

Are research sites at their breaking point?

Solving burnout and tech overload in clinical research with easy-to-use tech



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Introduction – Solving research tech overload with easy-to-use tech

Research teams today rely on a vast electronic ecosystem: software, applications, and spreadsheets all housing diverse, complex data. And yet, while having multiple tools is intended to support productivity, research staff are instead experiencing “technology overload.” It’s no wonder that it can take three months and cost \$25,000 to train a new clinical research professional¹ – the learning curve is high because sites have to log into more than 6 platforms for an average study², and that’s not even accounting for the fact that teams often manage multiple studies at once!

It’s a wonder how the clinical research industry even got to this point - in what other profession is it routinely acceptable for employees to learn a double-digit number of systems just to get through their day-to-day? While the research workforce has shown remarkable adaptability, the industry may be reaching a threshold, if not already. Indeed, the “Great Resignation” hasn’t left the clinical research industry unscathed, putting sites into a tailspin; too many hard-to-use technologies for understaffed teams is a recipe for high turnover and burnout.

But it doesn’t have to be this way. To address technology overload and burnout, research teams should:

- Adopt an advanced clinical trial management system (CTMS), and
- Ensure they invest in a CTMS that’s intuitive and easy to use.

[SignalPath by Verily](#) is all these things—an intuitive, easy-to-use CTMS.



Clinical Research training is time consuming, & costly



Compared to average U.S. turnover rate: 15%

What is a CTMS and how can it address tech overload?

A CTMS, or clinical trial management system, is a site-centric solution that can help simplify site's research operations, from study planning to closeout³. As a central hub, a CTMS is crucial for improving overall site efficiency. Also, a CTMS helps address your team's burnout symptoms by eliminating tedious, repetitive work that slows down – and bogs down – site staff. However, keep in mind, not all CTMS are created equal.

In fact, an advanced, effective CTMS should:

- Digitize protocols (analyze pdf protocols and organize key study workflows within the CTMS software) so site staff don't have to
- Eliminate redundant tasks by seamlessly integrating with other systems
- Easily visualize and track each study's financial health and revenue

In other words, [a CTMS improves research site operations](#) and workflow handoffs by acting as a single source of truth across research and finance teams.

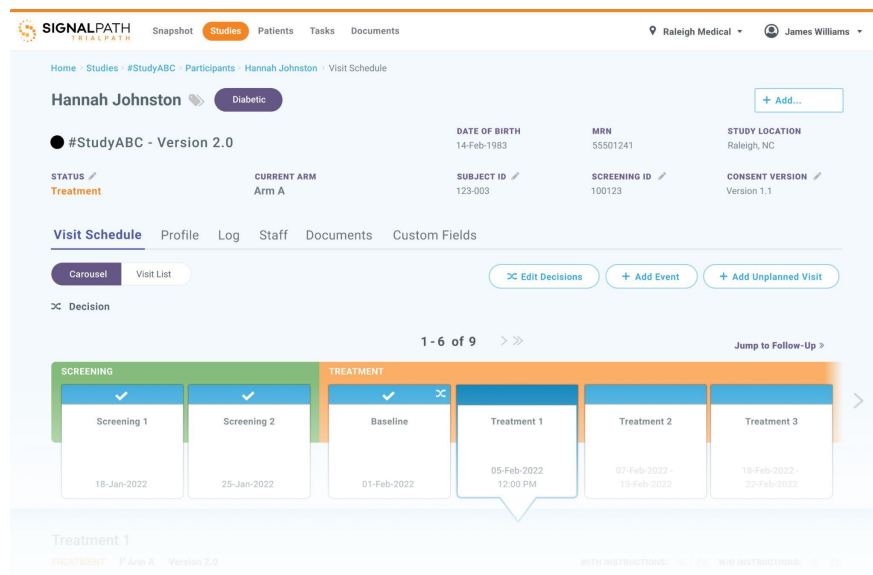


Figure A. SignalPath from Verily is a state-of-the-art clinical trial management system (CTMS) for research sites that digitizes study protocols and eliminates siloed manual processes to enable high-quality research and maximize research revenue.

Why is a user-friendly CTMS key for research burnout?

