

Background

- 150+ treatment trials enter pipeline every year
- 16 research groups
- Startup processes span multiple departments across Consortium
- Our center needed clear pipeline information with an opportunity to proactively identify studies held up in various stages of the pipeline and engage with disease groups on support needed to move the studies along to a timely startup.

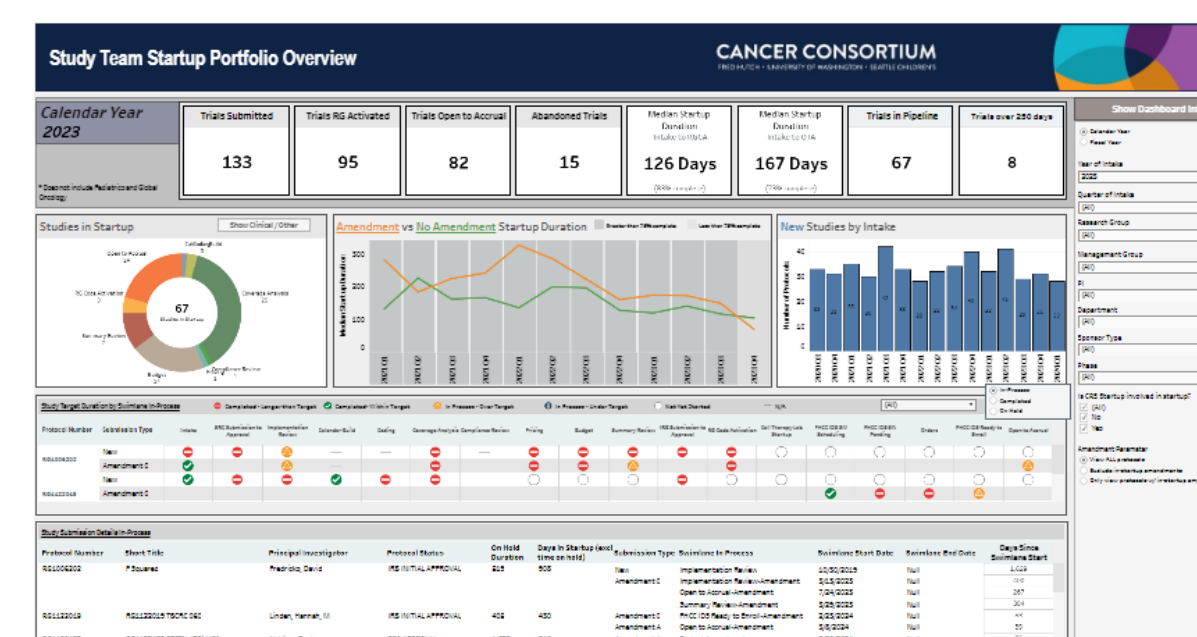
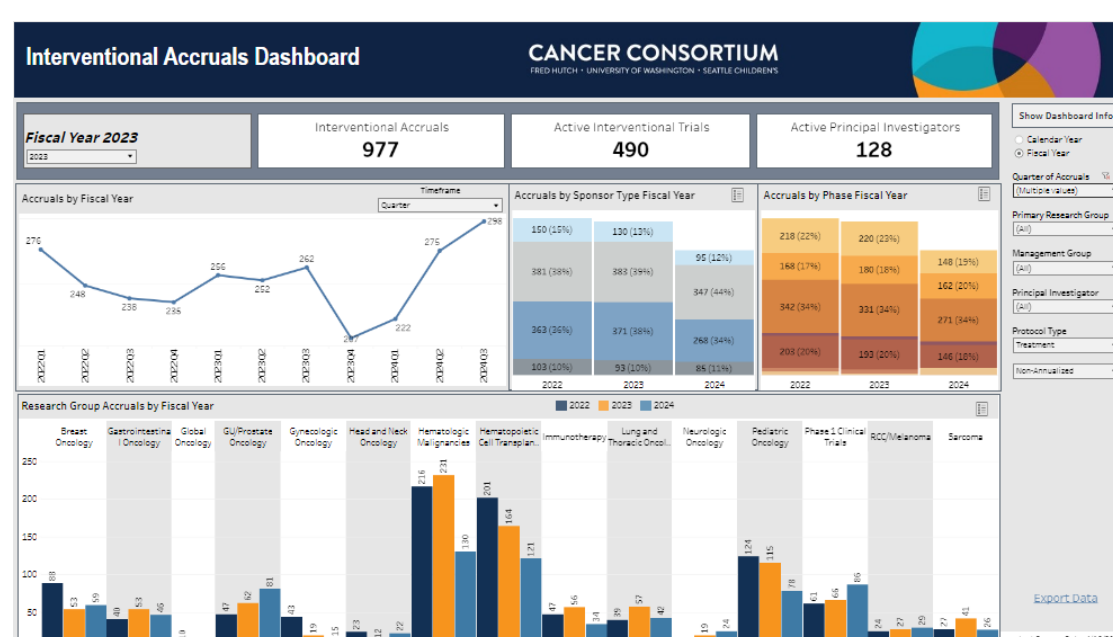
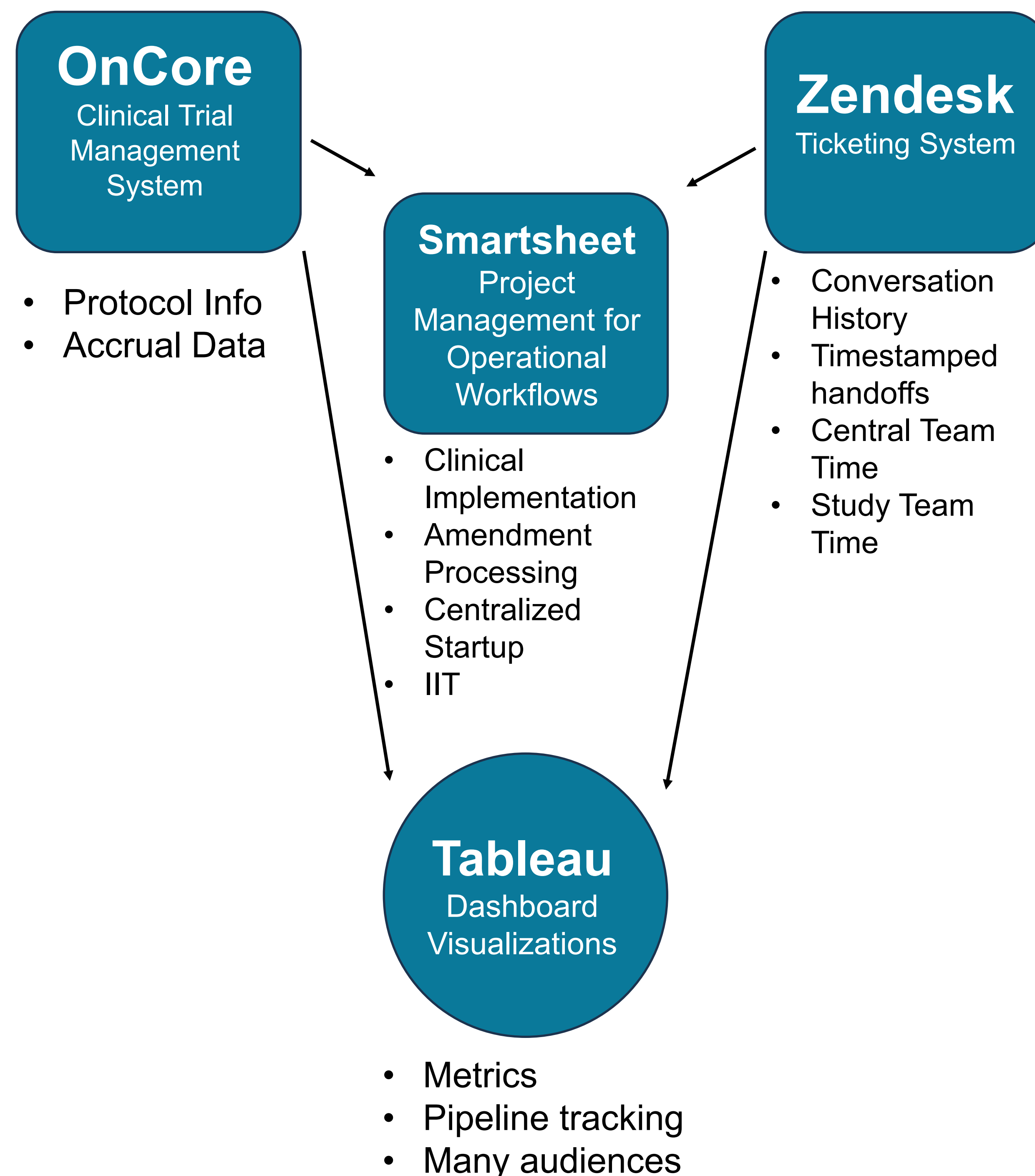
Solutions and Methods

