



NAVEX Customer Success Story

CDL Nuclear Technologies Develops Centralized, Scalable Compliance Program Partnering with NAVEX

“NAVEX provides a single point of truth for all our compliance needs with the ability to scale as we grow. They are great partners with the right expertise and solutions to advance our compliance program.”

Heather Hurst

Chief Compliance Officer



Highlights



Industry

Medical Equipment Supplier, Healthcare - Products



Employees

150



Challenge

Build and manage an efficient, centralized compliance program with the ability to expand to meet the needs of a growing organization.



Outcome

NAVEX provides an efficient, centralized platform that is easy to use and scalable for CDL's evolving business.

Solution

NAVEX One®

- Whistleblowing & Incident Management
- Ethics & Compliance Training
- Policy & Procedure Management
- Disclosure Management
- Integrated Risk Management

About CDL Nuclear Technologies

Headquartered in Cranberry Township, PA, CDL Nuclear Technologies is a leading provider of Cardiac Positron Emission Tomography (PET) and Single Photon Emission Computed Tomography (SPECT), dedicated to delivering high-quality imaging services that help physicians diagnose and manage cardiac disease with greater accuracy and precision. Their state-of-the-art technology, experienced team of healthcare professionals, and commitment to patient-centered care make them the trusted choice for Cardiac PET and SPECT services.

For almost 30 years, CDL's success has been built upon a solid reputation and an established philosophy of integrity and efficiency, providing advanced imaging services to more than 850 healthcare facilities and growing. The dedicated teams at CDL go above and beyond for their client partners to ensure they offer the most superior cardiac diagnostic imaging services to benefit the patients they serve.

CDL has grown from 40 employees to over 150 employees who are all part of their distributed workforce across the United States.

Challenge

Heather Hurst, Chief Compliance Officer for CDL is responsible for their entire risk and compliance program, focusing on HIPAA privacy compliance and cybersecurity program implementation and maintenance.

With a distributed workforce between their headquarters in PA, a satellite office in Houston, TX and 12 'hubs' across the U.S. where drivers pick up sensitive medical equipment for clients, they needed a robust, easy to use platform to help meet their regulatory compliance objectives.

About two-thirds of their employees are either remote or working in a clinical setting. Hurst shares, "NAVEX was already here when I got here, so I was excited, because I love working with them. This is the third company I've worked for that uses NAVEX and I was already familiar with their PolicyTech and Conflict of Interest solutions as well as their Whistleblowing and Incident Management hotline (EthicsPoint)."

CDL is growing at a rate where they needed somebody to focus solely on the Compliance program, who could bring significant experience and expertise. Hurst shares, "I walked into a company with a great culture, so our goal is not only to adhere to regulatory requirements, but to protect our great culture and make sure it doesn't slide in the wrong direction."

CDL has inherent risks being in the healthcare space, with three big regulatory categories employees and suppliers must adhere to in order to protect the company and its customers. Federal Anti-Kickback Statute and Stark Laws prohibit medical providers from paying or receiving kickbacks, or anything of value in exchange for referrals of patients who receive treatment paid for by government healthcare programs. They also must adhere to all HIPAA privacy and security regulations in addition to radiation safety requirements due to the nature of their business. It is critical that they understand supplier risk and make sure they are interacting with healthcare professional clients appropriately, so they don't inadvertently infringe on any regulations.

Another challenge is to manage the 100+ policies that come with a growing compliance program. "PolicyTech on the NAVEX One platform has helped me streamline the review and approval process with stakeholders and simplify the annual review and acknowledgement process for all employees - a great time savings," Hurst adds.

All in all, CDL needed a centralized compliance program so employees were not looking for emails and trying to figure out what links they needed to click. "By transitioning to the NAVEX One Compliance Hub, they only need to go to one link to see what is required or to access a specific policy because it's all right there. I've gotten really good feedback from employees - that the platform is very user friendly and they appreciate having everything in one place," Hurst shares.



Whistleblowing & Incident Management

Build, measure, and grow your speak-up program to foster trust, shared responsibility, and the highest standards of ethical conduct with NAVEX's industry leading whistleblowing and incident management software.



Ethics & Compliance Training

Strengthen organizational culture, meet legal requirements and inspire behavior change by deploying online ethics and compliance training. Our robust library of courses set the industry standard for quality..



Disclosure Management

Create transparency throughout the organization with NAVEX's automated disclosure software that provides employees an easy way to report on potential conflicts of interest.

