Customer Panel: Smartsheet in Healthcare

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Senior Planning Program Manager, Karyopharm

Randy Cook
Director of Commercial Operations & Market Development, Aspen Medical International

Shannon Lingwall
Revenue Cycle Manager, University of Utah Health

#SmartsheetENGAGE
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Agenda

• Introduction
• Smartsheet in Healthcare: Customer Insights
• Open Q & A
Jana Morrelli
Smartsheet Senior Manager, Customer Success

- Healthcare background - UnitedHealthcare, Early Stage Medical Devices
- Lead a team of 9 customer success managers/associates
- Healthcare focus - learn from customers like you
Oscar Gonzalez
Karyopharm Therapeutics

- Program Planning, Analytics, and Innovation department lead
- Delivering business solutions for the complexity of clinical research
- M.S. Boston University - 2016
  M.B.A. Boston University - Present
Randy Cook
Aspen Medical International

• Director of Operations & Market Development
• Global operations in Africa and the Middle East
• 20 years DoD: Leader in Special Operations
Shannon Lingwall
University of Utah Health

• Revenue Cycle Manager
• Training, Culture, and Innovation leader
• Smartsheet user for 2 years
Karyopharm Therapeutics
Oscar Gonzalez
Senior Program Planning Manager
The opinions expressed in this presentation and on the following slides are solely those of the presenter and not necessarily those of Karyopharm Therapeutics. Karyopharm Therapeutics does not guarantee the accuracy or reliability of the information provided herein.
• Clinical-stage pharmaceutical company founded in 2008
• Newton, MA
• ~300 full-time employees and contractors, and growing!
• Submitted first new drug application to the FDA in August 2018
The Challenge

- Multiple spreadsheet trackers
- Lack of version control
- No visibility for collaborators
- Ph 3 study contained >50 internal/external team members
2600+ Patients dosed since 2009

8 Ongoing Company Sponsored Trials

300+ Hospitals and Clinics

23 numbers of countries actively on study

- Multiple Myeloma: 3
- Liposarcoma: 1
- DLBCL: 1
- Other Oncology: 4
The BOSTON Trial

**Team Leads**
- Sr. CPM: Leo D
- Med. Dir. Ken J.
- VP Clin Ops: Oprah W.

**Activation Status**
- **125** Sites Activated
- **120** Currently Active

**Goal This Month:** 122
  - Total Pending Activation: 5
  - In Feasibility: 0
  - FE CTA w/ No SIV: 0
  - SIV w/ No FE CTA: 0
  - SIV w/ FE CTA, Not Active: 1
  - No SIV w/ No FE CTA: 4

**Enrollment Days Remaining**
- Accrual Index (0 to 1): 0.91
- Enrollment Rate: 0.25
- Current % Sites Enrolling: 71%
- Projected Enrollment (of 275): 300
- Remaining Enrollment Months: 11.86
- LPI: 07/31/2019

**Total Patients Enrolled:** 356

**Goal This Month:** 70
- Randomized Arm 1: 32%
- Randomized Arm 2: 36%
- Randomized Arm 3: 32%
- Screening Patients: 12
- Pre-Screening: 32

**Key Reports**
- R-330-023 FE CTA/No SIV
- R-330-023 SIV/No FE CTA
- R-330-023 SIV/FE CTA, Not Active
- R-330-023 No SIV/No FE CTA
- RCP-330-023 TMF Migration Issues

**Screen Fail Rate:** 14%
**Pre-Screen Fail Rate:** 12%

**Key Enrollment and Planned Activation Reports**
- R-330-023 Patient Breakdown By Country
- R-330-023 Active >2 Months Randomization
- R-330-023 Active No Randomizations
- R-330-023 BOSTON Escalations - Legal
# Karyopharm’s First NDA Submission

## Selinexor - Multiple Myeloma

<table>
<thead>
<tr>
<th>Module</th>
<th>Sub-Tasks</th>
<th>Completed</th>
<th>Total</th>
<th>In Progress</th>
<th>Not Started</th>
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### Milestones

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<th>Parents (of 4): 100%</th>
<th>Tasks (of 8): 100%</th>
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<td>Parents (of 29): 100%</td>
<td>Tasks (of 76): 100%</td>
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### Key Reports
- NDA Timeline
- Tasks by Lead
- R: Tasks Due in 7 Days
- R: Delayed Tasks
- R: QC Report Mod 5

