

How Do Sites Like the Electronic Systems Provided by Sponsors?

By Norman M. Goldfarb

The MAGI Blue Ribbon Sites Program is promoting a culture of excellence in the clinical research site community.¹ To perform excellent research, it helps to have excellent tools, including the electronic systems provided by study sponsors and CROs.

At a meeting of MAGI Blue Ribbon Sites at MAGI's Clinical Research Conference in May 2018, it was suggested that the suppliers of these systems are more concerned with the satisfaction of their sponsor and CRO customers than the satisfaction of the users at clinical research sites.

MAGI has therefore conducted a survey to answer the question: "How satisfied are sites with these products?" (However, this survey did not attempt to compare site satisfaction to sponsors and CRO satisfaction.)

In August 2018, 160 people completed the survey. Most or all of these people are probably with clinical research sites, although others (including software company personnel) might also have participated.

The survey collected data on site satisfaction of such tools in three categories: EDC, eDiaries and IVRS. It measured assessments of eight properties important to sites:

- User Access
- Setup Speed
- User Support
- Training
- Online Help
- Ease of Use
- Speed of Use
- Capabilities

Based on requests by MAGI Blue Ribbon Sites, the survey collected data on the 15 products in Table 1.

Ratings were on a five-point scale:

1. Poor
2. Fair
3. Good
4. Very Good
5. Excellent

Table 1. Products Assessed

Category	Company	Product
EDC	ClinCapture	Captivate
	DATATRACK	DATATRACK EDC
	Eclipse	InForm
	Medidata	Rave
	Medrio	Medrio EDC
	OmniComm	TrialMaster
	Oracle	RDC
eDiary	CRF Health	TrialMax
	ERT	ERT eCOA
	ERT	EXCO InTouch
	Y-Prime	eCOA
IVRS	Almac	IXRS3
	Cenduit	IRT Platform
	ClinPhone	RTMS
	Endpoint Clinical	PULSE

An average of 73 respondents assessed each product (range 36 to155).

Findings

Table 2 shows average ratings for all products in each category. As can be seen in the table, all average ratings are in the “Good” range.

Sites, on average, are most satisfied with IVRS systems and least satisfied with eDiaries *in all eight system properties*.

The average property ratings within each category are fairly consistent. As a result, the lowest average property rating for each product category is higher than the highest average property rating for the next highest-rated category.

EDC products are strongest on user access, training and setup speed. eDiary products are strongest on user access, capabilities and training. IVRS products are strongest on speed of use, user access, and ease of use.

Figure 1 shows the Table 2 data graphically in the 2.51-3.50 “Good” range:

Table 2. Average Ratings by Category

	EDC	eDiary	IVRS
User Access	3.23	2.93	3.43
Setup Speed	3.14	2.91	3.40
User Support	3.11	2.82	3.35
Training	3.16	2.87	3.34
Online Help	2.96	2.75	3.28
Ease of Use	3.10	2.84	3.42
Speed of Use	3.07	2.82	3.45
Capabilities	3.07	2.89	3.36
Average	3.11	2.85	3.38

Figure 1. Average Ratings by Category

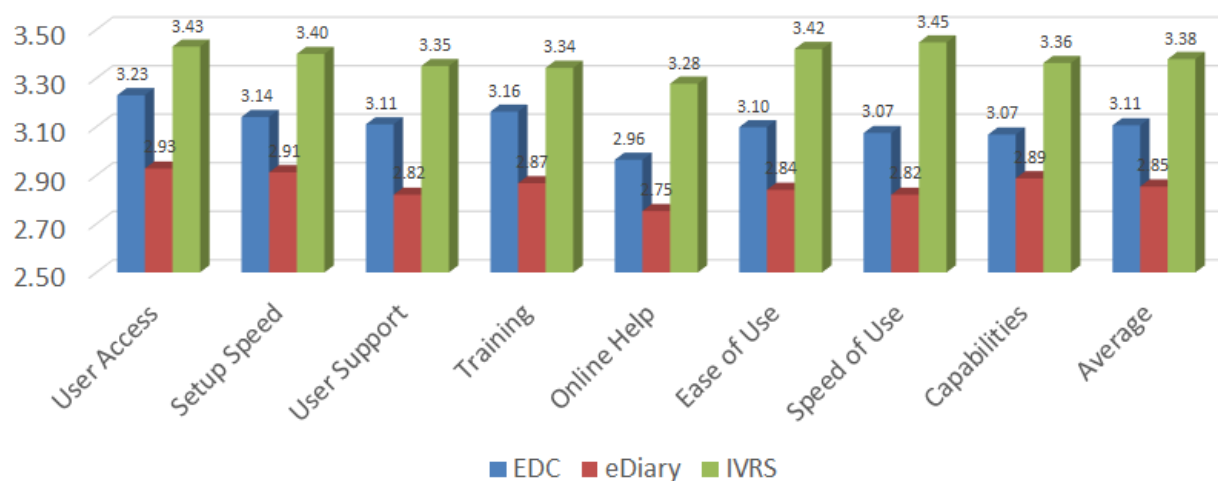


Table 3 shows the products respondents rated highest on average:

Table 3. Top-Rated Products

	EDC	eDiary	IVRS
First	Medidata - Rave	CRF Health - TrialMax	ClinPhone - RTMS
Second	Eclipse - Inform	ERT - ERT eCOA	Almac - IXRS3
Third	Medrio - Medrio EDC	ERT - EXCO InTouch	Endpoint Clinical - PULSE

Table 4 shows the highest rated product in each category for each property:

Table 4. Top-Rated Products by Property

	EDC	eDiary	IVRS
User Access	Medidata - Rave	CRF Health - TrialMax	ClinPhone - RTMS
Setup Speed	Medidata - Rave	CRF Health - TrialMax	Almac - IXRS3
User Support	Medidata - Rave	CRF Health - TrialMax ERT - ERT eCOA	ClinPhone - RTMS
Training	Eclipse - Inform	CRF Health - TrialMax	Almac - IXRS3
Online Help	Medidata - Rave	CRF Health - TrialMax	ClinPhone - RTMS
Ease of Use	Medidata - Rave	CRF Health - TrialMax	ClinPhone - RTMS
Speed of Use	Medidata - Rave	CRF Health - TrialMax	ClinPhone - RTMS
Capabilities	Medidata - Rave	CRF Health - TrialMax	ClinPhone - RTMS

Discussion

The product ratings in each category might reflect the maturity of the category and/or the ease of creating a product that satisfies sites. The banding of the average property ratings in Figure 1 suggests that some underlying factor affected respondent ratings.

Respondents favored certain products over others. The companies that have created these products should be congratulated. Sponsors and CROs should consider these ratings when selecting products for their sites to use.

Respondents, on average, rated all 15 products as various degrees of "Good." On average, they rated none of the products "Poor," "Fair," "Very Good," or "Excellent." Of the 120 average assessments (8 properties for each of 15 products) only 10% were "Very Good," and none were "Poor," "Fair" or "Excellent." (Individual respondent assessments varied much more widely.)

Call to Action

We encourage sites to share this article with sponsors and CROs. We encourage sponsors and CROs to share this article with their software providers.

We will be happy to share detailed data (numerical ratings and comments) — free of charge — with software companies that commit to improve their products for site use. To obtain this data, contact the author.

MAGI will repeat the survey in about a year to see whether and how site satisfaction has changed.

Acknowledgement

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