Rx RESEARCH Services CRO™
Functional Matrix Management Solutions

DATA MONITORING CAPABILITIES

The SITUATION

RxRS was selected by an international Pharmaceutical Company to staff its regional clinical research trials with contract research workers who had scientific expertise, medical backgrounds and regulatory compliance training.

Field Based Regional Work – 24 States:

- Workers were needed to perform on-site data monitoring, document validation and verification, source data analysis and verification at over 750 hospitals located in 24 states.
- Workers needed to be able to travel and be willing to commit to a 1 year time period.

High Document Volume:

- The combined scope of the project involved more than 1,500 patients.
- Each patient had a lengthy medical history, and involved over 100 pages of source treatment documentation.

Extensive Data Monitoring Expertise Required:

- The Pharmaceutical Company required contract workers to visit each hospital and clinic to verify operational compliance with the technical treatment protocol, perform source documentation review, collect data from original records, validate data criteria, assess protocol compliance, review product inventories, perform data validation and data analysis, prepare medical reports with accuracy and expertise so as to comply with a federal government regulatory reporting requirements.
- Each worker had to be detail oriented, observant and adherent to quality control and regulatory processes.
- As the Pharmaceutical Company faced a time critical and business sensitive deadline, the Pharmaceutical Company turned to RxRS to recruit and manage these essential workers during this critical time of need.

The CHALLENGES

Tight Timeline:

- Workers needed to be in place and on the ground working in 60 days.
- RxRS needed to work fast. Rapidly identifying and coordinating seasoned technical contract workers appropriate for the work required skilled talent recruiting and screening capabilities.

Workers Needed with Technical / Scientific Expertise:

- In addition to the tight timeline, RxRS needed to not only identify appropriate candidates, but also needed to efficiently evaluate and interview talent with scientific training, regulatory compliance understanding and body system/indication specific expertise to quickly deliver the Pharmaceutical Company's requirements on over 750 sites in time for a specified management-driven enrollment timeline.

- RxRS had total responsibility for staffing, advertising, screening, identification and selection of 27 contract workers.

Management / Supervision of Field Workers:

- The Pharmaceutical Company also needed a staffing partner who could provide 24/7 contact and perform project management oversight.
- As contractors would be working in the field throughout 24 states, the Pharmaceutical Company needed a skilled staffing partner who could manage the field based staff and remain on top of any performance issues or work related needs.

Retention Capabilities – Low Turn Over:

- Considering the specific expertise and know-how to be acquired by each worker on the project, the Pharmaceutical Company did not want turn-over disruptions to interfere with the project.
- In addition to asking RxRS to find skilled candidates with long term retention capabilities (remaining on project for at least 1 year), the Pharmaceutical Company asked RxRS to personally implement retention strategies to keep good workers in place for the duration of the project.

The RxRS SOLUTION

- RxRS screened, identified, interviewed & placed skilled technical and scientific contract workers throughout the 24-state region.
- RxRS worked hard to personally target skilled talent who could travel and work regionally so as to serve multiple sites within a geographic region saving the Pharmaceutical Company costs for duplicate contract workers.
- RxRS staffed the Pharmaceutical Company's project ahead of schedule – under 60 days from start to placement on the job.
- Staffing costs and synergies also saved the Pharmaceutical Company money. The entire project was staffed for an amount under the Pharmaceutical Company's budget.
- 100% of professionals had scientific backgrounds within a regulated industry. 83% of contractors remained dedicated to the Pharmaceutical Company's project from the date of placement until study closed, demonstrating the effectiveness of the RxRS retention program designed to ensure low turn-over for the duration of the project.
- Project cost: $5,875,000.00
- Project duration: 18 months

The CUSTOMER ADVANTAGE

The synergy of RxRS' experience, and extensive network and staffing expertise provided an efficient, rapidly-deployed business solution pivotal in supporting the Pharmaceutical Company's document verification and monitoring needs over an extended period of 18 months.