SITE OPTIMIZATION

A Top 10 Pharma Deploys Just-In-Time Training Across 1,000+ Sites

THE CHALLENGE

A top 10 pharma company needed to provide just-in-time protocol training on two global cardiovascular studies they were conducting at more than 1,000 sites to 15,000+ users. The sponsor's current internal system used for training sites was cumbersome and lacked intuitive functions. The sponsor needed to expedite training to meet critical site activation milestones, provide consistent and accessible training tools for investigators, and position sites to focus on enrollment and retention. To meet the challenge, the sponsor used WCG InvestigatorSpace® to deliver just-in-time training for improved site engagement and decreased burden on site staff.

THE SOLUTION

The InvestigatorSpace team collaborated and launched full protocol training to more than 1,000 sites across the two global studies. Training content provided by the sponsor was simplified into easy-to-digest training modules on the InvestigatorSpace platform. Through an integration with the sponsor's clinical trial management system (CTMS), sites were notified 60 days prior to activation that they had required study training to complete. The solution provided a seamless process for the monitoring and sponsor teams to perform critical site training activities. Using InvestigatorSpace, the sponsor ensured that sites were delivered the necessary protocol training and tools to keep the trial front of mind and maximize recruitment and retention.
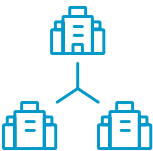
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THE RESULTS

Faster Training

On average, sites had the necessary personnel trained and documented within 6 days of assignment. Some sites were trained as quickly as 3 hours after provisioning.

Investigator Engagement

The Study Home page made it easy for the sponsor to communicate critical information by video and keep sites engaged.

Cross Communication

The use of Frequently Asked Questions was a critical tool for ensuring timely communication between sites and the sponsor.

Mobile Technology

Monitors in the field leveraged the IS Mobile application to document face-to-face supplemental training engagements as sites onboarded, ensuring that all documentation was centralized and audit ready.

> "Overall, this is a great way to deliver the training for studies, especially with limited logistics on face-to-face training and interaction."
>
> **– PRINCIPAL INVESTIGATOR & KOL**

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