Avoca-ACRP
2018 Site Quality Survey

Site Perspectives on Sponsor and CRO Attributes Supporting Quality in Design and Execution of Clinical Trials

June 2018

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Background & Methodology

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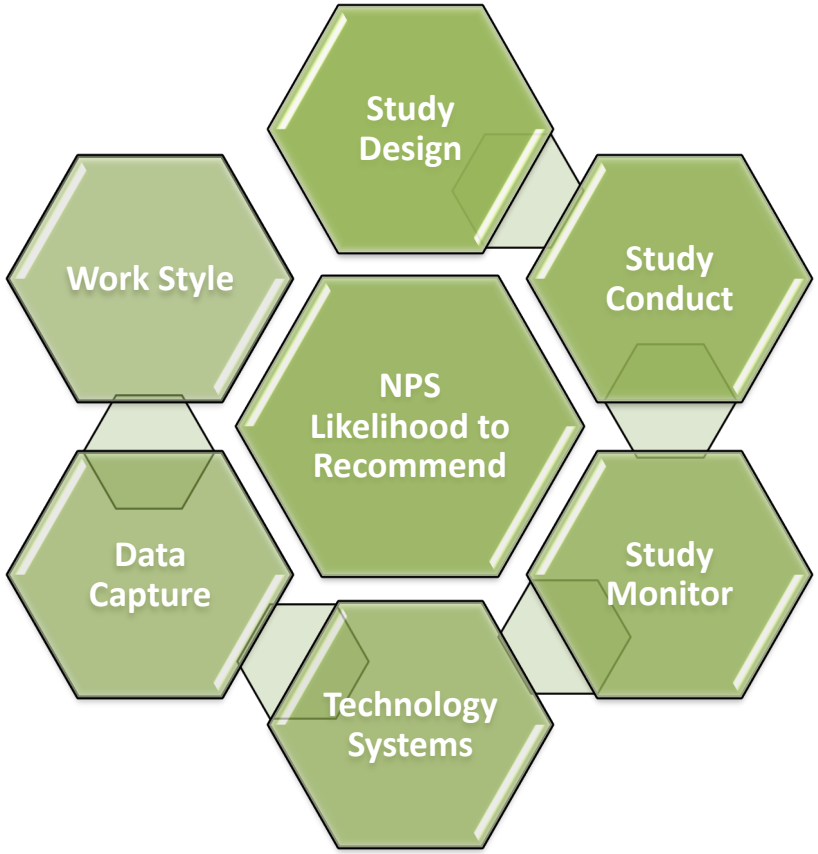
Background

Avoca and ACRP collaborated on site-focused research evaluating attributes that drive quality in clinical trials.



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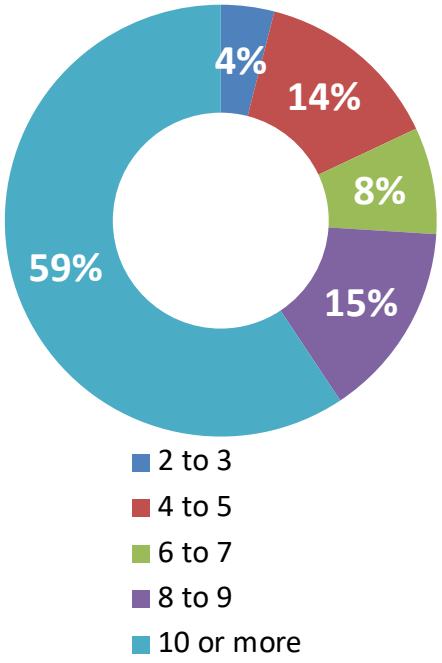
Methodology

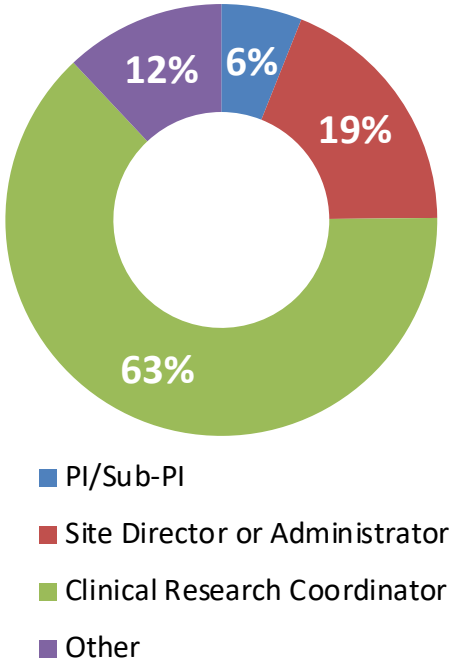
- An online survey was conducted between January and March 2018 among clinical research site staff, representing a range of site roles
- A total of 151 respondents evaluated Sponsor organizations and 130 respondents evaluated Providers
- Respondents were able to evaluate up to three companies with whom they have participated in a clinical trial with over the past twelve month period
  - Where appropriate to do so, ratings of companies have been aggregated across respondents to get to a “total” level view of performance for the purposes of comparison

