Scout | Academy

CASE STUDY:

Enhancing Investigator Training and Communication During COVID-19

Delivering effective virtual training and centralized communication for clinical trials

BACKGROUND

Two biopharmaceutical clients conducting complex clinical trials faced challenges due to COVID-19 restrictions. One sponsor was conducting a Phase 3b study on community-acquired bacterial pneumonia. At the same time, a newly created biotech company was studying a COVID-19 treatment.

CHALLENGES

The sponsor conducting the pneumonia study couldn't hold an in-person investigator meeting, creating complexity and training concerns.

The biotech company needed a centralized hub for communications and recordings, operating with limited resources and infrastructure, and required an economical solution for their short six-month study across five sites.

SCOPE

Scout was tasked with addressing the unique challenges faced by both clients.

For the pneumonia study, this involved providing effective virtual training to ensure that investigators were well-prepared and consistently informed about study protocols.

For the biotech company, Scout had to develop a unified communication platform that centralized all trial-related information, enabling seamless interaction and also geographically coordinating between dispersed teams.

SCOUT'S APPROACH

To address these challenges, Scout implemented the following strategies:

Virtual Investigator Meeting:
Conducted through Scout Meetings services with access to Scout Academy training beforehand for self-paced learning.

Custom User Profiles:
Ensured learners saw only appropriate content based on their roles and blinded/unblinded team assignments.

Language Inclusivity:
Translated content into multiple languages, with courses available in English and Russian.

Streamlined Communication:
Weekly email blasts, enrollment updates, and an updated Academy Calendar for the biotech firm.

SPECIALIZED SOLUTIONS

Scout's approach ensured consistent messaging and improved comprehension for both investigators and study personnel.

Virtual training facilitated efficient knowledge transfer and preparedness for the pneumonia study, allowing investigators to remain up-to-date with the latest protocols and procedures.

For the biotech firm, unified information sharing and streamlined communication fostered better collaboration and real-time updates, enhancing the overall management of the trial.

Both solutions significantly boosted engagement, reduced site burden, and led to better trial recruitment outcomes – all while being cost-effective and preserving exceptional quality.