



A Ripple Science case study

RAPID SET-UP ENABLES MORE PATIENTS RECRUITED IN LESS TIME

for Uptown Research Institute (URI) Team

Uptown Research Institute (URI) is a Contract Clinical Trial Site in Chicago, Illinois with studies focused on Major Depression, Schizophrenia, Bipolar, Cognition, Bioequivalency, and Pharmacokinetics. Currently URI is running seven different studies, mostly focused on different aspects of schizophrenia. With a small team of eleven headed by John G. Sonnenburg, PhD, President and Principal of URI, the team felt they could be much more efficient with patient recruiting and management of those patients. Since URI began, they used multiple, different systems to keep track of patients, which was only adding time and inefficiency to everyone's workday. URI was interested in creating a centralized, living database to easily and efficiently understand the efficacy of their recruitment efforts and strengthen how they track and maintain study participant relationships during study participation. Ripple enables sites to build and maintain a registry of past participants to facilitate recruitment of previously screened participants. Their main goal was to find a tool that worked the way they work, without having to change their study to fit the workflow of the tool.

Diane Cohen, Chief Operations Officer URI, was searching online for a tool that streamlined their workload, enabled collaboration and whereby they could import all of the data from their existing studies and continue to run those studies from the tool. Initially, Cohen and Sonnenburg were intrigued with the name "Ripple," as it reminded them of a song by The Grateful Dead; They were even more pleasantly surprised to learn of Ripple's functionality. "We were looking for something

Problem:

URI had been using multiple, different systems to keep track of patients, which only added time and inefficiencies to everyone on the team. The team needed a centralized tool that supported their workflow.

Solution:

Ripple provided a way to understand and track URI's recruitment efforts, as well as strengthen how they maintain study participant relationships.

Benefits:

- + A tool that understands the clinical side.
 - + Team doesn't have to change their workflow to adjust to Ripple.
 - + Provides perfect workflow to track patients.
 - + Provides on-demand analytics.
 - + Builds and maintains a living database.
 - + Easy to teach other team members how to use.
 - + Enables the team to clearly understand the impact of spend on various sources.
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that would track our patients and provide data analytics the same way we do. We want to understand the impact of our spend on different source efforts. Other tools simply replicated case report forms and didn't understand the clinical side. It seemed like double the work. Ripple thinks like we think, clinically."

Vanessa Hernandez, URI's Office Manager, led the effort to get Ripple ready for URI. She worked closely with Ripple's Customer Success team to import studies and set up Ripple in one month. This is extremely fast as compared to other customers who are slower and may take up to six months to clearly understand their study workflow and how to create that in Ripple. Hernandez finds Ripple easy to use and implement, "I can already teach other people how to use Ripple. I trained someone yesterday and they are already up and running."

Since their launch, URI has been able to centralize their recruitment and retention process. Over the next several weeks, Diane and team expect their recruiting to be accelerated.

For questions contact us at:
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