Research Participant Payments at GUMC

Request for CRN Review
GreenPhire ClinCard
Sections

1. Description of Challenges with Current Processes

2. Overview of Potential Software Solution

3. Open Floor – Request for Feedback

***please note, this deck includes slides from the software development company – tagged with the works “greenphire” in the top left
Current Process – Negative Impact on Research Efforts

- Incentive payouts delayed by petty cash replenishment delays
- Incentive payouts delayed by burdensome check writing process
- Cash replenishment and check writing process a burden for coordinators and PIs
- Process does not always allow for transfers within 90 day window, and prevents challenges for tax reporting
Petty Cash Replenishment Request Submitted

Request reviewed and approved by AP and GAO –

Petty Cash Administrator maintains documentation of all petty cash expenses until petty cash is at $0

Unpredictable delays in replenishment of funds

Incentive expenses may be moved onto grants and clinical trials after 90 day window

Petty Cash funds issued & research participant expenses moved to grants and/or clinical trials

Human Subject engages in research – receives petty cash
PI identifies need for gift cards as human subject incentive payments. Form submitted to GUMC Procurement. Cards purchased – Cards and Logs distributed – Expense moved onto grants / clinical trials. Unused cards removed from grant / clinical trial. Coordinator and PI engage in research and track distribution of cards. Expenses may be moved outside of 90 day window.
Current Research Payment Methods

Check Lifecycle

PI/coordinator identifies need for check payment

Request submitted to CTO

Check is written and walked from 2115 Wisconsin to safe in Bldg D

GUMC Finance notifies coordinator check is ready

Coordinator schedules time to pick up check, and distributes check to human subject

Safe located in an office – pick-up times are limited

Only one staff member authorized to write checks
Current Process – Negative Impact on Research Efforts

- Inconsistencies in human subjects’ incentive payments process distracting from research activities
- Delays in cash replenishment damaging relationships with research participants
- Delays in cash replenishment shifting coordinators’ focus from research support to administrative and financial functions
- Long check issuing process shifting coordinators’ focus from research support to scheduling and physically picking up checks
- Financial management issues related to tax reporting and expense transfers
GUMC Finance is researching a software solution that would allow the research coordinator to make incentive payments in real-time

- PI approvals can be built into the system where required
- The system is built around reloadable debit/credit cards
- The coordinator would load the participant funds onto the card, based on approved study schedules and visits
PI/Coordinator submit study/trial details to GUMC Finance

GUMC Finance creates:
  - a Study Entry
  - individual visit entries
  - payment per activity entries

The research participant performs the research activity

The coordinator selects:
  - the study
  - the patient
  - the visit
  - the activity

Before the participant leaves, the coordinator logs into www.website.com. She sees a dropdown list of the studies she is supporting.

The funds are automatically loaded onto the participants GT branded debit credit card.
ClinCard Package Example

Clinical Program

P.O. BOX 6473
KING OF PRUSSIA, PA 19406

Huron Clinical
5462 6860 9044 9010
5462
VALID THRU 01/10
VALUED CARDHOLDER
Benefits to Subjects

- ClinCard can be used for:
  - Bank Withdrawals (cash)
  - Signature POS
  - PIN Based Transactions (cash)
  - ATM Access (cash)

- Worldwide acceptance of card
- Mastercard Zero Liability Policy: Protection against fraud
- No bank account required
- 24/7 customer service (free) in English and Spanish
The participant is paid as they leave the office, and no additional follow up is required.

The administrative burden of participant payments would be removed from coordinators and PIs.

At the end of each month, GUMC finance would pull down an accounting report, and upload it into GMS - the research participant expenses would be automatically moved to the grant / clinical trial on a monthly basis.
Pricing Model

Price Per Card:
$3.90
*Card can be used multiple times by patient, or patient can request new card at each visit

Price Per Load
$1.00
Manual Payment Cost

- Avg. steps to write a check/cash/gift cards = **4+ steps**
- Average time to cut check/pay cash (check request, send to accounts payable/accounting, cut check, mail check, petty cash runs, manually track, receipts, security, etc.) = **15 minutes**
- 4-6 steps or 15 minutes may equal **$5+ per payment**
- Average study may equal **7 visits**
- 7 visits x $5+ per payment equals **$30+ per subject per study** (hard costs + overhead)
ClinCard Payment Cost

- Average steps to make a ClinCard payment = 1 step
- Average time to make a ClinCard payment = 30 seconds
- Assuming 7 visits, cost per ClinCard payment = $1.56
  - ClinCard = $3.90
  - Load = $1.00
  - First visit ($3.90 ClinCard + $1.00 Load) = $4.90
  - Next 6 visits ($1.00 Load) = $6.00
- 7 visits x $1.56 per payment = $10.90 per subject
- $10.90 per ClinCard subject vs. $30.00 per manual subject = $19.10 saved per subject per study
- Note: A subject can use same ClinCard multiple studies
Will this system benefit your research?

What do you see as the risks and / or downsides to your research?

How likely are you to use it?

Do you think this will improve your participant’s experience?