

Patient Support Program Key Performance Indicators



Time to Nurse Assignment

45 minutes

Industry standard: 48 hours

Time to First Contact

6 hours

Industry standard: 48 hours

Time to First Visit

4 days

Industry standard: 14 days

Time to Submit Documents

6 hours

Industry standard: 24 hours

Time to Report Adverse Event

4 hours

Industry standard: 24 hours

Per Cent Missed
Adverse Events

0.14%

Industry standard: 1.5%

Alio Health Solves Pandemic Service Interruptions to Ensure Success of Clinical Trial

Rapid pivot to on-demand service helped pharmaceutical client exceed industry benchmarks

The Situation

Alio Health is a leading provider of patient support programs (PSPs) and nursing services, with a particular expertise in offering nursing services in support of a clinical trial. In 2018, the company began supporting a pharmaceutical client's North American clinical trial with a Canada-based call centre for patients enrolled in the study. It was staffed with multilingual nurses who provided instruction by telephone to help patients across Canada, the US and Mexico connect a wearable ECG monitoring device to their chest when they experienced a cardiac event.

The Challenge

When the pandemic caused the closure of clinics at hospitals and labs across the globe, patient care was suddenly interrupted. As patients enrolled into the clinical trial also required ongoing ECG and blood monitoring as part of their treatment protocol, the client needed to find a quick solution to ensure continued monitoring and care for their clinical trial participants.

The Solution

Alio Health proposed to resume monitoring immediately, by leveraging the nurses who support the call centre to offer in-home ECG and blood monitoring services to patients.

"Working with our client as a trusted partner and not just a service provider, we were able to quickly pivot by adding on-demand nursing services as part of our offering in the various locations across Europe and North America," says Kaytlin Sadler, Vice President of Alio Health.



Global Reach for Healthcare Services

Alio Health offers a suite of healthcare services globally. Services include nursing support for medication administration, specimen collection, ECG monitoring, clinical trials, reimbursement assistance programs and more. The company operates across Canada, the US and Europe, and continues to expand its international nursing network.

Calian® Nexi™ Digital Health Platform

Alio Health immediately adapted its service offering, leveraging the Nexi health-enterprise resource management platform to:

- schedule on-site nursing visits for patients in the trial, quickly and efficiently
- ensure ECG, blood collection and patient monitoring continued without interruption
- comply with the requirements of the clinical trial
- offer a digital enrollment option to clinical sites to request home nursing services

The Result

The program exceeded key performance indicators for the industry by leveraging Alio Health's deep expertise, nursing network and sophisticated technology platform connecting everyone in the patient's circle of care. The clinical trial continued without interruption, supporting critical pharmaceutical research.

As a result of the expanded program, the pharmaceutical company was able to offer its clinical trial patients nursing services that far exceeded the industry average. For in-home nursing services:

- Nurses were assigned in 45 minutes instead of the industry standard time of 48 hours, ensuring patients received quick and efficient care.
- Patients were contacted 42 hours sooner than the industry standard, keeping them engaged and compliant with the trial's requirements.
- Working with a central processing lab, 100 per cent of home visits remained compliant and within the required treatment windows, as per the study protocol, enabling continuity of care throughout the pandemic.

Learn more about our industry-leading patient support programs.

Visit <https://www.aliohealth.com>

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