

CLINICAL RESEARCH UNIT (CRU) GUIDANCE DOCUMENT FOR STUDY IMPLEMENTATION

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*CRU is a Service of the UW-Madison Institute for Clinical and Translational Research (ICTR).
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*This document is a guide to study implementation on the CRU. Processes and workflows are
subject to change.*

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A. CRU PROTOCOL IMPLEMENTATION PROCESS

Step/Purpose	Study Team Responsibilities	CRU Responsibilities
1. CRU Consult Request		
<ul style="list-style-type: none"> ▪ Initiate CRU feasibility review. ▪ Facilitate formal review by the Protocol Implementation Review Committee (PIR). 	<ul style="list-style-type: none"> ▪ See ICTR/CRU webpage for link to submit CRU Consult Request. ▪ Review study protocol and clearly identify visits and activities that need to be carried out on the CRU. This typically includes visits with timed activities, research medication administration, and research interventions such as lumbar punctures, sponsor ECGs, and specimen collection/processing. ▪ Identify study specific equipment to be used (e.g., sponsor ECG machine). ▪ Identify activities that will be conducted by study team during CRU visit (e.g., questionnaires). ▪ Ensure study team personnel have necessary access (e.g., OnCore, Health Link). Allow time for training required to obtain access. 	<ul style="list-style-type: none"> ▪ Schedule and facilitate CRU consult meeting. ▪ Review protocol for feasibility. ▪ Identify processes, workflows, potential issues and gather study specific information prior to formal CRU application.
2. CRU Consult Meeting		
<ul style="list-style-type: none"> ▪ Review proposed CRU protocol activities. ▪ Facilitate formal CRU PIR approval process. 	<ul style="list-style-type: none"> ▪ Review protocol and be knowledgeable about the CRU visits and activities being requested. ▪ Attend CRU Consult Meeting and include other study team members as appropriate. Note: PI is not required to attend the CRU Consult Meeting. ▪ Inquire about CRU procedures/standards that may impact feasibility or budget development. ▪ Follow up on outstanding questions from consult meeting. 	<ul style="list-style-type: none"> ▪ CRU will include CRU members that should attend (CRU Protocol Team Lead, Protocol Manager, others). ▪ Review Consult Meeting Agenda with study team. ▪ Answer study team questions related to CRU visits and activities. ▪ Obtain additional information and clarification from study team regarding protocol activities, participant population, and workflows. ▪ Inform study team of CRU and/or UWH requirements that may impact study activities, feasibility, or budget. ▪ Address applicable hospital policies.

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3. Budget Development/Guidance		
<ul style="list-style-type: none"> ▪ Clarify and identify services/procedures provided by the CRU for budget development. 	<ul style="list-style-type: none"> ▪ Submit CRU Consult prior to contacting the CRU for budget guidance. ▪ Develop study budget based on protocol and lab manual. For CRU charges, refer to CRU Charge Guidance document, which can be found in the Budgeting Toolkit for Industry Studies link. ▪ <i>Note: Actual specimen processing charges cannot be determined without lab manual.</i> ▪ When calculating CRU hours for subjects, include time for resulting labs and drug preparation/delivery. (For example, standard turnaround time for routine medication orders by UWH Pharmacy is ~2 hours). ▪ Submit budget in OnCore. Ancillary Services Report (ASR) will subsequently be distributed by the UW CRU for review by UW Health areas including the CRU. ▪ Provide sufficient information and/or documentation in the ASR for an accurate review. ▪ Revise budget in OnCore as changes occur and inform CRU of changes. ▪ If the study is funded by industry, provide the study's fund-account number (in the format "133ZYX9876") to the CRU Protocol Manager. ▪ Prior to study initiation, complete Study Registration/SMPH Review Process. ▪ For help with OnCore, please refer to the OnCore Knowledge Base: <ul style="list-style-type: none"> ○ OnCore Overview (wisc.edu). ○ OnCore: Steps to complete before a study can be registered via OnCore and Opened to Accrual (wisc.edu) 	<ul style="list-style-type: none"> ▪ CRU Protocol Manager will: ▪ Provide clarification regarding CRU procedures and activities that may impact budgets. ▪ Answer questions related to CRU charges. ▪ Review CRU charges provided in the Ancillary Services Report. ▪ Approve the Ancillary Services Report or request clarification(s) from the study team as needed. ▪ Prepare study specific CRU charge entry slip (to ensure standardized charge entry).
4. CRU Application Submission, Review, and Approval		
<p>Protocol Implementation Review Committee members include the CRU Medical Director; staff from ICTR administration; CRU nursing, nutrition, administration, and Research Subject Advocate (RSA); UW Health PRC manager and UW Health Laboratory manager. This committee reviews all applications requesting CRU support and determines feasibility. When approved, a Notice of Award is issued.</p>		
<ul style="list-style-type: none"> ▪ Request and receive formal approval for CRU support - <i>determined by the CRU Protocol Implementation Review (PIR) Committee.</i> 	<ul style="list-style-type: none"> ▪ See ICTR/CRU webpage for link to CRU Application, detailed instructions for application submission, and for meeting dates and deadlines. ▪ <i>Note: A CRU consult must occur prior to submitting a CRU application. Also, feasibility and approval of sample processing performed by CRU cannot be fully determined without the study's lab manual.</i> ▪ To prevent delay in the CRU award, submit your written response to all CRU PIR Committee concerns included in the PIR memo in a timely manner. ▪ Review the CRU award for approved number of subjects and specific study visits (OSS or outpatient). 	<ul style="list-style-type: none"> ▪ CRU Protocol Manager will: ▪ Assign application for review at PIR Committee meeting, where it will be confirmed that the study can be supported by CRU. ▪ Provide communication to the study team identifying items needing attention and questions from the committee (PIR memo). ▪ Once committee concerns have been satisfied, send CRU Notice of Award memo to study team.

