

## TIPS FOR MANAGING SITE VISIT FOLLOW UP ACTIVITIES

Here are Patty's Four Powerful Pointers on being an Excellent Manager:

### 1. *Follow it, fix it, finish it*

- Actively follow action items from every site visit on a tracking sheet and discuss these during regularly scheduled meetings or teleconference calls.
- Have the team create deadlines, so everyone is in agreement.
- If a problem has not been fixed, determine the reasons why.
- Ensure each issue is finished.

### 2. *Do it right, right now*

- Save time and expense by identifying issues and fixing problems as soon as they arise.
- Ask about issues and potential problems following every site visit.
- Set up a system that routinely keeps you in the loop so it is done *right now*.

### 3. *Monitor the Monitor*

- It is imperative to perform oversight monitoring visits or quality audit checks after the first few subjects are enrolled.
- Actively manage the monitoring done by CROs.
- Maintain control. Understand the issues and work on keeping costs down.

### 4. *Appreciate and Applaud*

- Everyone needs to be recognized for his or her efforts and accomplishments. Positive feedback to the monitors helps build effective relationships.
- Find ways to value and acknowledge monitors in project team meetings or minutes.
- Show *appreciation* and *applaud* your staff with positive reinforcement and occasionally some good **chocolate!**

