



# Thriving in Clinical Research – Overcoming Common Challenges as a Site

A Three-Part Series - Webinar 3:  
Site Capacity

# Introductions



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Site Services Specialist,  
WCG

# Today's Agenda



1 WCG 2023 Site Survey Overview and Current Market Trends

2 Embracing Anticipated Turnover

3 Overcoming Site Capacity Challenges

4 Combining Technology with People

5 Conclusion and Audience Questions

# Polling Question 1

What type of organization do you represent?

# 2023 Site Challenges Survey Report Overview



- WCG polled over 500 clinical research sites in March of 2023 to gain insights surrounding the leading challenges they are facing in today's research landscape.
- In addition to the survey results, the report also includes recommendations for sites, sponsors, and CROs to reduce site burden and improve trial efficiency.
- This presentation is aimed at bridging the connection between the day-to-day operations of a site and the objectives of Sponsors and CROs.

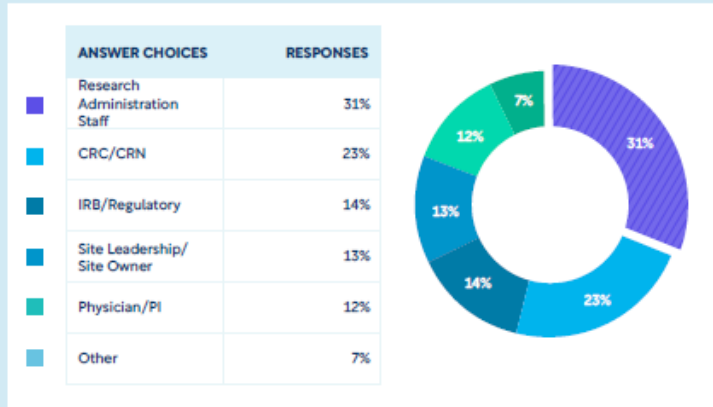


**Full report can be downloaded for free at:**  
[www.wcgclinical.com/2023-site-challenges-report](http://www.wcgclinical.com/2023-site-challenges-report)

# 2023 Site Challenges Survey Report - Background

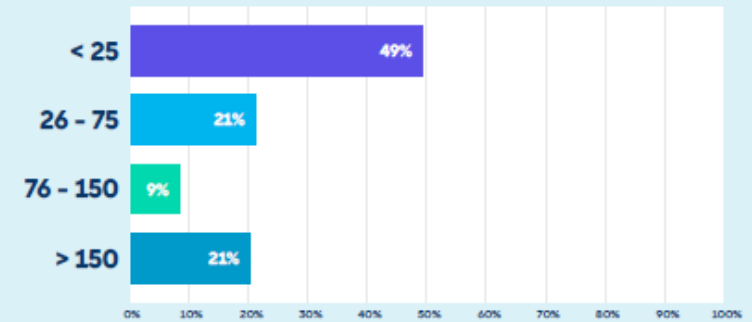


## What is your role at your research site?



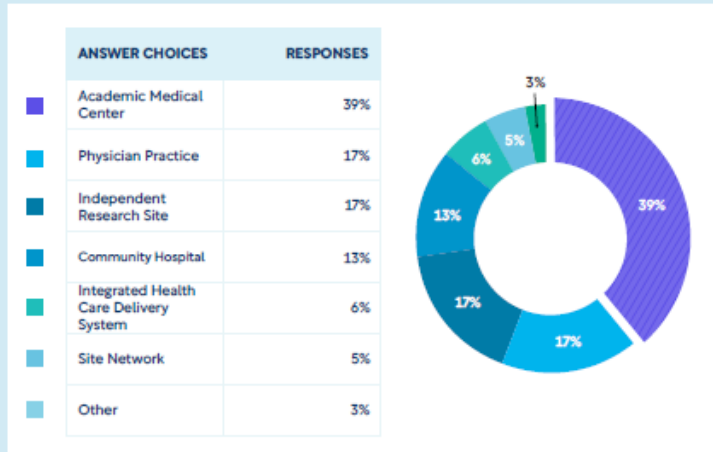
- **31% of respondents are research admin staff**
- **23% are CRCs/CRNs**

