



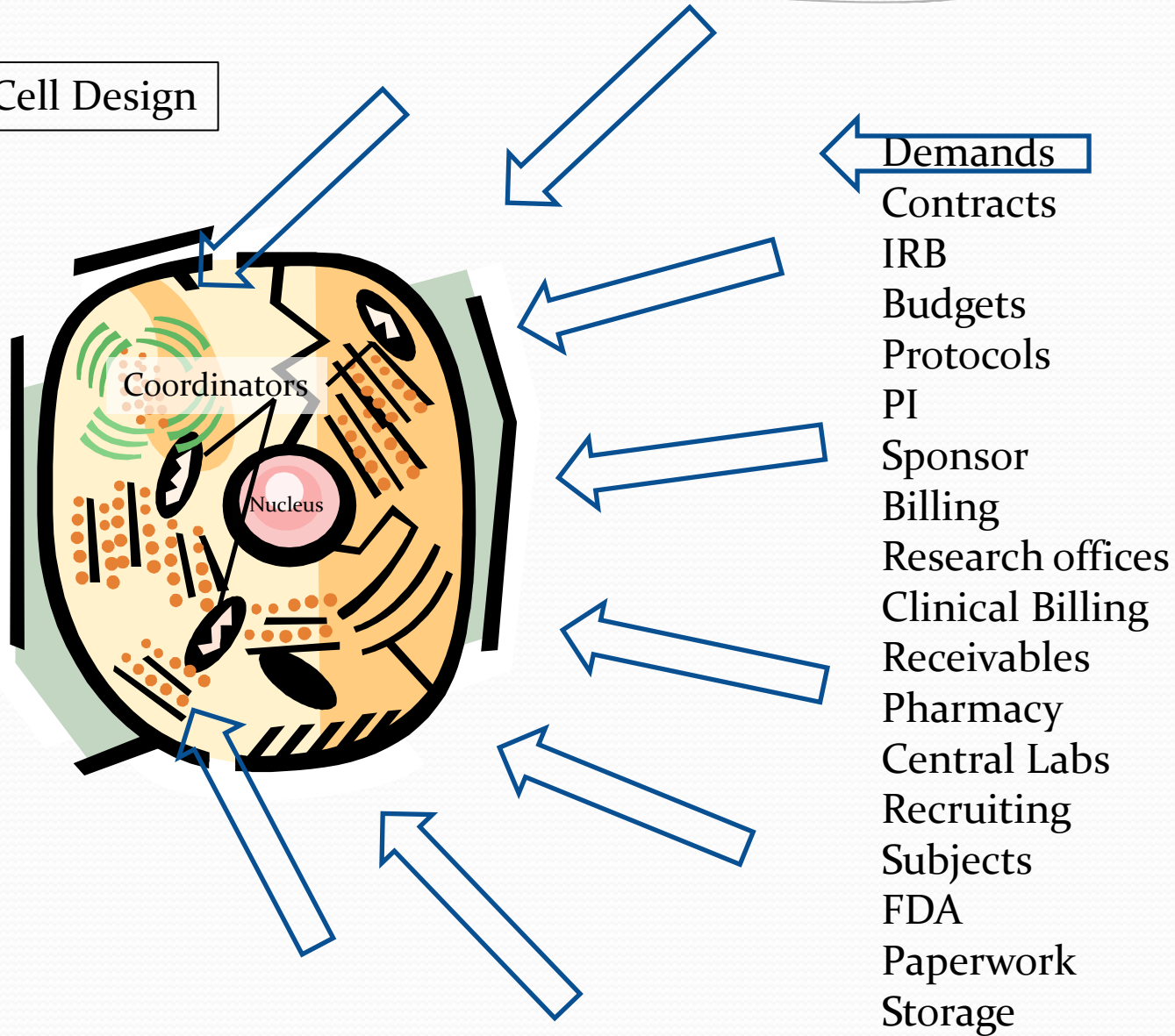
How to Build a Profitable Clinical Trials Business Model

Common Clinical Trials Business Model
Simple Business Model Structure
Key Business Standards
Application of Production Model to Clinical Trials
Getting Paid for Your Work

Greg Lampros
Department Administrator
OHSU- Knight Cardiovascular Institute
OHSU- School of Medicine

Common Clinical Trials Business Model

Human Cell Design



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Simple Business Model Structure

Successful Business Models are Built on a Simple Process

Ideas germinate a need.

The need germinates productivity.

Productivity germinates a product.

A product germinates a cost.

A cost + a mark-up germinates a price.

An agreed upon price germinates a contract.

A contract germinates delivery of the product.

Delivery of the product germinates an invoice (time is money!)

An invoice germinates a receivable.

Collection of the receivable germinates the finalization of the sale.

Finalization of the sale germinates capital to invest in the business.

No matter what business you are in, all stakeholders: employees, researchers, sponsors, etc. need to understand this simple business process.

