

# Listening First, Following Through

## How Scout Responds to Site Realities and Feedback

For sites, the reality of clinical research is defined by operations—how logistics, payments, travel, and participant support actually work in practice. When this layer works well, studies move forward with fewer disruptions. When it doesn't, burden compounds quickly for sites and participants. Scout's role is to absorb that complexity early, so it does not land downstream on the people closest to the work.

As collaboration has moved from concept to practice across the industry, Scout has focused on a simple principle: stay close to the work and the people doing it. Scout Clinical, developed later as a dedicated service line, carries that same approach into participant and site support today.

KimberLee Heidmann, Senior Vice President at Scout, describes the company's approach as grounded in humility. That mindset shapes how Scout operates. Understanding context comes before proposing solutions, and adapting within scope matters more than prescribing how others should work.

In practice, that means being present for routine, day-to-day needs as well as rare, high-stakes situations where experience and judgment matter. It also means working alongside sites, sponsors, and CROs with respect for their expertise, without assumptions about how their work should be done.

### **Why collaboration has to show up earlier**

Friction at the site level often begins upstream. When decisions about tools, budgets, workflows, or governance are made without full visibility into site operations, small misalignments can cascade. Once those decisions are finalized, correcting course becomes difficult and the impact often lands on site teams.

Scout collaborates earlier to prevent that. Staying close to site operations and working alongside sponsors and CROs before plans are locked creates room to adjust. More options. Fewer forced compromises. Timing, logistics, and budget considerations are addressed before they become constraints.

That early engagement changes the outcome by allowing small adjustments to have outsized impact before decisions harden and options narrow. This is operational collaboration in action: preventing friction rather than responding to it.

### **Collaborating directly with sites, early and often**

Scout's Site Engagement team maintains regular, proactive contact with research sites to understand what is working, where friction is emerging, and what support is needed. These conversations are not limited to escalations or exceptions. They're part of how Scout stays aligned with site operations before small issues become larger ones.

This approach allows Scout to:

- Surface issues before they disrupt workflows
- Capture site context, not just escalations
- Bring site feedback directly into internal decisions

For sites, this means working with a partner that stays present and accessible throughout the study lifecycle, not one that appears only after something breaks.

### **Turning feedback into action across the organization**

Collecting feedback is only the first step. What matters is where that information goes and how it changes decisions.

At Scout, insights gathered through site engagement, advisory boards, and surveys are shared across operational, financial, and support teams. Site feedback is treated as signal, not anecdote, and used to shape support workflows, clarify requirements, and address recurring friction points across studies.

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### **Operating globally with local requirements**

Scout operates globally by adapting to regional requirements rather than extending a single operating model across markets. Regulatory structures, data governance expectations, and site-level norms vary in ways that require structural adjustment, not surface-level modification.

In China, for example, those adjustments were significant. Scout supported studies operating under strict data privacy and sovereignty requirements, limited access for international vendors, and distinct governance expectations. Standard global workflows were not viable.

Scout worked within these constraints alongside regional partners, adjusting operational models to align with local requirements rather than forcing external norms. This made it possible to support studies others could not, including research focused on underserved patient populations, without shifting additional burden onto sites.

This balance between global consistency and local adaptation reflects the reality that effective collaboration requires shared adjustment, not imposed uniformity.



## Collaborate Forward Takeaways

- **Direct site engagement changes outcomes.** Proactive, ongoing contact helps identify friction before it disrupts site workflows.
- **Feedback must lead to action.** Site input is routed internally and used to inform operational decisions and adjustments.
- **Early engagement creates more control.** Addressing timing, logistics, and constraints upstream reduces forced tradeoffs for sites.
- **Global collaboration requires shared adjustment.** Scout adapts its operating approach to local requirements so sites are not forced to absorb the complexity alone.
- **Consistency builds trust.** Staying present throughout the study lifecycle matters more than reacting after issues escalate.

Strong collaboration in clinical research comes from decisions made early and carried through consistently. It shows up in direct engagement with sites, clear

follow-through on what they share, and a willingness to adapt when local realities demand it. Scout's approach stays grounded in that work. Staying close to sites, absorbing complexity instead of passing it along, and adjusting alongside partners keeps studies moving without adding unnecessary burden. That's how real collaboration holds up in practice.

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