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5. Ongoing Collaboration		
<ul style="list-style-type: none"> ▪ Continue exchange of information and facilitate operationalization of the protocol on the CRU. 	<ul style="list-style-type: none"> ▪ Provide information as it becomes available to implement the protocol on the CRU. ▪ Provide CRU with most recent or pending versions of protocol and associated documents (e.g., consent, lab/procedure manuals, sponsor equipment, kits) as soon as they become available. ▪ Collaborate on development of physician orders. ▪ Review CRU documents and compare flowsheets, physician orders, and study protocol to ensure they are consistent and meet study requirements. 	<ul style="list-style-type: none"> ▪ Develop CRU documents based on the study protocol, information provided by the study team, UWH policies, CRU standards, and other relevant information. ▪ Provide information for orders development for oncology studies. For all other studies, facilitate the order development process. ▪ Discuss questions or concerns regarding implementation of the study on CRU. ▪ Continue development of CRU documents.
6. Pre-Study Activation Meeting		
<ul style="list-style-type: none"> ▪ Finalize preparations for implementation of study. <i>Typically only needed for study teams new to CRU.</i> 	<ul style="list-style-type: none"> ▪ Discuss changes and implement last minute details. ▪ Ensure meeting is attended by appropriate study personnel who will be carrying out the study visits. 	<ul style="list-style-type: none"> ▪ Review CRU procedures with study team (e.g., scheduling visits on the CRU, check in/out lab kits/samples, physician orders, consents, flowsheet pickup, and lab supplies). ▪ Answer remaining questions prior to study start date. ▪ Confirm staff training is completed prior to study activation.
7. Release of CRU Reservation Form(s)		
<p><i>The CRU reservation form is submitted to CRU to schedule overnight and outpatient visits on the CRU.</i></p> <p><i>Note: A New Reservation (pre-admission planning form) is also entered separately into Health Link by the study team for overnight visits only.</i></p>		
<ul style="list-style-type: none"> ▪ Provide a process to schedule CRU visits. ▪ Final step in the CRU Implementation process. 	<ul style="list-style-type: none"> ▪ Review reservation form for accuracy upon release. ▪ Use the study specific CRU reservation form to request outpatient and overnight visits approved in the CRU award. ▪ See Section B. CRU Documents. 	<ul style="list-style-type: none"> ▪ Release reservation form(s) to study team when all implementation requirements have been met. Including, but not limited to: CRU approval, IRB approval, physician orders approval, CRU flowsheet approval, CRU staff training (if needed), specimen processing instructions finalized, ancillary services review completed, study registration/SMPH signoff completed.

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B. CRU DOCUMENTS

The following documents are essential to ensure both quality study data collection AND a safe environment for research participants. Study specific documents ensure CRU nurses have the information necessary to carry out study activities and maintain fidelity to the research protocol while maintaining human subjects' protections.