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Key Business Standards

Primary Business Standards



First and above all

CASH is the critical element to a successful business
No CASH = no business = no jobs = failure.



CASH IS KING !!

As an administrator, who is overseeing clinical trials, your
priority must be to generate **CASH.**

Primary Business Standards



What Generates Cash?

PRODUCTS

How Do Businesses Use Products?

Product Mix: Volume v. Price

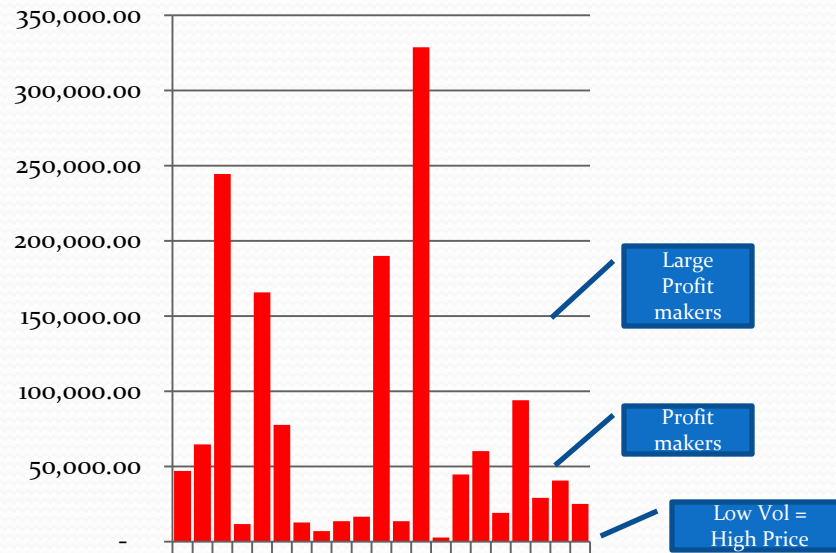
Loss Leaders: Milk and Bread, Studs and Hammers

Profit Makers: Items in Isles on the way to Milk and Bread

Doors and Trims



Grant Product Mix

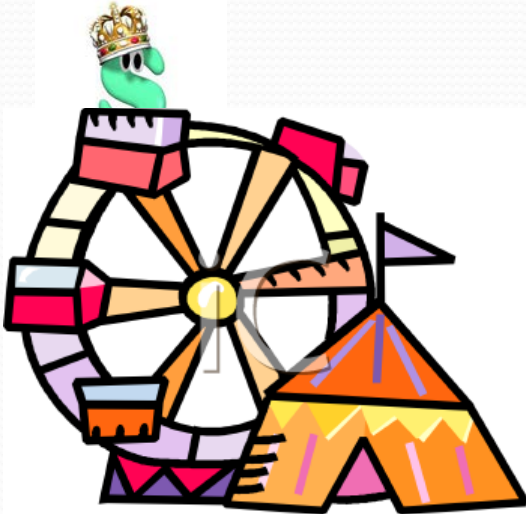




Primary Business Standards



Second: What makes **CASH** go round and round?

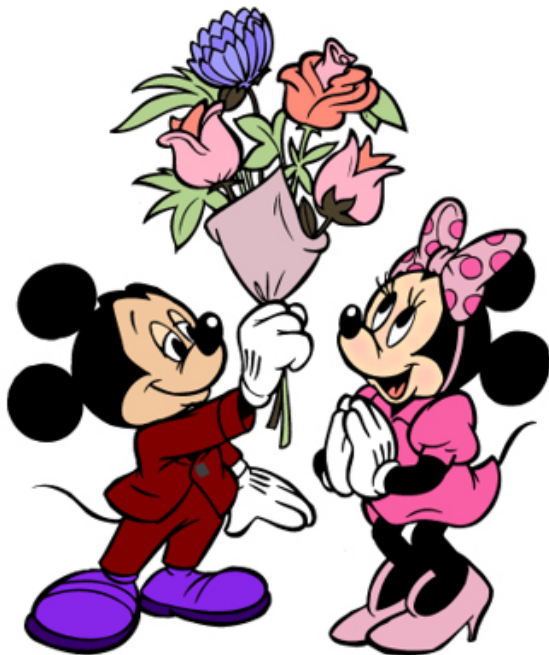


SALES & MARKETING



Primary Business Standards

Third: What is the basis for successful SALES AND MARKETING?



SPONSOR

Who is the Primary Customer?
The one who pays the bills.

RELATIONSHIPS

RELATIONSHIPS

RELATIONSHIPS

Who are the Secondary Customers?

