Clinical Research Scorecard - Performance Metrics

Maria Hendricks, MSN, RN – Director Clinical Research Operations
Abramson Cancer Center (ACC) Clinical Research Unit (CRU)
University of Pennsylvania, Philadelphia, PA

GOALS

• To advance the overall mission of the ACC CRU by driving enrollment, productivity, and quality while decreasing deviations and operational inefficiencies.
• To develop and maintain standardized Key Performance Indicators (KPIs) that link to purpose.
• Evaluate metrics, beyond enrollment, to measure performance and productivity transparently, proactively, and objectively.
• To provide targeted progress reporting to optimize resource management, justification, and validation of revolutionized staffing models.
• In a snapshot, celebrate what is working well and identify opportunities for improvement.

BACKGROUND

• Strategic Clinical Research Management is integral to advancing the science of cancer care and improving clinical outcomes.
• Enrollment to therapeutic studies often is the driving metric for signaling productivity and corresponding justification for resource allocation.
• The complexity and acuity of cancer clinical trials continues to increase with innovative advancements.
• The Abramson Cancer Center (ACC) Clinical Research Unit (CRU) is currently comprised of 12 Research Teams (RTs) that support disease/modality/location specific Medical Oncology/CAR-T cancer programs within the ACC.

CLINICAL RESEARCH TEAM SCORECARD

SOLUTIONS/ METHODS

• ACC CRU Central and RT Leadership identified and uniformly defined KPIs that aligned with our Mission, Vision, and Values. Each resulting KPI was color coded in a stoplight fashion (Green, Yellow, Red).
• Data was compiled and measured for quarterly review by each RT’s Program Manager (PM).
• In a snapshot, PMs assessed for progress, targeted intervention, and strategic planning opportunities.

OUTCOMES

• Enabled timely identification of opportunities for improvement and intervention.
• Streamlined data and supported justification for resource utilization, staffing, and evaluation of pilot projects (i.e., hybrid remote work) and associated impact on clinical research operations.

KEY PERFORMANCE INDICATORS (KPIs) - DEFINED

• Engagement with PMs, Physician Investigators and RT members is essential.
• Must provide uniform reporting source for the objective metrics.
• Plan to add a KPI for retention.
• Plans to update KPI definitions to align with enhanced efficiencies post pandemic.

LESSONS LEARNED / FUTURE DIRECTIONS

Special Acknowledgement: ACC CRU: Colleen Redlinger Tabery, Associate Director- Clinical Research Operations and ACC CRU Research Team Program Managers/ Lead Research Nurses, & Physician Leaders

Abramson Cancer Center, Clinical Research Unit | Penn Medicine