REDUCE COSTS, INCREASE PARTICIPATION & GET SITES UP FASTER

Why Web-Based Training is the New Norm

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The COVID-19 pandemic gave the clinical research industry an opportunity to evolve and innovate. As a result, clinical researchers pivoted and learned to do things faster and more efficiently, including training.

NECESSITY IS THE MOTHER OF INVENTION

Web-based on-demand training was a novel idea until the pandemic hit. Now it has become a must-have, and sponsors are quickly converting to web-based training as the new norm for clinical trials.

And it turns out on-demand training has some big benefits. On-demand training can reduce costs by up to 60%, increase recruitment by adding 55 extra enrollment days and cut training time up to 50% by reducing redundancies.

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Connecting with investigators, keeping sites engaged and up-to-date on the latest amendments and, of course, documentation—there's a lot to consider before you go digital with your site training. So how do you make web-based study training easier for your sites?

FIVE THINGS YOU NEED TO KNOW:

1. To make on-demand training work, you need to develop concise, targeted training content. Being on-screen is different from being in a room full of people. With web-based learning, you need to keep your audience focused on the most important parts of the study, like the primary objectives and endpoints.

2. And you need to keep it simple. Boil training down to essential risks, necessary tasks and intended outcomes. Skip the mundane details of the clinical process.

3. Happy audience, happy training. If you try to cover ALL aspects of the protocol during a virtual Investigator meeting, you'll lose your audience—and fast! So instead, leverage the OnDemand platform for the delivery of topics such as Good Clinical Practice (GCP), access to system used in the study, data entry processes and documentation practices.

4. Good training should inspire thought… and questions. Questions are a good thing. If your audience is asking questions, that means they're engaged. Define a process upfront so your sites can easily communicate with the study team. And be sure to save questions and answers submitted during the meeting. Many teams are using their on-demand training to house ongoing FAQs.

5. If you skip a live virtual meeting, hold standalone discussions for Q&A with sites and the study team after your staff completes on-demand training. You can record and transcribe the sessions and add the content to the FAQ document housed with your on-demand training solution.

Your training solution should be designed to make training easier for your sites, not create extra work or stress.

HERE ARE SOME OTHER STRATEGIES TO CONSIDER:

- **Sites learn from other sites**. So be consistent and keep your sites connected because relationships that often happen at a live event can still occur virtually if you plan for it.
- Use tools that allow sponsors and sites to **communicate directly with each other**.
- Once you **find a practical approach, stick with it**. In this brand new virtual world, we're all learning about web meetings as we go, so finding the right fit for your team is essential.
- **Focus on making your audience's experience sing**. They'll be more engaged, which will mean stronger collaborations. For example, enable your webcam when presenting. Studies show that when a presenter can be seen, the audience connects more positively to the message.
- **Trust your sites**. As a sponsor, you choose them for a reason. Be confident that investigators and site staff are using the fully vetted protocol as their roadmap for the trial.

THE BENEFITS OF ON-DEMAND TRAINING AND WEB-BASED MEETINGS:

It looks like this new way of doing business is here to stay, and that's a good thing for the clinical research industry. Here are some of the benefits:

- Sites, monitors and the study team can **leverage an on-demand training platform 24-7**. And when your training can be delivered right away, addressing staff turnover is more manageable with little downtime.
- Sponsors can still connect with sites in real-time meetings, face-to-face over the web, making more **efficient use of the sites' and the sponsors' time.**
- Also, site initiation visits **delivered virtually to multiple sites** at once can be more effective than face-to-face SIVs for ongoing documentation needs.

- Hosting your training content using an online platform **provides just-in-time training for sites joining the study**. Now, training can be rolled out to a newly on-boarded site or a new site staff immediately.

IF IT'S NOT DOCUMENTED, THEN IT DIDN'T HAPPEN, RIGHT?

Going virtual can help you keep your documentation in a state of perpetual inspection readiness. Ensuring your sites are adequately trained before enrolling patients in a clinical trial is a regulatory requirement. But how do you make sure your clinical trial training documentation is inspection-ready?

1. **When at all possible, choose automation**. A centralized, automated system that can distribute, collect and maintain all training docs will save you time on audit preparation for both sites and sponsors.
2. **And choose automation that comes with great security** and easy-to-trace, and easy-to-audit training records. And the system should be FDA 21 Part 11 compliant, ensuring alignment with the regulatory guidelines.
3. Pick a system that allows **real-time compliance reporting**. Ideally, sites should have all documentation available in a single location as soon as training is completed. This provides total transparency that is accessible to sites, sponsors, CRAs and ultimately inspectors at any given time during the trial.

On-demand training, virtual meet-ups, seamless communication and, of course, documentation—evolving your site training strategy has many moving parts, but you don't have to go it alone.

The WCG Trifecta training solution streamlines site start-up by delivering and documenting high-quality, on-demand investigator and study team training. Get to your first patient faster with an automated training process that reduces

redundancy and eliminates compliance burdens for sites and sponsors.

- **Find and enroll patients faster** when you can deploy consistent training more quickly for all sites.
- **Improve quality with just-in-time training** that can be accessed on-demand. Our video-based production process reduces asset creation time by 90%.
- **Save on cost when you reduce the burden to on-site staff** caused by audits and redundant training. Using our automated Clinical Qualification Management System, you'll have the training documentation you need to be ready for inspections and audits without the extra work.

Contact us to learn more about how to save time and money and get up and running faster.

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Amanda has over 20 years of biopharma experience, including over 8 years of clinical site experience as a certified clinical research coordinator. In 2015, Amanda transitioned from the clinical research site space to the pharma/CRO space, where she was responsible for training strategy development and delivery of Investigator Site training in cooperation with the cross-functional clinical operations teams at Eli Lilly. In her current role as Sr. Director of Global Clinical Training, she serves as a liaison between clients and internal teams in establishing best practices for clinical trial training, including developing training content in collaboration with sponsors and research industry key opinion leaders.

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