August 24, 2021
Global Summit Preview: The Impact of Successful Site Relationships
Summary of Key Points

- Registration numbers for the 2021 Global Site Solutions Summit in Hollywood, Florida are continuing to grow daily. We are monitoring CDC recommendations and have many safety precautions in place, including socially-distant conference rooms and exhibitor hall, mask requirements, sanitation stations throughout the event, timed entry into the exhibit hall, cleaning protocols in between workshop sessions, and more
- What do sites want most from their industry relationships? Respect and resources
- Relationships with sites should not be purely transactional – they should be partnerships
- Sites would like sponsors and CROs to show better attention to detail, understand timing of cycles, and "own" the experience of working together
- Sponsors and CROs should have dedicated people to ensure the experience between the investigator and site was based on trust and that the sites felt heard and listened to
- Where sites want to be heard depends; some want to be involved in protocol design, others want in on operations, so it's about bringing in site input at the right time
- Consider what sites are sharing as leading indicators and activities that will not work for the protocol
- If you can't build in a site's request, explain why so sites can understand
- The needs of sponsor are not the same as the needs of sites and patients. Sponsors need to understand what those needs are to implement technologies that will support the needs of everyone
- Every successful relationship is based on trust, respect, and keeping promises
- Site success is a direction, not a destination
- SCRS Site Advocacy Groups (SAG), sponsored by host organizations, create a channel to get feedback directly from sites. Topics can range from payments to timelines
- By bringing sites into the development stage, sites can recognize potential barriers to recruitment and retention and can offer solutions
- Quarterly payments and holdbacks hinder sites. Payments to sites need to be 30 days or less
- When implementing new technology at the site, ask three questions: "how does it make site data better, workdays a little easier, and our patients better off?"
- Question what's in the protocol to determine if a process, form, widget, etc is still needed, especially when it doesn't add value and burdens the site
- There is an industry-wide opportunity to develop guidelines to help Sponsors create more site-centric contracts
- Sites should speak up to negotiate contracts and communicate challenges
- Every site needs to know who to contact; who is the right person in various aspects of the business that sites can reach out to?
- Minimize training needed and work with sites on their existing systems. Trust sites' experience and knowledge and don't require training for every new tool