Software alone isn't enough to truly combat burnout in clinical research. The user-friendliness of health technologies — or rather, the lack thereof — can worsen staff burnout and turnover within clinical research, endangering the ability of sites to deliver.

To understand the importance of user-friendly technologies, like SignalPath, consider these factors that could be at-risk without it: quality and safety, cost minimization, and optimal productivity.



Quality and safety

Studies suggest that “clinicians who work in multiple care settings using disparate technologies may struggle with the differences in interface design, with adverse impact on patient safety.”⁴ In a world where research teams are working in many different systems, sub-par design can impede accurate data collection, adversely impact the precision of research, and ultimately, expose participants to unnecessary risk.



Cost minimization

Given the proliferation of various clinical technologies, site teams waste a significant portion of their valuable time on system training, when they could be focused on actual research.

Ask yourself, what is the use of buying any eClinical technology with all the bells and whistles if these features are difficult to find, sync, and use?



Optimal productivity

Easy-to-use technology can also influence productivity. “Well-designed interfaces speed work, while poorly designed interfaces steal minutes from busy schedules.”⁴ This is critical for research organizations managing weary staff and facing costly onboarding from high turnover.

What makes the SignalPath CTMS easy to use?

The pillars of user-friendly technology are effectiveness, efficiency, and satisfaction of the intended user.⁵ If that last piece – satisfaction – is overlooked when investing in a CTMS, it may come at a literal cost to research teams.

[SignalPath](#) is an intuitive and easy-to-use CTMS solution developed for researchers, by researchers. From our Google/Alphabet heritage, we bring best-in-class UX practices and principles to build the most intuitive, accessible workflows possible. It's the answer for research and finance teams who are frustrated with clunky, outdated systems.

The SignalPath CTMS ensures your team can experience:

- Precisely the right information for each team member
- Key information within a click or two
- Minimal context shifting

Read on as we detail these key product and performance features.

Precisely the right information for each team member

Managing a clinical studies portfolio requires coordination among members of the research, finance, regulatory, and leadership teams.

With this in mind, SignalPath helps teams implement intuitive workflows by serving the right level of information to each stakeholder.

Figure B., and C. depicts just one way SignalPath assists different team members and their specific workflows.

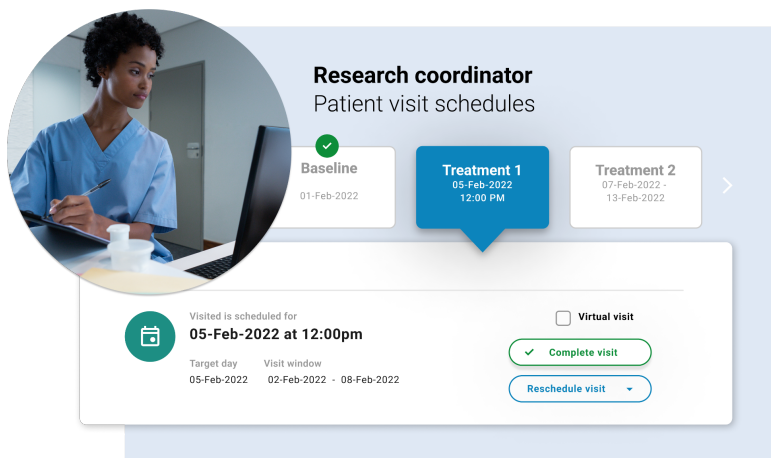


Figure B.

Researchers can quickly forecast daily and weekly flow of patient schedules from one screen.

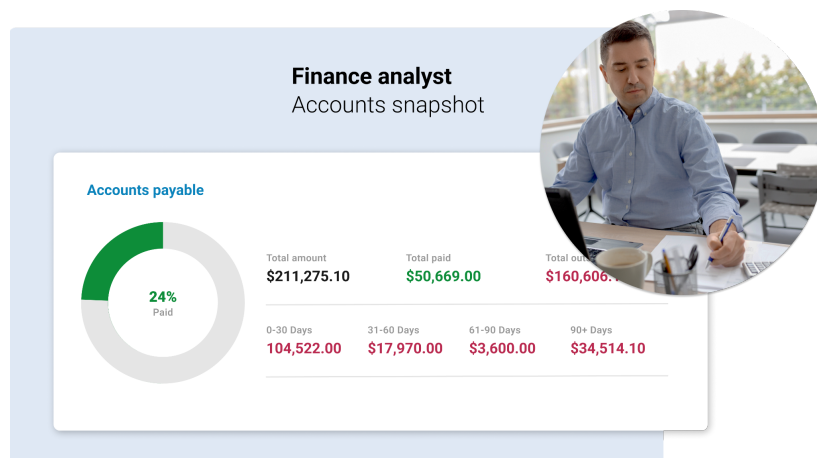


Figure C.

