

Conflict, clarity, and courageous integrity: how UNT Health streamlined compliance with CoreStream GRC

CHALLENGE

Fragmented systems and manual processes caused confusion, inefficiency, and poor transparency

UNT Health faced a fragmented compliance landscape. Initially, processes were manual with spreadsheets. Later, a legacy tool was introduced to consolidate conflict of interest disclosures. But it created confusion.

The stakes were high. Open Payments demand transparency, and UNT Health needed a solution that could support compliance.

This wasn't just a compliance team problem. Faculty, researchers, and administrators, many of whom don't live in the world of policy and regulation, were required to engage with the system. **Clunky, hard to use UX/UI systems were adding to the burden.**

SOLUTION

conflict of interest management with centralized, user-friendly, and compliant solution

CoreStream GRC delivered a **flexible, integrated Conflict of Interest Management solution** tailored to UNT Health's unique needs. The platform enabled staff to disclose potential conflicts openly, recuse from decision-making when necessary, and implement clear ethical guidelines, all while maintaining independent oversight and conducting regular reviews.

Now, with CoreStream GRC in place, the team can **independently access disclosures, monitor completion status, and trigger next steps** with HR and supervisors, all within a centralized system.

The solution was designed to be **intuitive for both administrators and non-compliance staff**, with customizable workflows, question sets, and automated reminders to ensure full participation and data integrity.

A key requirement was the Open Payments integration, which gave UNT Health a **proactive edge** in meeting regulatory transparency requirements. The side-by-side view helped users understand what data existed about them and encouraged **honest disclosures**.

CoreStream GRC's platform didn't just digitize a process, it transformed it. By making conflict of interest management **seamless and compliant**, UNT Health gained **confidence that risks were being identified and addressed proactively**.

ABOUT UNT HEALTH

The University of North Texas Health Science Center is a dynamic academic health center with a 50-year legacy. With 6 schools and 4 research institutes focused on eye health, Alzheimer's, health disparities, and human identification.

- **Industry:** Academic Health Science Center / Higher Education / Research
- **Employees:** 1,890 Faculty and Staff



"CoreStream GRC was just very easy, from a production standpoint and for people to utilize. The end user, me as an administrator, it was **very easy to use and adjust.**"

Desiree Ramirez
Chief Integrity and Privacy Officer
UNT Health

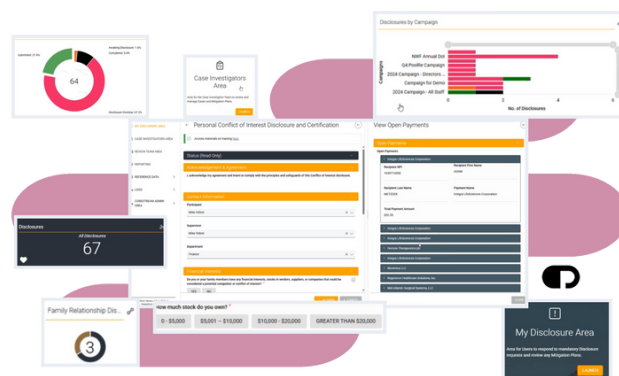


CoreStream GRC helps UNT Health swiftly adapt to meet their security and functional needs

OUTCOME

CoreStream GRC drives efficiency, transparency, and cultural impact at UNT Health

- **Efficiency gains:** Time saved through automation, streamlined workflows, and intuitive design.
- **Improved insight:** 52 conflicts identified in the first campaign, many of which would have gone unnoticed.
- **Cultural impact:** The tool reinforced UNT Health's integrity-first culture, Desiree outlines: "It gave me faith in my campus. People were being honest. It helped people live the values, not just hang them on a wall."
- **User experience:** Minimal disruption, positive feedback, April emphasized the ease of use for occasional users like herself: "It's still easy for me to quickly pick it back up and just go in and do what I need to do. It's not complicated at all. I don't need to remind myself with how-to videos, it's intuitive enough to just get on with the job."
- **Scalability:** Research will onboard next fiscal year, and other campuses are already expressing interest.



UNT Health & CoreStream GRC's conflict of interest journey

UNT Health didn't just adopt a new tool, they embraced a **new way of working**. CoreStream GRC's platform empowered the organization to **align technology with values, streamline compliance, and foster a culture of courageous integrity**.

"The system has helped employees to be honest about their conflict because it's just so easy to do. I don't have to go searching for it!"

Learn more about our Conflict of Interest Management solution:

[Conflict of Interest Management](#)

"We were proud to deliver a conflict of interest solution with Open Payments integration that helped UNT Health streamline their compliance processes and meet both state and federal requirements. It's not just about technology, it's about **enabling transparency, trust, and operational efficiency across the organization.**"

Mike Vidoni
Senior GRC Client Executive & Customer Success
CoreStream GRC

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