

Site Spark *Award* Presentations

Australia - New Zealand Site Solutions Summit™

JUDGES



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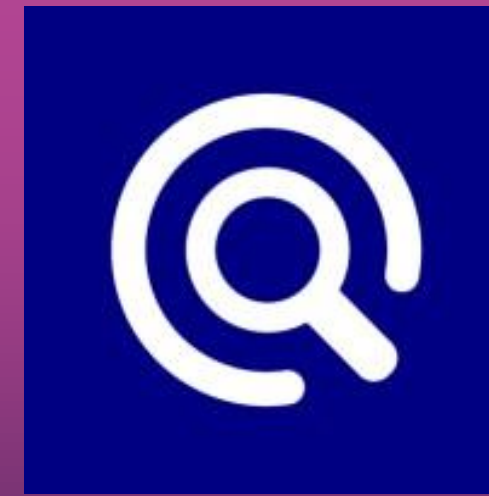
FINALISTS



Alishia Ballintine

*Regulatory, Start-Up and Patient
Partnership Manager*

uniSC, AUS



Paul Christensen

Co-Founder/Site Director

Life Clinical Research, AUS



Gina Taidi

Clinical Trial Start Up & Regulatory Associate

Macquarie University Clinical Trials
Unit (CTU), AUS

FACULTY DISCLOSURE

In compliance with ACCME Guidelines, I hereby declare:

I do not have financial or other relationships with the manufacturer(s) of any commercial services(s) discussed in this educational activity.

Alishia Ballintine, uniSC, AUS

Paul Christensen, Life clinical Research, AUS

Gina Taidi, Macquarie University Clinical Trials Unit (CTU), AUS



Criteria for AWARDING CONTACT HOURS

Applicants must be present during the “live” event, contact hours are not issued for recordings

Applicants must attend the activity the whole time, missing no more than ten minutes of the activity