## Please select the current number of open and enrolling trials at your site:



**Over half of all respondents are operating more than 26 trials at any one time.**

## What type of research site do you represent?

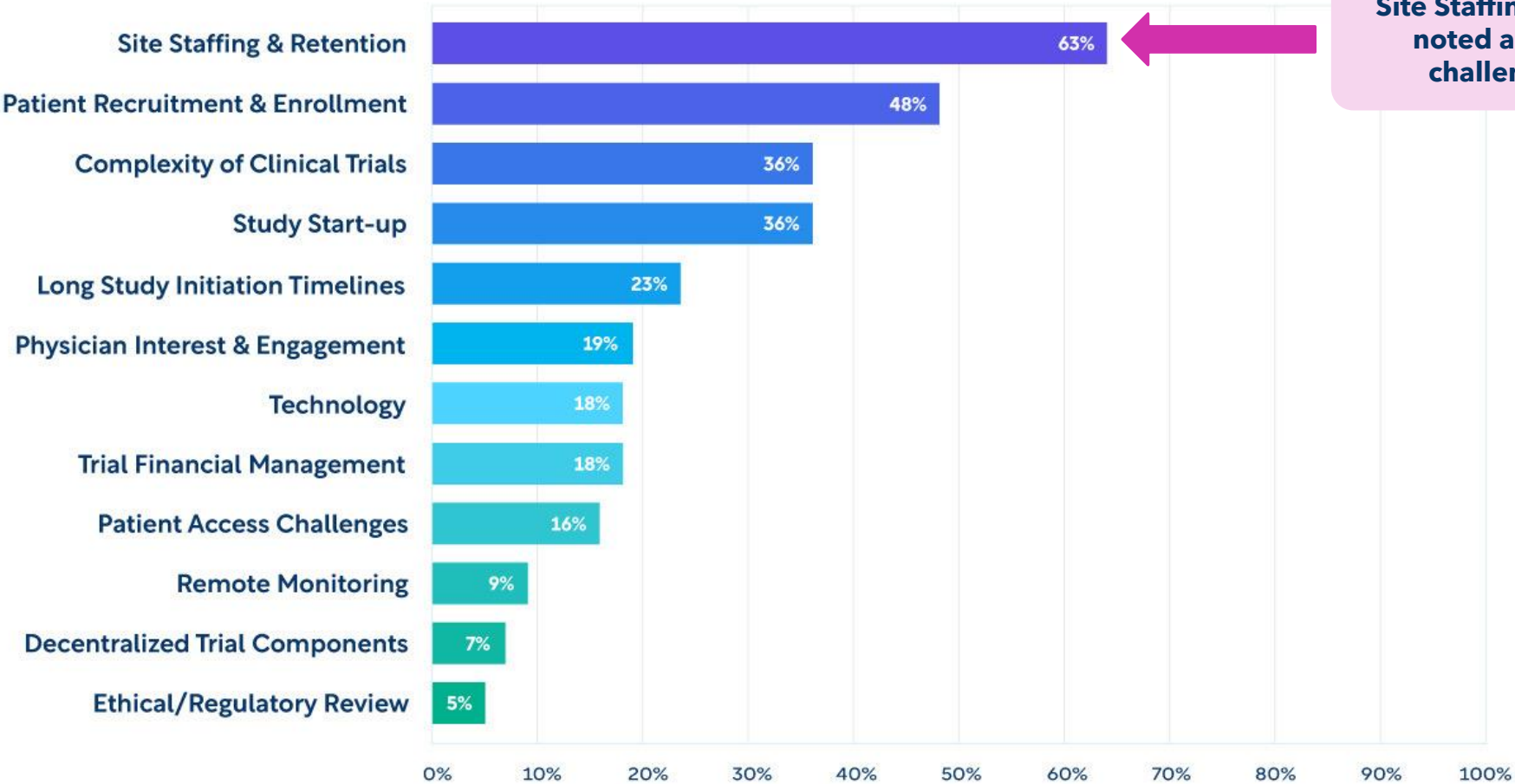


- **39% of respondents are from AMCs**
- **17% are from physician practices**

# Survey Results - Top Issues Impacting Research Sites



## What are the top issues impacting your site today?



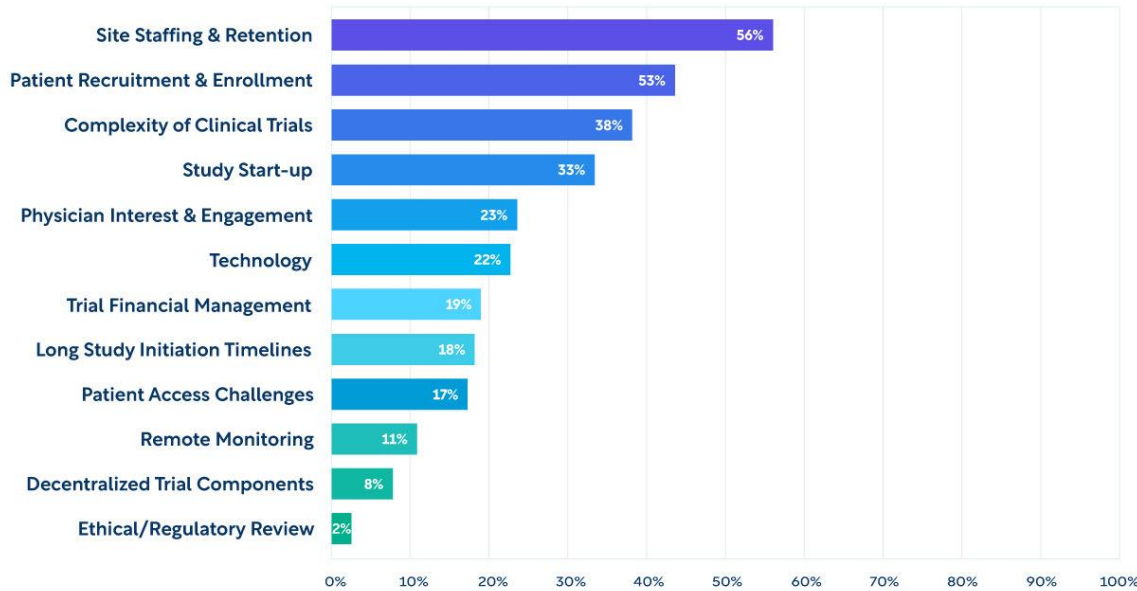
Site Staffing & Retention is noted as THE leading challenge for sites.

# Top Issues Impacting Research Sites - AMCs vs Non-AMCs



## AMCs

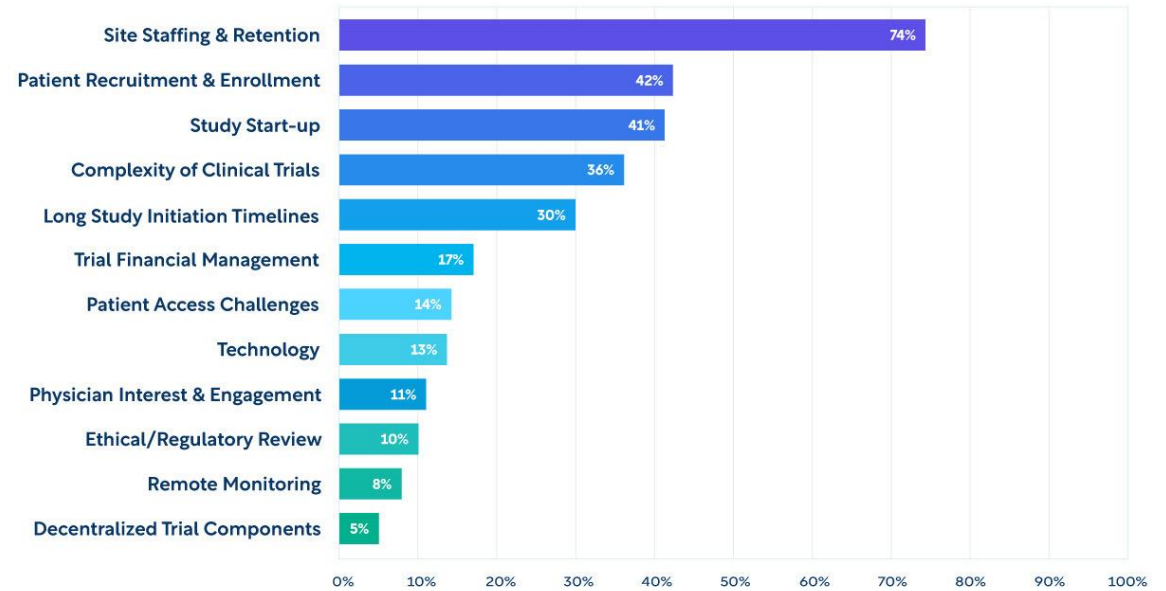
What are the top issues impacting your site today?



WCG's 2023 State of Sites & Site Capacity Survey

## Non-AMCs

What are the top issues impacting your site today?



