

Catalyzing Research Growth Through a New Approach to Managing Research Operations

Opportunity

It started with a simple inquiry, “Do you do research?”.

Northeast Georgia Medical Center (NGMC) was in the midst of an electronic health record implementation when this question was posed. It prompted a diverse range of responses, signaling a clear need to dive deeper into the organization’s research operations.

About NGMC

The not-for-profit community health system is composed of three hospitals

- Northeast Georgia Medical Center (NGMC) Gainesville
- Northeast Georgia Medical Center (NGMC) Braselton
- Northeast Georgia Medical Center (NGMC) Barrow

Approach

The Huron team met with key stakeholders to determine the current state of the research program, including volume and types of studies, personnel resources and research processes. NGMC implemented solutions to address the challenges identified during the assessment:



A vice president for research was designated to support the research agenda, strategic plan, mission and vision.



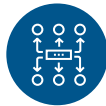
The research infrastructure was strengthened to support the current research volume and type of research activities.



NGMC was successful in hiring new research staff with the expertise to support growth opportunities.



To meet the ever-changing federal regulatory requirements, NGMC transitioned to a commercial Institutional Review Board (IRB).



NGMC developed standardized business, financial and regulatory processes across departments.



Developed new standardized financial processes to enhance research revenue.

The organization chose to outsource its administrative operations to Huron’s Research Office, allowing internal resources to focus on conducting quality research, enhancing research capabilities, increasing community awareness and growing the research program. The organization collaborated with Huron for recommendations on the most efficient, cost-effective and compliant path forward.

“We were truly impressed by the level of experience, professionalism, organization, clear communication and credentials of each team member at Huron. The Huron team went above-and-beyond our expectations. We are energized, and we feel confident about moving forward with new clinical trials now that an excellent team is in place. As we move ahead, we look forward to continued collaboration with the Huron team and view them as an extension of our internal research department.”

DR. HOLLY CARPENTER, PHD, DIRECTOR, NGMC DEPARTMENT OF RESEARCH ADMINISTRATION

Results

By outsourcing its administrative operations, the organization would be better able to deliver the benefits needed to improve ROI and achieve its goal of enhancing research operations including:



Improved understanding of their comprehensive research portfolio.



More efficient and standardized study startup processes.



Increased accuracy and reduced compliance risk through the development of coverage analyses and clearly defined billing processes.



Greater job satisfaction and retention of skilled research staff so that they could focus on conducting research versus administrative functions.



Increased revenue by optimizing study budgets and implementing sponsor invoicing processes.

Huron’s Research Office provided the administrative solution the Department of Research Administration needed to focus internal resources on its core mission: conducting research.

An Evolving Partnership

In partnership with NGMC’s leadership and study teams, Huron quickly identified and prioritized support requirements. Huron continues to provide a variety of pre- and post-award services including: coverage analysis, budget and contract negotiation, claims review and segregation and sponsor-invoicing management. With the Huron Research Office team now in place, the organization can realize its potential to grow the research program and open new studies, utilizing clearly defined processes.

“I was initially skeptical about outsourcing such a large component of our research operations, but after meeting the Huron team and hearing about the level of expertise each member contributes, I am confident and convinced that we made the right decision to use the Huron Research Office for our administrative processes.”

DR. BO WALPOLE, MD, VICE PRESIDENT, NGMC DEPARTMENT OF RESEARCH ADMINISTRATION

About Huron's Research Office

Huron's Research Office is a virtual research administration solution that provides financial, operational and regulatory support services to help you overcome these challenges. With our help, your institution is better positioned to achieve its goals — freeing up resources to focus on your core mission: research.

Research administration in the academic and provider settings is not just something we do — it is what we do. Our team has helped each of the nation's top 100 research universities and more than half of the largest health systems to continue their traditions of extraordinary achievements in research.

Learn more about Huron's Research Office by visiting:
www.HuronConsultingGroup.com/ResearchOffice



huronconsultinggroup.com

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