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
- **Integrations:** OpenPayments

"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

UNT Health
FORT WORTH

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.
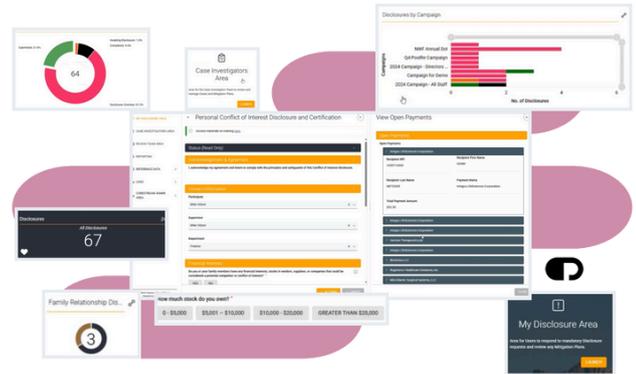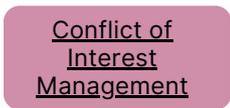
UNT Health & CoreStream GRC's conflict of interest journey

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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