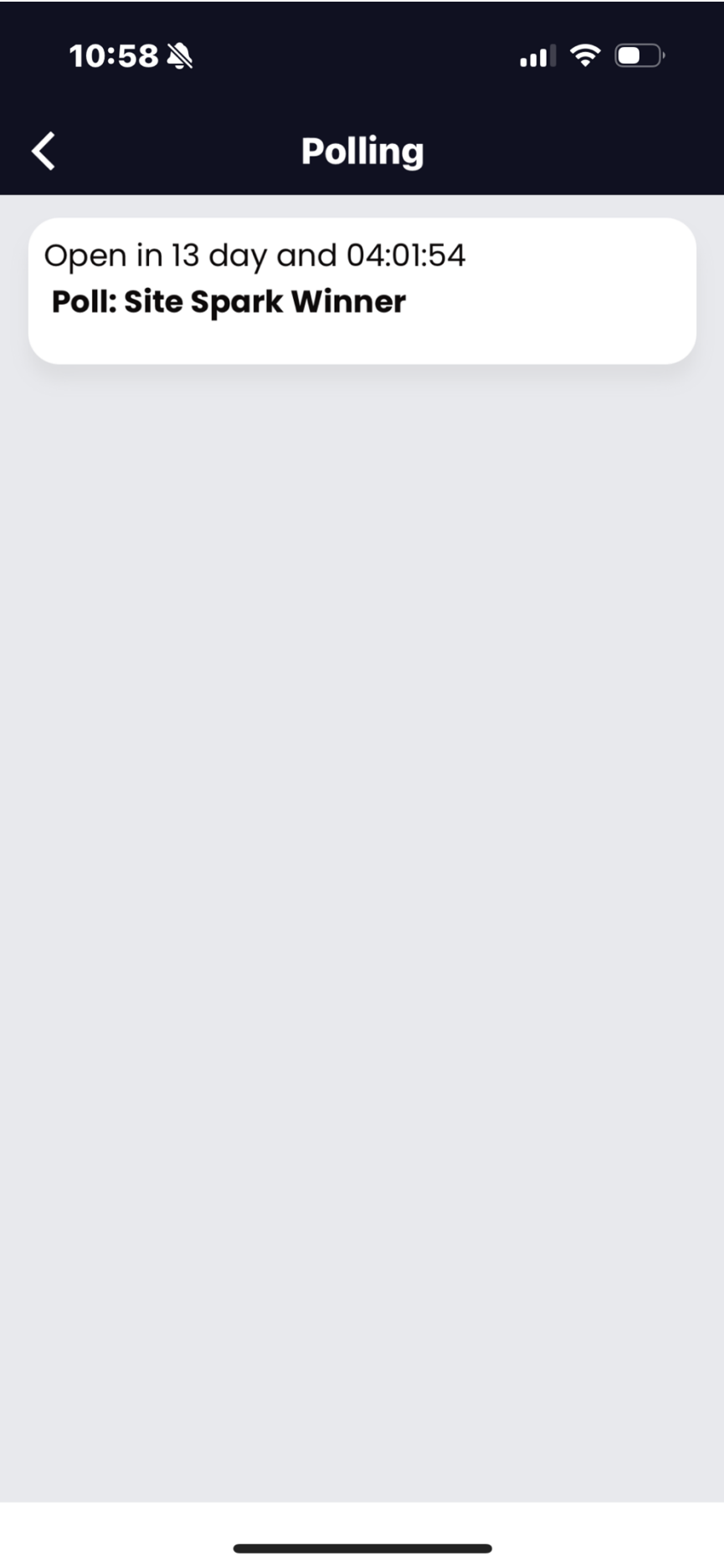
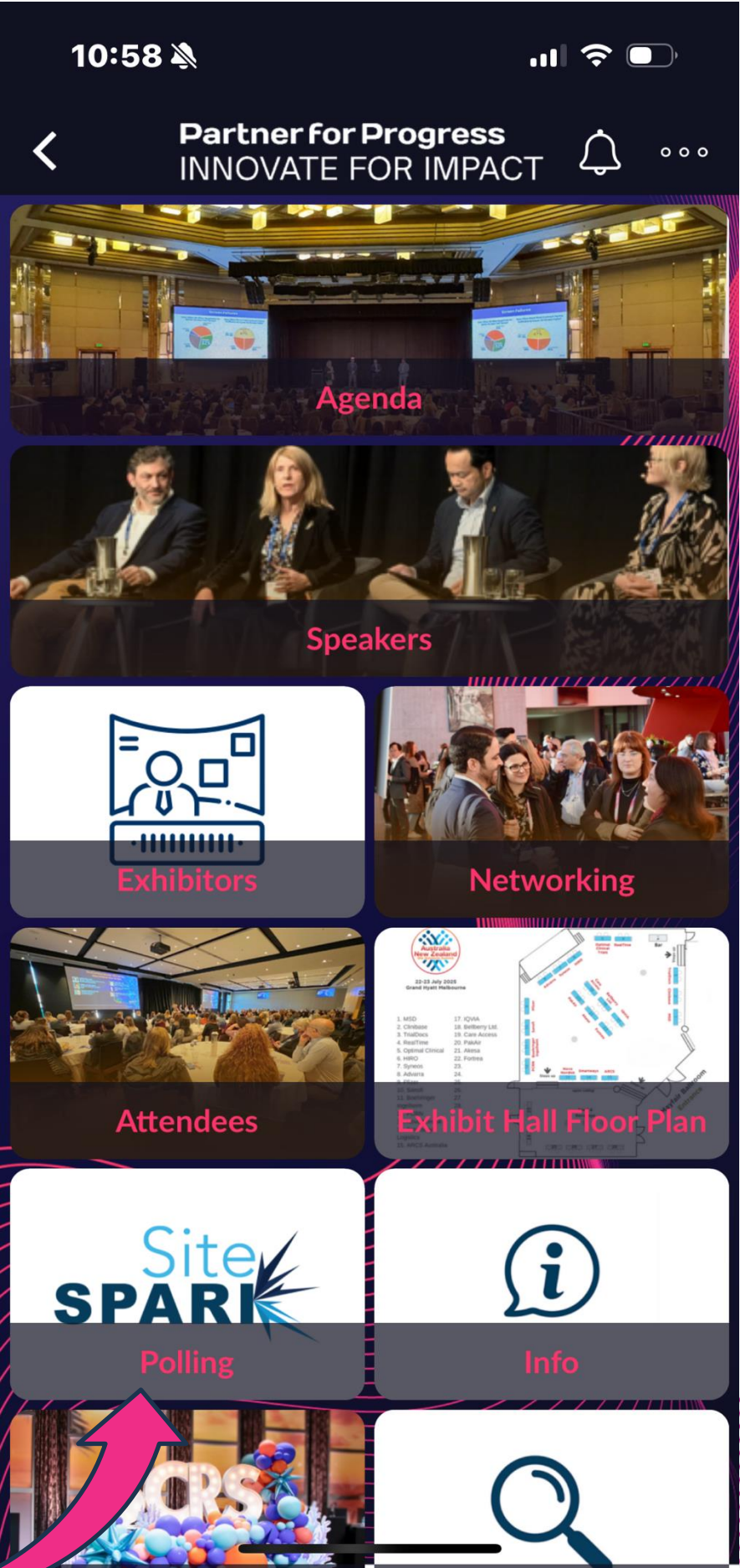
Applicants must complete the post-meeting survey with a score of at least 70%

