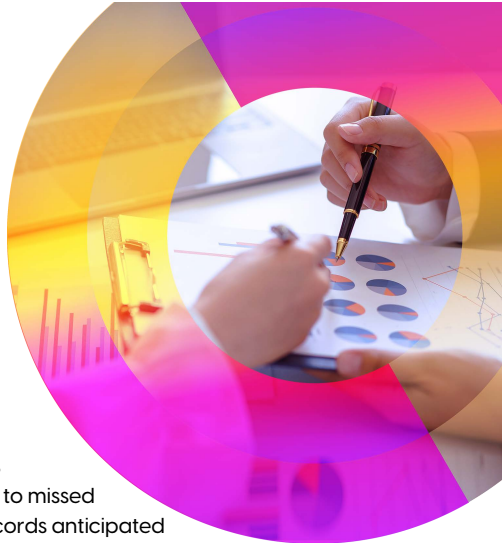
propharma

CASE STUDY

Stabilizing High-Volume Legal Case Processing Through Structured Governance



The client was contending with a continuous flow of case documentation that exceeded the prior vendor's operational capacity. The projected volume of approximately 3,300 documents was already contributing to missed regulatory deadlines and increasing concerns about data consistency. With more than 15,000 medical records anticipated later in the workflow, the risk of duplicate entries and compromised data integrity was significant. To prevent further disruption and ensure accurate case assessment, ProPharma implemented a structured, compliance-driven model that stabilized throughput and established a sustainable, scalable process.

Challenge

- **Information Overload** – More than 3,300 initial documents created an immediate backlog the prior vendor was unable to manage, putting regulatory compliance at risk vendor could not manage
- **Missed Regulatory Timelines** – Processing had stalled for two months, causing the client to fall behind on mandated submission deadlines.
- **High Duplicate-Case Exposure**– Incoming 15,000+ patient medical records significantly increased the likelihood of duplicate entries, compromising data integrity and delaying case progression.
- **Legal Allegations vs. Medical Facts** - Advocacy-driven language within legal documents obscured medically relevant information, making objective causality assessment difficult.

Solution

- Established a unified document-management framework using standardized naming conventions to accelerate identification of medically relevant records.
- Implemented a regulatory-aligned prioritization model to ensure submissions were fast-tracked with full auditability.
- Deployed a dedicated cross-functional team – processors and physicians trained on tailored legal-case guidelines to bring consistency, quality, and medical rigor to every review.
- Applied fact-based medical data extraction guided by the WHO-UMC causality assessment principles, ensuring objective analysis despite advocacy-heavy documentation.
- Strengthened duplicate search by integrating additional case parameters and linkage logic, enabling accurate connection of related records and preventing redundant entries.

Result

- Achieved 99% on-time regulatory compliance across 2,915 submissions, restoring the client's credibility with regulators.
- Delivered sustained case-quality performance above 95%, even as volume and complexity increased.
- Exceeded productivity expectations by 50%, demonstrating the scalability and efficiency of ProPharma's approach.
- Processed 4,700 Plaintiff Fact Sheets in Year 1 and 3,700 Medical-Record Packets in only four months, eliminating backlog and stabilizing operations.
- Eliminated duplicate case entries, significantly improving data integrity for aggregate analysis, signal detection, and downstream reporting.
- Reduced the risk of missing critical medical information through consistent, standardized extraction processes anchored in regulatory best practices.

ProPharma cleared a two-month backlog, restored regulatory compliance to 99%, and stabilized more than 8,000 legal-case documents within the first year.

Conclusion

By reengineering the client's document-handling workflow and applying a disciplined, medically focused review model, ProPharma transformed an unstable, high-risk process into a reliable, compliant operation. The results restored the client's standing with regulators and created a scalable framework that supports ongoing litigation demands with accuracy and consistency.