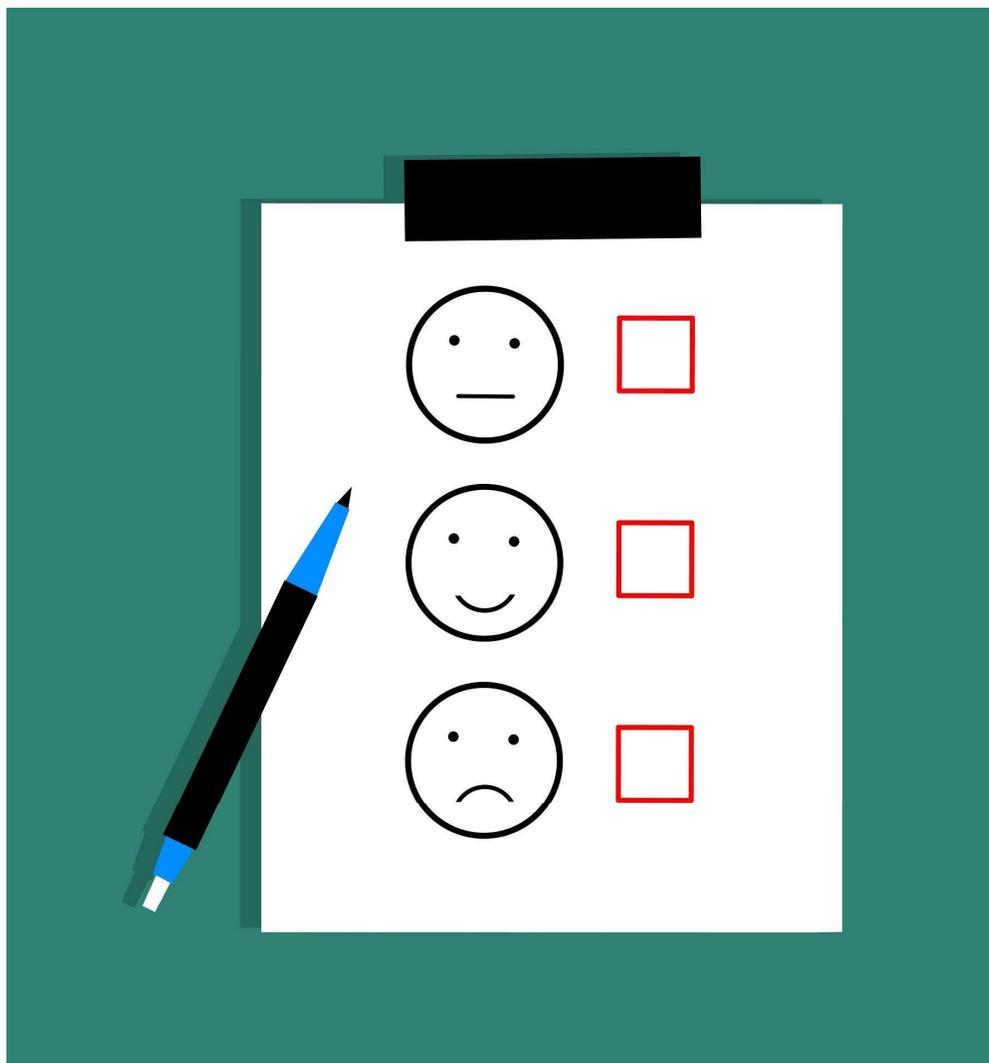




WE BRING PROGRESS TO CANCER CARE

## SAKK satisfaction survey report 2020



Results first published in March 2021

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### Scope of the report

The goal of this report is to evaluate the satisfaction of the different stakeholders of the SAKK network within their roles in collaboration with the SAKK CC. The survey was conducted on behalf of SAKK by [Interface](#) in June and July 2020.