Document/Purpose	Study Team Responsibilities	CRU Responsibilities
1. CRU Flowsheet(s)		
<ul style="list-style-type: none"> ▪ Guide CRU staff in protocol activities, precise data collection, documentation, and research lab processing instructions for all CRU visits. ▪ Serve as a source document. 	<ul style="list-style-type: none"> ▪ Provide CRU with protocol, amendments, lab manuals, subject diaries (if applicable), investigator brochure, pharmacy manual, procedure manuals, and other guidance material for accurate development of CRU documents. ▪ As needed, contact sponsor and/or other sources to obtain/verify additional information for accurate implementation of the study. ▪ Provide timely information to the CRU that may require a change in workflow, process, procedures, and/or documentation. ▪ Review CRU Flowsheet(s) for accuracy and completeness based on physician orders and research protocol. ▪ Approve CRU Flowsheet(s). 	<ul style="list-style-type: none"> ▪ Develop study specific nursing document(s) to guide CRU staff in carrying out protocol activities according to the research protocol, UWH policies, CRU standards, and other pertinent information. ▪ Upon completion of CRU document development, send copy of each document to the study team for review and approval.
2. Lab Processing Grid		
<ul style="list-style-type: none"> ▪ Assist CRU staff in preparing for specimen collection, processing, and storage. 	<ul style="list-style-type: none"> ▪ Submit all lab related resources (e.g., lab manual, lab flowchart, standard operating manual) and research kits, including requisition forms to CRU. ▪ Collaborate with CRU protocol team lead and study lab personnel (if applicable) to develop the lab processing grid. ▪ Review lab processing grid for accuracy and completeness based on research protocol and lab manual. Follow-up with sponsor to resolve any discrepancies. ▪ Approve lab processing grid. ▪ Provide research kits for CRU visits to CRU protocol team lead for review. 	<ul style="list-style-type: none"> ▪ Facilitate development of the study specific lab processing grid with input from study team and study lab personnel (if applicable). ▪ Upon completion of CRU document development, send copy to the study team for review and approval. ▪ For oncology studies, send lab processing grid to CP for review and approval.
3. CRU Reservation Form		
<ul style="list-style-type: none"> ▪ Schedule CRU visits. 	<ul style="list-style-type: none"> ▪ Call CRU charge RN to confirm availability and determine date/time for visit. ▪ Once availability is confirmed, submit study specific CRU reservation form using a separate page for each calendar month. ▪ <i>Note: Additional visits cannot be added without CRU approval. Modifications to the Reservation Form may not be made by the study team.</i> 	<ul style="list-style-type: none"> ▪ Develop study specific CRU reservation form(s) for CRU approved study visits. ▪ See Release of Reservation Form(s) section under CRU Protocol Implementation Process.

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C. PHYSICIAN ORDERS

Physician orders are required to:

- *Legally delegate activities, within the scope of nursing practice, to the CRU nursing staff.*
- *Ensure a safe process for communicating directives for patient care and research activities.*
- *Support fidelity to the research protocol.*
- *Orders must meet requirements of UWHC Administrative Policy #8.16, Patient Care Orders.*

Study Team Responsibilities	CRU Responsibilities
<p><u>Physician Orders</u></p> <ul style="list-style-type: none"> ▪ Have and in-depth knowledge of the protocol. ▪ Provide input to orders content. ▪ Coordinate with study team members to schedule meeting times. ▪ Review and approve draft orders and/or provide edits. ▪ Facilitate PI and provider (if not PI) orders approval. ▪ Enter orders for CRU visits and facilitate signature by the study’s authorized prescriber at least 2 days in advance of the scheduled CRU visit. ▪ <i>Note: For studies that are carried out both on CRU AND other locations (e.g., a study that has visits on CRU and F6/6 or clinic), it is the study team’s responsibility to submit the Service Now ticket for order set development that initiates the entire process noted above.</i> <p><i>Oncology Studies ONLY:</i></p> <p><u>Beacon Oncology Treatment Plan(s)</u></p> <ul style="list-style-type: none"> ▪ Follow Beacon Research Playbook for Beacon Treatment Plan builds. ▪ Review draft orders prior to the HL multidisciplinary meeting. ▪ Clarify discrepancies with PI/sponsor as needed. ▪ Approve draft orders and/or provide edits. ▪ Facilitate PI review and approval. ▪ Notify collaborators when changes to physician orders are required. <p><i>Note: Beacon HL analyst will notify collaborators when orders are available in HL.</i></p>	<p><u>Physician Orders</u></p> <ul style="list-style-type: none"> ▪ Facilitate the order development process. ▪ Enter Service Now ticket for order set development (for non-Beacon orders for study visits only carried out on CRU). ▪ Work with PRC and the Health Link build team to determine order structure. ▪ Facilitate orders content meeting. ▪ Review and approve draft orders and/or provide edits, ensuring orders adhere to UWH policies. Educate PIs/teams on CRU requirements related to order entry. <p><i>Oncology Studies ONLY:</i></p> <p><u>Beacon Oncology Treatment Plan(s)</u></p> <ul style="list-style-type: none"> ▪ Follow Beacon Research Playbook for Beacon Treatment Plan builds. ▪ Provide information for orders development related to CRU visits and nursing workflows. ▪ Review draft orders prior to HL multidisciplinary meeting. ▪ Approve draft orders and/or provide edits.