WCG's 2023 State of Sites & Site Capacity Survey

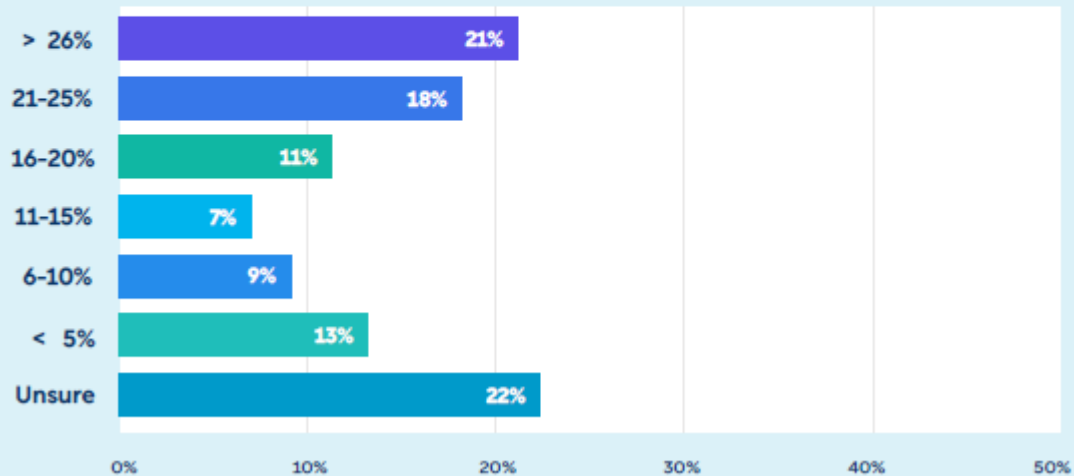


# Staff Turnover Trended Higher at AMCs



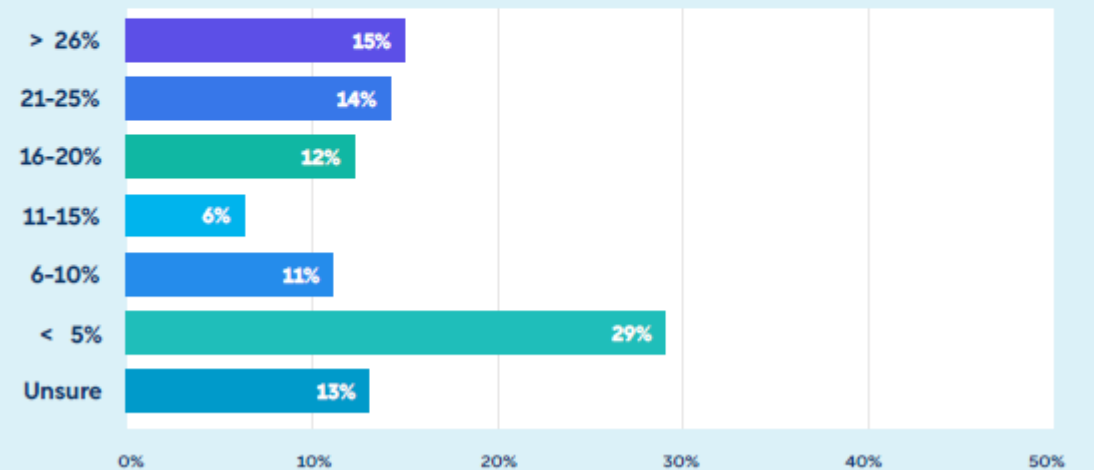
## AMCs

Approximately what was the percentage of staff turnover at your organization in the last year?



## Non-AMCs

Approximately what was the percentage of staff turnover at your organization in the last year?



# U.S. Investigators Participating in Clinical Trials



## U.S. Investigators



## Has your site experienced a change in physician interest/availability to conduct clinical trials?

Yes, we have less physicians/physician time interested/available to conduct clinical trials

33%

No, there has been no change

44%

No, there has been increased physician interest

17%



Unsure

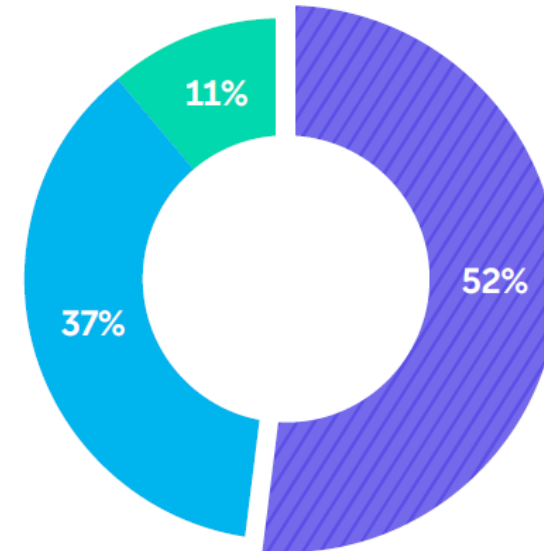
7%

0% 10% 20% 30% 40% 50%

# Have Sites Reached Capacity?

Are these challenges impacting your site's ability to agree to participate in new studies?

	ANSWER CHOICES	RESPONSES
	Yes	52%
	No	37%
	Unknown	11%



# What's Happened Since The Great Resignation?

**Quiet  
Thriving**

**Quiet/Loud  
Quitting**

**Quiet  
Cutting/  
Firing**

**Bare  
Minimum  
Mondays**

**Rage  
Applying**



**Coffee  
Badging**

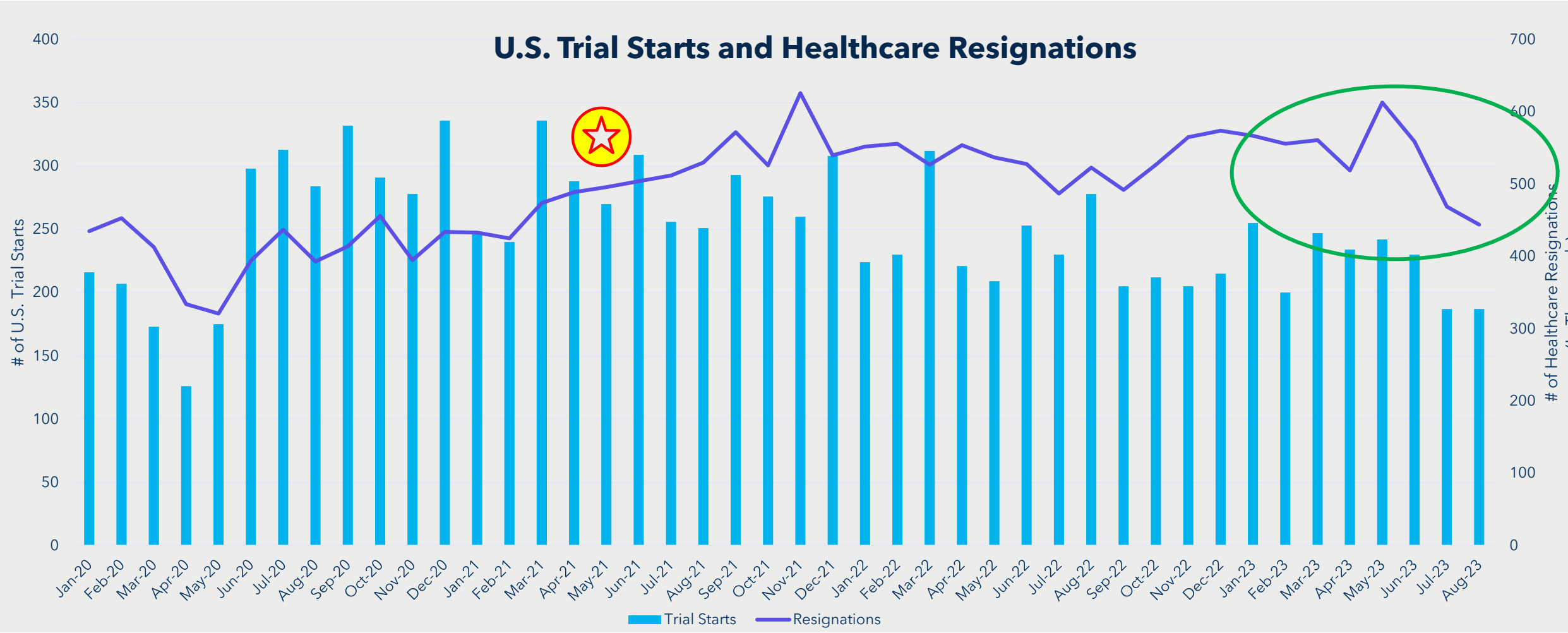
**Grumpy  
Staying**

**Lazy Girl  
Jobs**

**Rusting  
Out**

**Career  
Cushioning**

# Healthcare Resignations Show Signs of Slowing



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 Source: WCG Data Intelligence Platform and the U.S. Bureau of Labor Statistics