### General Question

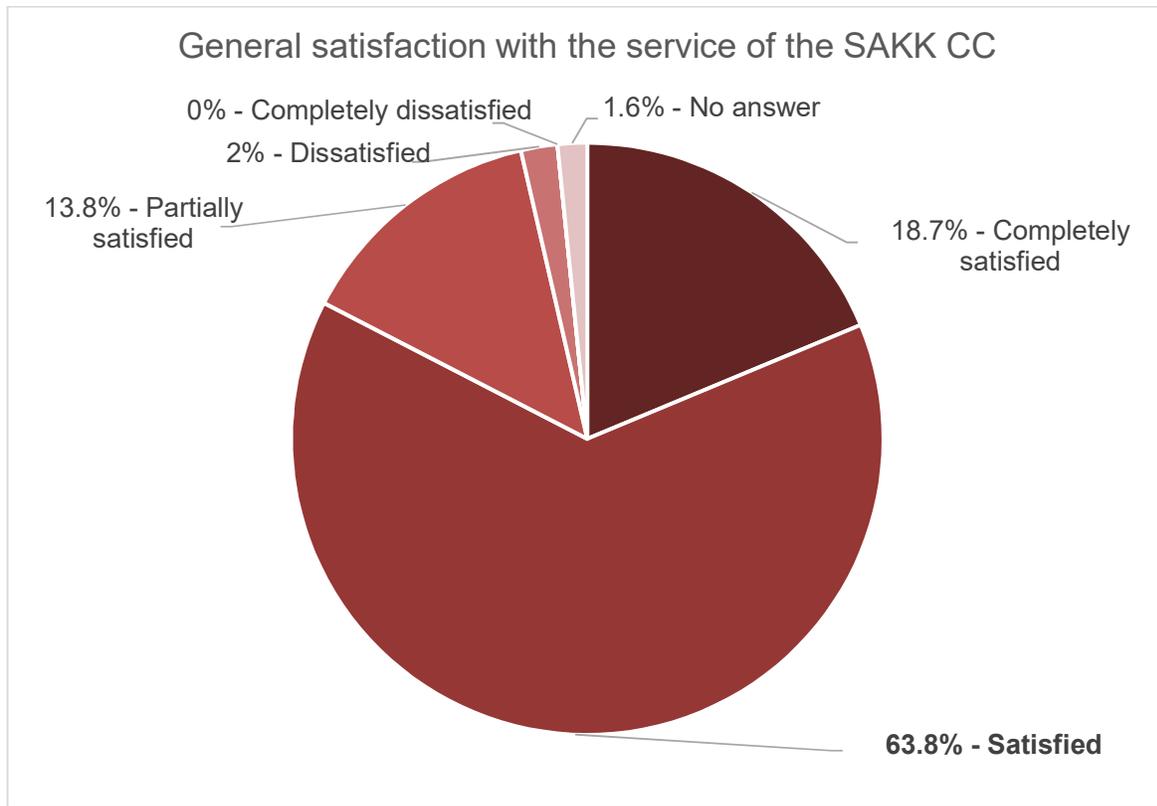
**246** out of 839 respondents within a role in collaboration the SAKK CC completed the survey in Summer 2020. An overview of these roles:

- SAKK member hospital site leader
- Member of SAKK Board
- Member of Project Group, Working Group and Section
- Coordinating and Principal Investigator
- Clinical Research Coordinator, Study Nurse

### General satisfaction with the services of the SAKK CC

**How satisfied are you in general with the services of the SAKK CC?**

82.5% out of 246 respondents are satisfied with the services of the SAKK CC!