Applicants must complete the post meeting survey evaluation questions

Society for Clinical Research Sites, Inc. is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center’s Commission on Accreditation



Voting Process



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Clinical
Trials

Problem Solved

- Centering patients' voices in trial design in order to optimise recruitment and minimise protocol changes and trial delays

Innovation Overview

- Patients Partnership Portfolio: Consumer Advisory Boards & Patient Voice Survey
- Real patient voices embedded in every step of trial lifecycle

Implementation & Impact

- 12 months from concept to deployment to feedback loop. Built with Industry, Community and Academia.
- Faster approvals, superior protocols, greater engagement among community, patients & sponsor.

Outcome

- **Actionable Insights:** UniSC CT insights and recommendations implemented.
- **Diversity of Patient Representatives:** demographics, backgrounds, and experiences among patient advisors.
- **100% Completion and Patient Satisfaction:** completed their commitments as patient advisors and continued commitment for future collaboration

Key Takeaway(s)

**Community trust and engagement in Clinical Trials
pays dividends back to
Community, Industry and Clinical Trial Sites**



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Problem Solved

A better way to document participant interactions and communications between in-clinic visits.

- Internal communication tool
- Secure documentation of potential trial subjects
- Via a Powerlist, and patient cards

Innovation Overview

We engaged Foxo to implement a Quick Access Portal, so participants can use a QR code to communicate with the Site – Starts as a chat with alerts.

- Can be converted to voice call or video.
- Can exchange files, photos or add-in a 3rd caller.

Implementation & Impact

Exchanges with participants are documented complete with audit trails.

- When a 'case' is closed, an AI summary is provided and the whole exchange can be saved to .pdf and kept as source in support of Events, med changes etc.

Quick, easy, audit proof

Evidence of Success

- **Supported by multiple Sponsors** with inclusion in budget as a pass-through expense.
- **Accepted by participants** as no apps or downloads required.
- As an internal comm's tool – Powerlist has **increased patient referrals 4 fold**
- Powerlist and Study teams has replaced pre-screening logs **saving time and effort**

Key Takeaway(s)

- No more writing notes and keeping communication logs – source is produced directly from the exchange
- ALCOA principals embedded
- Low tech, easy access for participants
- Participants engaged and supported knowing they have access anytime

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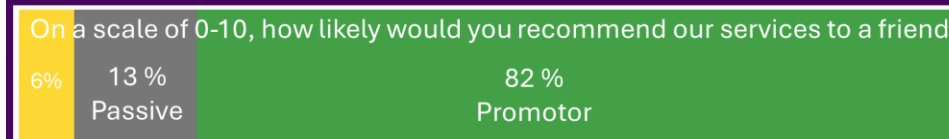
Problem Solved

- Limited participant input in trial experiences
- Lack of regular structured feedback
- Delayed identification of operational problems

Objectives

- Improve participants satisfaction & engagement
- Enhance participant recruitment and retention
- Support quality and compliance

Innovation Overview



Feedback for Improvement

- Early-stage communication
- Treatment commencement
- Reimbursement process
- Waiting area and Confidentiality

Implementation & Impact



Survey results presented at department meeting



Participant volunteers presented at department meeting



CTU workshoped changes with patient advocacy group



Brainstormed strategies to address participant feedback

Evidence of Success



Regular Training & Quality Q&A



Travel Reimbursement Update



Study Allocation Optimisation



Improved Nurse-Coordinator Communication



Waiting Room Team Intros

Future Direction



Video Resource



Revised survey questions QR code access



Expand Advocacy Collaboration

Key Takeaway(s)