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D. NOTIFICATION OF CHANGES

Applies to Amendment/Change to the protocol and/or Informed Consent Form; change in laboratory or other protocol manuals; note-to file from sponsor; new document or change in existing documents; change in process; and/or any new information or changes.

Purpose	Study Team Responsibilities	CRU Responsibilities
<ul style="list-style-type: none"> ▪ Communicate visit changes, change of protocol, and amendment details to CRU. ▪ Support safe care and fidelity to the research protocol. 	<ul style="list-style-type: none"> ▪ Notify CRU of anticipated changes. Please refer to CRU Notice of Award memo for process. ▪ Prior to submission to IRB/WIRB, provide changes and/or amendments to the CRU by email (including expedited reviews). Provide tracked changes documents and all new versions of documents to CRU. ▪ If the change affects the CRU award, submit a revised CRU Application to the CRU Protocol Manager. Please note that this includes change to study population, CRU activities, number of subjects, days/visits, etc. ▪ Changes may require a review by the CRU Protocol Implementation Review (PIR) Committee. ▪ Allow at a minimum of two weeks for implementation to occur on the CRU. ▪ Revise the budget in OnCore as necessary. ▪ Notify the CRU when the changes are approved by UW IRBs, WIRB and/or sponsor. ▪ Notify providers of the changes. <p>Physician Orders:</p> <ul style="list-style-type: none"> ▪ It is the responsibility of the study team to identify and facilitate changes needed to orders. ▪ Follow process outlined under section C: Physician Orders (and Beacon Playbook for oncology studies using Beacon Treatment Plans). ▪ Include CRU Protocol Team Lead in all communications regarding orders. 	<ul style="list-style-type: none"> ▪ Amend CRU documents and forms to reflect change(s) and obtain approval from the study team. (See Section B. CRU Documents). ▪ After approval is received, provide final “clean” copy of CRU document(s) to the study team. ▪ Educate CRU staff as required. ▪ Notify study team when CRU is prepared to implement change(s). ▪ Implement new procedures according to protocol and orders.

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E. DEFINITIONS

UW CRO	UW Clinical Research Office (formerly known as Office of Clinical Trials/OCT)
CRU	Clinical Research Unit
HL	Health Link (UW Health's electronic health record)
Notice of Award	A memo that provides detail of CRU support approved, conditions of this approval (if applicable); outlines the CRU patient award [total number of CRU subjects, and specific study days/visits (overnight and outpatient)].
Physician Orders	The purpose of Physician orders is to assure physicians are overseeing patient safety, care, treatment, and protocol activities appropriately. A physician order is the prescription of a physician regarding the treatment of a patient.
PIR	Protocol Implementation Review. Members are the CRU Medical Director; staff from ICTR administration; CRU nursing, nutrition, administration, and Research Subject Advocate (RSA); UW Health PRC manager and UW Health Laboratory manager. This Committee reviews all applications requesting CRU support and determines feasibility. When approved, a Notice of Award is issued.
PRC	UW Health Pharmaceutical Research Center. The PRC reviews study feasibility, prepares budget estimates, and manages clinical research drug distribution. All clinical drug research protocols within UW Hospital and Clinics must be coordinated through the PRC.
RSA	Research Subject Advocate. The CRU Research Subject Advocate (RSA) reviews all protocol applications that are submitted to the CRU Protocol Implementation Review Committee to ensure that the study will comply IRB approval. Along with the CRU Nurse Manager, the RSA may participate in "rounds" with CRU participants.