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Measuring What Matters: KPIs for Data Quality, Cost, and Speed

Panelists:

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Lauren Rae, Manager of Clinical Data Management, PRA Health Sciences

Moderator:

Bryan Farrow, eClinical Catalyst, OpenClinica

Meet the Panel

- Could you tell us a little bit about your research career so far?
- What are you working on right now?
- What measurement is most vital to the work you're doing now? (Can you state it as an equation?)
- Tell us a measurement that matters to you outside of your work life! (e.g. steps per day)

A bit about YOU

What do you make a habit of measuring on a daily or weekly basis?

- 1. Site selection and activation metrics (e.g. 1572s collected, etc.) (0)
- 2. Screening, screen failure, and enrollment rates (0)
- 3. Visit compliance from participants (0)
- 4. Lab and imaging turnaround times (0)
- 5. Site data management (e.g. query volumes, missing data) (0)
- 6. Adverse events (0)
- 7. Monitoring tasks (e.g. SDV) (0)
- 8. Many or all of the above! (0)





KPIs for Site Selection and Start-Up

Why are these important?

KPIs for Site Selection and Start-Up

- Which systems or systems do you use to track study personnel and account provisioning?
- What kind of metrics do these systems generate on their own?
 - Which of these are useful?
- Do you set targets for these metrics?
- How do you communicate performance against those targets?



KPIs for Screening and Enrollment

Why are these important?

KPIs for Screening and Enrollment

- What are the key recruitment indicators?
- Do you track them on a country level? Site level?
- What kind of circumstances make **screen failure rate** a critical measure?
- Do your data capture and IxRS systems make it easy to infer these indicators?
- How do you hold sites accountable to recruitment goals?
- Competitive enrollment: effective or unbecoming clinical trials?



KPIs for Visit and Drug Adherence

Why are these important?

KPIs for Visit and Drug Adherence

- How much control do we or sites have over participant compliance?
- How can we make the most of the control we do have?



KPIs for Lab and Imaging Operations

Why are these important?



KPIs for Lab and Imaging Operations

- How do you measure the quality of laboratory and imaging data?
- How do you set expected turnaround times?



KPIs for Data Entry and Queries

Why are these important?

KPIs for Data Entry and Queries

- Do you set expected “days to enter” and “days to resolve”?
- How do you communicate these expectations to sites?
- Do you let sites know if they are meeting or failing these expectations?
- Do you recognize or reward (non-monetarily) strong DM performance from sites? How?



KPIs for Adverse Events

Why are these important?

KPIs for Adverse Events

- Are all adverse events created equal?
- What might drastically different AE frequencies between sites tell you?
- Why is 24 hour (or 48 hour) reporting so important, and how do you enforce it?



KPIs for Monitoring

Why are these important?

KPIs for Monitoring

- What are the sources of monitoring KPIs?
 - SDV completion
 - Quality and delivery time of monitoring visit reports
 - Anything else?
- How “real time” is your data for monitoring KPIs?
 - For example, can you get an accurate, real-time value for percent of source docs verified?
- Speaking of source doc verification, when is a “by field” approach best? When is a “by participant” approach best?
- How can remote monitoring support better operations?



Thank you!

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