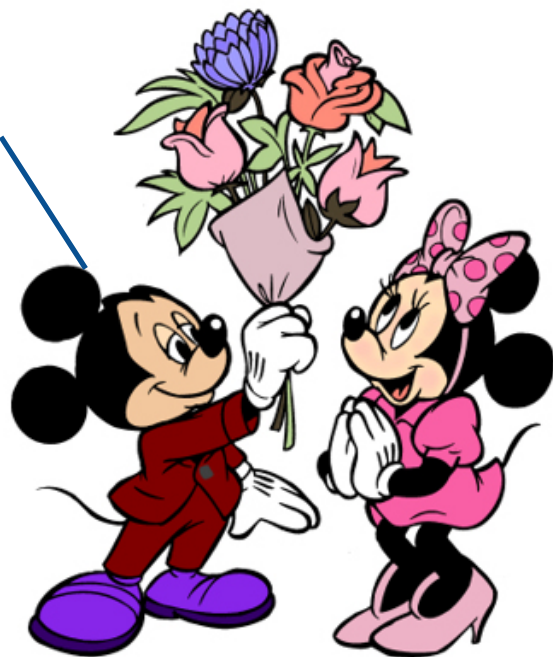
The ones who generate the work
so the primary customer WILL pay
the bills.



Primary Business Standards

Four: PERCEPTION is the key to Sales & Marketing.

How we want to be perceived by our Sponsors and the regulatory bodies.



How we want to be perceived by our Researchers and our Departments.



How we want to be perceived by our Patients.



A clinical trials business needs to have the skill sets to NEGOTIATE with all of these stakeholders.

Fifth: Doing What You Say: Communication

E-Mail v. Phone

One of the best ways to destroy or not create a relationship, is to not answer e-mails in a timely fashion (same day, best same hour).

By Ignoring e-mails, you are saying “you are not that important to me.”

“I am so special that my time is more important than yours.”

While your ignoring someone’s e-mail request, I am responding within a few minutes. In my case, I get the sale, in your case, you have no idea what you missed out on.

Doing what you say you are going to do is the key to business execution and success. E-mail is a great tool in helping you to accomplish this key business standard.

Better Yet...Give them a call!!



Primary Business Standards



Sixth: Efficient productivity requires specialization.

MULTI-TASKING IS GOOD?



SPECIALIZATION IS BETTER!

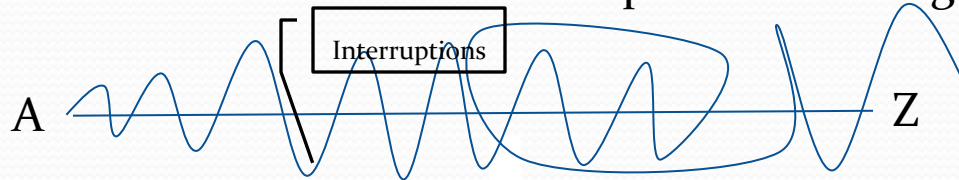


Primary Business Standards



Seventh: Redundancy is the evil prince of the king of CASH.

The shortest distance between two points is a straight line.



Multi-tasking can increase redundancy.

“Stop multi-tasking. Your brain is not wired to do 2,3,or more things at a time. You are not focused on any one of them.”

Ann Webster, Ph.D. Benson Henry Institute for Mind/Body Medicine

Specialization can reduce redundancy.

Whether you are working in a multi-tasking or a specialization model, how do you improve efficiencies and reduce redundancy and error rates?

It Starts with the Business Manager





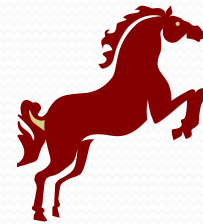
Do You View Your Business as a Production Assembly Line?



If no =



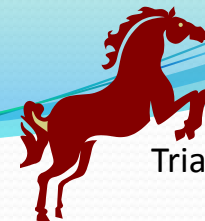
If yes =



Identify the Steps of Production

30

Identify the Steps of Production



Trial Begins

Steps 1-6 Inquiry 7-8 Sponsor Site interaction 9-10 Budget Negotiations 11-23 Regulatory Docs Complete & Submitted IRB Approval 24-26 Contract Complete 27-29 Internal Billing accts set up

STEP COMPLETED																														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Sponsor contacts CMCT	CDANDA sent to CTO	CTO makes corrections	CMCT and sponsor sign CDA	Initial site selection	Site questionnaire completed	Pre-study site visit	Sponsor approves site selection	Sponsor sends study protocol, proposed budget, CTA	CMCT prepares proposed budget and sends to sponsor	Final budget negotiated with sponsor	PIQ completed and signed	Lay Language Protocol summary	Consent and HIPAA Auth. forms completed	Clinical billing schedule completed	IRQ completed	Any additional forms required completed	CMCT submits to IRB	CMCT sends contract to CTO	Sponsor regulatory documents completed	IRB gives conditional approval for CT	CMCT sends back to IRB any conditions for CT	Final Radiation Approval	IRB gives FINAL approval	Device Studies - Medicare submission (if applicable)	CTO negotiates final contract	Sponsor and OHSU sign final contract	Internal OHSU accounts set up	Research rate account set up	STUDY SET-UP	Clinical trial begins (ESTIMATED DATE)
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Key individual assignments tracked

