

## **CASE STUDY**      **MID - SIZE CRO**

**PROGRAM DETAILS**      **IMPROVE MONITORING QUALITY • MANAGE TIME AND COST EFFICIENCIES**

### **CUSTOMER PROFILE**

The Clinical Resource Network (CRN) was contracted as a Service Provider by a Mid-Size Contract Research Organization (CRO) in early 2006. The customer was expanding services as they had primarily been known as a back-end focused clinical CRO.

### **CUSTOMER OBJECTIVES**

The client had operations in one US location and did not have the infrastructure to keep up with the growth of needs for experienced and qualified clinical professionals, particularly CRAs. As the CRO grew, their open positions remained unfilled longer and quality and timelines began to suffer. The customer's objective was to solicit the help of a niche staffing provider to immediately and efficiently fill needs for Contract CRAs. Additionally the customer wanted assistance with managing, on-boarding and monitoring contractor performance.

### **CRN ACCOUNT HISTORY**

CRN's partnerships with the customer started in early 2006 when CRN helped to fill a number of specialized and immediate needs for CRAs. The CRO was impressed with the quality and quickness of CRN's response to fill these needs. CRN quickly became the preferred staffing provider for Contract CRAs and for other contract clinical roles. In 2008, CRN had an average of 32 CRAs working for this customer on a weekly basis. With this level of support, CRN proposed to the customer that we would formalize an agreement to become their sole provider of all their North America contract CRA staffing needs.

### **HIGHLIGHTS**

Over the course of 3 years CRN has become the customer's largest and sole provider of contract Regional CRAs across the US and Canada. Our CRAs average 5+ years of hands-on field monitoring experience and the average length of assignment is in excess of 12 months. Our retention rate exceeds 93% and the CRO has referred us to their Sponsor Clients because of their confidence in our abilities.

### **IMPROVEMENTS**

Process Efficiency - In Partnership with the CRO we designed and implemented a formal job requisition process to ensure that talent aligns with the scope of work for the specific project. We have implemented a time tracking and approval system utilizing existing client systems.

Timeline - Requisition to fill is between 3 - 5 days depending upon the ability of the CROs to facilitate and conduct interviews. The customer's previous timeline was between 2.5 - 3 weeks.

Travel Savings - CRN has been able to dramatically cut travel time and distance by using CRA's based geographically around the specific project and site list. We have cut overall travel costs for contractors by 21%.

Overall CRA Retention has improved and reduced turnover cost and project interruptions in excess of 20%.