# Site Capacity - What Does it Mean?



**Site Capacity can hold a different definition for every Healthcare Organization (HCO), Principal Investigator (PI), and study team member.**

HCO may define site capacity as  
***number of studies conducted and available***

PI may define site capacity as  
***number of studies conducted and available and number of patients enrolled***

Study team may define site capacity as  
***number of studies conducted and available, number of patients enrolled, number of visits to be scheduled, amount of data to be entered, etc.***

# How Do We Fill Our Day?

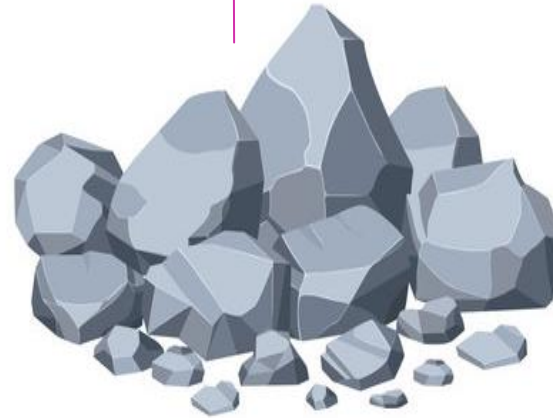
Administrative  
Tasks



Compliance &  
Regulatory



Patients



**Clinical Research**



# How Do We Fill Our Day?



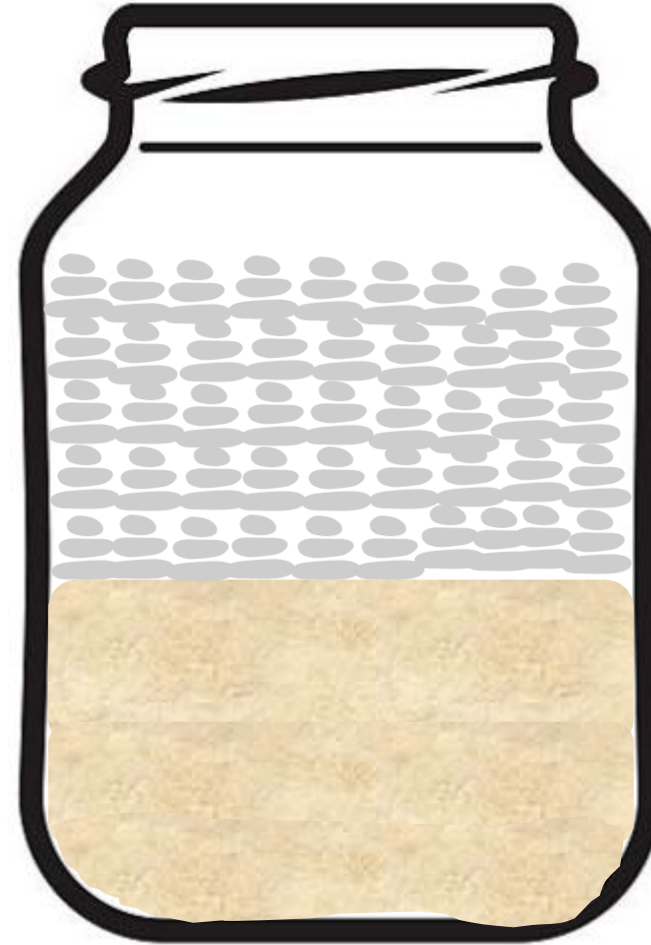


# How Do We Fill Our Day?

Administrative  
Tasks



Compliance &  
Regulatory



# How Do We Fill Our Day?

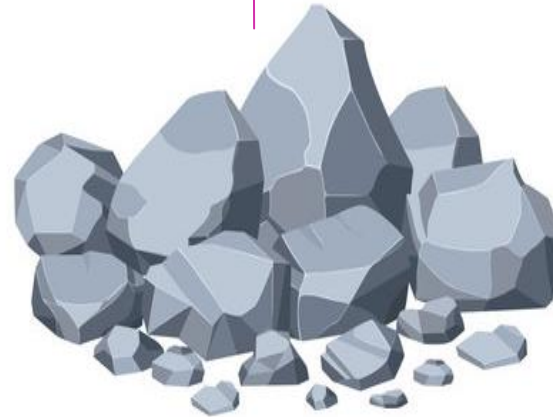
Administrative  
Tasks



Compliance &  
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Patients

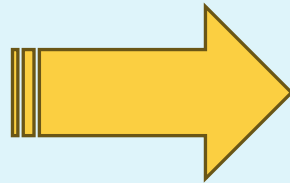


# Embracing Anticipated Turnover

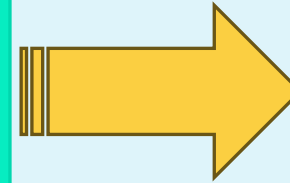
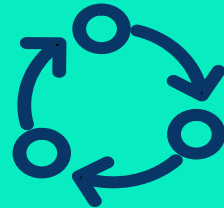
Some research sites are experiencing study team tenure challenges:

**69%**

Percentage of HCOs who have hired a CRC with less than 2 years of experience

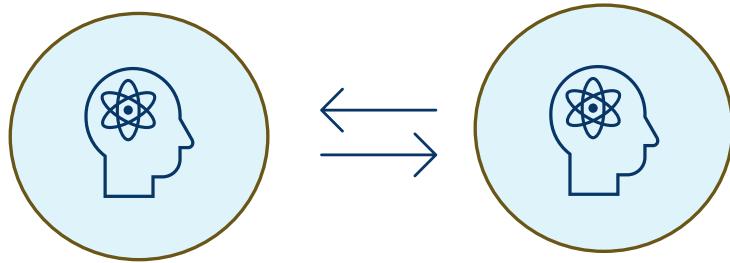


A less experienced team may be challenged with:



- Indication Knowledge
- EDC Experience
- Capacity & Priority Management
- Technology Management

# Who are the Subject Matter Experts?



**Access** to proficient indication knowledge is essential to a site coordinator's day to day responsibilities:

- Reviewing Patient Charts for Eligibility
- Investigating Potential Deviations or Queries
- Entering Medical History and Medication Data

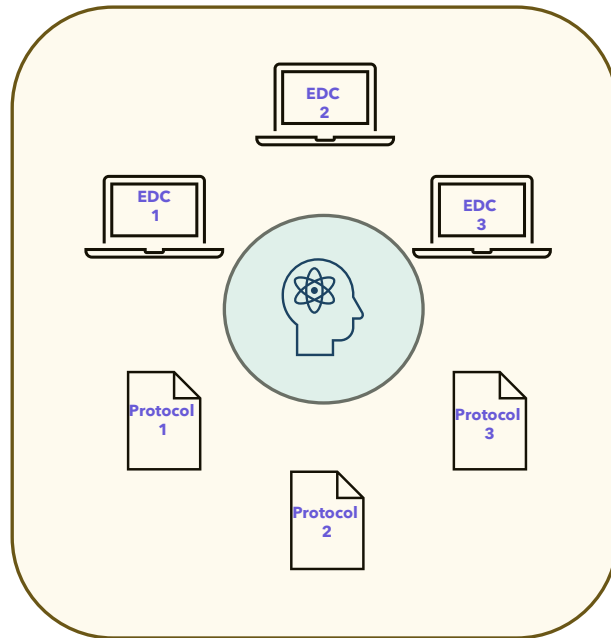
## Experience Resources:

