

A Cancer Clinical Trials Office (CCTO) Orientation Course Reduces Insufficiencies Among Study Coordinators

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1. Background

The Mayo Clinic Comprehensive Cancer Center (MCCCC) CCTO serves the clinical investigators and research participants across the MCCCC's academic medical centers in Arizona (ARZ), Florida (FLA), Mayo Clinic Health System (MCHS), and Rochester (RST). The complexity and geographic distribution of staff has led to a lack of standardization among training programs and available resources. While numerous training materials and onboarding processes were developed, the utilization of these resources by CCTO staff was inconsistent and ineffective. In 2019, an RST MCCCC All Staff Survey indicated 33 percent of study coordinator (SC) staff requested a standardized training for new hires. This led to the development of the CCTO SC Orientation in October 2020.

2. Goals

The goal was to establish a MCCCC New Hires Orientation course that would help establish expectations and resources available for study teams, address the decline in retention, and increase familiarity with resources among SC staff.

3. Solutions and Methods

The course covers general topics relating to conducting studies within the CCTO and expands specifically on the requirements and resources available to staff, along with providing examples and walkthrough scenarios. The course utilizes institutional course materials along with CCTO resources housed in the Quality Management System (QMS).

The course is covered over 6-weeks at 3-times/week for 2-hour intervals. A feedback mechanism was also established to capture information from the new hires pre and post course to help identify educational and procedural gaps in the course and/or resources. The gaps would then be fed back to the CCTO Leadership teams to help establish and revise resources and educational material as needed.

Feedback Mechanism includes:

- Chat cohort communication- where anyone can ask questions and the preceptors and supervisors help address in real-time
- REDCap surveys issued pre- and post-orientation course
- Post-orientation assessments at 6-weeks and 6-months via one-on-one sessions between preceptor and attendee
- A 30-question quiz assessment at course completion

4. Outcomes

As of March 2023, the course has completed 12 cohorts with ~130 attendees over multiple units within MCCCC and beyond.

The post-assessment data revealed on average, the attendees feel comfortable with the resources available. They are also reaching out to CCTO team staff with questions, and concerns. This can also be illustrated in our quality review findings in RST and MCHS, where there has been a decline in major

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findings across delayed SAE reporting and deviation timeline reporting.

5. Lessons Learned and Future Directions

Orientation has become an effective tool and resource for attendees. A focus on establishing continuous resources, course tools and expansion to MCCCC enterprise is underway.