“Clinical Research HelpDesk”: an active support for investigators in a large university hospital

CPS12266

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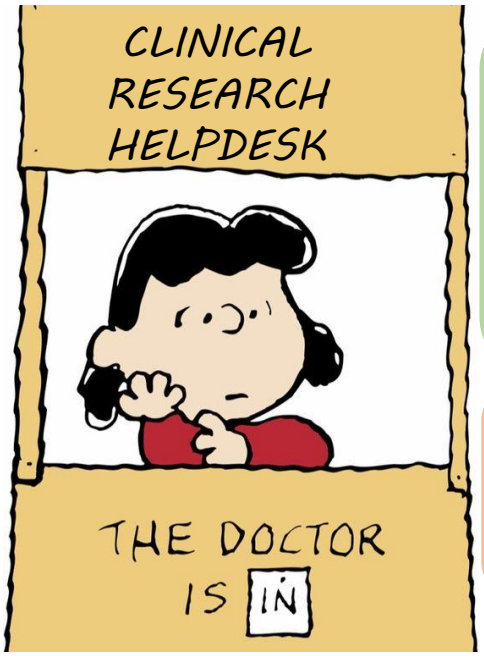
What was done?

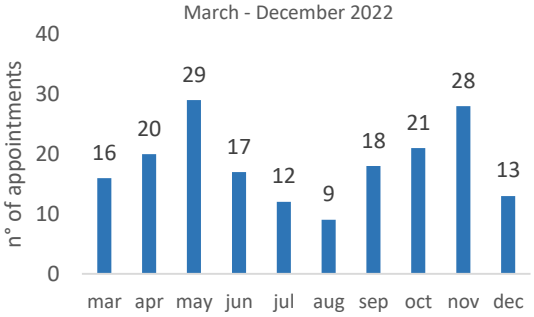
In our Italian University Hospital a Clinical Research Help Desk managed by the Projects and Clinical Research Unit was established. With a daily schedule Principal Investigators, Clinical researchers, CRO, study coordinators and all who have an active role in clinical research, can reserve an appointment with a pharmacist and administrative staff to ask help in filling out the necessary forms and documents to submit clinical research protocols at the Ethical Committee for final approval.



Why was it done?

Document submission to the ethic committee is a known issue for clinical researchers with consequent slowdowns due to frequent incorrect filling and requests of integrations. As a Clinical Research Unit it’s important to be a landmark for the Hospital's clinical activity.

Fig. 1: Clinical research Help Desk Appointments March - December 2022



How was it done?

The schedule is a Google Calendar tool which permits to generate slots of appointments. Researchers can access it by the direct link spread during a presentation event of the initiative. Moreover requests received at the unit email address are driven to the help desk when required. For every appointment the presence of a pharmacist for scientific counseling and a member of the Ethics Committee secretary officer is guaranteed .

Fig. 2: Requests of Evaluation

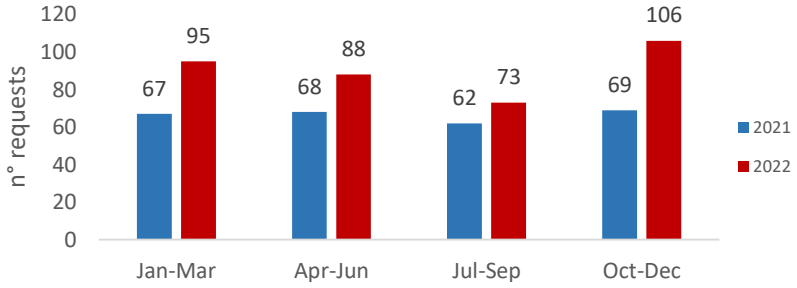


Fig. 3: Average days needed for evaluation

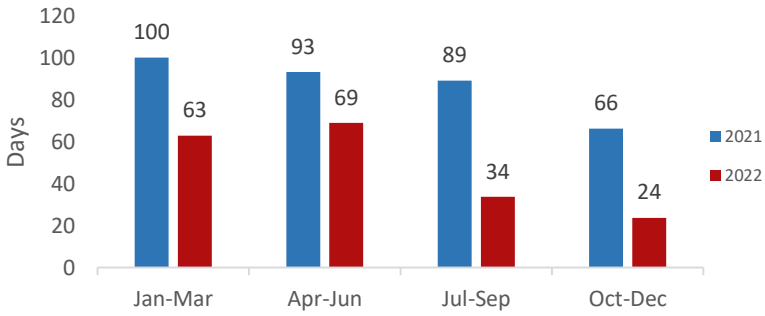
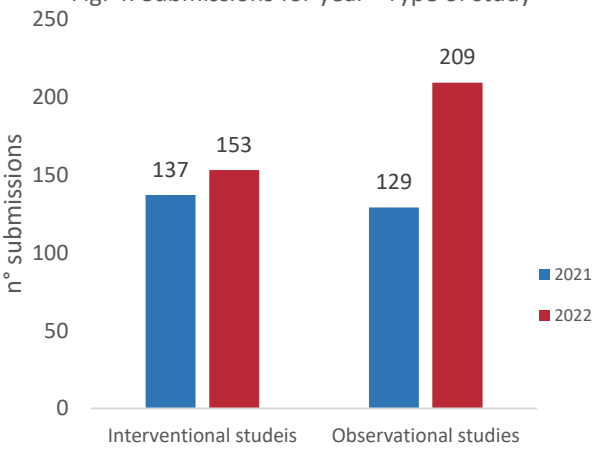


Fig. 4: Submissions for year - Type of study



What has been achieved?

- 183 appointments from March 2022 to 31 December 2022 with an average of 15 appointments/month (Fig.1)
- Requests for assessment in 2022 increased by 36% compared to 2021 (Fig. 2)
- 40% decrease of processing times for all the evaluation steps until submission to the Ethics Committee in the year 2022 compared to 2021. (Fig. 3.)
- Requests for evaluation to the Ethical Committee of interventional studies in 2022 increased by + 10%, while those for observational studies increased by +38%. (Fig.4)

What next?

- Introduce a RedCap Team helping researchers in study design, CRFs, manage statistics and data interpretation and monitor all the aspects of the study until the closing.
- Introduce a Legal Team for general legal issues and contract agreement counseling.
- Draw attention to our Institute by offering a complete and better service in order to reach a higher standard levels in clinical research.