To learn more about what NAVEX offers or to schedule a demo, please visit www.navex.com or call us at U.S. +1 866 297 0224 or EMEA +44 (0) 20 8939 1650.

Outcome

As Hurst highlights, "What I like most about working with NAVEX One is the fact that it's all integrated – the processes, documentation, and the data. I can do better data analytics by having everything in one place. I'm able to easily cross reference ethics and compliance helpline calls to policy access, to specific training topic requirements – all to get a better, more holistic view of our program."

CDL has been able to roll out a wide variety of compliance solutions that are very targeted to their needs. For instance, they use NAVEX One EthicsPoint for their Helpline and Incident Management solution. One of the benefits in addition to providing employees with a professional way to report concerns, is being able to add incident reports if something happens with a patient in a clinical setting.

In addition, they not only use NAVEX One Disclosure Management to identify and mitigate conflicts of interest at CDL, but also use it to implement an annual assessment for their clinical employees who interact with patients to determine if follow up Tuberculosis tests need to be performed. The results route automatically to their staff nurse for review and follow up.

CDL uses NAVEX One PolicyTech, policy and procedure software to automatically manage important documents throughout all stages of their compliance lifecycle. There are some policies that Hurst ties to a NAVEX One Ethics and Compliance training and then creates a campaign to let employees know what needs to be completed by when. Hurst shares, "NAVEX has thought about the whole policy lifecycle weaving the promotion and tracking together. This makes it easy for employees to read the policy, take the training and then they're good to go for a year. And it's easy for me to see what has been completed and what may need more reminders."

CDL uses NAVEX One Compliance Assistant, where Hurst highlights, "The unique, added benefit of Compliance Assistant, is the generative AI chat bot that answers questions based on approved policies and the PolicyTech module. It's just another way NAVEX makes policy management easier and more efficient."

When it comes to analytics and reporting, CDL is making incremental enhancements to build a story that helps executives, and their Board of Directors keep everything in context. It is important to help them understand why the Ethics & Compliance Helpline is important and how they compare to other industries. Hurst adds, "We also track and report usage and highlight where we need to focus to help employees understand the importance of compliance and what they need to do to be a part of our program."

"We work with NAVEX using their Awareness program to share updates and requirements on employee boards and SharePoint pages in addition to emailing reminders to highlight all the compliance resources they have access to."



Policy & Procedure Management

Manage policies' life cycle, track attestations, run audit-ready reports, and enable employees' easy access to all vital information with NAVEX's policy and procedure software.

Integrated Risk Management

NAVEX IRM creates risk-resilient businesses by capturing comprehensive risk data, connecting risk to compliance through automated processes, and maximizing risk tolerance through informed business decisions. Tackle the uses cases that matter most to your organization, including third-party, IT, regulatory and operational risk management.

Results

"In terms of getting started with any new modules as our program has evolved, the NAVEX implementation specialists who helped me have been awesome. Every team we worked with was top notch. They were responsive, they had a defined process in place, and I knew exactly what they needed from me. They also listened and heard what I was asking for and asked relevant, follow up questions to make sure that they understood what I was trying to accomplish. I've always found NAVEX to be very easy to work with and a great partner," Hurst shares.

"One of the biggest benefits of working with an organization like NAVEX," Hurst highlights, "is that we can keep everything in one place. They've made compliance related initiatives a one-stop shop. There are tremendous time savings from working with a comprehensive platform."

"When it comes to the NAVEX One solutions, the EthicsPoint helpline and case management system are very intuitive and very comprehensive," she continues. "It's essential to have all that data in order to identify areas where we may have systematic issues versus those one-off type issues."

In addition, the NAVEX One Disclosure Management solution we use to identify and mitigate any instances of conflict of interest is so slick. You just create your campaign, send it out to employees and then I get an email. If somebody has a conflict, I take it to the executive team to see if there is anything we should be concerned about and then deal with it from there. It's that easy."

"NAVEX One PolicyTech provides us with ability to define our workflow, identify who needs to review and approve, and then have automatic follow-ups from the system – all very helpful. From the user perspective, having everything in one location is like one source of truth to streamline the policy acknowledgement process. It's a really nice, end to end solution from the administrative side all the way through to the user experience."

Hurst shares, "In conclusion, I'd have to say having a great relationship, access to expert guidance and end to end, data driven compliance solutions help us provide a more streamlined, consistent experience and make more informed decisions."

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