Characteristics of Respondents Rating Sponsors

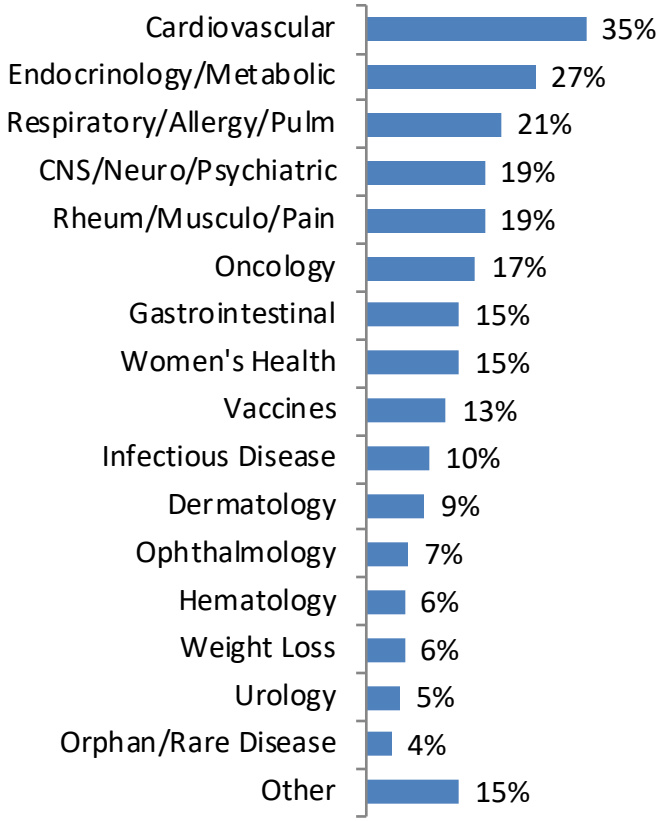
Number of Trials in Past 12 Months



Role



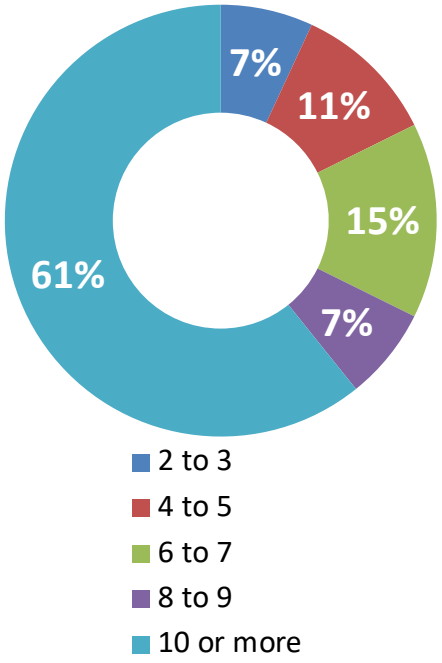
Therapeutic Area



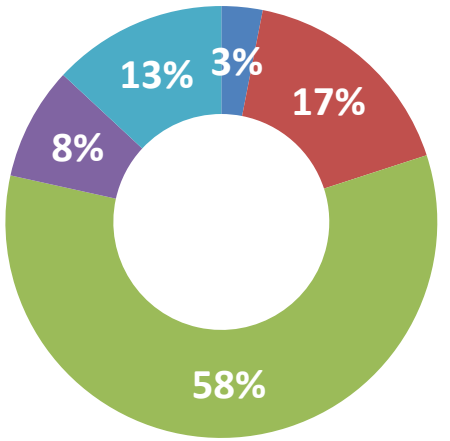
N=149-150

Characteristics of Respondents Rating CROs

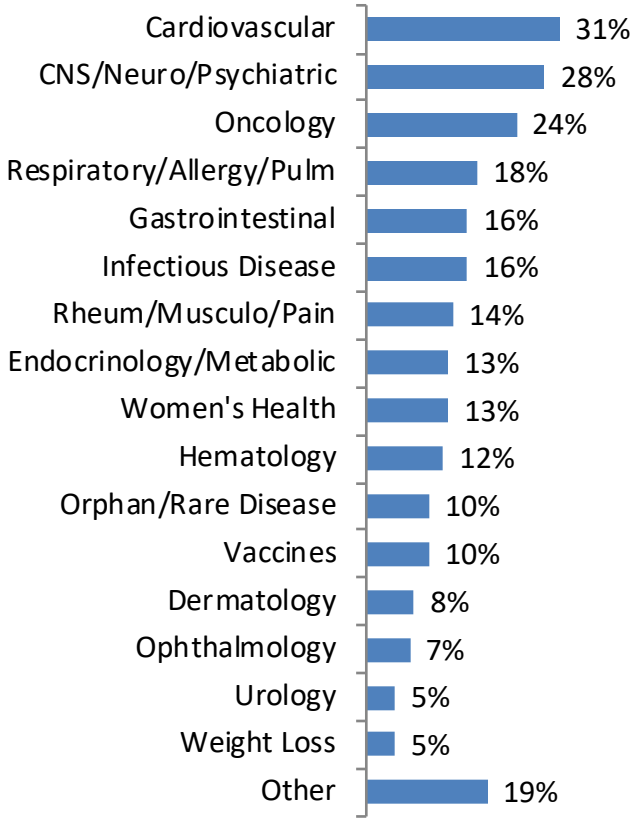
Number of Trials in Past 12 Months



Role



Therapeutic Area



N=130