- Senior Coordinators
- Principal and Co-Investigators
- SOC or Research Nursing Staff
- Regular Education Session
  - Webinars
  - External Resources

# Who is Trained on the Study?

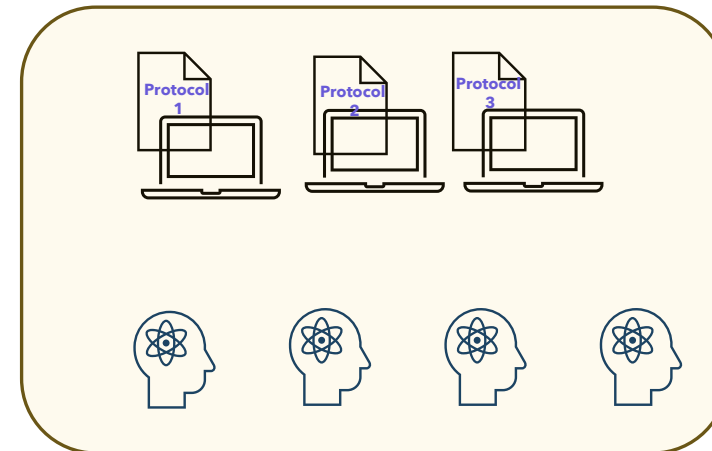
Each Protocol comes with its own **Nuances** that differ in:

- EDCs
  - Schedule of Events
- Sponsor Specific Processes



**Cross-Training** strengthens study teams' knowledge base and ease transitions/coverage:

- Increase skill sets
- Uncover hidden talents



# Study Team Responsibilities

## Job Description 2023

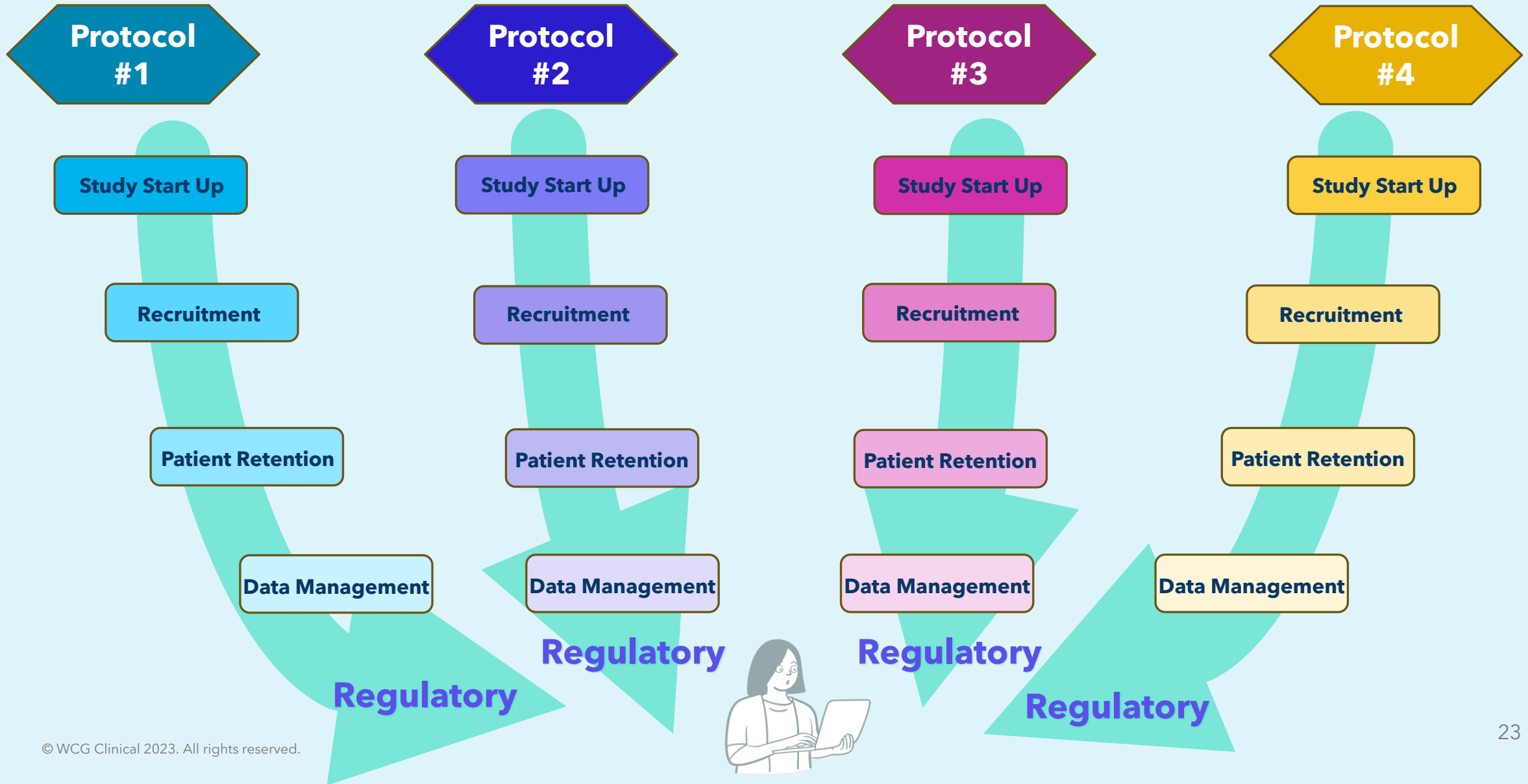
- **Overseeing** the trouble-free running of clinical trials
- **Collecting data** obtained from research, coding and analyzing it
- **Managing budgets** set aside for research
- **Communicating** with participants regarding study objectives
- **Administering questionnaires** and **monitoring participants** to ensure they adhere to the study's rules
- **Liaising with laboratories** regarding research findings
- Monitoring the study to ensure that it complies with protocols, is ethically-conducted and **follows regulatory standards**
- **Maintaining research records** of study activity, including case report forms, drug dispensation records or other regulatory forms as per FDA guidelines
- **Directing** the collection, labeling, storage and transport of all specimens
- Making sure that all **equipment and supplies** needed for the study are in-stock and in good working order