## How far do you agree with the following statements regarding the services of the SAKK CC?

### Summary of agreements with the following statements regarding the services of the SAKK CC\*

	<i>Completely agree</i>	<i>Agree</i>	<i>Partially agree</i>	<i>Disagree</i>	<i>Completely disagree</i>	<i>No answer</i>
<i>General satisfaction with the service of the SAKK CC</i>	%	%	%	%	%	%
SAKK CC supports me in the development and conduct of clinical trials and research projects.	24.8%	<b>49.2%</b>	12.6%	1.6%	0.0%	11.8%
SAKK CC offers and organizes useful trainings.	18.3%	<b>56.5%</b>	15.0%	0.4%	0.8%	8.9%
SAKK CC offers and organizes events useful for scientific networking.	23.6%	<b>47.2%</b>	14.6%	1.2%	0.0%	13.4%
SAKK CC supports me in establishing research collaborations.	9.3%	31.3%	21.5%	5.7%	0.4%	<b>31.7%</b>
The SAKK patient advisory board supports the involvement of the patient perspective in clinical trials and research projects.	8.1%	31.3%	13.8%	3.3%	0.0%	<b>43.5%</b>
The collaboration and interaction with SAKK CC co-workers is friendly and respectful.	<b>47.6%</b>	40.2%	6.9%	0.4%	0.0%	4.9%

## In comparison to the trials of the following institutions, how satisfied are you with the services provided by the SAKK CC?

### Summary of the satisfaction with the services provided by the SAKK CC in comparison to the trials of pharmaceuticals companies or clinical research organization, cooperative groups, and clinical trial units\*

	<i>Considerably more satisfied with the services of the SAKK CC</i>	<i>A bit more satisfied</i>	<i>As satisfied</i>	<i>A bit less satisfied</i>	<i>Considerably less satisfied with</i>	<i>No answer</i>
<i>General satisfaction with the service of the SAKK CC</i>	%	%	%	%	%	%
In comparison to the trials of pharmaceutical companies and clinical research organizations (CRO), how satisfied are you with the services provided by the SAKK CC?	14.6%	23.2%	<b>30.5%</b>	8.5%	1.2%	22.0%
In comparison to the trials of clinical trial units (CTUs), how satisfied are you with the services provided by the SAKK CC?	9.8%	18.3%	<b>34.1%</b>	2.8%	1.2%	33.7%
In comparison to the trials of cooperative groups, how satisfied are you with the services provided by the SAKK CC?	11.8%	22.8%	29.3%	2.4%	0.0%	<b>33.7%</b>

\*246 respondents answered these questions.

### Satisfaction SAKK Board

From your perspective as a SAKK board member, please indicate the extent to which you agree with the following statements:

16 out of the 246 respondents (6.5%) were members of the **SAKK Board\*\***. A summary of their satisfaction about the document and information provided by the SAKK CC in their role is given next:

<i>Satisfaction SAKK Board</i>	<i>Completely agree</i>	<i>Agree</i>	<i>Partially agree</i>	<i>Disagree</i>	<i>Completely disagree</i>	<i>No answer</i>
	%	%	%	%	%	%
The documents and information SAKK CC provides about the financial situation and the budget are sufficient to develop strategies and visions for the SAKK.	6.3%	<b>62.5%</b>	12.5%	0.0%	6.3%	12.5%
The documents and information SAKK CC provides are sufficient to take well-informed decisions on SAKK CC topics relevant for the whole network.	25.0%	<b>37.5%</b>	25.0%	0.0%	0.0%	12.5%
The documents and information SAKK CC provides are sufficient to decide on trial approval.	31.3%	<b>50.0%</b>	6.3%	0.0%	0.0%	12.5%
The documents and information SAKK CC provides about the financial situation and the budget are sufficient.	0.0%	<b>68.8%</b>	12.5%	0.0%	0.0%	18.8%

\*\* We suspect that former board members also selected this role and therefore a higher number of people than effective number of board members was achieved.