Active participant feedback

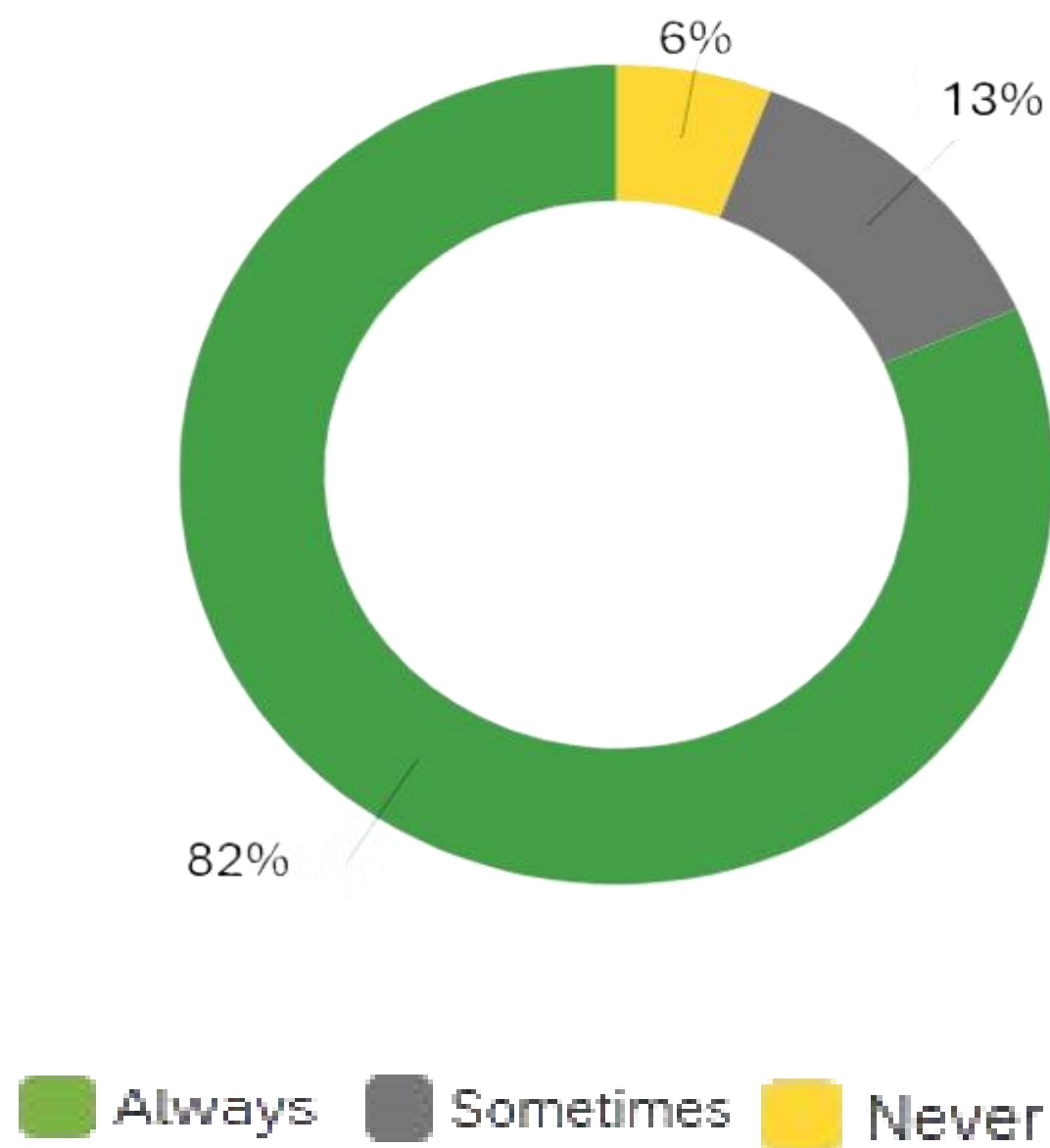
Real-time quality improvement

Operational advancements

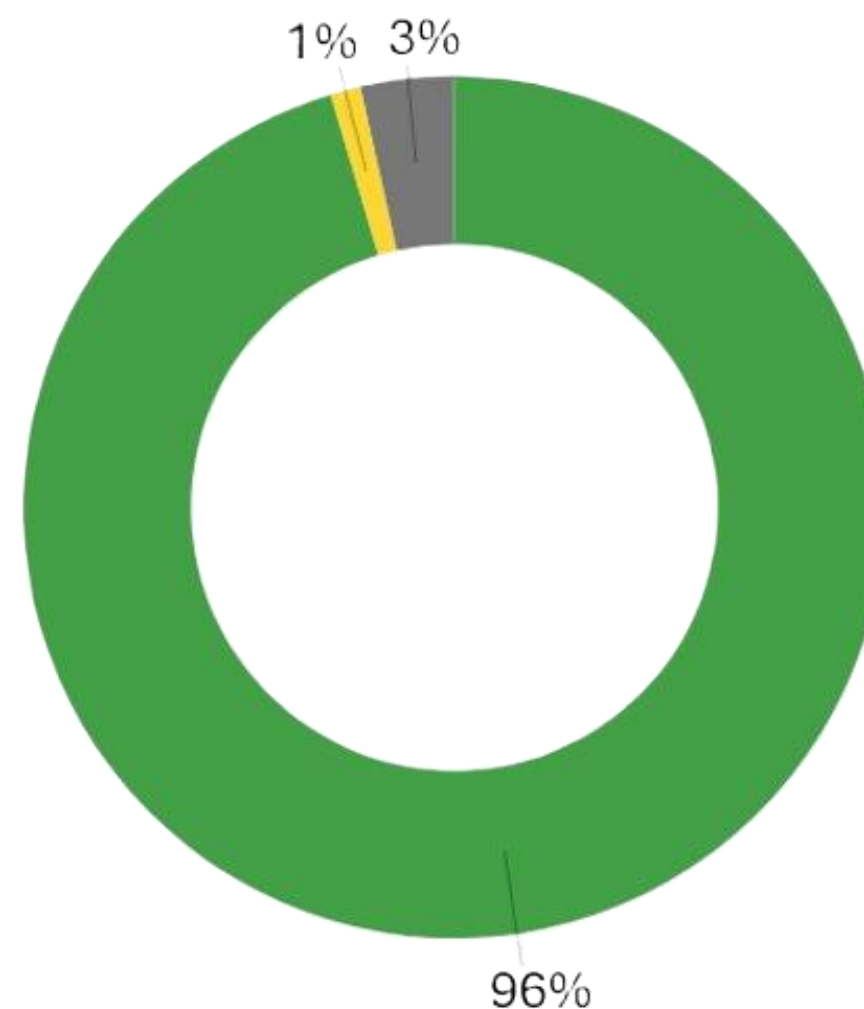
Participant satisfaction

Better staff and participants engagement