Notes:
 11/8/10: Sponsor waiting on final FDA approval
 1/4/11: Sponsor waiting on final FDA approval
 1/26/11: Sponsor received final FDA approval; waiting on internal sign-offs
 2/7/11: Sponsor began sending documents (protocol, budget)

LIZ (Research Coordinator):
 Initial responsibilities:
 1) Study team protocol evaluation
 2) Monitor visit
 3) Study "set-up"

FATEMA (Regulatory Specialist):
 Initial responsibilities:
 1) Study team protocol evaluation
 2) Feasibility questionnaire
 3) IRB submission (steps 11-17)
 4) Regulatory documents
 5) IRB conditions (steps 19-23)
 6) Research rate set-up (step 28)

This is what we have already done and this is what we need to finish

KEVIN (PROJECT MANAGER):
 1) Study team protocol evaluation
 2) Budget negotiations
 3) CRO communications
 4) Contract communications
 5) Internal account set up
 6) Overall project management

PI (Kevin Wei):
 1) Study team protocol evaluation
 2) Monitor visit
 3) Budget sign off
 4) Assist with IRB submission

JACI (Contract Analyst):
 1) Contract negotiations
 2) Contract signing
 3) SPA communications - Internal account setup

Identify the Steps of Production

Historically what has been the Case success of going from

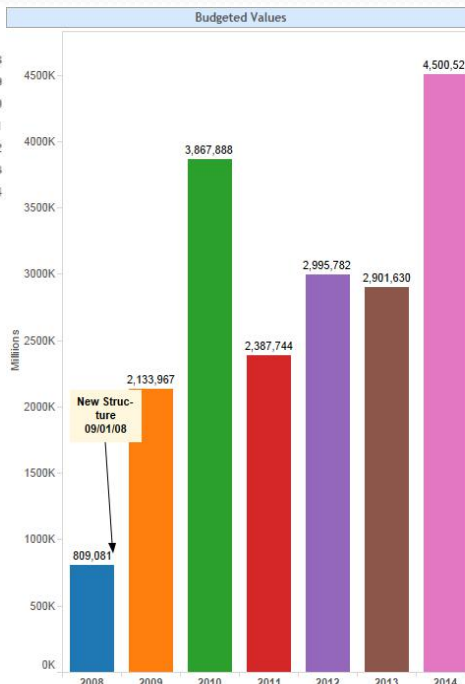
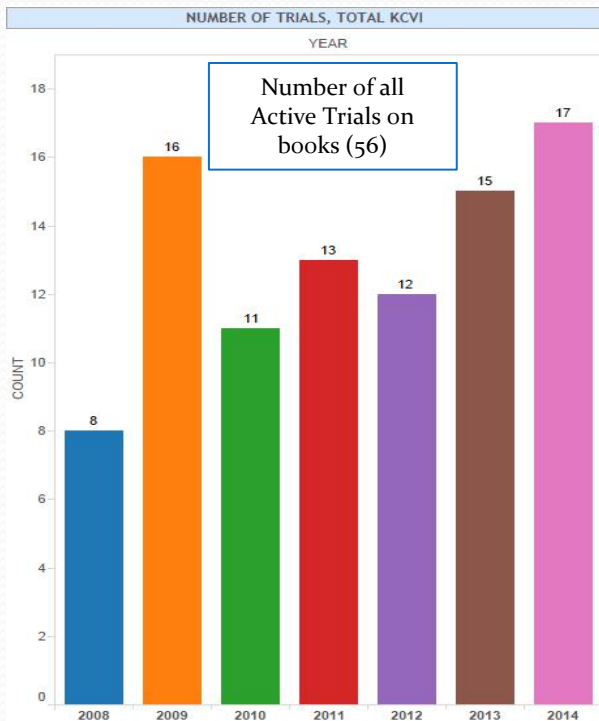
This



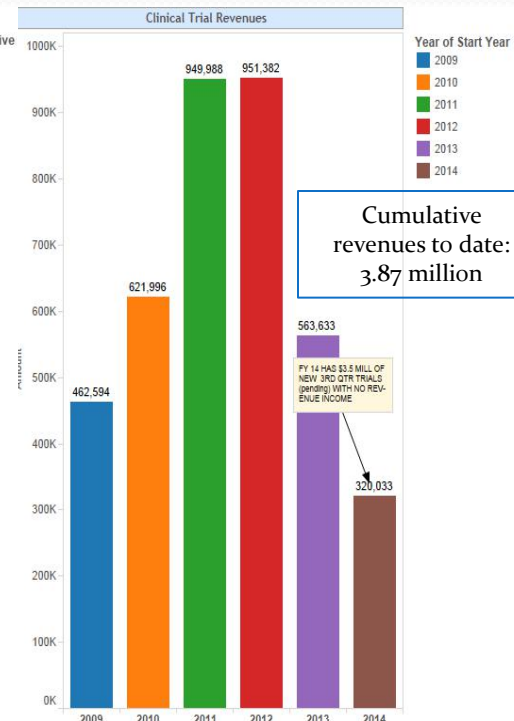
To This ?