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Key Findings

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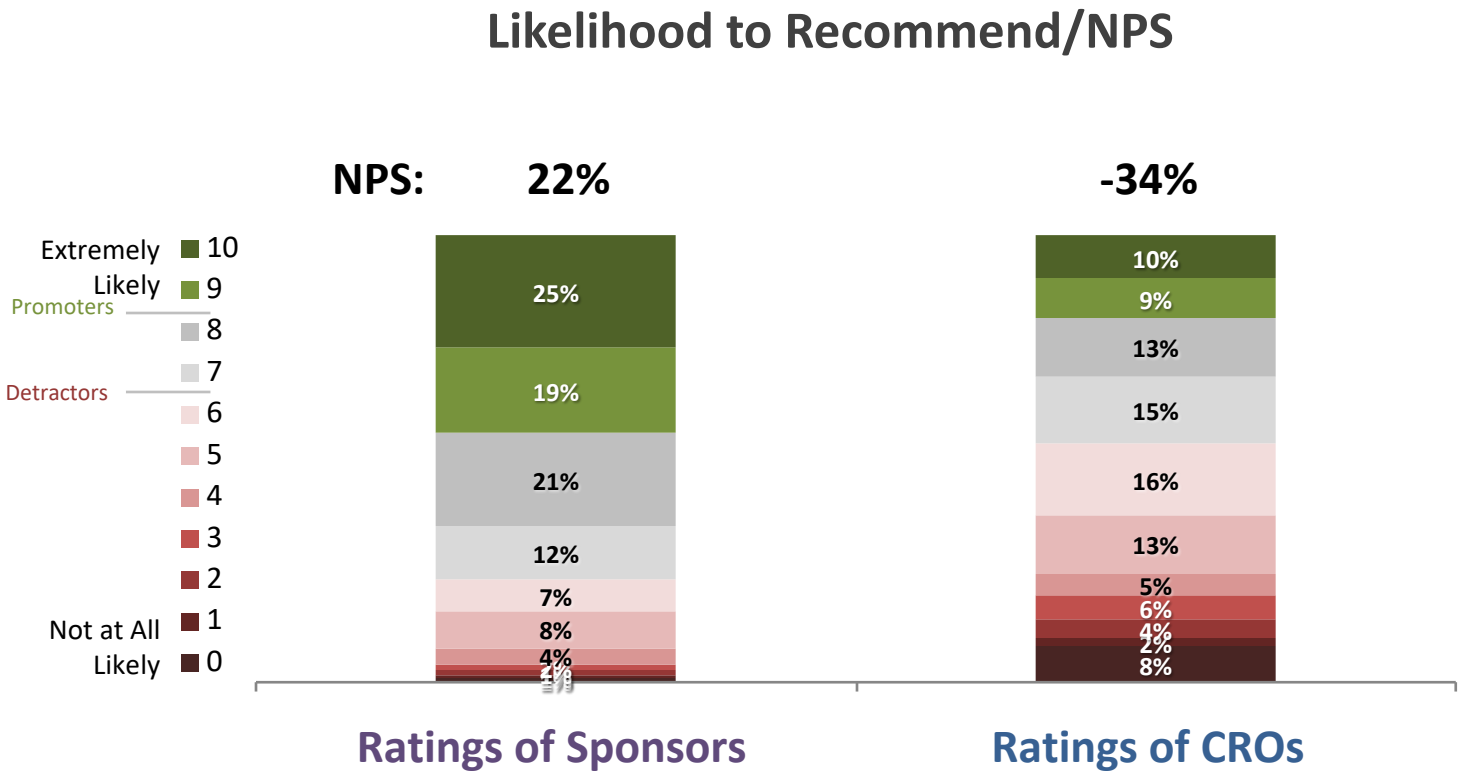
Key Findings

Site personnel rated Sponsors more favorably than CROs overall—in aggregate providing a higher Net Promoter Score for Sponsors.



Represents aggregate, among site personnel, of 398 ratings of Sponsor companies and 325 ratings of CROs

