

# Recognizing Revenue in a Matrix Cancer Center Clinical Trials Office: Functionality, Issues, and How it can be Improved

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## Background

Lombardi Comprehensive Cancer Center (LCCC) utilizes an integration between CTMS (OnCore) and Georgetown's financial system (Workday) to bill for clinical trials. The automated integration removes the manual creation of invoices, thereby streamlining processes. However, LCCC is a matrix cancer center and requires close coordination between the Lombardi Clinical Trials Office (CTO) and centralized medical center (GUMC) clinical research operations office, via the Lombardi Clinical Trials Office (CTO) Research Finance Liaison (RFL) – hired in March of 2022, to assist with the coordination between the Lombardi CTO and GUMC's centralized research financial team within the research operations office.

## Goals

- Streamline and simplify billing processes
- Increase the amount of revenue recognized in real-time
- Ensure study teams compliantly enter patient visits into OnCore to queue up clinical trials invoiceable items within OnCore
- Regularly meet with the centralized research finance office to ensure Lombardi CTO's revenue reconciliation
- Ensure study team is compliant with institutional billing policies (i.e. 24 hour slip submission time)

## Solutions and Methods

The implementation of the RFL between the Lombardi CTO Clinical Operations Team and centralized GUMC finance operations provides a buffer to ensure:

- line-items for clinical trials being billed are true and accurate,
- the Lombardi CTO is paid for services rendered through a clinical trial, and
- invoices are being submitted to sponsors and getting paid in real time.

The RFL provides an effective mechanism to troubleshoot any issues with invoices successfully carrying over from OnCore to Workday (Figure 1). Additionally, the RFL generates reports to provide to LCCC Leadership with an accurate picture of the status clinical trials finance.

