

## CASE STUDY

# Overcoming Operational Challenges with Vestigo®



The University of Florida Clinical and Translational Science Institute (CTSI)'s Clinical Trials Pharmacy (IMP Service) is committed to cutting-edge research and patient care. Their IMP Pharmacy manages studies that contribute to groundbreaking medical advancements and improved clinical outcomes.

## Key Challenges

- ✓ **Operational Ceiling:** Manual, paper-based system reached its limit
- ✓ **Monthly Billing:** Time-consuming manual reconciliations
- ✓ **Regulatory Compliance:** Ensuring adherence to protocol, local, and federal requirements
- ✓ **Staff Efficiency:** Traditional system limited focus on essential tasks

## The Vestigo® Solution

Since adopting Vestigo® in October 2017, the IDS Pharmacy automated many processes, reducing errors and saving valuable time.

### Key Features:

- Streamlined protocol management
- Automated billing
- Vestigo@Verify for enhanced CRA (monitor) review and data accuracy
- Real-time study updates via CTMS interface capabilities
- Reporting tools
- Staff training and competency tracking

Vestigo® has transformed our daily operations. The accuracy and efficiency of the electronic system are unmatched. We cannot imagine returning to pre-Vestigo practices.

— Justin Giaquinta,  
Clinical Research Pharmacy Manager

## Key Outcomes

1

### Revenue Growth

Revenue **rose 43%** from late 2017 to mid-2024 due to workflow efficiencies and the ability to manage more studies simultaneously.

2

### Increased Protocol Count

Protocol count **increased 51.7%**, peaking at 71% before COVID-19.

3

### Staff Growth

Protocol coverage per pharmacist **increased from 50 to 70**, requiring more staff. Pharmacist FTEs **grew from 3.2 to 4.7**, and technician FTEs **increased from 2 to 3**.

## Vestigo® Impact



**43%**  
Revenue  
Growth



**51.7%**  
Protocol  
Count



**+2.5**  
FTEs for Increased Protocols

