interactive links. This dynamic file allows you to create and include unique rich media content that helps employees access and better understand your guidelines and policies.

To learn more about NAVEX E&C Compliance Training® or Policy & Procedure Management® to schedule a demo, please visit [www.navex.com](http://www.navex.com) or call us at **+1 866 297 0224**.

## **Challenge: Moving Away from SharePoint**

When Drew Williamsen joined The Toledo Clinic as the Corporate Compliance Officer, he recognized an opportunity to make improvements in the compliance program right off the bat.

Prior to him joining the organization, the decision had been made to use SharePoint to manage policies and procedures. Williamsen worked for a previous organization that had made the same decision with less than effective results. "I spent two years working with IT to have them beef up SharePoint to where it could be a policy management system, and in two years it never got there." Wanting to steer The Toledo Clinic away from the same issues, Williamsen decided to push for a better policy management solution.

At the same time, Williamsen looked to fill other compliance gaps. The organization did not have a true hotline. Everything was done via spreadsheets and disparate documents, making it difficult to track reports and visualize trends.

## **Solution: EthicsPoint® Hotline and Incident Management and PolicyTech® Policy and Procedure Management**

The Toledo Clinic ultimately decided to bring EthicsPoint and PolicyTech on board. EthicsPoint hotline and incident management software allows the organization to better track and manage employee and patient reports. Controls within the software also provide the organization the flexibility needed to separate HR and compliance reports and put those reports through different workflows.

On the policy and procedure management side, PolicyTech makes it easy for employees and system administrators to access policies in a centralized location. PolicyTech also keeps track of employee attestations and provides an easy way for Williamsen and his team to automate policy workflows and run reports. "[PolicyTech] makes the visibility into who's done what or who hasn't done what much easier. We know exactly where we need to follow up in the blink of an eye," said Williamsen.

### Whistleblower Hotline Intake

Trusted by thousands of clients around the world, our hotlines help employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our hotlines also provide you with the E&C data you need to inform your program, helping you spot trends and take corrective action before minor issues become major.

### Incident Management: EthicsPoint®

Capture and investigate E&C reports from across your organization in a centralized database. Our EthicsPoint Incident Management solution gathers data from all of your reporting channels—including your ethics hotline, web intake, and reports forms for open door conversations—to create a systematic approach to documenting case assignments and streamlining workflow.

### Awareness Solutions

Raise awareness of key E&C program components, including your hotline and key training messages, with NAVEX's proven awareness materials.

## Results: Compliance Software Leads to Data Governance Improvements

Bringing both EthicsPoint and PolicyTech into The Toledo Clinic offered the organization some of the foundational elements needed to build an effective and adaptive compliance program. In particular, PolicyTech helped the organization make some changes to how it was managing data. The IT department had been looking for a reason to make marked improvements to the organization's Active Directory, and implementing PolicyTech provided the push needed to do so. "It forced the question on the organization about data, data governance and how we look at some of these larger issues to make sure that we have accurate information for record retention," explained Williamsen.

Having both software pieces come from NAVEX offers benefits as well. Because both EthicsPoint and PolicyTech share the same look and feel, it was easier for Williamsen and his team to learn the nuances of the NAVEX platform. "It makes a better feel and better continuity within the department and the organization," he added.

### About The Toledo Clinic

The Toledo Clinic is a large private multi-specialty physician group in the city of Toledo. The Clinic also has radiology services (x-ray, ultrasound, MRI, CT and other scans), laboratory services, and a pharmacy on the main campus at Secor Rd and Sylvania Ave. The physicians represent essentially all specialties and the breadth of primary care. The main campus facility also includes a newly designed outpatient surgery center serving all surgical specialists at the Clinic.