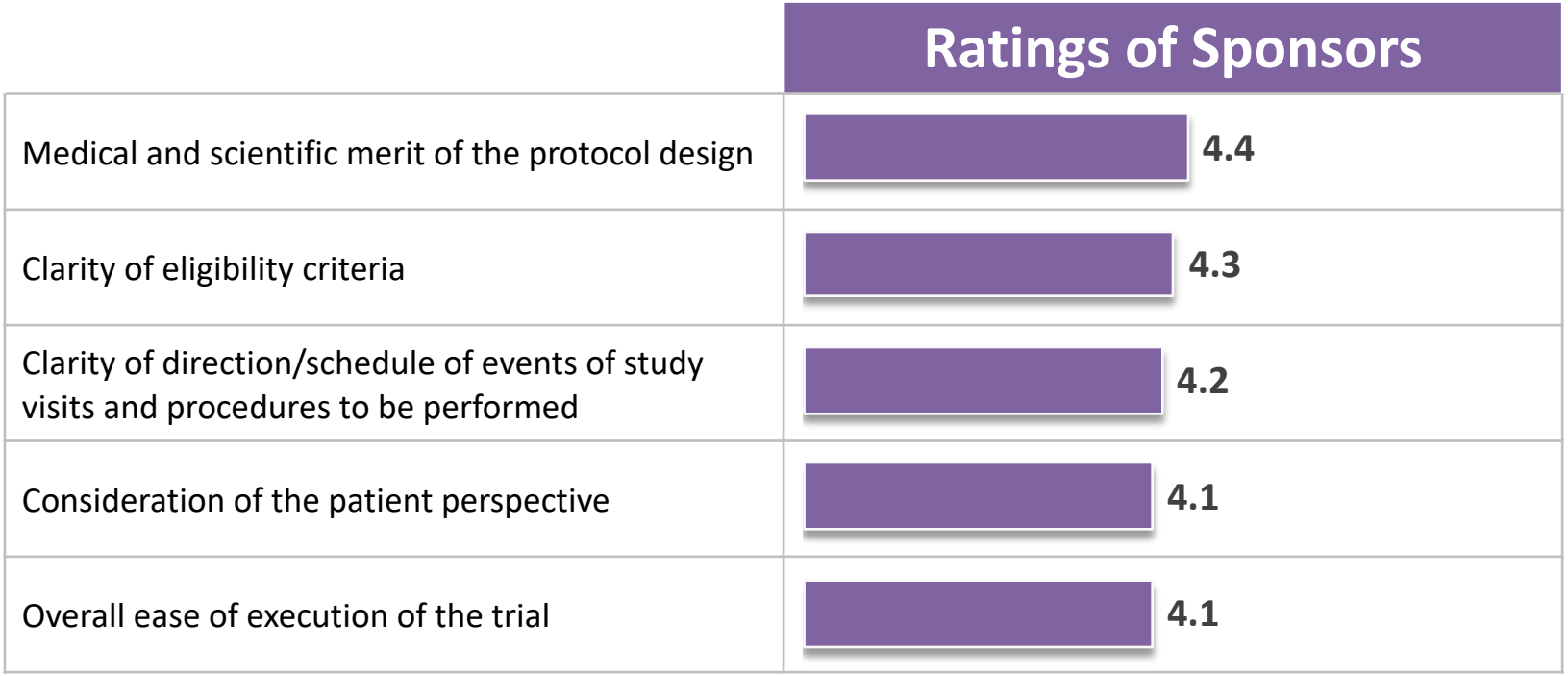
Q. Based on your experience working with the following organizations, how likely is it that you would recommend each to a clinical research colleague? (NET PROMOTER SCORE METRIC)

Key Findings

Sites expressed satisfaction across all attributes of study design assessed; on a relative basis consideration of the patient perspective and ease of execution of the trial ranked lowest.

Satisfaction with Study/Protocol Design

Mean Rating: 1=Very Dissatisfied and 5=Very Satisfied



Represents aggregate, among site personnel, of 386-393 ratings of Sponsor companies

Q: Please rate your level of satisfaction with each Sponsor on the following aspects of protocol/study design.

Key Findings

Notably, ease of execution showed the strongest correlate to NPS despite relatively weaker satisfaction expressed by site staff.

Correlation Between Study/Protocol Design Attributes and NPS

*Correlation Coefficient**

	Sponsor Correlations
Overall ease of execution of the trial	0.69
Clarity of direction with respect to the schedule of events of study visits and procedures to be performed	0.65
Consideration of the patient perspective	0.62
Clarity of eligibility criteria	0.61
Medical and scientific merit of the protocol design	0.51

Represents aggregate, among site personnel, of 386-393 ratings of Sponsor companies

Q: Please rate your level of satisfaction with each Sponsor on the following aspects of protocol/study design.

Q: Based on your experience working with the following organizations, how likely is it that you would recommend each to a clinical research colleague? (NET PROMOTER SCORE METRIC)