### Satisfaction site leaders/managers

From your perspective as a site leader/manager, please indicate the extent to which you agree with the following statements:

Of the 246 respondents, 15 (6.1%) were SAKK member hospital **site leaders**. Information about their satisfaction regarding the supports provided by the SAKK CC within their role is presented next:

<i>Satisfaction Site Leaders/Managers</i>	<i>Completely agree</i>	<i>Agree</i>	<i>Partially agree</i>	<i>Disagree</i>	<i>Completely disagree</i>	<i>No answer</i>
	%	%	%	%	%	%
The documents and information SAKK provides to the General Assembly are adequate and relevant.	26.7%	<b>66.7%</b>	6.7%	0.0%	0.0%	0.0%
The annual report contains all the relevant information.	26.7%	<b>60.0%</b>	6.7%	0.0%	0.0%	6.7%
The SAKK CC takes up suggestions from the sites / members.	13.3%	<b>60.0%</b>	26.7%	0.0%	0.0%	0.0%
SAKK CC supports our site in the phase one qualification process (only applicable for phase one sites).	0.0%	20.0%	0.0%	6.7%	0.0%	<b>73.3%</b>

### Satisfaction Member of Project Group/Working Group/Section

From your perspective as a member of a project group/working group/section, please indicate the extent to which you agree with the following statements:

108 out of the 246 respondents (43.9%) were **members of a project group/working group/section**. A summary of their satisfaction about the offers and supports provided by the SAKK CC in their role is given next:

<i>Satisfaction Members of Project/Working-Groups/Sections</i>	<i>Completely agree</i>	<i>Agree</i>	<i>Partially agree</i>	<i>Disagree</i>	<i>Completely disagree</i>	<i>No answer</i>
	%	%	%	%	%	%
SAKK CC offers useful consulting services (e.g., statistical and legal consulting).	20.4%	<b>49.1%</b>	13.0%	0.9%	0.0%	16.7%
SAKK CC supports me in the elaboration of trial proposal (e.g., calculation of sample size, fund raising, trial budget process).	18.5%	<b>37.0%</b>	8.3%	3.7%	0.0%	32.4%
SAKK CC supports me in the submission process for new trial proposals.	18.5%	<b>45.4%</b>	19.4%	0.9%	0.0%	15.7%
SAKK CC meets my expectations in answering my general and administrative questions.	15.7%	<b>38.0%</b>	8.3%	3.7%	0.0%	34.3%
SAKK CC offers various and highly qualified training programs in various subject areas throughout the year that allow the participants to earn credit points.	13.0%	<b>54.6%</b>	20.4%	1.9%	0.0%	10.2%
SAKK CC offers various and relevant calls (awards).	7.4%	<b>46.3%</b>	21.3%	5.6%	0.0%	19.4%
The Patient Advisory Board (PAB) is a benefit for the group/section.	11.1%	20.4%	15.7%	4.6%	0.0%	<b>48.1%</b>

## Satisfaction of Coordinating Investigators (CI) and Principal Investigators (PI)

From your perspective as a Coordinating investigator (CI) or Principal investigator (PI), please indicate the extent to which you agree with the following statements:

69 out of the 246 respondents (28.0%) were **Coordinating Investigators and Principal Investigators**. A summary of their satisfaction about the offers, supports and expectations provided by the SAKK CC in their role is given next:

	Completely agree	Agree	Partially agree	Disagree	Completely disagree	No answer
<i>Satisfaction Coordinating Investigators (CI) and Principal Investigators (PI)</i>	%	%	%	%	%	%
SAKK CC supports me in the trial development process and the activation process.	33.3%	<b>42.0%</b>	10.1%	1.4%	0.0%	13.0%
SAKK CC supports me in developing trial specific contracts.	31.9%	<b>40.6%</b>	7.2%	1.4%	0.0%	18.8%
SAKK CC supports me during trial conduct.	34.8%	<b>47.8%</b>	8.7%	1.4%	0.0%	7.2%
SAKK CC meets my expectations in monitoring the trial activity and data integrity at our site.	34.8%	<b>44.9%</b>	13.0%	0.0%	0.0%	7.2%
SAKK CC supports me during the analysis and publication process.	18.8%	<b>42.0%</b>	11.6%	1.4%	0.0%	26.1%
SAKK CC supports me in meeting with pharmaceutical companies at congresses.	11.6%	<b>34.8%</b>	13.0%	10.1%	0.0%	30.4%
SAKK CC supports me with useful advice in terms of fundraising (selection of foundations, submission process).	13.0%	30.4%	17.4%	5.8%	1.4%	<b>31.9%</b>
SAKK CC offers useful GCP basic trainings and refresher courses.	39.1%	<b>49.3%</b>	5.8%	1.4%	0.0%	4.3%
SAKK CC offers helpful advice for GCP and regulatory questions.	33.3%	<b>47.8%</b>	11.6%	0.0%	0.0%	7.2%

