The Power of Project Management Technology in Transforming Trial Activation Operations and Reporting

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Background

- The Activation team at Moffitt Cancer Center was centralized in 2021 and supports over 250 new trials at various stages in startup at any given time.

- OnCore CTMS is used to track regulatory approvals and startup milestones at the study level, but individual team members maintained more comprehensive tracking of their assigned trials using various tools.

- This siloed approach limited visibility on trial statuses and made analysis of valuable activation data points difficult.

Solutions and Methods

- August 2023: Taskforce of activation team members formed to evaluate project management tools, ultimately selecting Smartsheet for its versatility and integration capabilities.

- The taskforce designed and piloted a draft Smartsheet Grid modeled after existing team member Excel trackers, maintaining regular touchpoints and incorporating feedback until the final Centralized Activation Tracker Smartsheet Grid was ready for implementation.

- Training initiated in July 2024 utilizing pre-recorded demonstration videos, a team roll-out meeting, and 1:1 customization sessions.

- August 2024: Rollout across all activation team members completed followed by a user survey and regular quality reviews to assess team member confidence and accuracy.
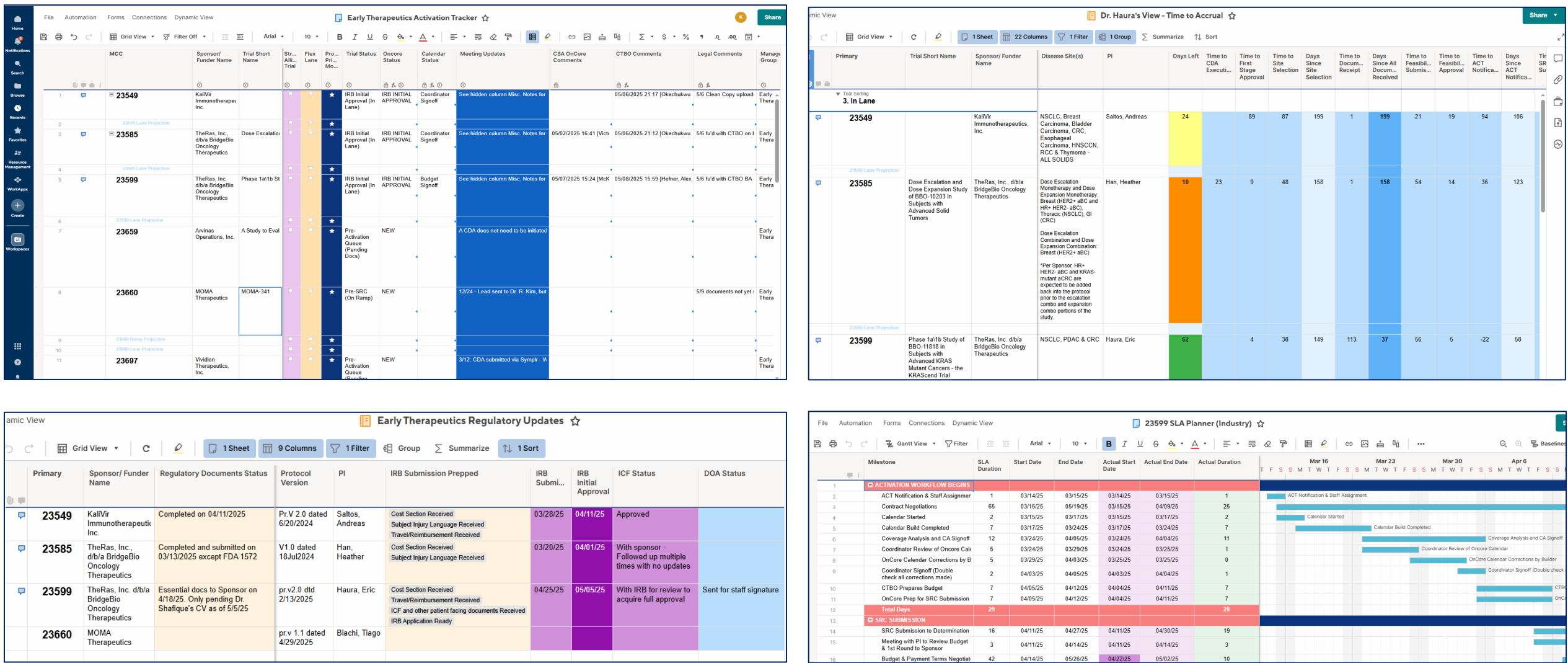
Outcomes

- Successfully implemented a master tracker template with OnCore data integration. While team members are required to maintain the tracker Grid format, Smartsheet tools enable them to tailor daily management to their work style.

- Centralizing activation trackers has provided a comprehensive real-time data set, allowing us to monitor activation trends and metrics on every step of the workflow.

- Since implementation, team member accuracy has improved from 25% to 80% and daily use increased from 50% to 75%. Staff survey results show mixed emotional response with 50% providing positive responses to Smartsheet versatility questions and 75% feeling confident in their autonomy and skill.

Goals

- Employ project management software to implement one centralized and comprehensive workspace where team members maintain trial activation statuses and document key milestones throughout startup.

- Automate communications, reduce duplicate data entry, simplify data analysis and reporting, and increase transparency of trial activation statuses and metrics.

Outcomes

Refinements and Next Steps

- Adopting the standardized tracker was more challenging for long-standing team members who were used to functioning within personalized trackers. We feel this contributes to negative survey responses but will improve over time as we continue to make improvements.

- Utilize combined data from Smartsheet and OnCore to generate an Activation Status Report to be used by when presenting updates at research meetings, eliminating the need to prepare these manually.