## Job Requirements 2023

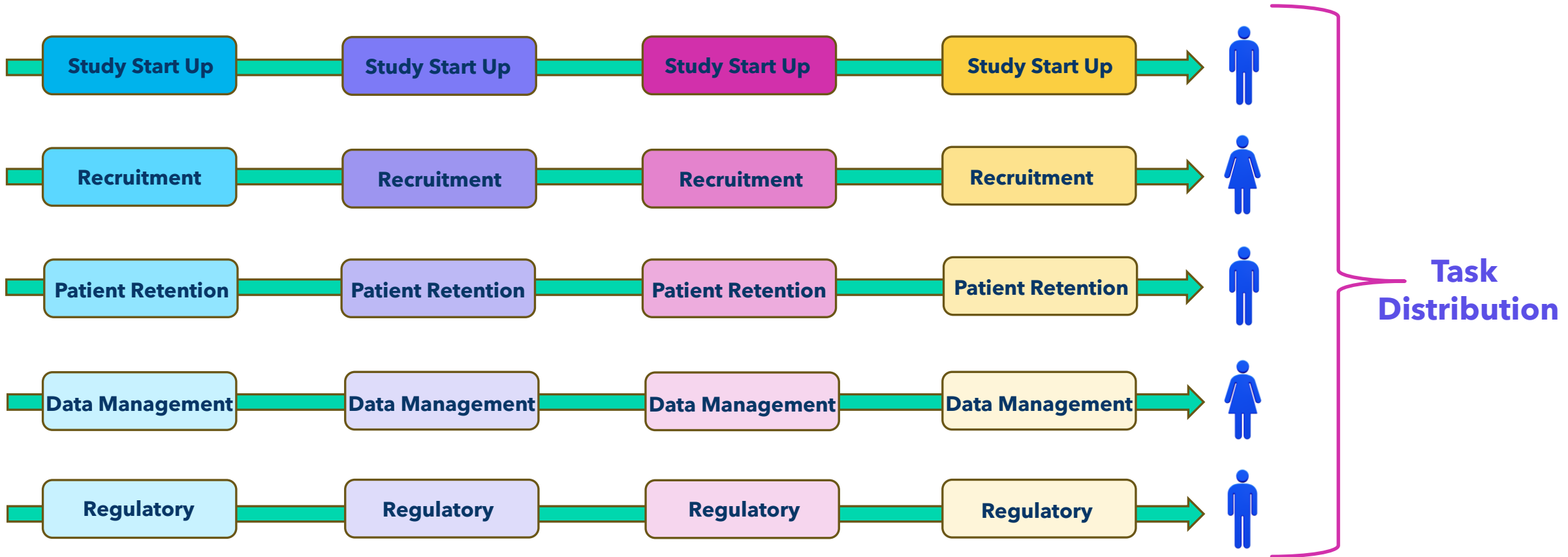
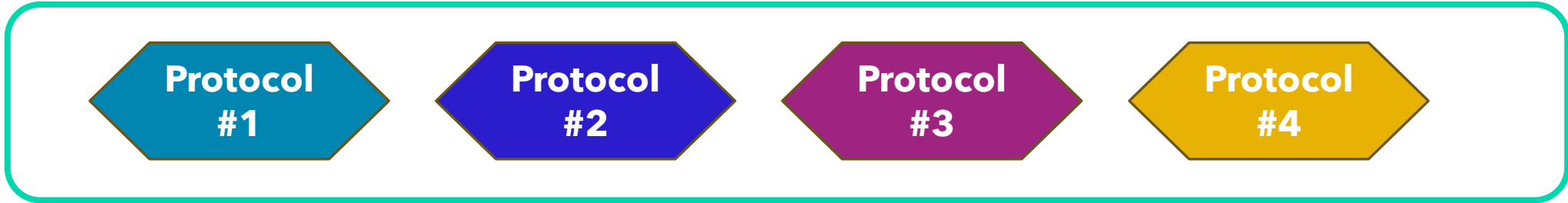
- Associates or Bachelor's Degree
- 1-3 years of relevant experience
- Familiar with GCP, ICF I/E criteria and adhering to protocols, or healthcare knowledge



