

Project: Redesign of Legacy Financial Application

Description: Fast Track Systems develops applications for use by pharmaceutical companies. Their flagship legacy product, PICAS was used by budgeting and contracts staff to estimate costs for clinical trials. PICAS had been unchanged in design for many years and was criticized as being difficult to use.

Goal: Modernize and improve the usability of the application, while also converting it to being internet-enabled.

Approach:

- Conducted in-person interviews with existing PICAS users & developed a user profile and task analysis
- Quickly developed a paper prototype and did rapid usability testing with users
- Converted paper prototype to HTML and refined the design via WebEx meetings with other users
- Documented the design in a full user interface functional specification

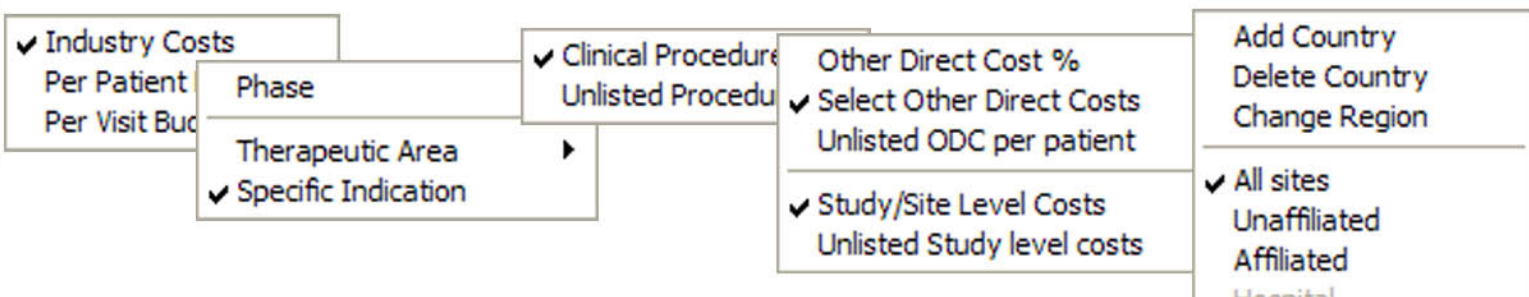
Results: Widespread user acceptance of the product despite a doubling of the product licensing fee
User training was reduced from one week to two days
Infrequent users were especially helped by the New Trial Wizard
Fast Track was able to distribute data updates via the internet vs. twice yearly CD mailings

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Before:

PICAS had an outmoded, not-standard user interface that novice and infrequent users found intimidating. No visual cues existed for what could be edited, and there was no indication of a 'typical workflow.'

Users chose various menu options to build a trial budget. Non-standard use of controls and dialogs hampered usability.



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After:

Trial Navigator - PICAS enterprise

Acme Pharmaceuticals
Marion Smith

Trial List

- Current Trials
 - Allergy / Immunology
 - HXF-2
 - AB739G Published Smith, M. Phase II 20 Sites \$2346/pt \$345/v \$96,920 USA
 - AB742F Published Smith, M. Phase I 70 Sites \$5631/pt \$1211/v \$724,770 USA, UK, FRA
 - GMX-4
 - AB739G i Published James, J. Inv Plan 50 Sites \$6202/pt \$1456/v \$1,235,202 USA, FRA, BEL
 - AB986G Published Smith, M. Phase II 50 Sites \$3421/pt \$890/v \$344,821 USA, CAN
 - Cardiovascular
 - ACT-2
 - PX229A James, J. Phase II 20 Sites \$9832/pt \$781/v \$337,832 USA
 - PX230G Published Smith, M. Phase III 50 Sites \$8723/pt \$1231/v \$758,723 USA
 - RFA-3
 - PX531B Published Smith, M. Phase II 10 Sites \$6733/pt \$962/v \$120,733 USA
 - PX991G Published Smith, M. Phase I 35 Sites \$12010/pt \$1531/v \$710,346 AUS
 - XER-5
 - PX501G Smith, M. Phase III 120 Sites \$10721/pt \$1856/v \$2,194,171 USA
 - PX771F Published Smith, M. Phase II 79 Sites \$8902/pt \$349/v \$1,220,322 USA
 - Oncology
 - HXF-2
 - AB739G i Published James, J. Inv Plan 50 Sites \$6202/pt \$1456/v \$1,235,202 USA, FRA, BEL

A "Trial Navigator" was added to replace the interaction with the file system.

