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

Panelists:

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Moderator:

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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 unbefitting 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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