# Compliance Tracker & Contract Governance

Category: Digital Excellence

Focus Area: Digital dashboards and analytics for clinical and quality decision-making

Primary Author: Hari Kishan

## User Details


**Contact Person Name:** Hari Kishan

**Designation:** Yadav

**Phone Number:** 8368744598

**Email Address:** quality_1@dcdc.co.in

**Organisation:** DCDC Health Services. Pvt. Ltd.

**City / State:** New Delhi, Delhi


DRAFT

DCDC Health Services Pvt. Ltd. faced a significant operational challenge in managing compliance obligations and contract governance across multiple dialysis centres. Compliance activities such as regulatory requirements, NABH accreditation deliverables, statutory licenses, vendor agreements, SLA monitoring, and internal quality action closures were largely tracked through manual spreadsheets, emails, and decentralized documentation. This led to delayed action closures, limited visibility of pending tasks, poor ownership accountability, delayed contract renewals, and increased risk of missed deadlines and non-compliance.

A digital solution became essential as the organization expanded across multiple centres and manual tracking methods became inefficient, fragmented, and difficult to monitor in real time. The need was to establish a centralized platform that could provide automated tracking, alerts, escalation mechanisms, and leadership dashboards for proactive governance and faster decision-making.

The most affected stakeholders included Quality teams, Centre Administrators, Operations teams, Supply Chain Management (SCM), HR, and Leadership, who were responsible for ensuring timely compliance closure, contract renewals, vendor performance monitoring, and audit readiness. Delays also indirectly impacted patients by increasing operational risks and affecting service continuity.

DRAFT

Key NABH quality indicators and aspects impacted included compliance monitoring, audit readiness, documentation control, governance effectiveness, vendor management, risk management, accountability, and adherence to statutory and accreditation requirements. The digital transformation significantly strengthened compliance governance, operational efficiency, and regulatory preparedness across all centres.

DCDC implemented an in-house digital Compliance Tracker & Contract Management System to centrally monitor compliance obligations, contract lifecycle, and governance activities across all dialysis centres. The solution was developed internally to address operational challenges related to compliance tracking, accountability, and timely action closure.

The tool consists of integrated digital dashboards for real-time monitoring of compliance status, pending actions, contract renewals, and escalation management. It enables centralized governance with improved visibility across centres and support functions.

Key Features:

Centralized compliance tracking dashboard

Contract lifecycle and renewal monitoring

Automated alerts for upcoming deadlines and overdue actions

Escalation tracking for delayed closures

SLA monitoring and vendor performance review

Centre-wise compliance benchmarking

Leadership dashboard for KPI reporting and decision-making

Digital evidence/document repository for audit readiness

The system transformed fragmented manual tracking into a proactive, data-driven governance framework, improving compliance visibility, accountability, and operational efficiency.

The implementation of DCDCâ€™s in-house Compliance Tracker & Contract Management System was completed in approximately 4 phases over 8â€“12 weeks, ensuring structured rollout and smooth adoption across all centres.

The rollout began with requirement mapping and workflow standardization, followed by system development, dashboard configuration, pilot testing, training, and full-scale deployment. The implementation covered multiple departments including Quality, Operations, Human Resources (HR), Supply Chain Management (SCM), Administration, and Support Functions. Centre-level teams were also onboarded to ensure organization-wide adoption.

Comprehensive training sessions were conducted for all relevant stakeholders, focusing on system usage, compliance ownership, escalation workflow, dashboard monitoring, and action closure responsibilities. Regular review meetings and handholding support ensured effective user adoption.

The initiative was led internally by key champions from the Quality Department, in close collaboration with IT/HMIS teams, Operations leadership, SCM, and centre administrators. Senior leadership sponsorship played a critical role in driving accountability, adoption, and governance oversight. Cross-functional collaboration and clearly defined ownership were major enablers for successful implementation and sustainability of the digital solution.

The implementation of DCDCâ€™s in-house Compliance Tracker & Contract Management System delivered significant operational, quality, and governance improvements across all dialysis centres.

Operational Improvements:

The digital platform improved compliance monitoring through real-time dashboards, automated alerts, and centralized tracking of deadlines, renewals, and action closures. This reduced dependency on manual spreadsheets and email follow-ups, minimized delays in contract renewals, improved documentation control, and enhanced operational efficiency.

Quality & Safety Improvements:

The system strengthened audit readiness by ensuring timely closure of compliance gaps, better documentation management, and improved accountability through defined ownership. Automated escalation reduced missed deadlines and compliance risks, while centralized monitoring enhanced governance and reduced

the likelihood of operational errors and regulatory non-compliance.

Awards / Recognition:

The initiative is a key digital governance excellence project submitted under the NABH APEX Case Study 2026, demonstrating DCDCâ€™s commitment toward digital transformation and quality excellence in dialysis care.

Support for NABH Digital Health Accreditation:

The solution significantly strengthened compliance with NABH Digital Health Standards by improving documentation control, information management, data visibility, governance oversight, and digital evidence tracking. It supported structured compliance monitoring and enhanced readiness for accreditation assessments and certification processes

The successful implementation of DCDCâ€™s in-house Compliance Tracker & Contract Management System was driven by several key enablers, including strong leadership commitment, cross-functional collaboration, standardized workflows, clear ownership allocation, and continuous review mechanisms. Active involvement from Quality, Operations, IT/HMIS, SCM, and centre teams ensured smooth adoption and sustained usage across all centres.

A major innovation was the development of a centralized in-house digital platform integrating compliance tracking, contract lifecycle management, automated alerts, escalation monitoring, and leadership dashboards into a single governance system.

This enabled real-time visibility and proactive decision-making.

Key challenges during implementation included standardizing workflows across multiple centres, ensuring user adoption, migrating fragmented manual records, and maintaining data accuracy. These challenges were addressed through phased rollout, structured training, regular review meetings, and continuous monitoring, ensuring successful implementation and long-term sustainability.

Key learnings from this initiative highlight that digital compliance governance is most effective when supported by centralized visibility, clear ownership, and proactive monitoring. First, automation significantly reduces manual dependency and improves closure timelines. Second, leadership dashboards enable faster decision-making and stronger accountability. Third, cross-functional collaboration is essential for sustainable adoption.

Hospitals adopting similar digital solutions should focus on standardizing workflows before implementation, defining clear accountability for compliance ownership, and ensuring strong leadership support. A phased rollout with regular staff training and continuous review mechanisms helps improve adoption and long-term sustainability.

DCDC has embedded this system into routine governance through daily monitoring, monthly compliance reviews, and periodic contract performance evaluations, ensuring sustained impact and continuous improvement.

Supporting Visuals / Dashboards:

a) Compliance & Contract Tracking Dashboard Screenshot

b) NABH APEX Case Study Submission Document

This case study is primarily based on DCDC Health Services Pvt. Ltd.â€™s internal operational data, compliance dashboards, contract governance records, and in-house digital compliance tracker reports. External reference frameworks used include NABH Allopathic Clinic Accreditation Standards (2nd Edition), NABH Digital Health Standards, and internal quality governance policies related to compliance monitoring, documentation control, vendor management, and risk management. No external research publications or third-party digital platforms were directly referenced. The framework aligns with established principles of healthcare quality management, digital governance, and continuous quality improvement in healthcare settings.