Regulatory specialist completes														Regulatory spec continues										SPA		REG SPEC				
STEP COMPLETED																														
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Sum of Total Cost SUM for each Start Date Active Year. Color shows details about Start Date Active Year. The data is filtered on Award Pi and Award Number. The Award Pi filter keeps 39 of 54 members. The Award Number filter keeps 215 of 223 members. The view is filtered on Start Date Active Year, which keeps 7 of 23 members.



Sum of Amount for each Start Date Active Year. Color shows details about Start Date Active Year.

Sum of COUNT for each YEAR. Color shows details about YEAR. The view is filtered on YEAR, which excludes 2007.

If you are here !



And want to go here



Applying Key Business Standards to the Production Model

RELATIONSHIP BUILDING



Regulatory specialist completes													Regulatory spec continues										SPA		REG SPEC					
STEP COMPLETED																														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
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Steps 0: Identifying specialization: Obtaining investment support

Steps 0: Key specialists for clinical trials: Regulatory Specialist / Finance Business Manager

Steps 1-8: **Relationship Building:**

Initial Contact, Confidentiality Agreement, Site visit & selection. Sponsor inter-relates to all members of team.

Steps 9-10: **Relationship Building:**

Budget negotiations

Steps 11-26: **Relationship Building:**

Regulatory documents submitted and finalized with Contracts Office, IRB, Sponsor

Steps 30+: **Relationship Building:** Subject Recruitment, Consent, Trial begins .

CASH FLOW



Regulatory specialist completes										Regulatory spec continues										SPA	REG SPEC									
STEP COMPLETED																														
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Steps 9-10: **Budget Negotiations:** This is the critical element to obtaining the necessary **CASH** for the business to succeed.

What is considered a successful negotiation?

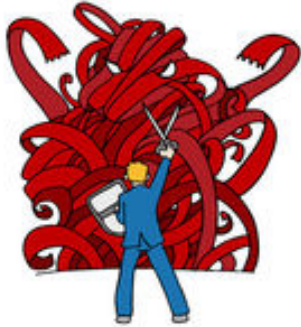
50 / 50: Let's Split the Difference

The ability to tell a person to go to hell so that he actually looks forward to the trip!

Remember: Sponsors always have more money to give you then they let on. Your role is to build a trusting relationship so that they are happy to hand it over to you---you don't want to leave money on the table. You need to calculate a reasonable non-refundable admin fee for steps 1-30... lots of work with no income. Hold off IRB submission til this step is complete

SPECIALIZATION

To build a clinical trials business based on a productivity model requires work specialization, which requires an investment. This can lead to a chicken and egg dilemma.



We have found that the most critical element for building a successful clinical trials business is the **Regulatory Specialist**.



The second most critical element is the **One-Contact finance Business Manager**.



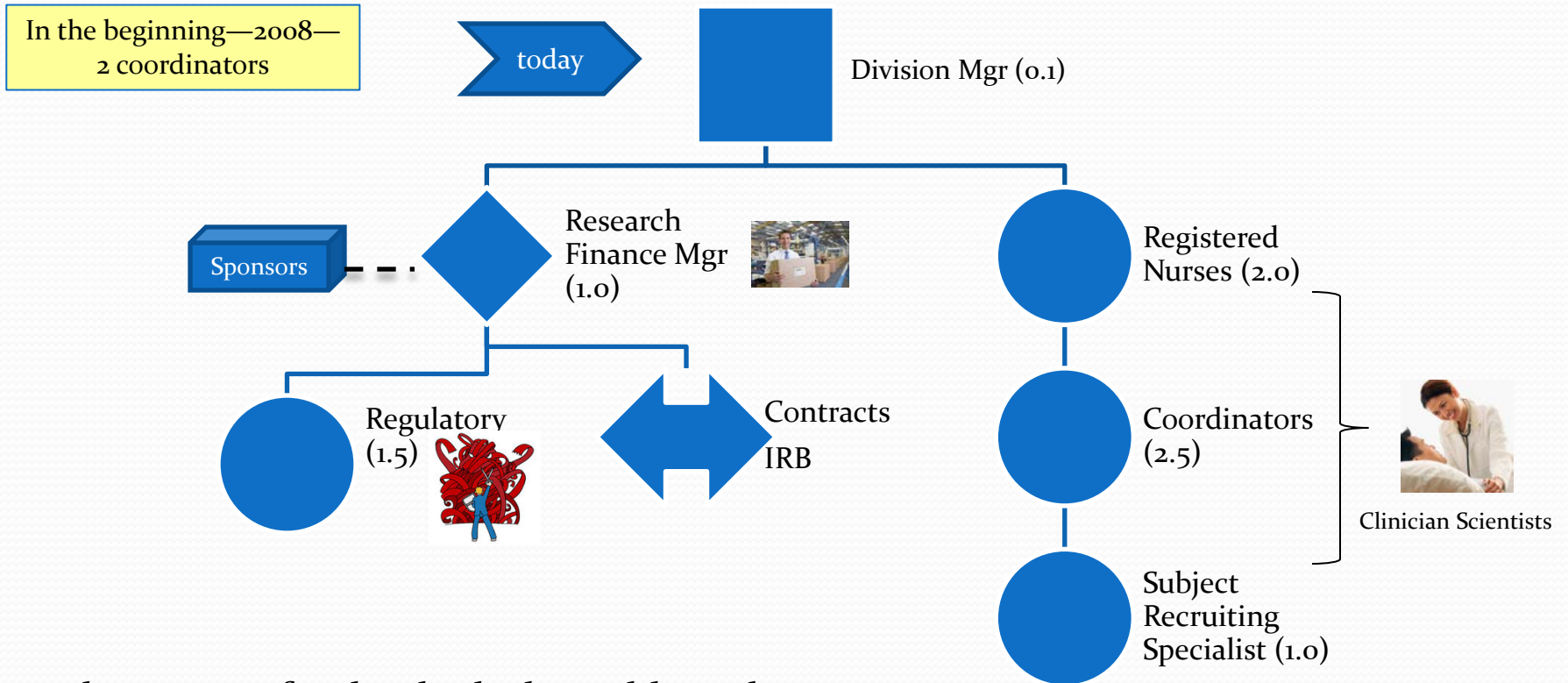
In General: As a consumer, how many contacts do you want to deal with when you call a business?

