ARServices Delivers Administrative and Technical Support Services to National Institute of Health/National Cancer Institute

ARServices enters a very successful second year with the National Institutes of Health (NIH), National Cancer Institute (NCI), Division of Cancer Prevention (DCP) Protocol Information Office (PIO) Support contract which provides benefits not only to NIH but to the general public, as well. The provided services include: abstraction of key elements of information from protocol-related documents; file management; clinical trial review support; management of people and organizations; and, other operational support.

The ARServices team consists of a project manager, document specialists and administrative support technicians. The project manager oversees contract performance, to include contract deliverables, customer relationship management, and reporting requirements.

The ARServices team processes all types of clinical trial documents such as protocols (methods used in a clinical trial, e.g. drug or medical treatment; it is designed to safeguard the health of participants as well as answer specific research questions), letters of intent, concepts (process and format for putting the study question into context and provides the evidence for posing the study question), amendments (additional information that stratifies initial findings and conclusions), etc. For these documents, ARServices is required to review and abstract clinical trial data into the Division of Cancer Prevention Enterprise System Knowledgebase (DESK). Other tasks include scheduling meetings, updating trial statuses, and developing SOPs. The team also performs File Management; this involves maintaining an electronic inventory of hard copy files. In summary, the ARServices staff performs the following:

- Support the development of quality clinical trial documentation, efficiently and expeditiously
- Minimize the trial development and management burden on DCP Staff and the extramural community
- Maintain clinical trials information in the DCP database and PIO portal
- Abstract key information, including data elements, milestones, and treatment descriptors into the Cancer Therapy Evaluation Program for the Community Clinical Oncology Program trials
- Track study developments from early ideas through review, approval, implementation, and completion
- Provide reports to aid in study tracking, program analysis, and resource allocation
- Provide education and training to DCP staff and other stakeholders on administrative policies and procedures.

The benefits the National Cancer Institute (NCI), specifically the Division of Cancer Prevention (DCP) derive from this contract are significant. The most significant benefit that ARServices provides is comprehensive programmatic and administrative support, allowing DCP's clinical research physicians to focus on scientific and research activities. Secondarily, ARServices support has resulted in a decrease in overall trial development and approval timelines.

The collateral benefit achieved from ARServices' efforts, external to NIH, is education, awareness, and knowledge transfer to public, private, and non-profit organizations at federal, state, and local levels. This out-reach process collaborates with those on the frontlines of cancer research, builds on and expands effective programs. The abstracted information is transferred to a public website (www.clinicaltrials.gov) so interested persons seeking more information on cancer prevention clinical trials can gain a better understanding of the clinical trials available (e.g., purpose, who may participate, locations, contact information, etc.).

ARServices appreciates this opportunity to support DCP staff and other stakeholders, working diligently, by lightening their administrative workload, thus accelerating processes and procedures directed towards cancer treatment and prevention.