A "Trial Editor" took the place of the generic spreadsheet of PICAS. Editable cells are clearly indicated and "links" let the user know about drill-downs.

Trial Summary

File Edit View Tools Help

Trial Info: IPF-001A, Anti-Infective Drug, Phase II
Diagnosis or Indication: 516.3, Idiopathic Fibrosing Alveolitis, Idiopathic Pulmonary Fibrosis, Interstitial Pulmonary Fibrosis, IPF

Budget Summary Per Patient Budget

Country	Regions	Sites	Site Type	Ent Subj	SF %	Enrl Subj	OH %	CPP(\$)	CPP(Local)	Total(\$)	Total(Local)
United States	regions	sites	50 All Site Types	100	10.00	90	21.00	\$ 2,338	\$ 2,338	\$ 211,395	\$ 211,395
Total										\$ 211,395	

Budget Details United States

Code	Procedure Name	Qty	S	Qty	OH?	Low	Med	High	SC	C50	Co	SC	Sel Price	Use
84703	Urine Pregnancy, Gon...	1.00			Y	\$ 25	\$ 25	\$ 25	TSP	n/a			\$ 25	Medium
99211	Brief Visit Including O...	1.00	1.00		Y	\$ 48	\$ 100	\$ 110	TSP	n/a			\$ 100	Medium
Inf	Informed Consent	1.00			Y	\$ 75	\$ 75	\$ 75		\$ 75			\$ 75	Company ...
70552	MRI, Brain, With Cont...	1.00	0.00		Y	\$ 1,000	\$ 1,200	\$ 1,200	SP	n/a			\$ 1,200	Medium
Procedure Subtotal						\$ 1,148	\$ 1,400	\$ 1,410		\$ 75			\$ 1,400	
Other Direct Costs Subtotal						\$ 436	\$ 532	\$ 536					\$ 532	
Costs not charged with OH														
Costs charged with OH						\$ 1,584	\$ 1,932	\$ 1,946		\$ 75			\$ 1,932	
Plus Overhead						\$ 333	\$ 406	\$ 486					\$ 406	
Cost Per Patient						\$ 1,917	\$ 2,338	\$ 2,432		\$ 75			\$ 2,338	
CPP * 90 Enrolled Patients						\$ 172,524	\$ 210,395	\$ 218,903		\$ 6,750			\$ 210,395	
SCR Fail Cost Per Patient						\$ 48	\$ 100	\$ 110					\$ 100	
SCR Fail Overhead Per Patient						\$ 48	\$ 100	\$ 110					\$ 100	
Total SCR Fail Cost Per Patient...						\$ 48	\$ 100	\$ 110					\$ 100	
SCR Fail Cost * 10 Fail Pts						\$ 480	\$ 1,000	\$ 1,100					\$ 1,000	

New Trial Wizard

Wizard Step 3 of 5 - Site Procedures: PX321F

Procedure Sets

Set Name	Set Source
Standard Procedures	System
Breast Trial Procedures	Marion Smith
Liver Trial Procedures	Marion Smith
Lung Trial Procedures	Marion Smith
Metabolic Study Procedures	Marion Smith

Procedure Search

Search by code or description

lumar

- 62270 Spinal Puncture, Lumbar, Diagnostic; Sp
- 62272 Spinal Puncture, Therapeutic, For Drain

Procedures for PX321F

Code	Procedure Name	Qty / Pt.
*3322	Initial History Only, Routine	1
*3323	Initial Physical Exam Only, Usual	1
99212	Routine Follow-up Visit Including	10
93000	Electrocardiogram: ECG, EKG, 12	4
78596	Lung Scan, Pulmonary Quantitati	1
36415	Routine Venipuncture, Blood Dra	1
TNM	TNM Tumor Staging System, Mal	6
96410	Chemotherapy Administration, Ir	2
96412	Chemotherapy Administration, Ir	1
32405	Biopsy, Lung Or Mediastinum, Pe	1
*QOLS	Quality of Life Questionnaire, QC	2
62270	Spinal Puncture, Lumbar, Diagno	2

A "New Trial Wizard" was created to simplify the budget creation process for the novice or infrequent user. The Wizard was a huge success among users.