

Creating a Feedback Loop to Improve Trial Performance

How a global study team quickly addressed recruitment challenges with Teckro

While surveys are not new, traditionally they have been difficult for study teams to execute quickly. Finding the target list of site users alone can take weeks. And gaining access to the survey results takes longer. This means study teams haven't had a mechanism to quickly validate a hypothesis from direct site feedback.

Now, with Teckro, study teams have the power to create and distribute quick surveys themselves in minutes. Results are immediately available. There is no time to waste in addressing challenges blocking study performance. Here is an example of how a Top 20 study team quickly identified issues blocking recruitment.

This Phase II oncology trial faced recruitment challenges, missing global study milestones. The study team wanted to understand challenges and pain points directly from their sites and used Teckro to quickly compose a survey sent to site staff across the study. The survey goal was simple: to gather data on recruitment barriers as related to the inclusion/exclusion criteria.

The study team received 18 responses from investigators and study coordinators across 11 countries in just 3 days. They learned:

- **61%** of respondents indicated tissue screening was the ultimate barrier to enrollment.
- Of those, **33%** cited participant ineligibility due to PD-L1 results.
- A further **28%** indicated lab kit supply issues.

Responses are centralized in a dashboard for easy analysis. The study team quickly had a picture of site recruitment barriers and took corrective action to support sites. The site staff appreciated that they had their voices heard, which helped them feel valued and more engaged.

Survey Results in Minutes

Getting feedback with Teckro is simple. Starting with integrated current audience lists, study teams can quickly segment who they want to survey. Creating the survey takes just a couple of minutes with different options to gather qualitative or quantitative responses. Recurring surveys can be templated to reduce manual entry and duplication of work.

Push notifications alert site recipients of the survey, increasing the chances that they'll respond. And to keep it simple, they receive and submit the survey in the same place as all other study communications, directly in the mobile app.

Real-Time Analysis

Real-time read and response rates give visibility into engagement, so study teams can measure communication effectiveness. A simple dashboard consolidates responses and gives data visualization per survey question for easy identification of patterns and trends. Survey analysis can be customized by dynamically filtering results based on assorted criteria, helping determine whether an issue is isolated or more far-reaching. Study teams can rank survey findings in order of urgency or impact to effectively triage required guidance and allocation of resources.

A digitally interconnected mobile app, study teams build proactive communication outreach within Teckro to provide guidance, tips or clarifications based on survey feedback. If required, protocol amendments are quickly distributed within Teckro once approved for a site, increasing the speed of response should changes be required. Teckro is compliant with industry regulations, including the FDA's 21 CFR Part 11.

Find out how you can build a direct feedback loop with your sites.

[Book a meeting](#)