### Satisfaction Clinical Research Coordinators and Study Nurses

Of 246 respondents, 95 **Clinical Research Coordinating and Study Nurses** (38.6%) completed the survey. A summary of their expectations about the SAKK CC's supports during and after the trial conduct, the trainings offered by SAKK CC's and the process of the data capture and integrity provided by the SAKK CC are shown next:

	<i>Completely agree</i>	<i>Agree</i>	<i>Partially agree</i>	<i>Disagree</i>	<i>Completely disagree</i>	<i>No answer</i>
<i>Satisfaction Clinical Research Coordinators &amp; Study Nurses</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
SAKK CC supports me before, during and after trial conduct.	36.8%	<b>51.6%</b>	5.3%	3.2%	0.0%	3.2%
SAKK CC meets my expectations in answering trial specific issues and questions (including finances).	34.7%	<b>46.3%</b>	15.8%	0.0%	1.1%	2.1%
SAKK CC provides a useful and efficient electronic data capture system (secuTrial).	23.2%	<b>53.7%</b>	13.7%	2.1%	1.1%	6.3%
SAKK CC meets my expectations in monitoring the trial activity and data integrity at our site.	22.1%	<b>57.9%</b>	11.6%	2.1%	1.1%	5.3%
SAKK CC meets my expectations in handling with deviations at our site.	24.2%	<b>53.7%</b>	7.4%	1.1%	1.1%	12.6%
SAKK CC organizes and oversees the IMP supply process well.	29.5%	<b>49.5%</b>	8.4%	1.1%	1.1%	10.5%
SAKK CC offers useful GCP basic trainings and refresher courses.	25.3%	<b>46.3%</b>	9.5%	0.0%	1.1%	17.9%
SAKK CC organizes useful training programs twice a year (semi-annual meeting).	29.5%	<b>43.2%</b>	10.5%	0.0%	0.0%	16.8%

## Final Questions

Regarding the future, which of the following services should the SAKK CC provide more, respectively less?

All 246 respondents completed this item. Their wishes of which the SAKK CC's services should be improved in the future are summarized following.

<i>Final Questions</i>	<i>Much more</i> %	<i>More</i> %	<i>Same as before</i> %	<i>Less</i> %	<i>Much less</i> %	<i>No answer</i> %
Development and conduct of clinical trials and research project	9.3%	39.0%	<b>42.3%</b>	1.2%	0.0%	8.1%
Trainings and refresher courses	6.1%	30.9%	<b>54.9%</b>	2.0%	0.8%	5.3%
Events useful for scientific networking	3.7%	28.0%	<b>56.9%</b>	0.8%	0.0%	10.6%
Support in establishing research collaborations (e.g., contact to pharmaceutical companies)	7.7%	<b>36.6%</b>	<b>36.6%</b>	2.0%	0.8%	16.3%
The involvement of the patient perspective in clinical trials and research projects	6.9%	26.0%	<b>47.6%</b>	3.3%	0.4%	15.9%
A wider range of services for fees (consulting services)	3.3%	25.6%	<b>46.3%</b>	4.1%	0.8%	19.9%