

CASE STUDY: THE VALUE OF THE WEP FLYING NURSE MODEL FOR A CLINICAL TRIAL WITH COMPLEX DEMANDS AND TIGHT TURNAROUND TIMES

Background

WEP was approached by a clinical stage biopharmaceutical company (Sponsor) committed to improving the lives of people suffering from strokes and hypertensive disorders. The Sponsor was running a phase 2/3 trial with 30 sites across the US and Canada and was providing mobile nursing visits as part of the protocol.

The Sponsor's CRO was managing the mobile nursing solution. However, the Sponsor wanted to find a more specialized and focused mobile nursing vendor to take over, as it was not happy with the level of service provided by its CRO.

Challenges

The Sponsor's CRO could not meet the complex demands and tight turnaround times involved in this study – see details below:

- **Visits Last-minute coverage gaps:** When patients are enrolled on day one, they must receive treatment on day four, meaning a nurse must be scheduled last-minute to fulfill the visit. Contracted nurses' calendars were typically booked up to two weeks in advance, leaving little capacity to accept rapid, short-notice visits.

- **High cancellation volatility:** Patients in this study are frequently transferred to rehab or care facilities within 1–2 days of enrollment, after their symptoms worsen, triggering day-of cancellations. This was causing pushback from contracted nurses due to lost income.
- **Need for white-glove support:** The original provider's one-size-fits-all processes and limited dedicated support meant it could not meet the study's realities. The Sponsor required a more flexible and tailored approach.

How WEP's Flying Nurse Model Addressed These Challenges

WEP specializes in rapid-response mobile nursing solutions, combining a dedicated in-house nursing team with trusted clinical partnerships, to ensure comprehensive global coverage that can meet complex study requirements and tight timelines.

To stabilize coverage and protect continuity for this study, WEP deployed a dedicated team of six, full-time WEP-employed flying nurses, split across the 30 study sites by geography. These flying nurses are all fully trained on study protocol and can be quickly and effectively mobilized to support the broader team of local nurses working on this study.

How it Works

Geographic assignment & rapid dispatch

- The Flying Nurses are regionally allocated to clusters of study sites, each with a defined flight radius.
- When a home visit is scheduled, our WEP Project Manager (PM) first tries to assign one of our local nurses to fulfill the visit.
- If a local nurse is not available, our PM will then immediately assign the flying nurse allocated to that region.

Scheduling

- The Patient Coordinator team works with the flying nurse and the patient / family to set a date and time for the visit.
- Because our flying nurses are flying in to fulfil one visit only, they can be extremely flexible and work around patient and family schedules.
- We utilize our trusted corporate traveler agency to book last-minute flights, hire cars, and accommodation.

Carrying out the visit

- For this study, the flying nurse can travel with portable study equipment required for the home visit, as part of their carry-on luggage.
- During transit to the location, the flying nurse remains in close communication with our PM and Patient Coordinator so they can be easily updated if the visit gets cancelled.
- The Patient Coordinator also keeps in communication with the patient before and after the visit so as to provide a consistent point of contact during the duration of the study, given that the next visit may be carried out by a local nurse instead of the flying nurse.

Why the Flying Nurse Model Works For This Study

Our Flying Nurse Model allows us to be flexible and respond quickly and efficiently to the last-minute home visit requirements. With full-time WEP employment, our flying nurses are insulated from financial loss on cancellations. This removes the incentive friction seen with contractors, keeps nurse morale high, and enables true last-minute flexibility.

The Sponsor has expressed strong satisfaction with WEP Clinical's performance. In particular, it has highlighted WEP's flexibility, rapid mobilization of our flying nurse model, and clear, proactive communication.