



Clinical Trial Sponsor Uses Bioclinica Site Payments to Automate Site Payments and Improve Site Satisfaction

Situation

This Sponsor performs large observational and post-marketing studies (5,000-15,000 patients and 500-1,500 sites per trial). Previously, a very large CRO was managing the payments for one of the Sponsor’s trials. However, the Sponsor was having challenges with site satisfaction. The CRO struggled to get sites paid in a timely and accurate manner, leaving the sites frustrated. Given that attaining sites has become increasingly competitive globally, the Sponsor recognized that with their large studies (and the large amount of sites required to perform those studies), it was crucial to keep their sites satisfied by paying them accurately and on time.

Solution

With the site satisfaction challenges they were facing, the Sponsor knew they needed a new financial management solution. Although the Sponsor continued to use the CRO for other activities on future trials, they chose to implement Site Payments to manage their payments on a full-service basis. Site Payments is part of a suite of products designed to automate the entire financial lifecycle of global clinical trials, including contract term translation, contract management, payments, accounting and reporting functionality.

Impact

In a relatively short period of time, Bioclinica was able to fully integrate all of the trial sites into their system. With Site Payments, the payment process is automated, requiring much less effort and the Sponsor can now pay sites accurately and on a timely basis.

Top five observed sources of site dissatisfaction within the clinical trials industry:



Source : SCRS, Industry in Crisis Position Paper