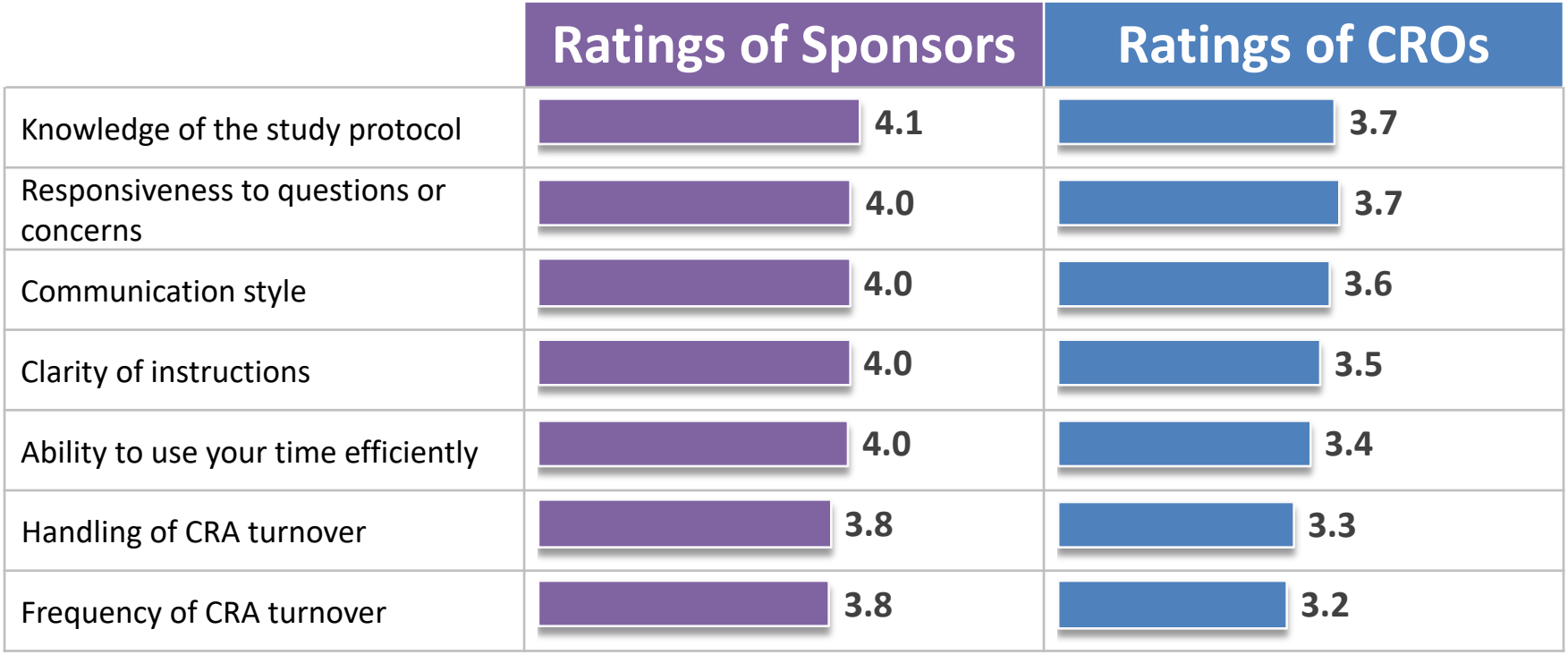
**Correlation coefficients can range between -1 and 1; the closer the number is to 1, the stronger the relationship between variables.*

Key Findings

Site perceptions of satisfaction with attributes of the study personnel they interact with were aligned across Sponsors and CROs, though with CROs receiving somewhat lower ratings.

Satisfaction with Study Personnel

Mean Rating: 1=Very Dissatisfied and 5=Very Satisfied



Represents aggregate, among site personnel, of 303-390 ratings of Sponsors and 248-320 ratings of CROs

Q: Please rate your level of satisfaction with each Sponsor/CRO on the following study personnel (CRA) attributes.

Key Findings

Aspects of how Sponsors and CROs communicate with site staff showed the strongest correlations to NPS.

Correlation Between Study Personnel Attributes and NPS

*Correlation Coefficient**

	Sponsor Correlations	CRO Correlations
Communication style	0.72	0.79
Ability to use your time efficiently	0.72	0.81
Clarity of instructions	0.72	0.77
Responsiveness to questions or concerns	0.70	0.78
Knowledge of the study protocol	0.68	0.74
Handling of CRA turnover	0.67	0.72
Frequency of CRA turnover	0.60	0.68

Represents aggregate, among site personnel, of 303-390 ratings of Sponsors and 248-320 ratings of CROs

Q: Please rate your level of satisfaction with each Sponsor/CRO on the following study personnel (CRA) attributes.

Q: Based on your experience working with the following organizations, how likely is it that you would recommend each to a clinical research colleague? (NET PROMOTER SCORE METRIC)

