

FSP solutions

# PPD FSP Clinical Operations solutions

# The global expertise you need to ensure patient safety, data quality, and protocol compliance



It takes a wide range of resources to meet the challenges of conducting clinical studies. Whether you require specialized skills to complement your existing expertise or an outsourced solution to perform all aspects of clinical monitoring and site management, you need a partner that delivers customized clinical operations solutions that protect patients and keep your studies on schedule.

Through bespoke clinical operations solutions available in a flexible functional service partnership (FSP) model, **PPD™ FSP Clinical Operations solutions** helps biopharmaceutical, biotech, and medical device organizations ensure patient safety, data quality, and protocol compliance. With a proven track record built from decades of experience, we provide the right talent and expertise to help our clients meet their timelines — while providing much-needed resource flexibility, reliability, and continuity.

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**Faster staff allocation  
to meet timelines**

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**More agile resourcing  
to keep pace with your  
changing needs**

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**Better risk mitigation to  
minimize disruptions**

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# Flexible clinical operations solutions deliver the breadth and depth of expertise you need

Backed by a 25+ year track record of FSP support, our comprehensive clinical operations solutions provide much needed resource flexibility, reliability, and continuity. Our experienced clinical operations professionals deliver a breadth and depth of therapeutic and functional expertise unmatched in the industry, uniquely positioning us to deliver the right experience and knowledge to fill your clinical operations gaps across a full range of services.



## Bespoke solutions across a full range of services



### Clinical monitoring

Blend of central, remote and onsite monitoring



### Site management

From study startup through closure



### Clinical oversight

Oversee all aspects critical to quality



### Clinical support services

End-to-end site operational support



### Site engagement

Develop and manage site relationships



## How you benefit

- Greater patient safety, data quality, and protocol compliance
- Better resource flexibility, reliability, and continuity
- Better clinical oversight to drive standardization and consistency across studies/countries/regions
- Strong, enduring site relationships
- More efficient and reliable management at the site



# Problem-solving professionals & flexible models ensure you stay on schedule

Our clinical operations approach is driven by the understanding that it is difficult to fix a problem once it has occurred. With this in mind, our experts maintain a preventive focus on the front lines of new operating models rooted in risk-based quality management (RBQM) and data analytics.

Leveraging decades of clinical operations experience, we also partner with you to personalize the best outsourcing model for your needs. Our solutions provide the flexibility to embed our exceptionally trained staff within your workforce using a customizable mix of systems, processes, oversight, and reporting structures—whether yours, ours, or a blend—or we can take the work fully in-house using our innovations and systems.

## Proactive teams

- Apply risk-based approaches, root cause analysis and problem-solving skills
- Align our experts to your internal structures through role mapping, which may include:
  - Clinical Research Associates (CRAs)
  - Clinical Trial Coordinators (CTCs)
  - Country Approval Specialists
  - Site Contract Specialists
  - Site Engagement Leads
  - Central Review Managers
- Drive accountability with our client-facing people managers overseeing key performance indicators (KPIs), resourcing, and forecasting

## Adaptable approach

- Embed our staff within your workforce using a customizable mix of systems, processes, oversight, and reporting — yours or ours
- Or outsource the entire function and let PPD support your needs entirely in-house, using our systems, processes, and innovations
- Choose from flexible pricing models:
  - Full-time equivalent (FTE) models
  - Unit-based models
  - Time & materials models
  - Hybrid models

## Worldwide resources

- 11,000+ clinical operations professionals worldwide:
  - North America: 3,700+
  - Latin America: 1,000+
  - Europe, Middle East, Africa: 4,700+
  - Asia-Pacific: 2,400+



11,000+ clinical operations professionals worldwide

# From start to finish ensuring staff quality and continuity

With the number of registered clinical trials tripling in the last decade, the demand surge across the globe for talent is only growing more acute,<sup>1</sup> putting contract research organizations (CROs) and sponsors in a constant recruitment cycle for qualified resources in a hyper-competitive job market.

One of our priority talent sources is thousands of our own global internal pool of ready-to-deploy trained professionals. This allows us to allocate and onboard fully vetted staff very quickly—across multiple time zones—to keep your study on schedule. We also leverage the full force of our global infrastructure to take a three-pronged approach to attract, train, and develop diverse new talent pools to carry out your study from start to finish.



## Our unique three-pronged approach to develop clinical operations talent pools

1

### Global recruitment engine

- Established FSP recruitment model with dedicated recruiters and insourced contract labor program
- Targets experienced professionals as well as high-potential candidates for development

2

### Forward-looking training

- Rigorous ongoing training for all clinical operations staff
- Innovative pathways into clinical research careers through our CRA Academy, Clinical Development Academy, and Clinician to CRA (C2C) Program

3

### Development & retention

- Ongoing development programs, trainings, and coaching and mentoring
- Opportunities for advancement from CTC to CRA to Clinical Trial Manager (and more)
- Superior training, professional development, and support

<sup>1</sup> Statista, Total number registered clinical studies worldwide 2000-2022

# Why choose us as your FSP partner?



**130+ recruitment professionals**  
with dedicated FSP staffing team



**Low 13.7% FSP staff turnover**  
compared to industry average of 21%  
as of March 2023



**Consistently low CRA turnover rates**  
15% in the US and 11.4% outside the US  
compared to 24% in US and 20% globally<sup>2</sup>



**Excellent feedback scores on  
CRA recruitment effectiveness**

- Quality of hire: 92% • Manager satisfaction: 89%
- New hire satisfaction: 90%



**Centralized monitoring and risk  
surveillance analysis expertise**

- 10+ years of experience
- 7,000+ analysis and review cycles



**PPD is recognized as one of the best  
global enterprise learning and  
development programs in the world**

by the Association for Talent Development<sup>3</sup>

<sup>2</sup> CenterWatch Weekly March 1, 2021 (BDO 2020/2021 CRO Insights Report)

<sup>3</sup> Thermo Fisher Scientific's Clinical Research Business Receives ATD Award for Employee Talent Development

Talk with your account  
representative or visit  
[ppd.com/fsp-clinical-operations](https://ppd.com/fsp-clinical-operations)  
to learn more about how  
**PPD FSP Clinical Operations**  
**solutions** helps ensure patient  
safety, data quality, and protocol  
compliance so you can  
meet your timelines.