



BACKGROUND:

A Training Program was established in February 2019 to provide standardized onboarding to research coordinators. The structure was designed with a monthly rotating curriculum of 33 modules to introduce new caregivers to data and regulatory during live training sessions. The modules are enriched by connecting the new hire with a mentor and supervisor engagement. This model was the springboard for future enhancements.

GOALS:

- Obtain feedback from new hires on the training program and maintain department engagement in its success
- Implement a competency log for the new hire to take ownership of their growth, assist the mentor with task delegation, and show the supervisor areas of success and where improvement is needed
- Add interactive polls to enhance discussion during live training sessions
- Launch MyLearning Assessments to provide metrics on retention and development

SOLUTIONS AND METHODS:

New hire feedback revealed the need for a more hands-on experience outside of the six 1 hour weekly training sessions

- The trainer designed a new collaborative weekly session designed for new research coordinators to ask questions, provide demonstrations, share experiences, and discuss current tasks

New hires commented they felt they were constantly “bothering” their mentor(s), peer(s), supervisor, and/or trainer

- Mentorship involvement improved by requiring a once a week meeting between new hire and mentor
- A new attendance requirement for the rotating curricula was set to two rounds instead of one, to strengthen knowledge of tasks and responsibilities

OUTCOMES:

Currently, 109 research coordinators have completed the training program. A continuous improvement team of new hires was created in November 2021 to enhance the tools and resources available during onboarding.

In February 2022, a committee was created to review and update the Clinical Trial Management Tool (CTMT) in real-time offloading this responsibility from one individual to a self-sustaining working group.

“I get the training I need to do a good job” was listed as a concern on the 2019 Press Ganey Survey with a score below the national healthcare average. Most recent survey results (2022) to the equivalent question, “I get the tools and resources I need to provide the best care/service for our patients” was a strength, scoring above the national average.

LESSONS LEARNED AND FUTURE DIRECTIONS:

- Introduce improvements to the multi-faceted training
 - Collaborate with the Clinical Research Trainer to provide mandatory education sessions each quarter to both clinical and non-clinical team members
 - Offer quarterly quality assurance (QA) training to all research coordinators
 - Standing weekly new hire/mentor discussions to review competency log
 - Interactive polls highlight key tasks while adding valuable engagement
 - Dedicate one training session a week to collaborative review of new hires experience
 - Require two rounds of attendance to reinforce awareness of responsibilities
- Supervisor engagement remains vital to the success of the program. Trainer provides feedback to the supervisor for 90 day review.
- Trainer position was moved to the Quality Assurance Team to provide closer communication and to ensure findings/re-education opportunities are incorporated (preventative measures) in the educational material
- MyLearning Assessments were launched in May 2023, onboarding research coordinators will complete each module to confirm retention of key information
- Future development of standing support meetings for trainer/mentor touch base