

2. IMPROVING PATIENT EXPERIENCE



DCT at their core should address the needs of patients, caregivers and therapeutic experts. Uplifting the experience and engagement with these key stakeholder groups should be demonstrable as a driving consideration for DCT best practices.

CONSIDERATIONS AND GUIDANCE

| The practice should demonstrate... | Guidance notes |
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| The opportunity to reduce the number of physical assessments and/or physical site visits and reduce the burden of participation, whilst maintaining high rates of trial activity adherence | <ul style="list-style-type: none"> <input type="checkbox"/> Reduction of physical visits to the hospital can be a key driver here, but it should be kept in mind that some patients will prefer the hyper-care of a physical trial setting. <input type="checkbox"/> Patient optionality is key to truly minimizing the burden of participation. |
| Evidence of positive feedback from key stakeholders. | <ul style="list-style-type: none"> <input type="checkbox"/> DCT practices are evaluated and receive positive approval from stakeholders including Patient/Caregiver Advocacy/Therapeutic experts. <input type="checkbox"/> Teams should recognize that some patients may not consider a DCT an optimal trial experience (e.g. patients for whom the hyper-care of a clinical trial is desirable). <input type="checkbox"/> Patient experience feedback and data should be collected early and often throughout the trial |
| That patients are empowered with greater access to information about the trial, the schedule of events and their role in the conduct of the trial | <ul style="list-style-type: none"> <input type="checkbox"/> Supporting patients not only improves their experience, it enhances their ability to drive the desired study data collection and compliance thus meeting the primary goals of the study. <input type="checkbox"/> Technology should employ design principles to allow data collection (e.g. push notifications and reminders). <input type="checkbox"/> Explain how technology has been leveraged to ensure patients will have greater access to ad-hoc, remote engagements with the site team |
| A seamless interaction with patient's ordinary care routine, wherever possible | <ul style="list-style-type: none"> <input type="checkbox"/> Features are implemented in such a way that data collection is integrated within patient's daily routine (e.g. application reminders, triggers, etc.). |
| The capacity to increase the diversity of patients recruited | <ul style="list-style-type: none"> <input type="checkbox"/> Diversity of patient populations (including age, gender, ethnicity, race) is a prime potential benefit of DCTs. Steps should be taken to ensure trial design and recruitment strategy provides enhanced opportunities for diverse patient participation. <input type="checkbox"/> IMPORTANT: Decentralization can also introduce a new type of bias, towards adherent/motivated/technologically literate patients. Steps should be taken to avoid this bias wherever possible |