Veeva

CHECKLIST

# Strategies to Improve Site Relationships with Simplified Study Training

Clinical research sites are the backbone of drug development. Yet for sites juggling multiple concurrent trials, training across studies remains a significant burden. Sponsors that simplify training while maintaining compliance will improve trial quality and position themselves as sponsors of choice in a competitive market.

Sites need consistency to better serve patients, and that includes reducing administrative burden, improving training efficiency, and maintaining appropriate oversight. Below are six tips to help you give clinical research sites a better study-training experience:

## ☐ 1. Consolidate into a single platform

Time and again, the top complaint from sites is that they are managing too many logins. This problem is compounded during study training, with many sponsors relying on multiple, disparate systems provided by service providers.

***"When you don't have a centralized system, it's not possible to reconcile all the training information,"*** explains the head of clinical learning and development at a top 10 biopharma.

Centralizing study training simplifies access. ***"It makes life much easier for site staff. They use one login to access all studies and receive automated notifications when training is required,"*** the executive adds.

## 2. Reduce redundant training through connected systems

Redundant training increases workload for site staff, delays study startup, and strains sponsor-site relationships. Sponsors can reduce overtraining by using a unified platform that manages training curricula across sponsors, CROs, and sites.

When the system connects to other **clinical operations** applications, teams can leverage clinical master data and version-controlled documents to auto-file evidence of training completion in eTMF. A connected, modern study training solution can also track training completed across studies, so site staff don't have to repeat the same modules unnecessarily.

## 3. Automate training tasks wherever possible

Automating tasks shifts the regulatory burden from the site coordinator to the system. This can look like:

- ✓ Auto-provisioning training based on team roster, assigned roles and responsibilities
- ✓ Real-time dashboards to monitor compliance without manual follow-ups
- ✓ Automated alerts for new or updated curricula to ensure study and site teams stay current with training

One top 10 biopharma uses a digital training matrix to automatically assign training when new team members join a study. "You can draft the training matrix, then study managers approve roles and assignments. Once validated, the system automatically notifies learners," says the company's head of clinical learning and development.

## 4. Streamline site initiation training

A common scenario for **site initiation training** involves gathering site staff in a room to review a static PowerPoint presentation with screenshots of each section of the protocol.

Instead, sponsors can provide interactive online materials in advance, such as a short compound overview video and a protocol quiz. This allows training to be completed when relevant to trial milestones. It also gives site staff flexibility to complete training at a time that works best for them.

This way, sites and sponsors can focus on higher-value activities during initiation and other face-to-face interactions, such as:

- ✓ Answering PI questions on protocol or dosing
- ✓ Reviewing enrollment criteria
- ✓ Relationship building

***Site initiation should be a short series of meetings versus one big slide presentation,"*** says Brad Hightower, founder of Hightower Clinical. "***All of it is helpful, but some of it would be far more helpful beforehand or could be resolved before a four-hour slide presentation."***

## 5. Prioritize site investigator support

Per ICH E6(R3), investigative sites must provide evidence of oversight processes, including task-based training. In response, many sponsors are adopting risk-based approaches to study training. By putting proactive measures in place, organizations can identify sites that may need additional training before compliance issues arise.

New technology can also surface trends with individual PIs, such as late data entry and quality issues. This enables sponsors to provide additional training or pause recruitment if needed.

Organizations have implemented new programs, including:

- Mentorship and additional support for new sites and PIs, particularly in niche research areas like psychedelics
- Confidence-based assessments to identify knowledge gaps
- Behavioral science technique to improve training engagement
- Tailored training content based on the topic, including videos, infographics, and other formats to improve learning outcomes
- Specific training aligned to trial milestones (e.g. first patient screening)

## 6. Embrace microlearning practices

Microlearning improves engagement and knowledge retention with short, focused content delivered through channels like video. It complements macrolearning, which addresses broader or more complex skill areas.

Two key characteristics of microlearning are brevity and specificity. Effective microlearning experiences:

- ✓ Have a single, well-defined learning objective
- ✓ Focus on a discrete task, skill, or topic
- ✓ Take less than 15 minutes to complete

For example, this could include a two-minute video overview of a study compound to reinforce key concepts. Research shows that microlearning increases sustained knowledge retention by up ton 85%, particularly when used after long-form training.

Ultimately, organizations that modernize study training don't just reduce administrative burden for sites. They accelerate study execution, strengthen site partnerships, and improve clinical trial quality.

**Learn how Bayer streamlined training and enhancing oversight with Veeva Study Training.**