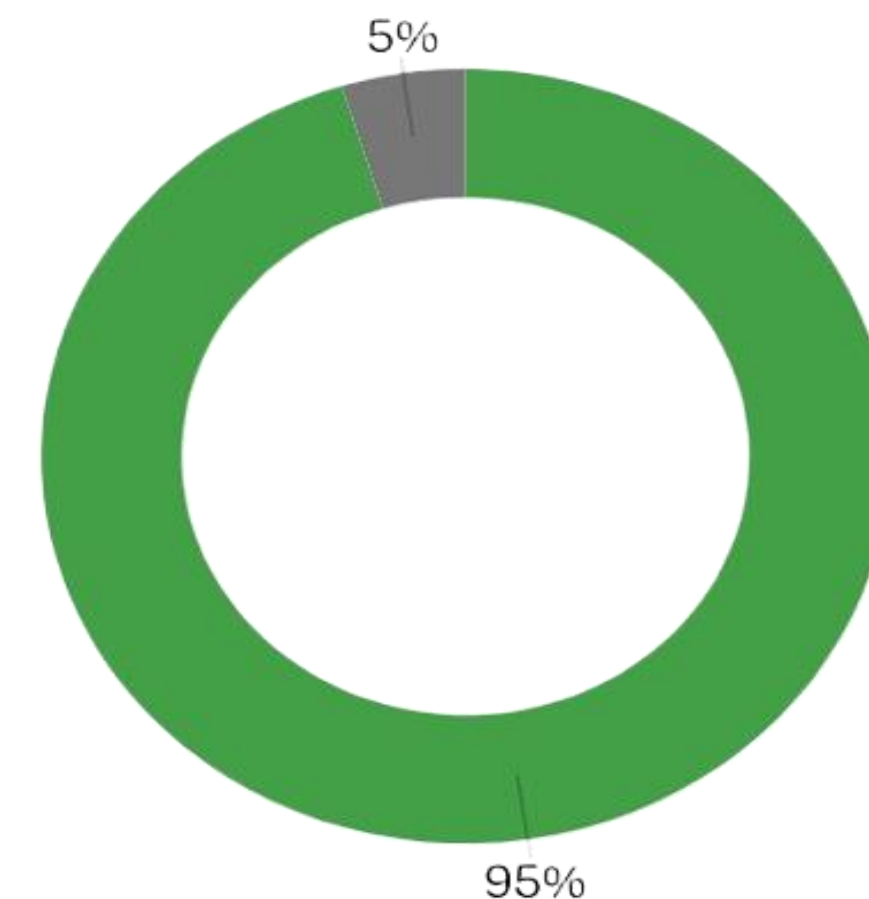
How likely would you recommend our services to a friend?



The information helped me make an informed decision to join the clinical trial.



My views and concerns were listened to.



Voting Process

