

BICS

THE BUCHAREST
INTERNATIONAL
CLINICAL TRIALS
SYMPOSIUM

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Hybrid Event

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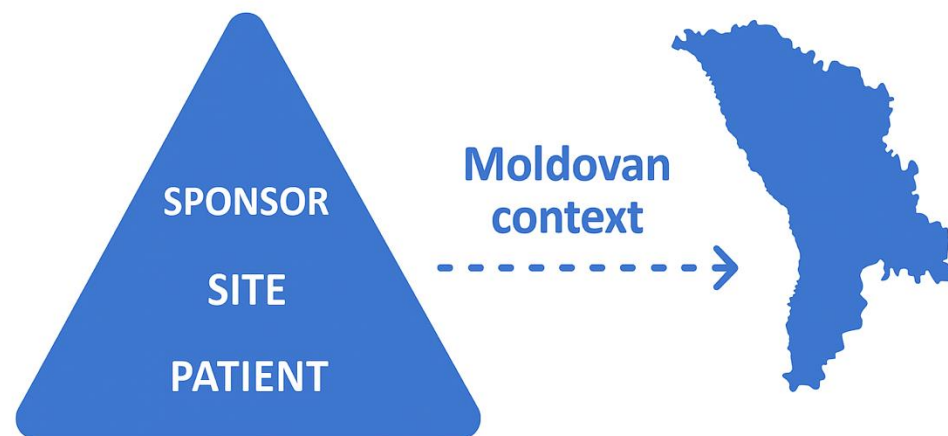


Sponsor–Site–Patient Triangle: Bridging the Gap

Clinical trials depend on the effective collaboration between sponsors, investigative sites, and patients — three pillars forming an interconnected triangle.

In Moldova, as in many emerging research environments, bridging this triangle is essential to improve trial quality, transparency, and public trust.

Enhancing these relationships turns clinical research from a bureaucratic task into a real partnership focused on common goals: innovation, safety, and patient well-being.





The Clinical Trial Ecosystem in Moldova

Moldova's clinical research landscape is evolving rapidly — sponsors are introducing advanced study designs, academic sites are gaining experience, and patients are becoming increasingly informed.

Sponsors provide resources and global protocols, while sites such as the Republican Clinical Hospital "Timofei Moşneaga" translate them into real clinical practice.

Patients contribute not only data but personal experiences that enrich scientific validity. This interconnected ecosystem can function effectively only through alignment and mutual understanding.





The Trust Deficit

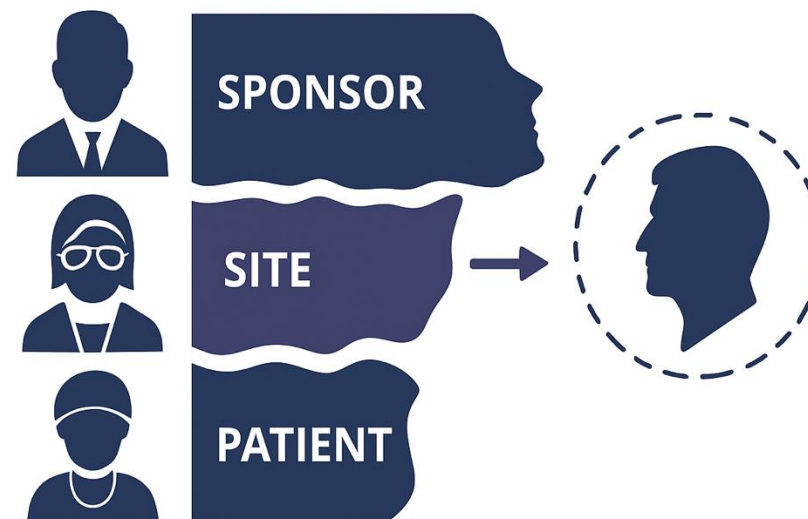
Despite shared goals, there are still visible trust gaps.

Sponsors may doubt the reliability of data from small or newly approved sites. Investigators often feel left out of key protocol discussions or pressured by unrealistic deadlines, while patients may see trials as foreign or mainly profit-driven.

In Moldova, clinical research is developing quickly, but trust remains a key challenge. Because large international trials are still relatively new here, transparency and honest communication are crucial for building strong collaborations.

Without mutual confidence, collaboration risks becoming procedural rather than ethical or meaningful.

The Trust Deficit





Why Trust Matters

Trust drives every successful study.

When sponsors believe in site competence, they delegate more autonomy; when sites trust sponsors, they communicate openly about challenges; and when patients trust both, they remain engaged and compliant.

In Moldova — where many participants are first-time volunteers — clear communication, respect, and ethical integrity are essential to ensure adherence, retention, and a positive community view of research.

Why Trust Matters



SPONSOR

DELEGATE



SITE

COMMUNICATE



PATIENT

COMPLY



Building Trust Between Stakeholders

Trust is built through early engagement, transparency, and continuity.

Sponsors should involve local investigators from the earliest protocol feasibility stages.

Sites, in turn, must uphold professional standards, accurate documentation, and open dialogue.

For Moldovan research institutions, developing internal ethics boards, continuous training, and proactive communication helps cultivate credibility.

A culture of partnership rather than hierarchy is key to long-term collaboration.