As a consumer, how many of you like making a call and getting an extensive telephone tree to choose options?

As a consumer, how many of you want to talk to a person directly when dealing with matters of importance?

To secure investment, one must sell this philosophy to your department chairs.

2014 Organizational Structure



What types of individuals do we like to hire?

Individuals who can take the organization where we want to go, rather than where we have been.
Definitely people who know how to play outside the box.

Our financial analytics group is made up of: a PhD scientist, theoretical mathematician, forensic accountant, corporate business manager, and a Yale historian.

**Did I Mention
RELATIONSHIP BUILDING?**



The Critical Feature of the Budget



MARGINS: Don't be Shy.

In preparing a budget, due diligence requires that a satisfactory margin is developed as an outcome of the budget process. Margins need to cover operational costs, overhead costs, and **cash reserve requirements**: determined in advance by the business manager.

Procedure	Bracco proposed unit offer	# of units	# of patients	Bracco total proposed offer	OHSU proposed unit offer	OHSU total proposed offer
ECF Administration	\$50	1	10	\$500	\$50	\$500
Medical History	\$125	1	10	\$1,250	\$125	\$1,250
Regulatory Tech	\$20	1	5	\$100	\$20	\$100
EC Monitoring	\$100	1	10	\$1,000	\$100	\$1,000
Physical Exam	\$150	2	10	\$3,000	\$150	\$3,000
Mini Slaps	\$25	10	10	\$2,500	\$25	\$2,500
ECG Collection	\$25	9	10	\$2,250	\$25	\$2,250
EC lead ECG (day 2)	\$0	1	10	\$0	\$200	\$2,000
Laboratory Sample Collection	\$50	2	10	\$1,000	\$50	\$1,000
PAF/PAF	\$30	1	10	\$300	\$30	\$300
PAF/PAF/MPAP	\$30	10	10	\$3,000	\$30	\$3,000
PCWP, Qp, WPI	\$10	5	10	\$1,500	\$10	\$1,500
Investigator	\$1,500	1	10	\$15,000	\$1,500	\$15,000
Research Staff (Research Coordinator)	\$750	1	10	\$7,500	\$1,000	\$10,000
Administrative staff (regulatory/finance/mgmt)	\$0	1	10	\$0	\$500	\$5,000
IRB	\$500	1	10	\$5,000	\$500	\$5,000
Post-Test Visits	\$50	2	10	\$1,000	\$50	\$1,000
Patient stipend	\$0	1	10	\$0	\$100	\$1,000
BASE EVALUABLE SUBJECT				\$44,900		\$55,400
University F&A (overhead) - 25%				\$11,225		\$13,850
TOTAL EVALUABLE SUBJECT				\$56,125		\$69,250

In this budget, the highlighted areas are those where the sponsor either offered "0" compensation, or we increased the compensation. In this case, the total subject compensation was increased by 23%.

SPONSOR budget proposal for pass-through costs/charges billed to clinical trial study (invoiced to sponsor separately):		
IRB initial review	\$ 2,500.00	\$ 2,200.00
IRB annual or continual review (if required)	\$ -	\$ 1,120.00
IRB amendments (if required)	\$ -	\$ 825.00
IRB administrative termination (if required)	\$ -	\$ 550.00
Archiving/Storage fee	\$ -	\$ 750.00
Hotel (if required for 2nd day visit)	\$ -	\$ 250.00
Pharmacy set-up (NOT subject to overhead)	\$ -	\$ 750.00
Pharmacy monthly maintenance (subject to 25% overhead)	\$ -	\$ 187.50
Pharmacy dispensing (subject to 25% overhead)	\$ -	\$ 20.94
Non-refundable administrative fee (set-up)	\$ 1,000.00	\$ 4,500.00

This part of the budget is the pass-through charges. In this case, the sponsor only offered \$2,500 for IRB fees. We renegotiated all potential IRB fees: continual reviews, amendments, termination, etc. Fees were agreed upon and built into the contract.

