CRIO

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MARCH 2018 | CASE STUDY

32% TIME SAVINGS: PALM BEACH CLINICAL RESEARCH

In a carefully controlled time study, Palm Beach Research determined that it saves a third of coordinator time through the CRIO system, leading to increased ability to screen patients and manage peak recruiting times.

Adopting eSource: Pilot study

Palm Beach Research Center, in South Florida, is a freestanding site with approximately 25 employees, 2 lead investigators, and 10 study coordinators. It conducts 20-30 studies pear year in family practice, pain management, and internal medicine.

Because the site is often a high enroller, it has very busy periods, which used to lead to quality issues and recruiting bottlenecks. As a result, David Scott, the site's CEO, had been looking for an eSource solution as a way to enhance efficiency.

A couple senior managers met CRIO at a conference. They were immediately impressed with how easy to use and intuitive the system was. "These were long-time veterans who have seen a lot of things, so they have a healthy degree of skepticism," said David. "So when they came back gushing about the system, I knew I had to take it seriously." After more due diligence, David decided to pilot it on a phase 3 migraine trial in the fall of 2016.

To measure efficiency gains, David implemented time tracking on the site's pilot study, comparing the results to an earlier, paper-based study with very similar procedures. David was able to measure visit time with precision because his processes capture check-in and check-out times for patients. For other tasks, such as EDC entry and Quality Assurance, David relied on staff interviews and estimates.

Impact

Based on data from 40 visits, the site experienced 32% overall time savings on visit completion, EDC entry and QC, from 194 to 124 minutes per visit in total. The following are staff documented time savings by function.

1. **Visit conduct (baseline visit) – 29% reduction**
   Paper: 104 minutes
   CRIO: 74 minutes

The actual length of the visit went down due to a variety of factors, including:

- No need to print and assemble binders

- Easier to navigate the questions
- Automated calculations (eg, BMI, inches to cm, age)
- No need to fill in subject headers or attribution information

2. **EDC entry per visit – 17% reduction**
   Paper: 30 minutes
   CRIO: 25 minutes

To facilitate EDC entry, the site employed dual monitors for their data entry personnel. The data entry specialist scrolls down the visit on one screen and transcribes required values into the EDC system on the other. The staff finds it easier and faster to enter data this way because they do not have to retrieve paper binders, flip through pages, or decipher illegible handwriting. They also do not encounter nearly as many data gaps that require subsequent clarification.

3. **QC and corrections per visit – 50% reduction**
   Paper: 40 minutes
   CRIO: 20 minutes

The QC staff find it easier to use the system because they no longer have to handle paper binders, decipher handwriting, or affix post-it notes. Instead, QC staff simply scrolls down the page and uses a point-and-click method to leave virtual "stickies". The system makes it easier to identify missing data fields, as those are highlighted in red.

The site realized major time savings from the reduction in the number of "stickies" by an estimated 80%. QC staff report that fields are rarely left blank or have obviously mistyped values due to the multiple controls the system has built in. Fewer data issues mean significant "downstream" time savings for both the QC reviewer and the original coordinator.

Average minutes per Screening Visit, all activities

CRIO vs. paper-based study
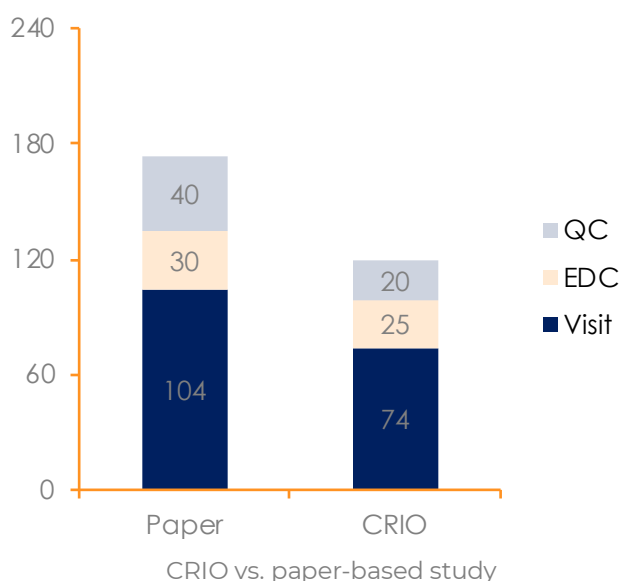
Conclusion

Palm Beach Research Center was one of the first sites to utilize the system. Since then, it has gone full eSource and incorporated CRIO's recruiting and finance modules. The site today has much greater capacity to process patients, and the two QC members are now spending most of their time on non-QC activities such as business development or recruiting support.

David summarizes his experience with CRIO this way: "In the exam room, the system is like an app, not a cumbersome program. It has the look and feel of efficiency, which is what you want. CRIO's system helps sites become much more productive, and that allows them to focus on more value-add activities."

ABOUT THE PROFILE

David Scott is the owner and manager of Palm Beach Research. He has been working full time in clinical research since 1996. He has worked in every segment of the industry, and strives to be a part of high quality, progressive research.