

Site Relationships Matter

Rick Fisher
Director, Site Management
Quintiles



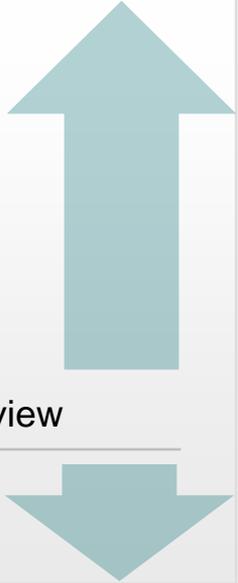
Clinical Trial Challenges

*80% of Clinical Trials fail to meet initial enrollment quotas creating potential losses between \$600,000 to \$8M Daily**

Challenges Include:

- Competition for sites
- Lack of focus on enrollment
- Challenges with particular patient population
- Study Coordinator knowledge motivation
- Complex drug/device protocol
- Data collection challenges
- Protocol errors
- Patient retention

Valued Solution

- Patient enrollment
 - Portfolio review
 - Facilitate site selection
 - Site motivation / focus
 - Resolution of site issues
 - Site communication
 - Patient retention
 - Improved site quality
 - Regular performance review
-
- Study Timelines
- 

The top investigative sites in the world have the most patients but can be complicated to work with...

WHAT IF

We could figure out how to work better together to accelerate clinical research



TACTICAL

Investigator Sites

- Relationship re-invented with every study;
- Little consistency or value for either party

1-2 studies per year

1 CRA per study



STRATEGIC

Strategic Sites

- Relationship actively managed
- Process alignment for efficiency
- Pipeline /capacity planning
- Therapeutic capability usually limited

5+ studies per year

Relationship Manager

Multiple CRAs



TRANSFORMATIONAL

Transformational Sites

- Access to large volumes of patients in multiple therapeutic areas
- Joint corporate governance
- Dedicated staffing
- Infrastructure/capacity development
- Strategic planning
- Close collaboration

20+ studies per year

Alliance Manager

Dedicated CRAs

KEY SUCCESS FACTOR

Relationships are important but setting expectations early has made the program successful

More than a Label

Performance is measured

	Patients	Study Volume	Start-up	Quality	Diversity
Elite Site Relationships	High % studies enroll above median for country	Higher number of open studies at any time	Consistently achieve best in class timelines for startup	Zero critical findings.	Multiple therapeutic units and large single specialty dependent on pipeline



Benefits of Partner Site Status

Why do Good Sites Participate?

Quintiles High Study Volume

- ✓ Increased number of trials
- ✓ Increased access for patients to novel medications
- ✓ Differentiation from other physician practices

Quintiles Operational Expertise

- ✓ Advice and tools to improve site's recruitment
- ✓ Sharing best practices to streamline processes at the site
- ✓ Sharing of metrics to compare performance to others

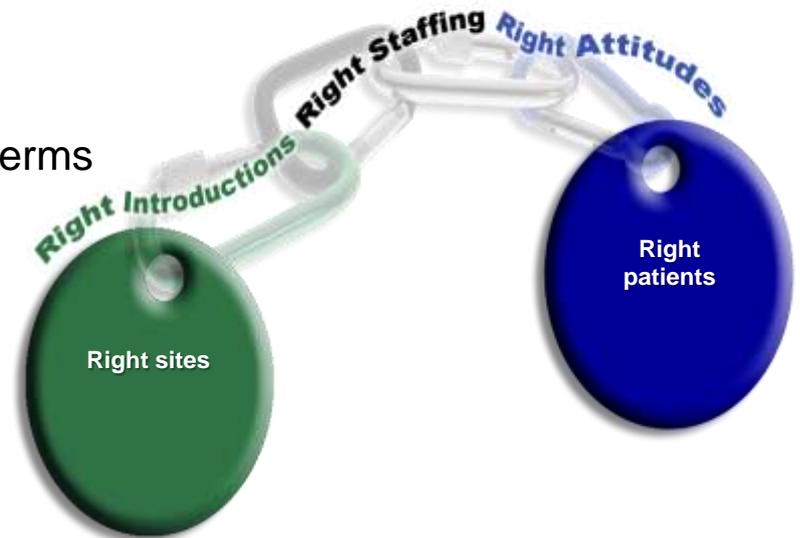
Quintiles Commitment

- ✓ Work together on feasibility of relevant protocols
- ✓ Insight into industry pipeline for key indications
- ✓ Relationship manager to provide high quality customer service around the clock
- ✓ An advocate for the site within Quintiles

What is the Benefit to Us?

More patients from less sites – higher data quality

- **Improved Site Identification**
 - > Relationship Managers understand site capability/capacity
 - > More in depth feasibility/site ID responses
- **Faster Start-up**
 - > Clear understanding of site processes
 - > Up front knowledge of legal and payment terms
- **Better recruitment**
 - > Advise on use of strategies/tools
 - > Data mining/referral source tips
 - > More predictable timelines
- **Higher Quality**
 - > Relationship Managers help maintain standards
- **Higher engagement**
 - > Strong relationships with key influencers at the site
 - > Discussion of industry pipeline



BETTER OVER TIME

We see more differentiation between partners and non-partners in the regions where the program is more mature.



Does it Work?

Globally Partner sites recruitment rates are, on average, 50% higher

Zero enroller rates lower than industry average

SURVEY METHODOLOGY

We asked investigators what were the top characteristics that were important when working together.

- Survey sent to PI and SCs for every protocol finishing enrollment that quarter.
- Survey recipient can only be surveyed once every six months.

Loyalty includes:

1. Will work with Quintiles again
2. Quintiles met expectations for quality and support
3. Would recommend Quintiles to a colleague

What do Sites Think?

From over 2500 surveys

Quintiles Performance
Performance Measure
Q Adheres to GCP
Protocol knowledge
Working relationship
Q Supports quality
IP on time
Communication
Training
Resolves issues
Therapeutic Knowledge
Contracting process
Start-up process

88%
Partner Site Loyalty

84%
Overall Site Loyalty