

ASSERTING ALIGNMENT ACROSS BRANDS

Revival Research | Case Study

OVERVIEW

With three individual, established brands, the Revival Research collective was keen to demonstrate the alignment in standards and quality across their three organizations, Revival Research Institute, LLC, Revive Research Institute, Inc. and Prime Revival Research Institute, LLC. GCSA certification provided an opportunity to demonstrate they are collectively operating at the highest internationally recognized quality standards within the clinical research industry through an independent assessment.

The assessment dug deep into all three organizations' processes, standards and communication and found there was an exceptional foundation based on consistently open, communicative relationships between management and their teams; setting Revival Research up for business success.

REVIVAL RESEARCH'S OBJECTIVE

Revival Research is truly dedicated to advancing medicine and redefining patient care. Whilst that pledge applies specifically to the clinical trials that Revival undertakes, there remains a strong management-led desire to advance the organization itself and truly contribute to redefining what world-class looks like for clinical research sites. Revival Research sought out GCSA certification because they wanted to ensure the site network meets the highest industry standards for clinical research conduct and governance. GCSA was specifically chosen because of its strong reputation in the global clinical research community and its rigorous requirements, which align with Revival's goals of promoting quality and compliance across all our sites. Revival Research wanted to reinforce their commitment to ethical standards, patient safety, and the highest levels of operational excellence.

“A truly unified team, the three revival research organizations demonstrated strength in processes and communication which contributed heavily to the success of the GCSA certification. Internationally recognized standards were found across the three businesses positioning them collectively to ensure optimum research delivery.”

Sarah Everitt, Vice President –
Operations, GCSA & IAOCR

“The GCSA certification is significant for our organization in several ways. It has strengthened staff engagement by providing a sense of accomplishment and shared responsibility in maintaining high standards. The certification has also led to improved performance by streamlining processes and ensuring we are always audit-ready, which enhances our operational efficiency.”

THE CERTIFICATION PROCESS

Designed to examine the business operational procedures and processes covering the following seven critical areas: Governance, Workforce Quality, Site Business Strategy, Patient Engagement, Feasibility, Study Start-Up & Initiation and Study Management Operations & Close-Down. This was supplemented by a series of surveys and interviews with staff to gain a full understanding of how the Research and Innovation Team works as an organization to ensure optimum research delivery.

To gain, true insights, the IAOCR assessment team (the International Accrediting Organization for Clinical Research) undertook a deep dive through paperwork processes, and a series of surveys and interviews with staff to gain a full understanding of how the Research and Innovation Team works as an organization to ensure optimum research delivery.

The certification process is thorough and Revival described it as a “learning-intensive experience”. It involved a detailed review of all processes, documentation, and operational protocols.

INSIGHTS

- The certification process helped Revival to **refine internal processes**, resulting in more efficient trial management and reduced errors.
- The consultative process allowed for the assessors to share independent insights that support Revival Research **to elevate their business beyond their already high standards**.
- Across the team there was a positive approach to work and the assessment process, which has **contributed to the strength of the businesses**.
- The process **bolstered staff morale**, as they see their work being recognized and accredited at a high level. Additionally, the training requirements for the certification have **elevated the team's skill set**.
- One of Revival’s key takeaways from the process was the importance of maintaining comprehensive and **consistent documentation**, which not only **aids compliance but also boosts operational efficiency**.
- The certification has **encouraged greater collaboration between departments**, as it highlighted the need for cohesive and unified operations across all sites.
- The assessment **highlighted areas where Revival could enhance the existing workflows** to improve overall site performance and communication between teams.
- The GCSA certification mark clearly demonstrates or attainment of this unique and internationally recognized standard to which we operate and our commitment to raising standards more broadly across the Industry.



“This GCSA certification has reinforced our commitment to excellence, both internally and externally, and set us up for continued growth and success. The in-depth GCSA certification process, was both supportive and transformative, and allowed us to ensure that our processes and standards are supporting our business as we hoped through an industry-leading independent verification process.” Ravi Alla, Director of Clinical Administration.