goBalto™

activate

the smarter, faster way to start
your clinical trial on the web

case study

Automated workflows increase productivity

Using automated workflows that track process steps and completion dates results in better communication, increased productivity, simplified data gathering, and enhanced visibility to study startup status

This case study covers a multinational pharmaceutical company. Focused solely on healthcare, its portfolio covers medicines, eye care products, generic pharmaceuticals, consumer health products, preventive vaccines, and diagnostic tools.

The details are in the data

The pharma company's current study startup process involves legacy systems that provide data retrospectively, offering a view of work after it's completed with no measurement of work in progress. To track startup progress, staff members enter the dates that tasks were initiated and completed into these legacy systems and spreadsheets.

In addition, these systems do not "push" tasks to the team member who owns the next process step; no tasks are automated and no timestamps are automatically created.

Current processes and systems make it difficult to quickly gather meaningful data and address bottlenecks as they arise.

The goals are to:

- Track and manage ongoing work, rather than see performance retroactively.

- Route activities and tasks through a study startup process workflow.

- Establish a system to collect and collate actionable metrics, in anticipation of future improvement goals around study startup timelines.

- Improve site activation visibility to local and global teams, eliminating manual generation of SSU progress reports.

- Gain visibility into risks and bottlenecks for real-time mitigation.

type
a top 5, multinational pharmaceutical company

the challenges
- no mechanism for collecting historical data
- no automated task assignment
- heavy reliance on manual progress reports using spreadsheets
- no view of work in progress or real-time study startup status

the benefits
- improve collaboration and communication
- eliminate spreadsheets and manual tracking
- know startup progress at a glance and in real-time
- enable process improvement

Activate use during a 3-month pilot

A pilot was conducted with two clinical studies; one study had 14 sites, while the other had 22. The overall goal was to determine if using a purpose-built study startup tool to automate task assignment and track completion of tasks would lead to significant productivity and process improvements. They hypothesized that using a startup tool would:

• Improve site activation visibility for local and global teams.

• Eliminate the need to manually generate SSU progress reports.

• Provide insight into their SSU process to identify and mitigate bottlenecks.

• Enable forecasts of SSU duration at the site, trial, and resource levels.

The company used go**Balto**'s Activate, a web-based study startup tool that automates key startup tasks from site identification through activation. Activate is hosted in the cloud, so it's deployed without involving IT staff to install, configure, or support the application. Each member of the startup team was issued a Activate account, then granted access to the study based on each member's role and need to access study data.

Instead of relying on to-do lists and spreadsheets to determine what tasks to complete, they used Activate's alerts-based workflows to gain better visibility into which activities were next, and the status of outstanding activities. Having status so readily available made it easier and faster to assemble progress reports. Bottlenecks at the site level were easier to identify and resolve.

Activate automatically records when tasks were started and completed. It also displays the real-time status to show each site's progress, negating the need to compile and distribute status reports to study staff and management.

Better communication, faster reporting, easier work

Tracker changed the way the customer communicated, and helped them realize several significant benefits.

Documented business process

Before Tracker: no visibility into individual steps of their business process.
After Tracker: they easily mapped out their process in a streamlined and transparent way.

Less email traffic

Since site documents can be uploaded directly to Tracker, they experienced decreased email handoffs.

Better site relationships

Automated tracking of tasks improved site management capabilities.

Better planning

At both the task and milestone levels, not just the milestone level, greatly mitigating the risk of missed due dates.

Increased visibility into document status

With real-time status reports, no need to wait for retroactive performance metrics.

Zero downtime

The previous system (running concurrently with Tracker) went down 12 times during the course of the pilot; Tracker downtime: none.

Fewer spreadsheets

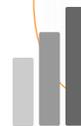They eliminated 4 spreadsheets, 2 per study - simplifying creation of progress reports, and reducing time needed for tracking.

Fewer process steps

They eliminated several communication and email steps, reducing the number of process steps from 19 to 13.

Increased study team productivity

Automated workflows, fewer email exchanges, and increased visibility led to self-service progress review and more time for document activities.

New reporting mechanism

They now have a method in place that will simplify scaleup and provide greater study startup visibility.

For more information

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About go**Balto**

go**Balto** develops web-based solutions that simplify how clinical trials are conducted in pharmaceutical, biotechnology, and medical device industries. Activate is the purpose-built Software as a Service clinical research platform that enables clinical trial sponsors to collaborate with multiple partners directly from the web, in a transparent and regulatory-compliant way.

Conclusion

Activate increases study team productivity, provides easy to use and actionable progress reports, and improves communication. By eliminating process steps, emails, and spreadsheets, Activate enhances continuous improvement efforts and overall business process management.