# Overcoming Capacity Challenges

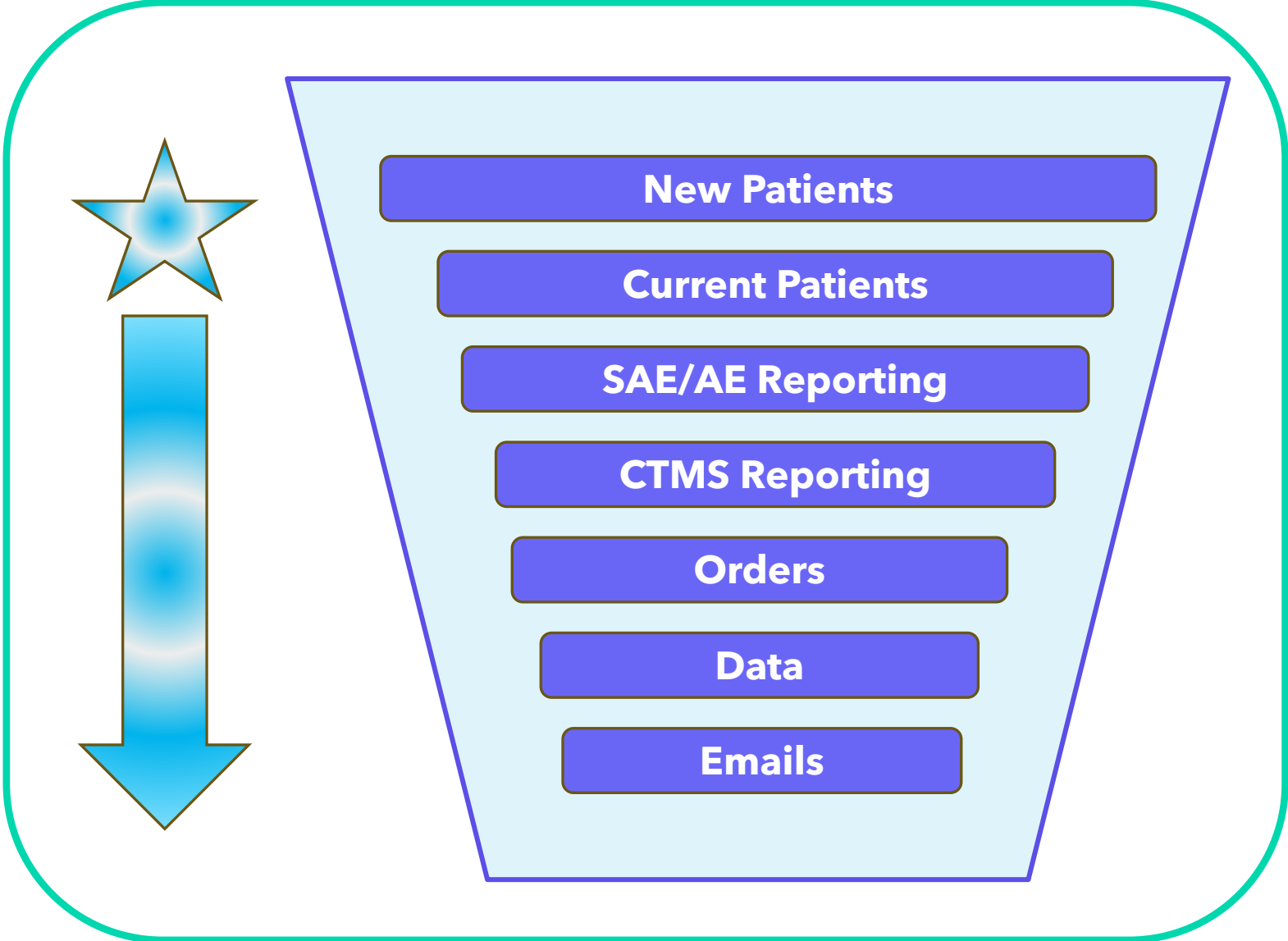


# Re-aligning Function Management

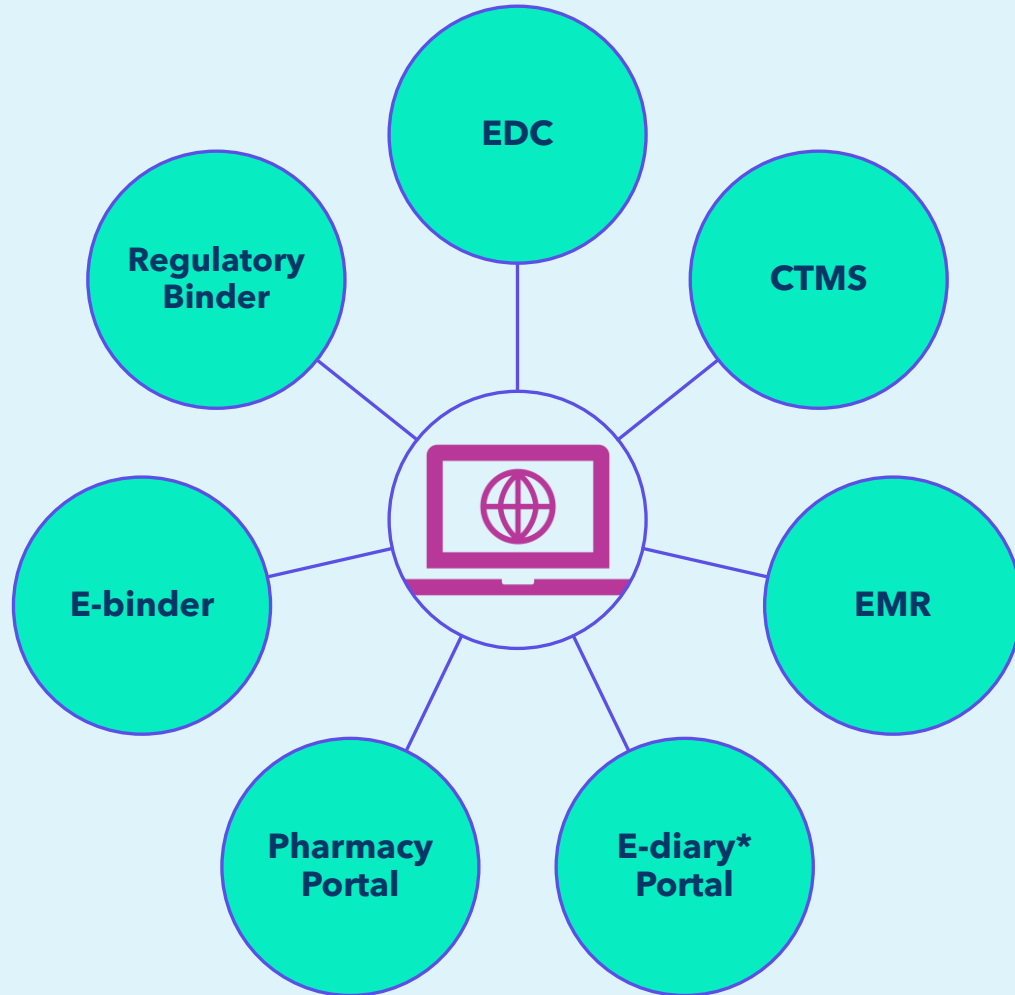




# Priority Funnel



# Technology Management



**Maintaining each technology portal associated with a protocol is an increasing challenge for study teams and patients**

