

UCSF Recovers Significant Revenue; Cuts Operational Costs with OnCore

The Business Challenges

The UCSF HDFCC looked for a system to assist in improving several operational factors to better improve the mission, including:

- Eliminate redundant non-integrated systems
- Gain greater visibility into study conduct
- Reduce cycle times
- Reduce turnover
- Remain compliant
- Gain greater control over financial activity
- Promote more active involvement by leadership

The OnCore Enterprise Research Solution

OnCore, the leading enterprise-class system, has a long history of successfully addressing the broad spectrum of challenges faced by mid-sized to large research organizations. Among the many solutions offered by OnCore are:

- A centralized system with standardized operating procedures (SOPs) that promote consistent practices across an institution
- Instant visibility into clinical trial operations, including budgeting and invoicing activity, and the ability to collect and analyze study metrics, such as cycle times
- A robust and active Onsemble user community

Customer Profile:

Housed within one of the nation's top biomedical research universities, the UCSF Helen Diller Family Comprehensive Cancer Center (HDFCC) consolidates the work of researchers and clinicians who are dedicated to four fundamental pursuits: Laboratory research into the causes and events of cancer's progression; clinical research to translate new knowledge into viable treatments; sensitive, state-of-the-art patient care; and population research that can lead to prevention, early detection, and quality-of-life improvement for those living with cancer.

The Results with OnCore

UCSF HDFCC realized several benefits from the adoption of the OnCore system. Some of the immediate benefits include:

- Reduced cycle times
- Time to open study has been reduced by more than half, resulting in a significant reduction in the cycle-time from IRB acceptance to the time a clinical trial has been opened.
- Reduced turnover and maintained compliance

Greater Financial Control

The financial billing council uncovered significant revenue in unbilled activities from industry studies, and the center cut operational costs, running cash-neutral.

System Standardization and Consistent Operations

Adoption was assisted by the Onsemble user community. The OnCore solution has allowed the center to consolidate a dozen different fragmented systems that supported the center. Eliminating these redundant systems saves time and money. The use of OnCore campus-wide also enables HDFCCC to audit and bill systematically. The OnCore system tracks all Accounts Receivables for investigational and industry-sponsored studies, keeping the collective checkbook in balance. The unified charge master has reduced confusion and delays in billing and receipt of payments.

Greater Visibility into Studies

The center now has a proper level of transparency. OnCore allows HDFCCC to constantly monitor and draw data together with visibility of any and all activity that was performed on each of the participants in the study. Study staff share and collaborate with the right information at the right level of security. This is important because outside investigators also utilize the OnCore system. The ability to see into study conduct across all studies also allowed the center to collect metrics, which helped establish meaningful project reviews. Reviews are now backed up by statistical facts and are part of the HDFCCC SOP. Metrics include: measuring the number of studies that are on time; identifying studies that are behind schedule; gaining visibility of "where trials are in the process and where the problems are;" knowing the total cycle-time duration and what to expect from each step.

Increased Leadership Support

The OnCore systems implementation and SOPs promotes leadership involvement and, as a result, they have become "positively" invested in the process.

Greater Operational Efficiency

Access has been improved and approvals are faster. The new system allows for paperless processing, saving time and money. Data safety and monitoring committees both review the same information, which ensures compliance and safety, overall saving lives — and better accomplishing the mission.