



Case Study

# How ComplyTrack Supports Sanford Health's Remarkable Growth

Sanford Health is one of the largest health care systems in the nation, with 44 hospitals and nearly 300 clinics in nine states and four countries. Headquartered in Sioux Falls, South Dakota, and serving the Upper Midwest, with nearly 1,400 physicians, Sanford Health is dedicated to several initiatives, including global children's clinics, genomic medicine and specialized centers researching cures for type 1 diabetes, breast cancer and other diseases. Sanford Health has 28,000 employees, making it the largest employer in the Dakotas. Nearly \$1 billion in gifts from philanthropist Denny Sanford over the past decade have transformed how Sanford Health can improve the human condition. For information, visit [sanfordhealth.org](http://sanfordhealth.org).

This case study is based on an interview with Ruth Krueger, Compliance Program Administrator, Sanford Health.

*for our team members to be able to pull information entered by teammates that may be relevant to what they're dealing with in their area."*

## ComplyTrack Evolves with the Organization

Every compliance administrator encounters a huge array of regulations and requirements, but as Compliance Program Administrator at Sanford Health, Ruth Krueger has faced the additional challenge of overseeing compliance in an organization that has experienced unprecedented growth. For over a decade, and throughout this remarkable change, ComplyTrack has been her go-to system. *"In the beginning, ComplyTrack definitely helped us come off of spreadsheets and binders and into one, electronic, secured repository for all of our issues. It helped tremendously with the ability to pull information easily. As we evolved into a system of care, we went from one region to four regions; and now, into nine states and four countries. ComplyTrack has helped us considerably with our ability to capture issues across all sites. It's very helpful*

**"We need this type of platform."**

## EXECUTIVE SUMMARY

Interview with Ruth Krueger MS, RRT, CHC  
Lead Compliance Administrator  
Sanford Health

### Challenge

Managing changing compliance requirements within an organization that has rapidly grown from a regional provider to a truly global enterprise.

### Solution

The ability to modify and customize ComplyTrack's Issue and Action Management and Risk Assessment Manager, along with Wolters Kluwer's responsiveness to customer feedback, has helped Sanford Health track and manage issues and actions during a period of unparalleled expansion.

## ComplyTrack's Reporting Capabilities Enable the Tracking of Key Metrics

Along with Sanford Health's growth came the need for tracking, extracting and reporting on new metrics. According to Ms. Krueger, "As we grew, ComplyTrack had to grow with us. In our early implementation, we didn't have the same thought behind how we were entering our information as we do now. As we grew, and our organization became more complex, we realized that we had to accurately capture and track activities to be able to pull the same metrics from across all of our sites. ComplyTrack has enabled us to pull the metrics that assist with showing the effectiveness of our program. We've matured as we've grown and we are now able to benchmark our data with the nationally published measures. Our growth is unusual, and ComplyTrack has been able to keep up with that growth."

## ComplyTrack is Essential for Tracking the Effectiveness of a Compliance Program

As Sanford Health's profile and mandate changed, so did Ms. Krueger's responsibilities. "At first, I was the Regional Director, very involved with all the details of the auditing and monitoring and issues that go into running a compliance program. As we grew, we realized that if we were going to grow our compliance program along with the organization, we had to have someone dedicated to 'dotting all the i's and crossing the t's,' and that is where my job evolved. I moved out of the Regional Director role and into what we call an Enterprise role." Ms. Krueger immediately recognized the importance of ComplyTrack for demonstrating program effectiveness across the enterprise. "We knew that if we didn't fine-tune how we enter all of this information about the

work that we do, we would have a hard time showing the effectiveness of our program. What I love most with ComplyTrack is the ability to mandate certain fields. With many people entering information, if you don't have mandated fields, you find these holes in the data where people left blanks - and that takes a lot of rework to be able to benchmark that data. Now we mandate fields that are critical for pulling out the metrics that we use to report to our boards."

## ComplyTrack Saves Time

While enabling the consolidation of information from around the globe, ComplyTrack has helped Ms. Krueger save time in other ways as well. "ComplyTrack saves us time in a tremendous way when it comes to producing documents to support a request, for example, the training we've given to one of our providers. Previously we would have had to page through file after file and binder after binder. We couldn't execute a simple search term like we can now."

## Wolters Kluwer Customer Service Adds Real Value

"Working with the people at Wolters Kluwer is great," Ms. Krueger says. "That's one of the main strengths of this organization and their team. They are awesome to work with. WK made the integration to the Next Gen platform fairly seamless. Through that integration, we have developed a really good working relationship. We offer them a lot of feedback, and they are always open to suggestions for improvement and receptive to our feedback. With the size of our organization, we need a platform like this to manage our program. Everyone at Wolters Kluwer works closely with us to make it the best."

**"Our growth has exploded, and ComplyTrack has been able to keep up with that growth."**

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