Figure 1. Invoicing Lifecycle

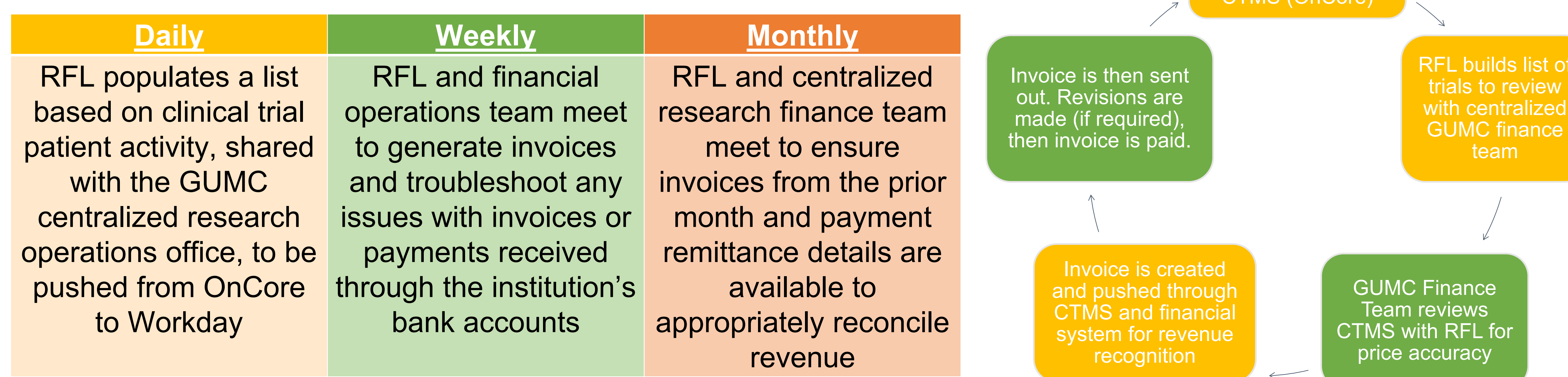
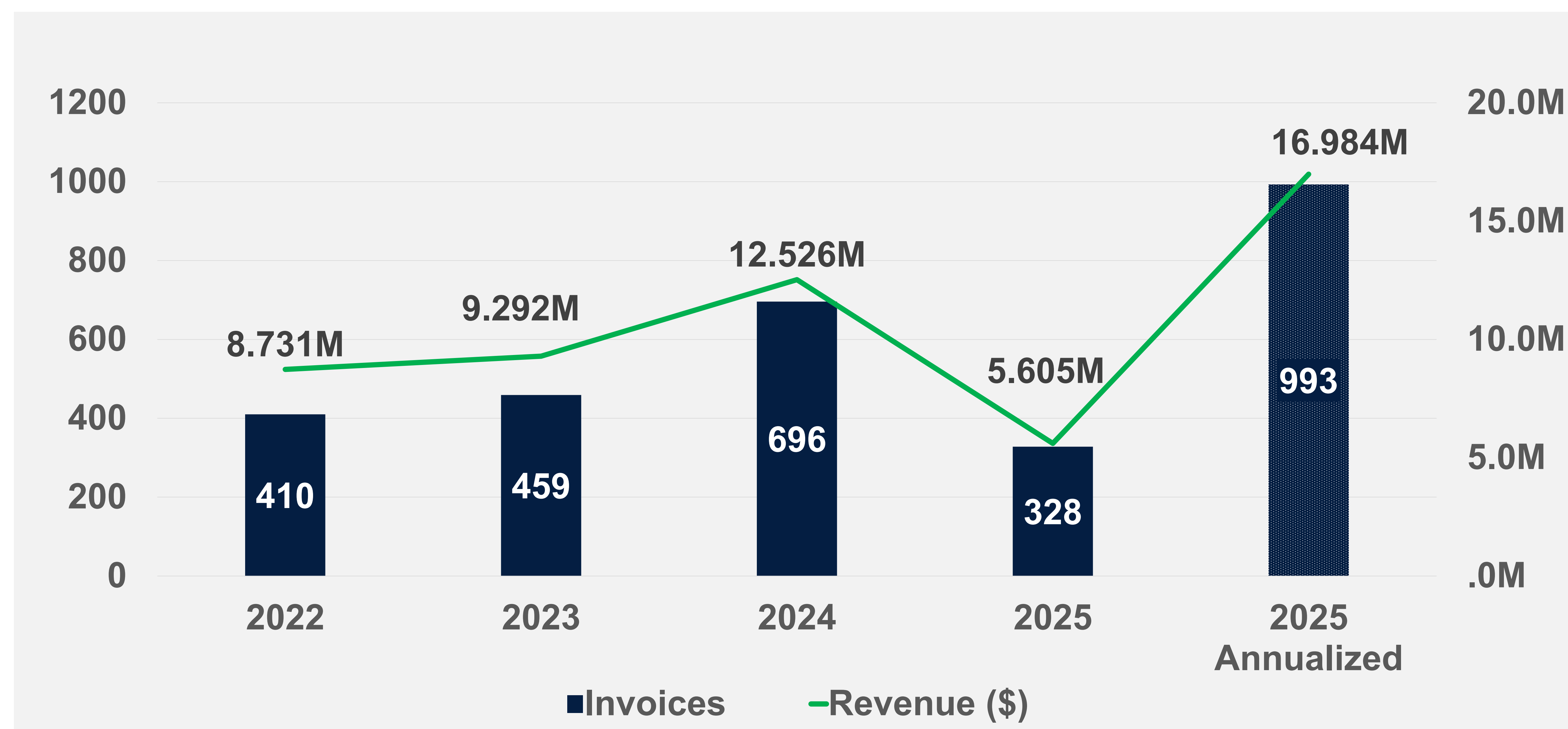


Table 1. Invoices and Clinical Trials Revenue Generated (through April 2025)



## Outcomes

- Immediate increase in the productivity among staff utilizing the CTMS and Workday for clinical trials research finance.
- Significant increase in invoices and associated clinical trials revenue (Table 1).
- Increase in the number of invoices pushed through the Workday integration (410 in 2022 to 696 in 2024)
- Lombardi CTO discovered several studies which were severely underbilled
- Increase in the number of occurred visits and timeliness in which visits are captured in the CTMS (15% increase in timeliness and average billing compliance >90% since 2022)

## Lessons Learned and Future Directions

Prior to the creation of the RFL, there was a two-fold decrease in revenue flowing through Georgetown's financial systems. Since the implementation of the RFL position within the Lombardi CTO, there has been a steep increase in the amount of clinical trials revenue billed and collected since 2022. Key criteria for this role include an individual with clinical operations experience for oncology clinical trials and experience with clinical trials budgets and contracts.

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