**People**



**Technology**

- Cross Training
- Task Distribution
- Patient Support

# How Could We Fill Our Day?

Administrative  
Tasks



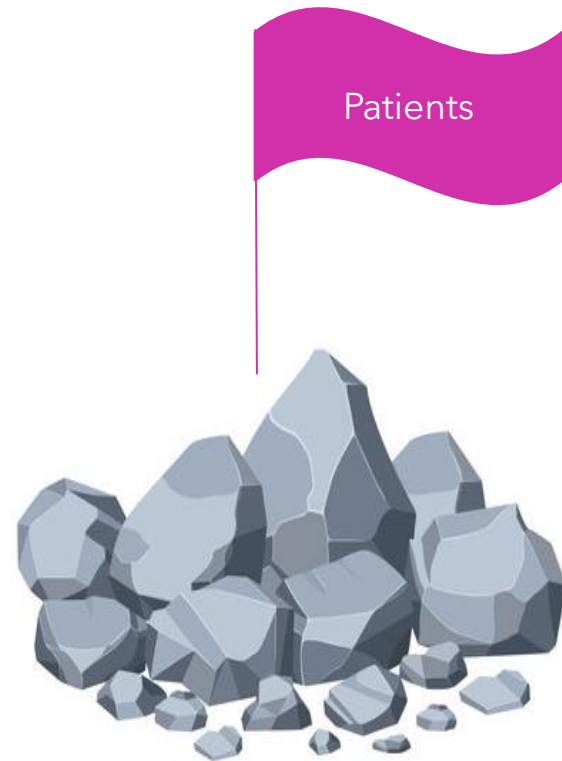
Compliance &  
Regulatory



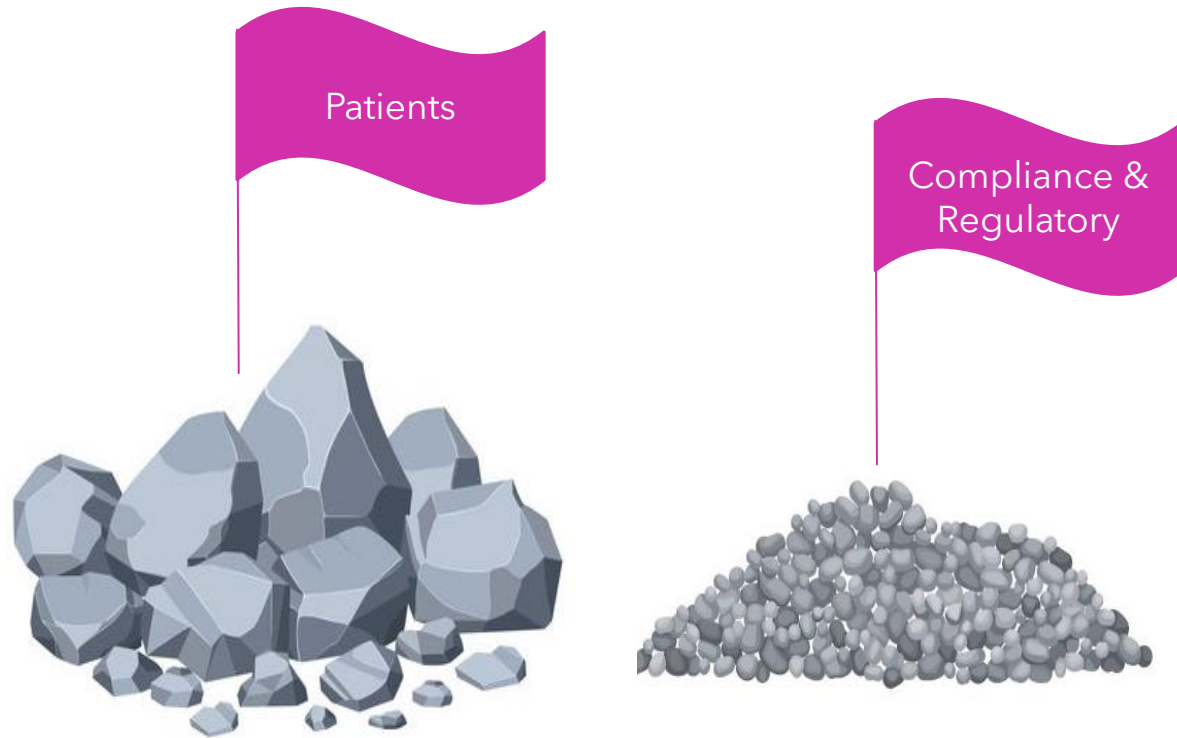
Patients



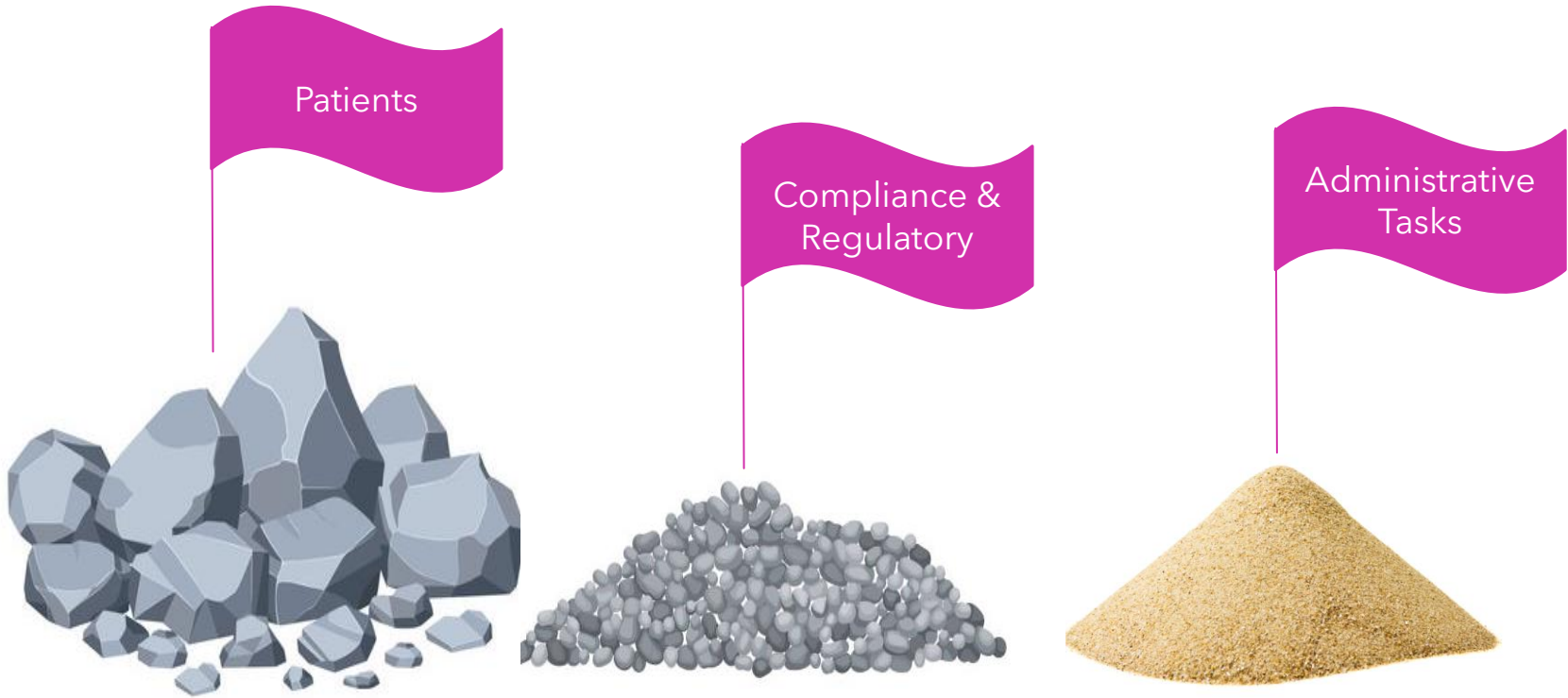
# How Could We Fill Our Day?



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# Creative Solutions



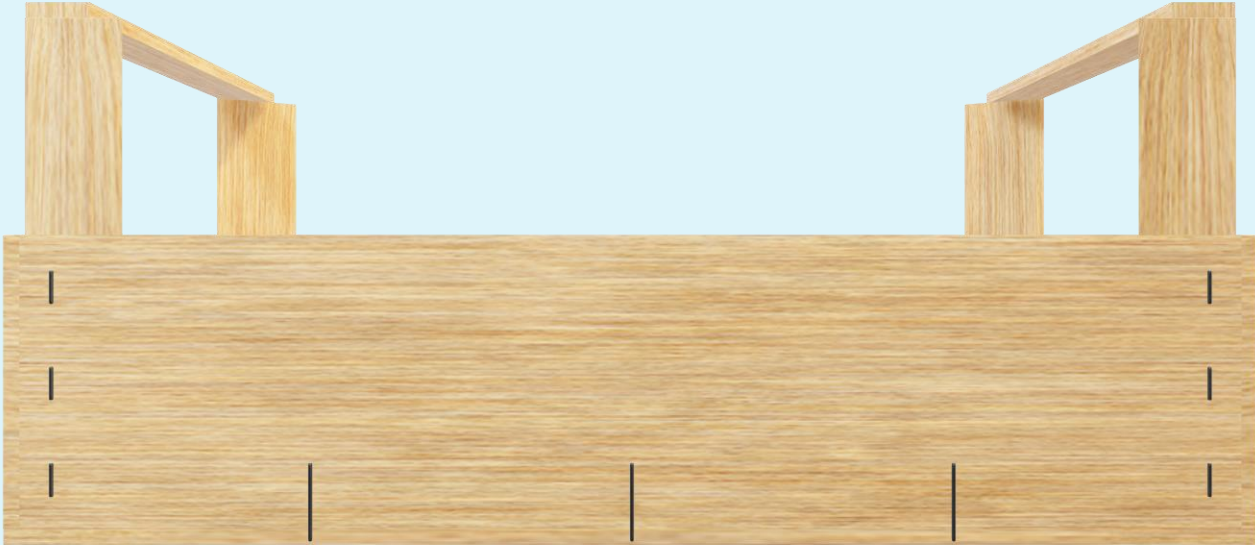
Identifying SME's

Task Redistribution

People + Technology

Cross Training

Priority Funnel





# Audience Questions



# WCG Educational Opportunities



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Training Modules &  
Guides**

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**WCG Patient Forum**  
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**MAGI**  
The Clinical Research  
Conference

New Orleans: April 14-17, 2024

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Consortium**  
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