

## 2019 CenterWatch Global Site Relationship Survey

Jonathan Zung  
WCG Clinical  
Executive Vice President Site Division

**Be the Site of Choice**

hosted by the WCG Global Research Network (GRN)

# 2019 CenterWatch Global Site Relationship Survey

---

## Sponsor or CRO Attributes Most Valued by Sites

- Respondents were asked to evaluate 40 attributes considered important to a successful working relationship with a sponsor or CRO. The top 5 attributes rated most important are:
  1. Has professional, knowledgeable and well trained monitors and CRAs
  2. Is organized and prepared
  3. Provides good overall protocol design
  4. Staff is easily accessible for escalation and resolution of issues
  5. Offers timely drug availability

Copyright 2019 CenterWatch

**Be the Site of Choice**

hosted by the WCG Global Research Network (GRN)



# 2019 CenterWatch Global Site Relationship Survey

---

- Attributes on which sponsors performed best are:

1. Has professional medical staff
2. Has well-trained CRAs
3. Maintains open communication
4. Offers timely drug availability
5. Is organized and prepared

Copyright 2019 CenterWatch

**Be the Site of Choice**

hosted by the WCG Global Research Network (GRN)



# 2019 Global Site Relationship Survey

---

- Attributes on which sponsors performed worst are:
  1. Actively solicits feedback on the protocol design
  2. Actively engages patients/patient groups into protocol design
  3. Is flexible and willing to modify protocols and budgets
  4. Supports initiatives to help sites build stronger relationships with volunteers
  5. Provides protocols that require minimal amendments

Copyright 2019 CenterWatch

**Be the Site of Choice**

hosted by the WCG Global Research Network (GRN)



# 2019 CenterWatch Global Site Relationship Survey

---

- Attributes on which CROs performed best are:

1. Is organized and prepared
2. Effectively uses communication technologies
3. Has professional medical staff
4. Maintains open communication
5. Staff is easily accessible

Copyright 2019 CenterWatch

**Be the Site of Choice**

hosted by the WCG Global Research Network (GRN)



# 2019 CenterWatch Global Site Relationship Survey

---

- Attributes on which CROs performed worst are:
  1. Provides prompt payment of grants
  2. Offers realistic grant payment schedules
  3. Provides adequate funding for patient recruitment
  4. Provides fair overall grant amounts
  5. Is flexible and willing to modify protocols and budgets

Copyright 2019 CenterWatch

**Be the Site of Choice**

hosted by the WCG Global Research Network (GRN)



# Questions?

**Be the Site of Choice**  
hosted by the WCG Global Research Network (GRN)