Finance can easily audit a study's running accounts payable and receivable in one viewpoint.

Key information within a click or two

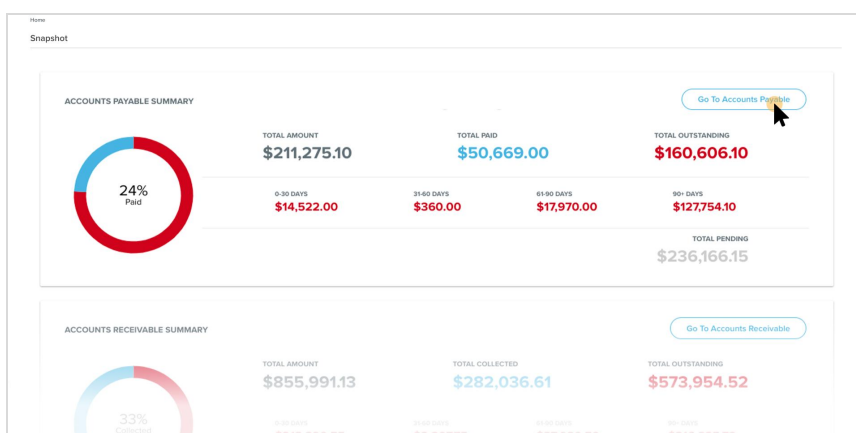
What's a bigger waste of time than trying to remember where links are located, under which tab, and playing a game of tag to navigate to the right screen? The answer is, there isn't one.

An easy-to-use CTMS should surface all key information within a click or two of the current screen. SignalPath does just that!

Consider this time-saving example:

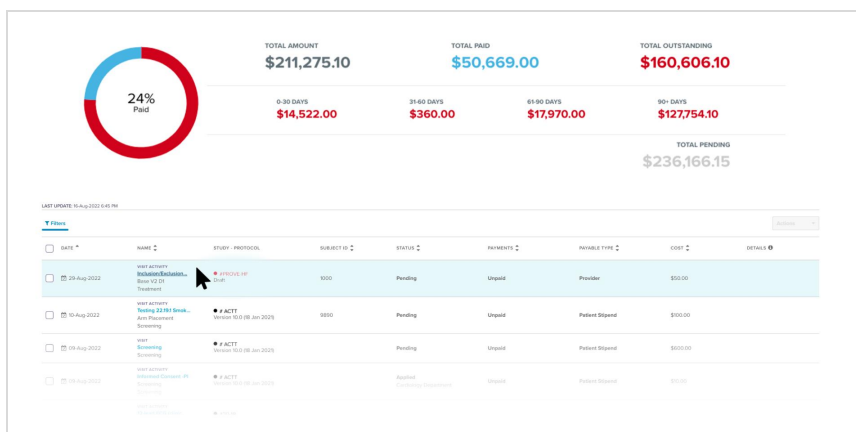
1

SignalPath allows a financial analyst to reconcile accounts by navigating from a topline, consolidated view to all the recently entered receivables — **in one click**.



2

With **just one more click**, they see exactly for which study and participant the receivable came from.



Minimal context shifting

Given the numerous technologies sites use to manage their studies, reviewing clinical trial documents can be painful when reconciling different versions across disparate systems. SignalPath's intuitively-designed interface helps reduce "context shifting" by acting as a single source of truth where documents and contacts can be shared and easily communicated.

SignalPath houses all study documents and contacts and can send files with comments to anybody on the platform. Also, this ensures data security, so third-party emailing systems do not violate data policies. View key examples in Figures D through G.

