Case Study

Swope Health Services Significantly Eases Its Administrative Burden with ComplyTrack™

Swope Health Services provides primary health care and behavioral health services through 15 locations across Greater Kansas City. Swope Health opened in 1969 as part of President Johnson’s Model Cities program. Today, Swope has grown to provide care for more than 40,000 patients in western Missouri and eastern Kansas. Delivering services ranging from dental to radiology, psychiatry, outpatient therapy, optometry, specialty care, a pharmacy, and more, Swope Health serves as a “one stop shop” for people in the community, regardless of their ability to pay.

This case study is based on an interview with Sabrina Holliman, Director of Compliance, Swope Health Services.

MOVING TO COMPLYTRACK DRAMATICALLY INCREASED REPORTING CAPABILITIES

For Swope Health Services, tracking incidents with a combination of paper and Excel spreadsheets was becoming unmanageable. Swope Health Services’ Compliance Officer, Sabrina Holliman describes it this way, “We were tracking everything in paper format, and we would get reports of incidents or complaints, or any type of occurrence, and we would keep track of them in separate binders. Then we would copy them into Excel so that we could keep track of it all in these elaborate spreadsheets. It took a great deal of effort and tallying when we wanted to do reports.” That was just the issue on the recording side. Reporting was another burden. “We thought, ‘This spreadsheet system is extremely inefficient. We wanted to move toward an electronic system to reduce the administrative work and produce more robust reports so we could get the best, most accurate assessment of how we were doing. Today, by using ComplyTrack, our management gets much more effective analytical reports, and they get the reports much more often, because it doesn’t take us a couple of days to figure out and compile a report.’”

COMPLYTRACK CREATES GREATER ENTERPRISE-WIDE ENGAGEMENT IN THE COMPLIANCE PROCESS

The ease with which ComplyTrack can be operated has increased engagement with compliance across the entire Swope Health Services organization. As Ms. Holliman says, “There’s been an increase in employee reports;

EXECUTIVE SUMMARY

Chief Compliance Officer
Sabrina Holliman, Swope Health Services

Challenge
As a provider of medical, dental, behavioral health, children’s services, women’s health and support services to an underinsured and underserved population, Swope Health was being overwhelmed by the administrative recordkeeping and reporting burden as it relates to compliance.

Solution
ComplyTrack’s Issue & Action Management and Incident Management applications streamlined both data collection and reporting, enabling Swope Health Services to accomplish much more with much less effort.
people are more engaged. On the other end, now that we are getting these reports, we're able to tailor our proactive efforts as well. Based on the reports, we can modify what we're looking at in a risk assessment, or in some proactive auditing that we might be doing. We can be more effective since we have more information.” For Swope, ComplyTrack’s accessibility is vital. “It’s just so fantastic that the system is outward-facing. People can easily submit forms, which clearly increases the effectiveness of incident management. We have many locations around our city; about 13 different locations around Kansas City, Missouri, and a couple on the Kansas side also. Before, it was much more complicated to create and submit a report. But now that it’s right there, accessible to them from their own computer, people are much more inclined to interact with compliance, so I think it’s done wonders for our program.”

**COMPYTRACK MAKES IT MUCH EASIER TO GATHER DATA AND TAKE EFFECTIVE ACTION**

Due to the ease of accessibility, along with other factors, Swope Health Services has realized greater efficiencies in data collection. According to Ms. Holliman, Swope has a number of ways that people can report incidents, but; “Many people choose to use the ComplyTrack portal to submit an incident report, and they can do it anonymously if they choose. The report triggers an investigation on our end. We like that we can assign a due date for the task, and other departments can communicate back to us.” At a glance, Ms. Holliman can know everything that’s gone on in an investigation. “We will know if letters have been sent, if calls were made, or if the complaint is around someone just wanting another appointment. Once we’ve resolved it, and we close it in Issue and Action Management, those incidents become part of many different types of reports. We are tracking by department, by type of incident, and by volume so that we can notice trends. We can then focus on those trends and implement prevention, if necessary.” Reporting then becomes about much more than record-keeping. The data that’s gathered is used to directly inform actions. Ms. Holliman describes the benefits this way, “It has really helped the operational departments drill down to what’s going on in their own departments. The reports we are sending are helpful to the organization’s decision making. Without this reporting ability, we’d be lost. You don’t really think about it day to day, but the reports are what drives the larger mission of our compliance department. We are taking actions based on the trends we see.”

**COMPYTRACK WAS CHOSEN OVER A FIELD OF COMPETITORS**

Once Swope Health Services knew they wanted to implement a more advanced system, they began the process of examining their options. “As I began to do my research, I spoke to a lot of people about what they were doing, and I ran into people who used Wolters Kluwer and had nothing but good things to say, and that sparked my interest. The purchase process was competitive. We watched demos, held lots of cost discussions, and closely examined what would meet our needs. ComplyTrack won, and we haven’t had any reason to look back since.”

**CUSTOMIZATION AND CONNECTION IS POWERFUL**

Once the system was onboarded, Ms. Holliman says her department was pleasantly surprised at the ability to customize templates and make connections. “We modified all the included templates to directly fit our own processes. Instead of using standard reports, our Wolters Kluwer ComplyTrack trainer spent a lot of time helping us develop some robust custom reports, which have been instrumental. The ability to connect and relate things to one another has been fantastic too. I underestimated how efficient it would be to see the bigger picture and to see how one piece might relate to others. I can literally follow a trail and connect each piece.”

**COMPYTRACK’S SUPPORT TEAM DELIVERS REAL ADVANTAGES**

It’s not just the system itself, but the people who stand behind it that has made ComplyTrack so powerful for Swope. Ms. Holliman offers this assessment, “I cannot say enough about all the people we’ve interacted with, our initial sales person, our current account representative and then the implementation trainer we’ve been assigned. They’re all incredible, diligent and available. Our trainer takes the time to sit with us and work through any issues we might bring to light, and she always has a solution. She makes me feel like I’m her one and only customer, because she’s always there for us. Even today, I didn’t have a scheduled call with her, but she helped me fix my issue within 10 minutes.”