Communication Channels

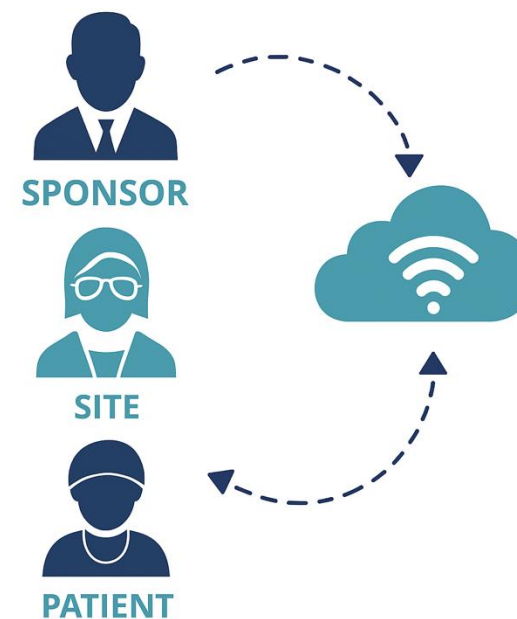
Effective communication bridges cultural, linguistic, and organizational gaps.

Regular tri-party meetings — sponsor, site, and patient — promote shared accountability. Digital dashboards can ensure all parties access the same performance indicators.

In Moldova, hybrid communication models—combining in-person coordination with online monitoring—work best, particularly given resource limits and evolving regulations.

Open and frequent dialogue prevents escalation of small misunderstandings into systemic barriers.

Communication Channels





Feedback Loops and Shared KPIs

Traditional oversight models often create pressure rather than collaboration.

Instead, feedback loops based on shared key performance indicators — such as recruitment speed, data accuracy, and patient satisfaction — transform performance evaluation into a continuous improvement process.

Moldovan research teams show greater motivation and accountability when guided by shared metrics rather than top-down audits..

Feedback must be constructive, not punitive, to sustain enthusiasm and engagement.

Feedback Loops and Shared KPIs



PRESSURE



**IMPROVEMENT
PROCESS**



ENGAGEMENT



Patient Voice and Empowerment

Patients are the core of clinical research, not passive subjects.

In Moldova, where medical literacy is increasing, integrating the patient's voice strengthens trial relevance and ethics.

Co-developing educational materials, ensuring accessible consent language, and reporting study outcomes back to participants fosters dignity and trust.

Empowered patients become advocates for science and help the broader public see research as a national contribution to healthcare advancement.

PATIENT VOICE AND EMPOWERMENT



PATIENT



EDUCATION



ADVOCACY



Co-Designing Trials: A Paradigm Shift

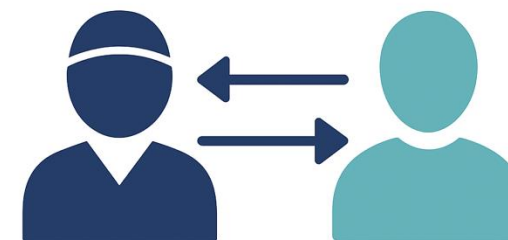
The future lies in co-design — inviting sites and patients to shape study procedures before approval.

This ensures feasibility and local adaptation, minimizing amendments and improving compliance.

In Moldova, involving experienced investigators from national hospitals and patient organizations early helps adapt logistics to local realities, like transport constraints or cultural expectations.

Co-design combines scientific rigor with empathy and practicality.

Co-Designing Trials: A Paradigm Shift





Case Example: Collaboration in Eastern Europe

In recent regional projects sponsored by European consortia, Moldovan sites actively contributed to protocol simplification, leading to better participant adherence and data quality.

When sponsors recognized the value of local insight — such as adjusting visit schedules for rural participants — recruitment accelerated, and retention rates improved.

This experience shows that co-design and contextualization produce measurable benefits in both scientific output and human trust.

Case Example:
Collaboration in
Eastern Europe





Digital Enablers in Moldova

Digital transformation offers powerful tools for bridging the sponsor-site-patient gap.

eConsent systems, telemedicine consultations, and cloud-based data entry increase accessibility and reduce errors.

Moldova, with its expanding e-health infrastructure and digital literacy among healthcare professionals, is well-positioned to adopt such models.

However, technology must complement — not replace — human contact.

The most effective solutions are those that maintain empathy while enhancing efficiency.

Digital Enablers in Moldova





Regulatory and Ethical Perspectives

Moldova's regulatory framework is aligning with EU Good Clinical Practice (GCP) standards, focusing on patient safety and data integrity.

Ethics committees, both institutional and national, now play a central role in reviewing protocols and ensuring compliance.

Continuous dialogue among the Agency for Medicines, sponsors, and research centers strengthens mutual trust.

Ethical transparency is not only a legal obligation — it is the foundation for sustainable international collaboration.

Regulatory and
Ethical Perspectives





Future Vision: From Oversight to Partnership

The next stage for Moldova's clinical research ecosystem is moving from oversight to partnership.

Sponsors should view sites not as contractors, but as collaborators with unique contextual expertise.

Sites should invest in quality systems, training, and digital readiness.

Patients must be recognized as equal partners in innovation.

A transparent, patient-centered approach will position Moldova as a trusted hub for regional and international clinical research.

Future Vision: From Oversight to Partnership





Conclusion

Bridging the gap between sponsors, sites, and patients is ultimately about transforming roles into relationships.

Moldova's clinical research community — young but ambitious — has the potential to demonstrate that collaboration and trust can outperform bureaucracy.

The path forward lies in openness, shared responsibility, and human connection.

Together, sponsors, investigators, and patients can create a truly integrated ecosystem where science serves people, and people empower science.

Conclusion





Thank you for attention!