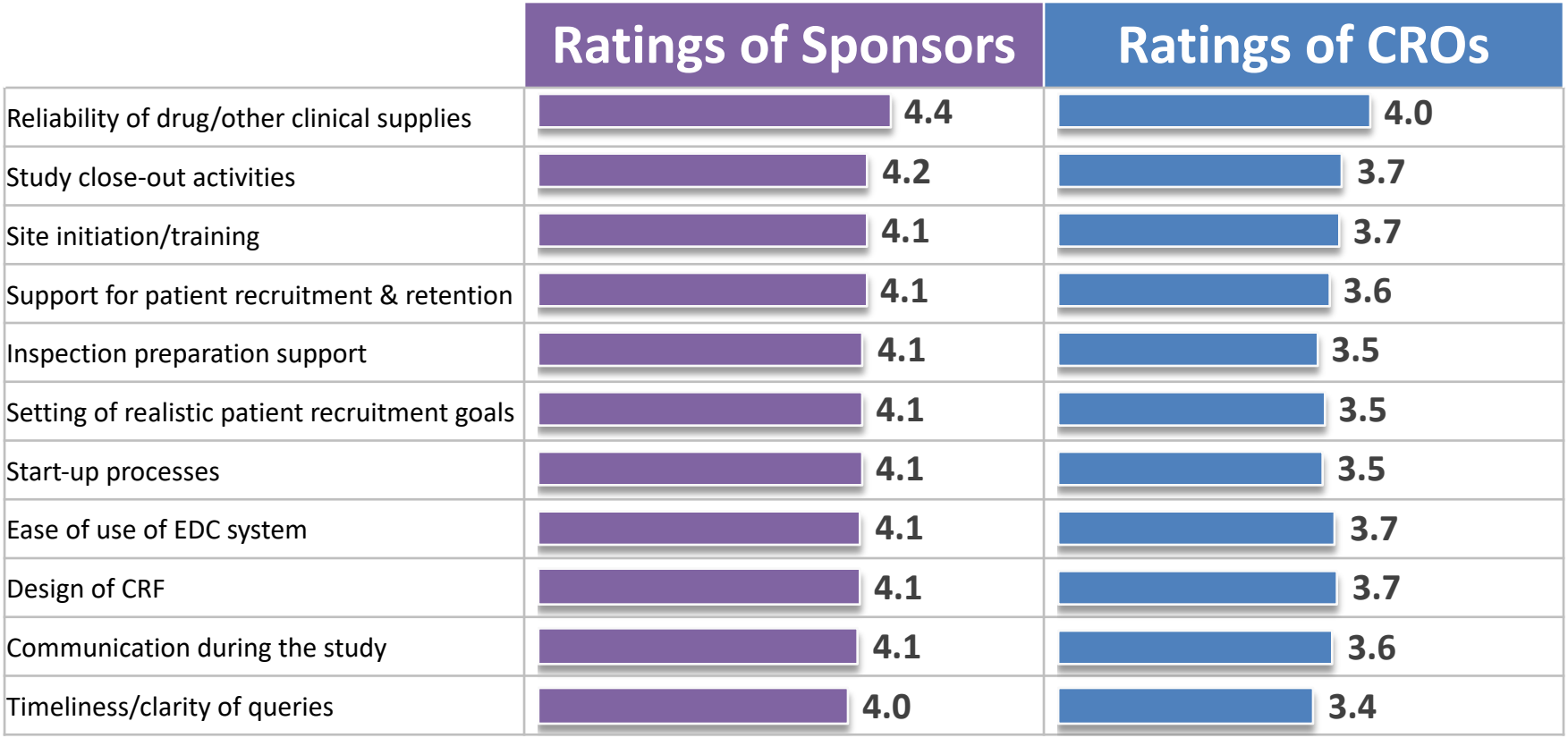
**Correlation coefficients can range between -1 and 1; the closer the number is to 1, the stronger the relationship between variables.*

Key Findings

Sites expressed satisfaction across all study execution attributes with Sponsors; slightly less so with CROs.

Satisfaction with Study Execution

Mean Rating: 1=Very Dissatisfied and 5=Very Satisfied



Represents aggregate, among site personnel, of 244-392 ratings of Sponsors and 169-307 ratings of CROs

Q: Please rate your level of satisfaction with each Sponsor/CRO on the following aspects of study execution.

Key Findings

Study closeout, inspection preparation support and communication showed strong correlations with NPS.

Correlation Between Study Execution Attributes and NPS

*Correlation Coefficient**

	Sponsor Correlations	CRO Correlations
Study close-out activities	0.76	0.73
Communication during the study	0.75	0.83
Inspection preparation support	0.75	0.74
Start-up processes	0.72	0.68
Timeliness/clarity of queries	0.68	0.71
Site initiation/training	0.67	0.57
Setting of realistic patient recruitment goals	0.64	0.61
Reliability of drug and/or other clinical supplies	0.64	0.53
Design of CRF	0.61	0.60
Support for patient recruitment and retention	0.60	0.62
Ease of use of Electronic data capture (EDC) system	0.55	0.56

Represents aggregate, among site personnel, of 244-392 ratings of Sponsors and 169-307 ratings of CROs

Q: Please rate your level of satisfaction with each Sponsor/CRO on the following aspects of study execution.

Q: Based on your experience working with the following organizations, how likely is it that you would recommend each to a clinical research colleague? (NET PROMOTER SCORE METRIC)

**Correlation coefficients can range between -1 and 1; the closer the number is to 1, the stronger the relationship between variables.*

Key Findings

Trial volume did not appear to have impact on the perceptions of satisfaction from site staff.

Attribute Ratings by Number of Trials

Mean Rating: 1=Very Dissatisfied and 5=Very Satisfied

	Ratings of Sponsors		Ratings of CROs	
	Less than 10 trials	10 or more trials	Less than 10 trials	10 or more trials
Study/Protocol Design Attributes	4.3	4.2	n/a	n/a
Study Personnel Attributes	4.1	3.9	3.6	3.4
Study Execution Attributes	4.3	4.0	3.6	3.6

Represents aggregate, among site personnel, of 85-147 (Less than 10) and 159-247 (10+) ratings of Sponsors and 109-208 (Less than 10) and 56-112 (10+) ratings of CROs

Q: Please rate your level of satisfaction with each Sponsor on the following aspects of protocol/study design.