While a CTMS may offer many features that streamline workflows and study operations, it's not enough to address burnout. To truly ease the work of an overwhelmed research staff, software needs to make the job easier, not harder. Essentially, technology needs to work for people, not the other way around.

SignalPath liberates research staff from time spent in frustration over operating and managing the capabilities of their tools, and enables more time caring for patients and conducting research.

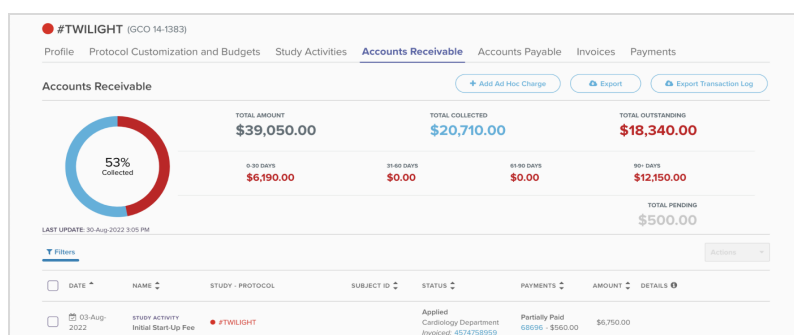


Figure D.
Key information at the study level in a single screen

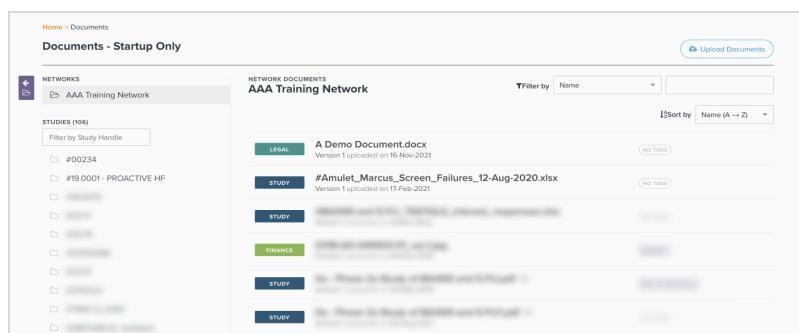


Figure E.
Filter and view documents all in one place

Home > People

People + Add Person

Filters








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 [Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 [Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 [Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Figure F.
Easily search a single directory of your internal team members

Home > Feasibility > Packets > 123123

123123

 **TACTIC**
TAA Specific Cytotoxic T Lymphocytes in Patients With Breast Cancer (TACTIC)

[Packet Details](#) [Responses](#) [Recipient Preview](#) Completed

Attached Documents

No documents attached.

Dates & Information


SENT DATE	PACKET TYPE
10-Jul-2019	Feasibility
RESPOND BY DATE	SURVEY
11-Jul-2019	No survey attached

[Edit Date](#)

Notes

N/A

Recipients

 [Kaitlyn Moore](#) OUTSTANDING
Feasibility Contact at AAA

Recipient Email

EMAIL SUBJECT
Feasibility Survey for [Redacted] New Study
TAA Specific Cytotoxic T Lymphocytes in Patients With Breast Cancer (TACTIC)

EMAIL BODY
Dear [Redacted],

Thank you for responding favorably to the interest package for the TAA Specific Cytotoxic T Lymphocytes in Patients With Breast Cancer (TACTIC) for [Redacted]. Please

Figure G.
Email feasibility packets directly within the CTMS with automated attachments

Connect with us. Connect with our solution.

Consider SignalPath by Verily to simplify and empower research operations. Our next-generation CTMS with advanced technology and platform features optimize and streamline management from study start to close for your research, finance, and leadership teams.

[Connect with us](#) for details tailored to your needs for conducting research.

Until then, [find out more](#) on how SignalPath can alleviate team burnout and tech overload.

Sources

¹ [What does a modern Clinical Research Coordinator do, and how can technology help?](#)

² [2022 State of Clinical Trial Operations Technology Report](#)

³ [Re-engineering a Clinical Trial Management System Using Blockchain Technology: System Design, Development, and Case Studies](#)

⁴ [Enhancing patient safety and quality of care by improving the usability of electronic health record systems: recommendations from AMIA](#)

⁵ [International standards for HCL and usability](#)