Solutions

- Workflow – Suite of tools to enable pipeline tracking including Smartsheet and Zendesk
- Data Pipeline – Data flows to Tableau for dashboards reflecting near real-time data
- Trial Dashboards – study level Gantt views, end to end startup times, process specific and outliers – with drill down capability

Methods

- Dedicated team with skills in CTMS, Tableau, data engineering, SQL, business analysis, clinical trials data and workflow, Smartsheet and Zendesk
- Processes for data definitions and governance
- Bi-weekly data reviews with operational leaders to discuss process bottlenecks and solutions
- Active pipeline review of aging studies and communication with disease teams, PI and sponsors
- Quarterly data reviews with disease groups to discuss portfolio status, staffing and growth strategies
- Active enhancement and new dashboard development



Goals

Leverage an optimal mix of workflow and data visualization solutions to appropriately track and visually present pipeline information to enable project management of individual studies, proactive pipeline management of disease groups portfolios and analytics to inform staffing and growth strategies for the portfolio.

Outcomes

- Several process improvement initiatives have been rolled out based on active review of trial startup data
- Ability to plan staffing and growth
- Improved team productivity and job satisfaction
- Active engagement, deeper conversations around challenges and enriched relationships between study teams and central offices supporting study startup

Lessons Learned

- Build a dedicated workflow & analytics team
- Establish and sustain disciplined governance process for data definitions and dashboard presentation
- Actively deliver enhancements and workflow solutions using light weight design process
- Stay up-to-speed on new technologies and integrate solutions into trial startup landscape