



# KPMG Healthcare Professional (HCP) Engagement Assist

Streamlined interactions.  
Improved engagement. Reduced risk.



KPMG Healthcare Professional Engagement Assist is a purpose-built accelerator that helps life sciences organizations streamline and manage interactions with Health Care Professionals (HCPs) and Health Care Organizations (HCOs). By integrating compliance, operational, and IT processes, it reduces regulatory risk, improves engagement efficiency, and consolidates spend data for enhanced visibility and reporting—empowering clients to meet global compliance standards with confidence and control.



## Full visibility; intuitively easy to use

Every organization is different in how they engage with HCPs and HCOs. Workflows involve multiple steps, data sources, and systems, yet they must also align with ever-changing policies and regulatory standards.

As the volume of your HCP and HCO relationships grow, processes may become manual, siloed, or fragmented, leading to higher costs, increased compliance risk, and decreased efficiencies. Therefore, a customizable, scalable solution is necessary to effectively support operations both domestically and globally.

**KPMG HCP Engagement Assist** gives you a 360-degree view into every interaction.

Through easy-to-use dashboards and intuitive interfaces, every engagement – no matter what kind – is automated based on local requirements. Now you can input key information into tailored forms to maintain compliance with organization and regulatory requirements.

The screenshot displays the KPMG Healthcare Professional Engagement Assist dashboard for a user named Paul Jones. The dashboard is organized into several sections:

- Header:** Includes the KPMG logo, navigation tabs (HOME, PLANS, EVENTS, HCPs), and user information (KPMG Healthcare Professional Engagemie..., appian).
- Summary:** A top-level overview section with tabs for Summary, Documents, Events, MSAs, and Negative News Screening.
- Paul Jones Profile:** A detailed view of the HCP's information, including:
  - Basic Info:** NPI Number (879542361), Specialties (Cardiologist, Cardiologist (pediatric), Cardiologist (Rare Disease)), Rate (USD 365), and Affiliations (Paul Jones LLC, 4-New Hope Hospital).
  - Contracting:** Contract start date (02-Aug-2024), use of portal for invoicing (Yes), and phone number ((212) 555-1234).
  - Spending at a Glance:** A donut chart showing payments by service (Advisory Board Services: 3,050, General Consultation Services: 2,050, Non-Product Training Speaker: 0) and a table of key metrics (Total Payout: 7,400.00 USD, Total Pending: 11,600.00 USD, Average Rate: 492.92 USD, Avg Payout per Event: 2,464.58 USD, # Events: 12).
  - Out of Office:** A section for tracking out-of-office status with a date range filter (08/13/2025 to 08/13/2026) and a "MANAGE OOO" button.
- Compliance & Training:** A section on the right side of the dashboard showing compliance status (Completed), product-specific guidance (In Progress), and disease state speaker training (Not Started).



## How it works

The HCP interface gives you the power to streamline processes and track evidence review and approval requirements across your organization's HCP engagement lifecycle. Features are customized specifically for your organization's business and technical needs.

The result: an automated solution that gives you clarity and control to document and track the following:



## Why it matters

**KPMG HCP Engagement Assist** simplifies global HCP and HCO engagement processes, giving you a single line of sight for all stakeholders involved in the workflow. As a result, your organization enjoys:



### Reduced risk.

No matter the provider, geography, or nature of the interaction, the automated process ensures the engagement aligns to the latest compliance or regulation.



### Increased efficiency.

Knowledge gaps are reduced. All stakeholders can input or access information within seconds, giving them time back for more urgent tasks.



### Increased organizational buy-in.

The interface is easy to use and supports mobile capabilities, so HCPs/HCOs can manage invoices or upload supporting event documentation from anywhere.



### Improved auditability and compliance.

The automated processes record evidence at every step, including necessary approvals, business justifications, and supporting determinations. This improves compliance monitoring and better prepares your personnel for an audit.



### Increased speed to market.

Configurable business rules that align with regulatory standards, industry codes, and organizational policies are embedded into the design so shifts in compliance are updated immediately.



## Success in action

A global medical device organization sought to streamline its engagement with HCPs/HCOs as it had limited visibility into the end-to-end process, lack of system integration, and insufficient reporting. KPMG helped automate its workflow using built-in system logic to validate compliance against organizational and regulatory requirements and dashboards to provide clear line of sight into HCP and HCO spend to facilitate transparency reporting.



## Elevate your enterprise

Let the **KPMG HCP Engagement Assist** accelerator improve your regulatory stance while gaining greater efficiency, speed, and control.

### Contact KPMG to take the next step



**John Gitas**

Principal, Life Sciences Advisory  
KPMG, LLP  
T: 908-723-7672  
E: [johngitas@kpmg.com](mailto:johngitas@kpmg.com)



**Sean Berquist**

Managing Director, Platforms  
KPMG LLP  
T: 571-202-2019  
E: [sberquist@kpmg.com](mailto:sberquist@kpmg.com)

**Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.**

Learn about us:  [kpmg.com](https://www.kpmg.com)

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

© 2025 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.