

Help is on the Way: A CTMS Training Solution at an NCI-designated Cancer Center

M. Farris, J. de Jong;

The University of Kansas Cancer Center

1. Background

The clinical trials management system (CTMS) is designed to securely store and retrieve information on all current and historical research projects conducted at the University of Kansas Cancer Center (KUCC). The CTMS tracks and stores regulatory information, study-related documents, study participant data, and study participant finance calendars. The CTMS is utilized by the KUCC Regulatory, Clinical, and Administrative teams. Additionally, the CTMS is used by other research teams across the University outside of KUCC; therefore, the IT Support group that manages the system provides a very high-level and generalized training for users to gain initial access that is not geared toward the user's KUCC-specific role.

KUCC uses the CTMS more robustly than the other University research groups, thus a need for role-specific training was recognized. The lack of structured, role-specific training created frustration and confusion in users, along with inconsistent &/or erroneous data entry. Additional training was desired as a solution to produce better data quality results as well as increase user confidence in the system. The Clinical Systems Program Manager and CTO Training Manager collaborated to develop a role-specific training program to better equip users to enter data within the CTMS with accuracy and confidence.

2. Goals

1. Collect user feedback via initial survey and focus groups to determine training needs;
2. Define and clarify tasks within the CTMS appropriate to specific user roles, and provide role-specific CTMS Work Instructions for data entry guidance;
3. Align CTMS training initiative with existing onboarding processes;
4. Initiate monthly, hands-on CTMS training sessions led by the Clinical Systems Program Manager;
5. Evaluate users' confidence levels prior to and post CTMS training.

3. Solutions and Methods

1. New employees are provided the onboarding checklist, which provides a link to a CTMS training request link, via REDCap; the training survey is delivered to the Clinical Systems Program Manager for inclusion in the next training session.
2. The IT Support group training was reformatted from in-person to on-demand video format (this is the high-level training which all University users must complete to gain system access).
3. Hands-on, role-specific CTMS training with access to the test environment allows users to enter mock data, gaining proficiency in the behavior and feel of the production environment.
4. CTMS Work Instructions for step-by-step guidance are provided to all employees.
5. Continuing education is provided as needed; for example, break-out sessions offered during monthly staff meetings where current topics and refresher trainings are offered.

4. Outcomes and Future Directions

The CTMS training process was streamlined to ensure all new employees attend role-specific CTMS training. The Clinical Systems Program Manager and Training Manger collaborated to create CTMS training resources available to all employees, and host monthly, in-person CTMS trainings where users have access to the test environment to enter mock data.

These specific outcomes were recognized:

1. Implementation of monthly, in-person CTMS training program has increased new employee, role-specific training rate from less than 10% to 100%.
2. Development of tools and resources, such as the CTMS Work Instructions, has increased data entry quality in trained employees.
3. Increased confidence in CTMS system navigation and data entry reported by users.