In addition to the IRB fees, we negotiated Storage fees, Hotel fees, Pharm set-up fees, and a Non-refundable Admin fee of \$5,500.



The Critical Feature of the Budget



MARGINS: Don't be shy

50%

The chance that someone will always say YES to a counter offer!

\$800.00

SPECIALISTS ROLES



										Regulatory specialist completes										Regulatory spec continues										REG SPEC									
STEP COMPLETED																																							
1	2	3	4	5	6	7		9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30										
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Steps 1-10: **Business Research Manager:** Initial contact, feasibility assessment, confidentiality agreement, site visit & selection, budget negotiation, letter of intent, contract process begins.

Steps 11-26: **Regulatory Specialist** completes all regulatory submission documents: PPQ, Lay Language, Consent, Billing Schedule, IRQ, IRB Submission, Sponsor Regulatory docs, Edits, **PI involvement**, Complete IRB submission. Complete contract negotiations in parallel with IRB submission process.

Steps 27-30: **Research Coordinator:** Study Set up.

Steps 30+: Research Coordinators **focus on recruiting subjects.**

Business Manager focuses on Billing Sponsor and Collecting Receivables



Sales and Marketing





SALES & MARKETING



		Regulatory specialist completes										Regulatory spec continues								SPA		REG SPEC																																																																									
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Congratulations: You have just completed the 30-step process and the Sponsor just announced they are closing your site.


WHAT HAPPENED??

Have a Recruiting Plan

SALES & MARKETING



Most sponsors will be patient on your process if you include a “Recruiting Plan” in your correspondence.

GENERAL INFORMATION	
Study Title	
Principal Investigator	Research Coordinator
Co-Investigators	
Enrollment Goal	Enrollment start date
	Estimated enrollment end date
Location(s) Subjects will be recruited	
RECRUITMENT STRATEGY	
Recruitment tools to be used <i>Attach all recruitment tools to final plan</i> Study posters Patient mailings Online advertisements (craigslist, cardiology website etc.)	Subject compensation offered
Who is fully responsible for recruiting?	
Detailed Recruitment plan	
<p>MEET AS A GROUP Make your plan formal!</p> 	

Recruiting Plan Data:

- Feasibility, # of patients that may be eligible, etc. (**Robust data platform**)
- - Newspaper, Radio Ads
- Patient Letters
- Internal Posters
- Recruiting focus. Outpt, Inpt, Procedural Labs. When, where, how often, subject matter.
- Inclusion / Exclusion referral sheets:
- Newsletters, update, “whose on top!”

By telling the sponsor, “**this is our recruiting strategy**” you will earn greater respect and more support for what you want to do. And what does this equal?

And this is a great Relationship Tool!





Getting the Bills Paid



ACCOUNTS RECEIVABLE



If you ask someone what an Account Receivable is and they have this look



You can fairly well assume that you are not going to get all of your money!

Unfortunately, experience tells us that most researchers and clinical trial coordinators fall within this category.

ACCOUNTS RECEIVABLE



Solution



You need someone trained
and experienced in
business to run a business.



ACCOUNTS RECEIVABLE



EchoCRT	Patient Initials	Patient Number	Enrollment & Baseline	DATA SET A	DATA SET B	DATA SET C	DATA SET D			DATA SET E-J												Early Termination or Hospitalization/Mortality (Data Set K)					
							Randomization			DATA SET G			DATA SET H			DATA SET I			DATA SET J								
							Month 1	Month 3	Month 6	Month 6	Month 9	Month 12	Month 12	Month 15	Month 18	Month 21	Month 24	Month 27	Month 30	Month 33	Month 36						
			ICF/ECG	Echo	Visit eCRF	Pre-discharge Visit eCRF	Random. eCRF	AV delay optimiz.	2nd baseline (if applic)	1	3	6	6	9	12	12	15	18	21	24	27	30	33	36	Enter Date and Reason		
	RJH	1	Projected Actual	9/28/09 10/15/09	10/28/09	10/29/09	10/29/09	10/29/09	10/29/09	12/3/09	2/4/10	5/27/10														6/23/2010 Deceased	
	TMR	2	Projected Actual	10/28/09																						Screen Failure	
	DMF	3	Projected Actual	12/7/09																						Screen Failure	
	MGH	4	Projected Actual	1/4/10	1/11/10	1/19/10	1/21/10	1/22/10	1/22/10	2/18/10	4/28/10	9/2/10		11/18/10	2/18/11		6/24/11										
	AS	5	Projected Actual	2/8/10	2/8/10	2/16/10	2/17/10	2/17/10	2/17/10	not done	5/27/10	9/2/10		10/21/10	3/24/11	ECHO											
	N-T	6	Projected Actual	6/17/10	6/17/10	6/25/10	N/D	8/12/10	8/12/10	9/16/10	10/21/10	1/12/11		4/8/11													
	S-W	7	Projected Actual	7/21/10	7/21/10																					Screen Failure	
	MMR	8	Projected Actual	11/4/10	11/4/10	12/1/10	12/2/10	12/1/10	12/2/10	1/3/11	4/18/11	6/23/11	6/23/11														
	LGB	9	Projected Actual	2/14/11	2/14/11	3/10/11	3/11/11	3/11/11	3/11/11	4/8/11	5/24/11																
	CJM	10	Projected Actual	3/15/11	3/15/11	Screenfail	Screenfail	Screen fail																			

