Moffitt Cancer Center Streamlines Operations and Enhances the Participant Experience for Oncology Trials Through the Implementation of ClinCard

H. Lee Moffitt Cancer Center & Research Institute is a non-profit cancer treatment and research center committed to providing optimal care to its patients. As a trailblazer in oncology research, a key aspect of Moffitt's patient care philosophy includes reducing the financial burden - not only reimbursing participants for expenses but also paying a stipend for their time and effort throughout a clinical trial. Seeking a way to streamline financial disbursement and reporting while offering the best possible research participant experience, the organization introduced Greenphire Patient Payments, leveraging the ClinCard debit and virtual card.

The Challenges & Areas of Need

1. **Time-Consuming Manual Processes**
   Prior to implementing ClinCard, staff were allocating much of their time to manual administrative processes associated with participant compensation. For example, the team at Moffitt would purchase vendorspecific gift cards weekly either in-person or online. Staff would then manually list and submit disbursement reports including every receiving participant's study ID number, date and method of card distribution, gift card number and completed milestone/assessment. The costs would be manually transferred to the grant once the disbursement report was complete and received.

2. **Overspending and Unnecessary Risk**
   Along with the time-consuming effort required to purchase gift cards, staff found it difficult to estimate the appropriate number of gift cards needed for a given trial, as the number of participants enrolled versus the expected target could vary widely. As such, excess cards were often stored on hand - resulting in a posed security risk in holding funds onsite.

3. **Varying Patient Preferences**
   Moffitt found it challenging to decide on the type of gift cards to purchase for each trial (e.g., Target, Walmart, Amazon). Participant preferences vary greatly and, therefore, it was not easy to satisfy all participants involved, potentially impacting engagement and satisfaction. Moffitt recognized that these manual processes weren't sustainable in the long run. A better solution was needed to more effectively distribute and track participant reimbursement.

> "Being able to run automated reports and being able to charge the appropriate account in real time is a big win
>
> **Nina Naas**
> Director of Non-Therapeutic Research Operations, Moffitt Cancer Center

Discovering Discovering ClinCard & Key Outcomes

Following an evaluation of three payment platforms, Moffitt chose Discovering ClinCard. The team found that the reporting aspect was the cleanest and most compliant and felt that the platform, overall, was the easiest to use.

1. **Streamlined Workflow results in Significant Time Savings**
   In 2022, Moffitt Cancer Center acquired Greenphire Patient Payments as their new participant compensation solution, introducing the ClinCard debit card option. The automated payment execution and tracking portal eliminated the manual process of purchasing gift cards and entering serial numbers into spreadsheets. Moffitt has also benefited from the tax toolkit included as part of the Greenphire Patient Payments solution, which has allowed them to export 1099 reports easily and maintain IRS tax compliance. The Moffitt team also found that removing the need to mail loaded gift cards to study participants has major benefits - negating shipping and tracking costs, eliminating challenges related to undeliverable cards or cards lost in transit. The Greenphire Patient Payments accounting reports enable automated payment tracking and charging of card related costs to a grant in real time. Over the last eight months, Greenphire Patient Payments has saved Moffitt an estimated 40 hours of work per week by removing tedious administrative tasks, allowing for more time to spend on patient care and clinical trial activities

2. **Real-Time Payments Drive Participant Satisfaction**
   The Greenphire Patient Payments workflow allows for compensations to be made to participants in real time. Participants appreciate receiving their payments immediately at the time of their study visit. Additionally, participants have indicated that they prefer the flexibility that ClinCard offers - where they can use a physical or digital card to make purchases at any location and online as opposed to the limited nature of gift cards which are tied to a specific store.

3. **More Secure and Effective Payment Process**
   With Greenphire Patient Payments, compensation amounts are configured in the system during implementation, ensuring that all payments are disbursed accurately and as intended. The security risk associated with storing physical gift cards (with funds loaded) on site, is eliminated as ClinCard reloadable debit cards do not hold any funds until they are assigned to a participant and funds are loaded by a designated Moffitt staff member.

> “With ClinCard, Payments happen in real time. As a result, we no longer have the concern of timeliness for participant remuneration.
>
> **Nina Naas**
> Director of Non-Therapeutic Research Operations, Moffitt Cancer Center

Summary

By utilizing Greenphire Patient Payments, Moffitt has been able to minimize delays in trial operations while creating a better experience not only for participants, but staff and principal investigators alike. Saving time and resources by eliminating manual administrative tasks and streamlining the reimbursement workflow combined with access to robust financial reporting has positively impacted the efficiency of Moffitt’s research management. As such, Moffitt plans to continue using Greenphire Patient Payments and the ClinCard debit and virtual card for future clinical trials.

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