Category: Training, Career Development, and Staff Retention – Completed Project

New Employee Orientation – Joining the 21ˢᵗ Century

F. Kerr, S. Asche, C. Bucks

Indiana University Melvin and Bren Simon Comprehensive Cancer Center

1. Background
At the Indiana University Melvin and Bren Simon Comprehensive Cancer Center (IUSCCC), the Quality and Education Team is responsible for the training of newly hired and promoted employees; as well as mentoring, writing, and updating Guidance Documents and Standard Operating Practices (SOPs); and managing continuing education, quality improvement projects, and routine data checks and audit preparedness.

In 2019, the Quality and Education Team recognized the need for a solution to increasing numbers of new hires in orientation cohorts and the burden in-person orientation training was placing on the team. In mid-late 2019 the Quality Assurance Coordinators (QAC) had transitioned 18 of the 46 training modules into a web-based Content Management System (CMS), Canvas.

As 2020 emerged, and the COVID-19 pandemic drove the United States to a halt, the IUSCCC Clinical Trials Office (CTO) was uniquely positioned to have already begun integrating virtual orientation topics. While other centers stumbled to learn and catch up, the IUSCCC was able to quickly transition remaining in-person topics to the remote platform and continue onboarding staff remotely.

2. Goals
1. Transition lower priority training modules to a virtual platform
2. Create quizzes and assignments within the CMS to evaluate trainee retention
3. Provide existing staff a platform to self-retrain on any topic at any time
4. Relieve the orientation burden on QACs so focus can switch to mentoring and other quality tasks
5. Allow for near continuous onboarding despite QAC staffing fluctuations

3. Solutions and Methods
Indiana University had an existing contract with the Canvas CMS.
- QACs created a simple CTO portal and outlined a syllabus for orientation
- All topics, regardless of delivery method, are represented in the Canvas portal
- Subject Matter Experts (SME) and PowerPoint slides were attached to all presentations so staff could take notes, review on their own, or reach out to a SME for additional help
- Scripts and multimedia recordings were made for each topic identified as lower priority
- High priority topics (e.g., informed consent, eligibility verification, adverse event assessments, SAEs, etc.) continue to be taught in-person
- Quizzes and in-depth exercises for both virtual and in-person trainings were built in Canvas

4. Outcomes
- Twenty-six modules currently in Canvas
- Ten quizzes currently in Canvas
- Six in-depth exercises currently in Canvas
- CTO annual onboarding rates have continued to increase with Canvas meeting the demand. Automated videos, quizzes, and exercises allow the QACs to focus on mentoring, process

improvement, audit readiness, and implementation of new processes, such as eConsent.

5. Lessons Learned and Future Directions
The addition of Canvas as part of the IUSCCC CTO orientation onboarding has been integral for the growth of the Clinical Trials Office. With the burden of in-person training now eased by Canvas modules, the Quality and Education Team has had time to focus on new training topics, one-on-one mentoring of newly hired staff, guidance document and SOP creation, process improvement, and future project goals.

Quizzes within Canvas can be set to auto-grade; however, exercises still need hand-grading. This is still a time-saving benefit, as all assessments were hand-graded prior to the implementation. Reports can be run within Canvas to see student scores and topics where students struggle are addressed with them one-on-one in mentoring.

QACs have noticed that some of the less exciting modules do not maintain student attention. Future goals for the Quality and Education Team are to revise videos with knowledge assessments embedded within the content of the video and to increase the number of quizzes. There is also a minimal increase in workload for updating videos. Slides, scripts, and recordings all need to be updated whenever there is a change to a process, but while the effort is heavy on the front end, it is a one-time effort that makes up for the weekly presentation time.