Subject Data Set List generates accounts receivable table

Subject Initials	Subject Number	Screening/Enrollment	24 hour visit	ACCRUED	PAID	Subject A/R
ADVANCE	ADVANCE				INITIAL \$6,925.00	-\$6,925.00
C-D	651	Actual	6/1/11	6/2/11	\$6,925.00	CK2 \$6,925.00
T-C	601	Actual	6/9/11	6/10/11	\$6,925.00	\$6,925.00
C-W	652	Actual	6/15/11	6/16/11	\$6,925.00	CK1 \$6,925.00
H-W	653	Actual	6/15/11	6/16/11	\$6,925.00	CK1 \$6,925.00
E-A	602	Projected Actual	7/21/11	7/22/11	\$6,925.00	CK2 \$6,925.00
R-P	654	Projected Actual	7/21/11	7/22/11	\$6,925.00	CK2 \$6,925.00
LJJ	603	Projected Actual	7/27/11	7/28/11	\$6,925.00	CK2 \$6,925.00
RGE	604	Projected Actual	8/4/11	8/5/11	\$6,925.00	\$6,925.00
MFL	655	Projected Actual	8/10/11	8/11/11	\$6,925.00	\$6,925.00
HMP	605	Projected Actual	8/10/11	8/11/11	\$6,925.00	\$6,925.00
B-A	656	Projected Actual	8/22/11	8/23/11	\$6,925.00	\$6,925.00
GAW	606		8/31/11	9/1/11	\$6,925.00	\$6,925.00
						\$34,625.00

Accrued A/R becomes part of the Grant monthly P&L report

Financial report as of 8/31/2011			
	July 2011	August 2011	Total to-date
SUBJECTS ENROLLED: 12			
REVENUE			
Billed and collected	13,850.00	27,700.00	56,300.00
Billed and NOT collected (A/R):	0.00	0.00	35,938.78
Total Revenue:	13,850.00	27,700.00	92,238.78
EXPENSES			
Personnel:			
Unclassified Salaries	0.00	1,962.67	1,962.67
Subtotal Personnel	0.00	1,962.67	1,962.67
Fringe Benefits			
OPE Unclassified	0.00	765.61	765.61
Subtotal Fringe Benefits	0.00	765.61	765.61
Services & Fees			
Departmental Assessment	692.50	0.00	748.75
Departmental Assessment accrual	0.00	0.00	3,181.94
Miscellaneous Fees & AWS	0.00	0.00	0.00
OHSU IRB Fees	0.00	0.00	2,200.00
Pharmacy setup	750.00	0.00	750.00
Research Subjects	200.00	400.00	900.00
Subtotal Services & Fees	1,642.50	400.00	7,780.69
Supplies			
Pharmaceuticals	300.00	150.00	450.00
Subtotal Supplies	300.00	150.00	450.00
Travel			
Travel-Domestic (Hotels)	246.63	174.38	421.01
Subtotal Travel	246.63	174.38	421.01
Other			
Hosting Groups & Guests	0.00	345.00	345.00
Subtotal Other	0.00	345.00	345.00
Patient Care			
FPF Provided Med Services	0.00	0.00	0.00
Medical Service	112.29	65.05	177.34
Subtotal Patient Care	112.29	65.05	177.34
Total Direct Costs:	2,301.42	3,862.71	11,902.32
Total F&A Costs:	171.79	772.55	1,004.34
TOTAL PROJECT EXPENSES:	2,473.21	4,635.26	12,906.66
NET PROFIT:	11,376.79	23,064.74	79,332.12



The Final Piece



THE FINAL PIECE



What does the Contract obligate the parties to?

Sponsor's View:

High enrollment
Collection and entry of Data
Successful close

Our View:

We have provided you with:
High enrollment
Collection and entry of Data
Successful close

Your end of the contract agreement is to:



Pay the bill!!



Don't be shy in asking the Sponsor to live up to their end of the agreement!

**Did I Mention
RELATIONSHIP BUILDING?**