### Health of Module Key
- <2% Delayed Sub-Task: 😊
- 2-5% Delayed Sub-Task: 😐
- >5% Delayed Sub-Task: 😞
New Drug Application SUBMITTED
Lessons Learned

• Transformation takes time
• Control HOW Smartsheet is being used early on
• “Does this make sense for my potential audience?”
• Once perfected, find a better way
Aspen Medical International
Randy Cook
Director of Operations & Market Development
Who We Are

• Global footprint HQs in both U.S. and Australia
• Provide outsourced healthcare solutions
• Specialize in remote, challenging, and under-resourced environments
• Collaborate across Americas, APAC, and EMEA
• Evolve our solutions to meet client demands
The Challenge

2016-2018
• 59% HQ staff reductions
• Expansion in Africa >2x

Loss of trust
• Reduced staff
• Resource constraints across disaggregated teams

Needed to evolve
• Business systems
• Processes
• Collaboration tools
Implementation

- Program Management Office improvements via shared workspace and real time visibility
- Outward-facing reporting gaining partner and client confidence
- Mid- and high-level reporting improvements via multi-level dashboards fed by team workspaces
- Administrative processes across the enterprise
Benefit Realization

- Clarity for internal and external stakeholders
- Real-time support for project and program managers across the enterprise (swifter information to action)
- Reduced meeting times via cleaner communication channels
- Improved access to information via plug-in tools such as Office 365
Real-Time Support & Reduction in Meeting Times

Live Status Reporting

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<th>Home</th>
<th>Stage</th>
<th>Start</th>
<th>End</th>
<th>Red</th>
<th>Ye</th>
<th>Gr</th>
<th>Blue</th>
<th>Gray</th>
<th>Next Steps/Comments</th>
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<td>Corporate AMI Initiatives/LOE</td>
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<td>09/26/18</td>
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<td>20</td>
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<td>09/07/18</td>
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<td>07/21/18</td>
<td>09/25/18</td>
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<td>3</td>
<td>20</td>
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<td>Meeting on 22 Aug to discuss final</td>
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<td>08/31/18</td>
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<td>Liberia - Initiatives/LOE</td>
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<td>5</td>
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<td>8</td>
<td>Client Issues</td>
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<td>09/28/18</td>
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<td>Evaluate current state of affairs in Sept. then prepare for debriefing</td>
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University of Utah Health
Shannon Lingwall
Revenue Cycle Manager
<table>
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<th>Health Care Facilities</th>
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<td>Clinics</td>
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<td>Physicians</td>
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<td>Patients</td>
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The Challenge

- Need to increase efficiency
- Communication delays
- Creating an accurate and timely onboarding experience
- Ability for multiple users to access and update at the same time
- Ease of use
Solution

• Centralized onboarding/off-boarding using alerts and automation
  – Forms can be completed on a computer or mobile device
  – Templates provided a quick start to new sheets
  – One area for requests
  – Cross-team communication

• Training tracker for institutional requests
  – Makes prioritization a breeze
  – Quick view for status updates

• Customization tool for marketing

• Compiled survey results
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<th>FY19 Goal</th>
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<th>Area Requesting</th>
<th>Title</th>
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<td>Supervisor Prep</td>
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<td>Associate Professor</td>
<td>All Trainings</td>
<td>Varies</td>
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<td>Business Ops Manager</td>
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<td>1 Hour</td>
<td>03/27/18</td>
<td>03/27/18</td>
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<td>Health Plans</td>
<td>Project Manager</td>
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Forms

Birkman Team Activity

- Team Name (web form) *
- Request Date (Web Form) *
  Today's date
- Requested By (Web Form) *
- Manager (Web Form) *
- Supervisor (Web Form) *

RCSS New Hire Request

- Request Date (Web Form) *
  Today's Date
- Requested By (Web Form) *
- Name (Last, First) (Web Form) *
- UID (Web Form) *
- Email Address *
  Please enter University email if available. If not available, enter their personal email.
- Job Posting # (AA)
- Start Date (Web Form) *
Outcome

*Increased accuracy* in onboarding/off-boarding process

Dashboard helped *save time* searching for folders and files

*30% efficiency gain* through automation and forms

Training team is currently using *71 active sheets*
Lessons Learned

• It’s so quick to start, I wish I would have started earlier
• It only takes minutes to import existing spreadsheets
• Efficiencies far outweigh invested time
Don’t forget to:

- Share your feedback in our survey in the ENGAGE app
- Visit the Innovation Center for hands-on learning, support, services, swag, and more