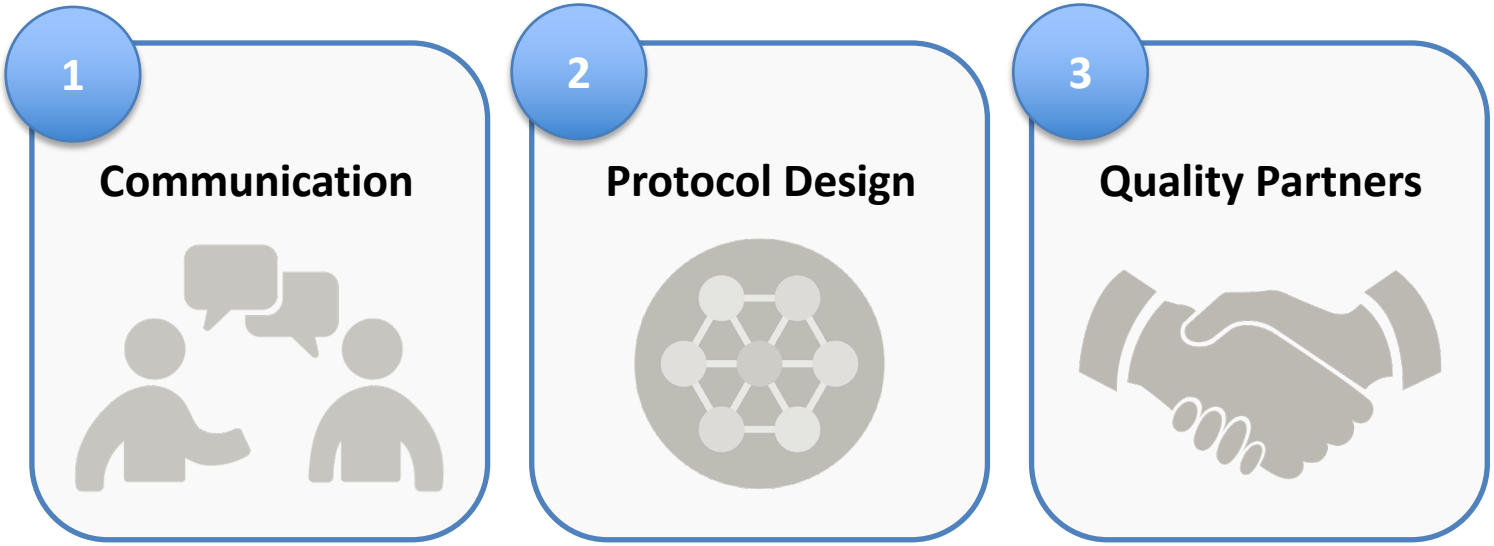
Q: Please rate your level of satisfaction with each Sponsor/CRO on the following study personnel (CRA) attributes.

Q: Please rate your level of satisfaction with each Sponsor/CRO on the following aspects of study execution.

Key Findings

Sites are looking for the same things in the Sponsors and CROs that they interact with – good communication, sound and thoughtful protocol design and quality partners.

Appealing Qualities of Clinical Trial Partners



Q: Thinking about your experience working with Sponsors/CROs over the past 12 months, in your opinion, what is the one quality, aside from compensation, that makes a Sponsor/CROs appealing to work with on a clinical trial?

Key Findings

Prompt communication, knowledge of protocol and being organized/prepared are the key qualities that sites desire. At the center of this, is having a CRA who has the know-how and soft skills to deliver on these needs.

Appealing Qualities of Clinical Trial Partners: Communication

"The biggest quality, other than compensation, is organization. **If the sponsor is organized in their levels of command, communication, partners, and study materials/design, everything is fixable and workable** even if not perfect."

"**CRAs who understand the protocol and are able to respond to queries quickly** and with clear instructions."

"**Clear, concise, courteous responses** to questions."

"A good monitor or contact person with the Sponsor that is **knowledgeable of the therapeutic area involved and the study protocol**."

"**Availability for questions, guidance from someone who knows the protocol and the Sponsor's nuances,** their ability to help with the everyday patient challenges we see at the site level."

"**Having supportive CRAs that come to the site to work with you and not against you and the trial**. Their helpfulness makes site want to recruit more for their trial because they support you and answer all your questions. CRAs can make the trial for the Sponsor as well as the site with total cooperation."

Q: Thinking about your experience working with Sponsors/CROs over the past 12 months, in your opinion, what is the one quality, aside from compensation, that makes a Sponsor/CROs appealing to work with on a clinical trial?

Key Findings

Protocol design was another key mention and includes: setting realistic guidelines and expectations, and keeping the patient and site perspective in mind.

Appealing Qualities of Clinical Trial Partners: Protocol Design

"**Executable protocols with reasonable inclusion/exclusion criteria.**"

"**A group that has the Subject/Patient and Research Staff in mind**. The CRO representative should know the protocol, advocate for the Clinical Site, and intervene with the Sponsor as needed."

"**Realistic goals, and knowing the medical field not just rules and regulations**. We're doing research for our patients not to met their deadlines for metrics."

"Many sponsors begin aggressive study start-up tactics with sites before the protocol/study design has been adequately vetted; this behavior of "putting the cart before the horse" usually results in a multitude of amendments and is an unnecessary waste of time. **Appealing Sponsors are adequately prepared before they start recruiting sites, with great consideration for the realistic operational feasibility of the protocol** (i.e., what looks good on paper may not be feasible in real-life scenarios)."

"**CROs that are there when you need them and out of your hair when you don't**. Some of them set unrealistic goals on patient recruitment and will bug you weekly about it."

