

NABH APEX

CASE STUDY SUBMISSION

Digital Excellence

Compliance Tracker & Contract Governance

Transforming compliance management through centralized digital governance



Organisation: DCDC Health Services Pvt. Ltd.
Accreditation Standard: NABH Allopathic Clinics 2nd Edition & Digital Health Standards
Year of Implementation: 2026

Setting Multi-centre Dialysis	Beneficiaries All Dialysis Patients	Scope Compliance Monitoring & Contract Governance	Compliance NABH Standards
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01 PROBLEM STATEMENT

Background

Managing compliance and contract obligations across multiple dialysis centres requires continuous monitoring of regulatory requirements, accreditation standards, statutory licenses, vendor agreements, service-level obligations, and internal quality deliverables.

Previously, compliance activities and contract renewals were monitored using manual spreadsheets, email reminders, and decentralized documentation. This created challenges in tracking due dates, ownership accountability, escalation, and timely closure of action items.

Major challenges included:

- Delayed closure of compliance actions
- Limited visibility of compliance status across centres
- Delayed contract renewals and SLA reviews
- Manual follow-up for pending actions
- Risk of missed deadlines and non-compliance
- Fragmented document and contract management

As DCDC expanded across multiple centres, a centralized digital platform became essential to improve governance, compliance visibility, accountability, and operational efficiency

Objective

To establish a centralized in-house digital compliance tracker and contract management system for real-time monitoring of compliance obligations, contract lifecycle management, action tracking, and escalation monitoring across all centres.

Key objective Included

- Enable centralized compliance monitoring
- Improve visibility of pending and completed actions
- Strengthen contract lifecycle tracking
- Improve renewal and SLA management
- Reduce dependency on manual follow-up
- Improve leadership oversight and decision-making

NABH Standard Alignment

The initiative strengthened compliance with NABH standards related to Governance, Quality Improvement, Facility Management, Human Resource Management, and Information Management Systems by improving monitoring, accountability, documentation, and compliance governance.

02 INTERVENTION / SOLUTION

Solution Overview

DCDC implemented an in-house Compliance Tracker and Contract Management System to digitally monitor compliance activities and contractual obligations across all centres and support functions.

a. Compliance Tracker Module

The digital tracker captures all compliance obligations in a centralized system.

Key parameters include:

- Compliance Category
- Compliance Description
- Responsible Owner
- Due Date
- Status Monitoring
- Closure Evidence
- Escalation Status

This enables real-time visibility of compliance completion and pending actions.

b. Contract Management Module

The contract management module digitally tracks agreement lifecycle and vendor obligations.

Key parameters include:

- Vendor Name
- Contract Owner
- Agreement Start Date
- Expiry Date
- Renewal Due Date
- SLA Requirements
- Review Frequency

This supports proactive contract renewals and vendor performance monitoring.

c. Alert & Escalation Dashboard

Automated alerts are generated for upcoming deadlines and delayed closures.

Dashboard indicators include:

- Upcoming Compliance Deadlines
- Overdue Actions
- Contract Expiry Alerts
- Pending Renewals
- Escalation Cases

This enables timely intervention and proactive governance.

d. Leadership Monitoring Dashboard

The dashboard provides management with centralized visibility of compliance performance across centres.

This supports:

- Centre-wise compliance benchmarking

- Risk-based decision-making
- Faster escalation
- Improved governance
- Better operational planning

03 IMPLEMENTATION STRATEGY

The project was executed in four structured phases to ensure successful rollout and adoption.

PHASE 1 Requirement Mapping & Workflow Standardization	• Compliance categories identified • Contract management workflow defined • Ownership structure finalized • Reporting requirements standardized
PHASE 2 System Development	• Digital tracker developed • Compliance modules configured • Contract management workflows created • Dashboard reporting enabled
PHASE 3 Training & Rollout	• Quality, operations, HR, SCM, and support teams trained • Centre-wise rollout completed • User adoption supported
PHASE 4 Continuous Monitoring	• Daily monitoring initiated • Regular review meetings conducted • Escalation tracking implemented • Continuous improvement enabled

Enablers of Successful Rollout

- Strong leadership commitment
- Standardized workflow design
- Cross-functional collaboration
- Clear accountability assignment
- Continuous review and monitoring

04 OUTCOMES

Operational Outcomes

Centralized Visibility	Leadership gained organization-wide visibility of compliance and contract status.
Improved Tracking	Real-time monitoring improved tracking of deadlines, renewals, and closures.
Reduced Delays	Automated alerts reduced missed deadlines and delayed actions.

Quality Outcomes

Improved Compliance Governance	Digital tracking strengthened compliance review and monitoring.
Enhanced Accountability	Defined ownership improved action closure responsibility.
Audit Readiness	Improved documentation enhanced readiness for audits and assessments.

Contract Management Outcomes

Improved Renewal Tracking	Contract renewals became proactive rather than reactive.
Better Vendor Governance	SLA reviews and contract monitoring improved significantly.
Reduced Risk	Improved oversight reduced compliance and contractual risks.

05 IMPACT

Organisational Impact

DCDC’s in-house digital compliance tracker transformed compliance monitoring from fragmented manual follow-up into centralized proactive governance.

Impact

Before	After
Manual spreadsheets and email-based tracking	Centralized digital compliance dashboard
Reactive contract renewal management	Proactive renewal and alert-based tracking
Limited visibility of compliance status	Real-time organization-wide visibility
Delayed escalation of pending actions	Automated escalation and faster closure

Fragmented documentation management	Centralized governance and accountability
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06 SUSTAINABILITY & FUTURE SCOPE

Sustainability

The tracker is now integrated into routine compliance governance across DCDC centres.

- Daily compliance monitoring established
- Monthly review meetings integrated
- Regular contract review enabled
- Continuous performance monitoring implemented

Future Enhancements Planned

AI-Based Predictive Compliance Monitoring	Predictive analytics for risk identification and proactive action planning.
Automated Smart Alerts	Advanced automated alerts for critical compliance risks.
Advanced Dashboard Analytics	Enhanced centre-wise benchmarking and reporting.
Integrated Vendor Performance Dashboard	Real-time vendor KPI monitoring and SLA analytics.

Conclusion

DCDC's in-house Compliance Tracker and Contract Management System demonstrates how digital governance can significantly improve compliance monitoring, contract lifecycle management, and organizational accountability.

By integrating compliance obligations, contract monitoring, alerts, and leadership dashboards into a centralized digital platform, DCDC has built a scalable governance framework that strengthens regulatory readiness and operational excellence.

Submitted by:

Hari Kishan Yadav
Manager - Quality
DCDC Health Services Pvt. Ltd.

Authorised Signatory: _____

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