"**Sponsors should know their protocols and run mock patients prior to opening any site**. Sponsors should have a outside set of eyes review the amendments prior to IRB approval to cut down on multiple amendments."

Q: Thinking about your experience working with Sponsors/CROs over the past 12 months, in your opinion, what is the one quality, aside from compensation, that makes a Sponsor/CROs appealing to work with on a clinical trial?

Key Findings

Of note, those evaluating Sponsor companies also made mention of the quality of Providers selected by Sponsors; some said they prefer to work with Sponsors directly.

Appealing Qualities of Clinical Trial Partners: Quality Partners

"We have found, almost universally, that **Sponsors who employee their own research personnel instead of utilizing a CRO are much easier to work with**. Not only do all of the staff have better working knowledge, but they are also in much closer contact with the people who designed the studies. Additionally CRAs from Sponsors who employee their own research staff seem to have much lower turnover rate, are more available, and overall seem much happier."

"**Choosing a good CRO or no CRO at a**ll."

"**Having a monitor that works for the Sponsor rather than for a CRO** has been immensely helpful in my experience, although that rarely (if ever) happens anymore."

"They **hire a CRO that is organized, efficient communicates well and has the ability to make basic decisions**."

"I **prefer to work with a Sponsor that does not use a CRO. I find that Sponsors who are in charge of their own monitoring activities and do not contract out many of their services, tend to have a better handle on the studies**. Responses to questions come quicker, less turn over in staff, and better trust in the system for the sites. Also, finding a sponsor that shares in the same mission as your site, makes partnerships easier."

Q: Thinking about your experience working with Sponsors/CROs over the past 12 months, in your opinion, what is the one quality, aside from compensation, that makes a Sponsor/CROs appealing to work with on a clinical trial?

Conclusions

To become a Sponsor or CRO of choice among sites:

- Focus on protocol quality and design studies with site feasibility in mind; specifically focusing on entry criteria and schedule of visits and procedures
- Ensure that staff are adequately trained and knowledgeable regarding the protocol and indication under study
- Commit to provide sites with clear, concise and timely communication and be available and responsive to questions and/or concerns
- Support the site throughout the lifecycle of the study, including study close-out and inspection preparation

Thank You!

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Appendix

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Net Promoter Score Background

- The Net Promoter Score was introduced in 2004 in a Harvard Business Review article by Fred Reichheld
- Reichheld and team tested a number of different measures to determine which would be most predictive of business growth
- Likelihood to recommend a brand/company/product/service was found to be the measure that was most highly correlated to in-market behavior
  - "High scores on this question correlated strongly with repurchases, referrals and other actions that contribute to a company's growth. In 11 of the 14 industry case studies that the team compiled, no other question was as powerful in predicting behavior."

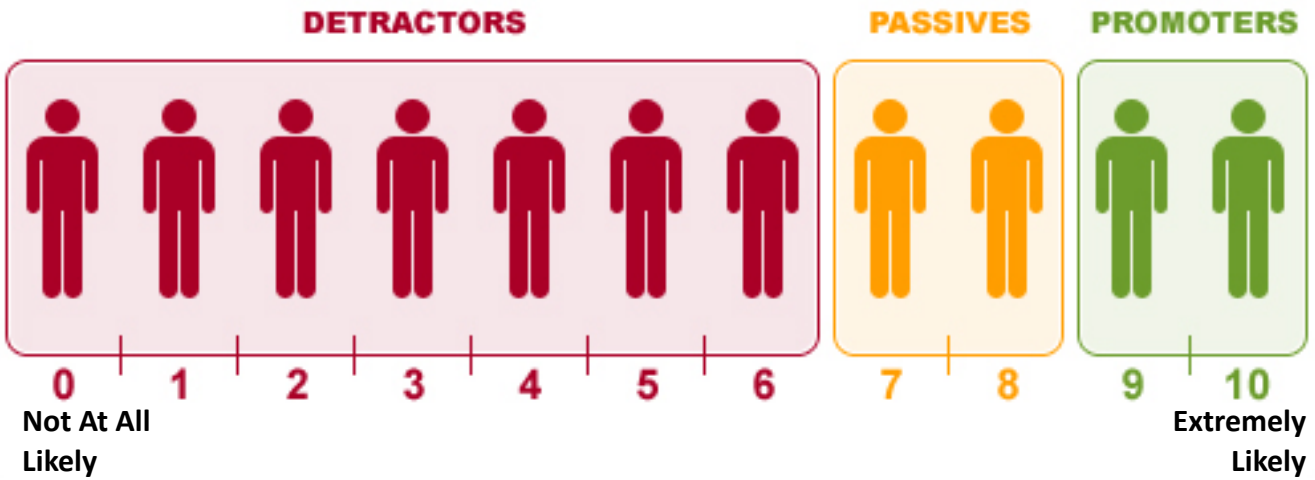
Sources: http://netpromotersystem.com/about/index.aspx; https://www.netpromoter.com/about-net-promoter/

Net Promoter Score Measurement & Calculation

Question Text

Based on your experience working with the following organizations, how likely is it that you would recommend each to a clinical research colleague?

Response Scale



Calculation

Net Promoter Score = % Promoters − % Detractors