

# Monthly Micro-Training Continued Education

Authors: Katrina Croghan, M.S., CCRP, Gwen Boe, M.A.N, R.N., Jade Zbacnik, Amanda J Youssef, M.S., Adam Holland M.S., Grzegorz Nowakowski, MD, Angela Fritsche, MPA  
Comprehensive Cancer Center, Mayo Clinic

## BACKGROUND

This Quality Improvement Project addresses the need for continued education for clinical research coordinators (CRCs) within the Mayo Clinic Comprehensive Cancer Center (MCCCC).

In late 2020, MCCCC established two successful programs:

- 1) A Cancer Clinical Trials Office (CCTO) New Hire Orientation to help establish expectations and resources available for CRCs and other study team members.
- 2) A Quality Management System (QMS) to help create, implement, sustain and maintain policies, procedures and other resources while still outlining the fundamentals of research in an accurate, yet 'quick' manner.

Both programs have had major success, but a gap remains:

**How do we continue to educate established study teams as workloads increase and trials become more complex?**

## GOALS

Develop a program that can be:

- 5-15minute trainings = Micro-training
- Easy to revise when needed
- Can help communicate and sustain training among CCTO CRCs when revisions are made to QMS
- Resource for Cancer-related programs that are not housed within CCTO but follow MCCCC QMS requirements.
- Resource for the CCTO New Hire Orientation as additional resources.
- Utilized to address re-education, as needed, i.e.: as part of Corrective and Preventative Action (CAPA) Plan

## SOLUTIONS AND METHODS

### THE FIXED MONTHLY PLAN

Create a fixed monthly continuing education program that revolves around 1 or 2 general topics that can be emphasized in 5-15 minutes.

Kept the trainings high-level to help reduce the maintenance need for these modules, while pointing staff to the specific resources that will be updated per QMS needs.

Once complete, the micro-trainings are then placed into the institutional learning program to be sent out to staff at scheduled intervals. The learning program also maintains an attestation of completion that is auditable.

### MICRO-TRAINING ANATOMY

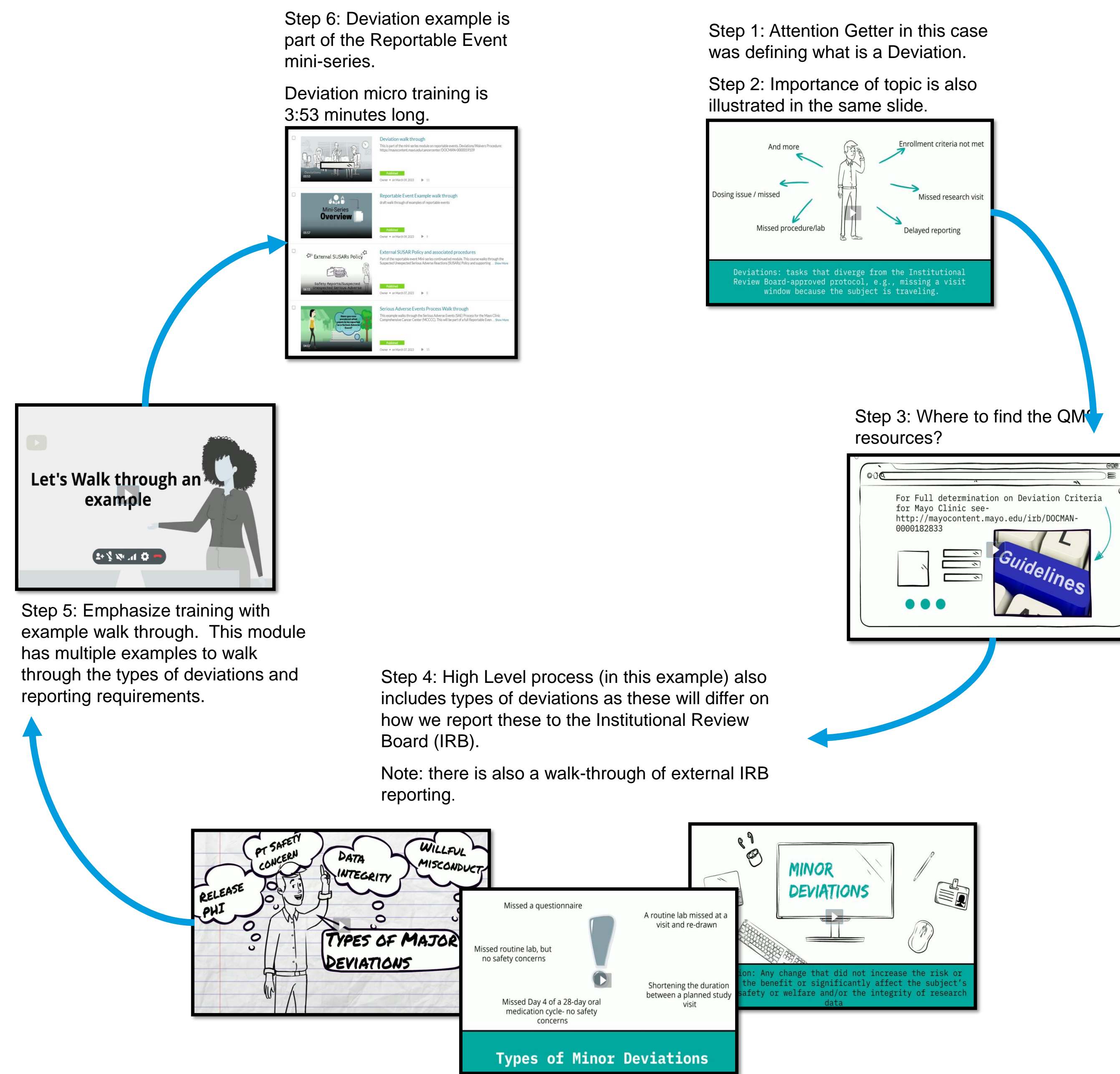
The micro-trainings utilize the fundamentals of change management to establish the need of topic education.

- Attention Getter:
- Why is this topic important?
- Where to find the topic resources,
- A high-level overview of the process
- Emphasize the training with a summary- typically in the form of a walk-through.
- Some require multiple small videos to emphasize all the aspects of a topic, such as reportable events. Thus, we add these to one module called a mini-series.

**TABLE 1: General Fixed Topic Monthly Plan for continued education**

Subject	Topics / Objective
1	CONSENT/ ELIGIBILITY CONSENT (CF)/RECONSENT
2	PARTICIPANT STATUS PATIENT TRACKING SCREEN FAILURES (SF) END OF THERAPY/WITHDRAWAL OF CONSENT
3	MODIFICATIONS/RECONSENT S MODIFICATIONS RECONSENTS
4	CYCLE TREATMENT CYCLE TREATMENT
5	COMMUNICATIONS CLINICAL OR DATA CRA COVERAGE E-MAIL CORRESPONDENCE
6	ALL THINGS REPORTABLE ADVERSE EVENT (AE) DOCUMENTATION DEVIATIONS ADVERSE EVENT EXPEDITED REPORTING SYSTEM (AERS)/ SERIOUS ADVERSE EVENTS (SAE) INDUSTRY
7	CENTRAL LABS PATHOLOGY SPECIMENS/RADIOLOGY SCANS/ETC CENTRAL REVIEW IMAGE TRANSMISSION BIOSPECIMENS ACCESSING AND PROCESSING (BAP)
8	SOURCE DOCUMENTS QOL/DIARIES CRFs DATA CAPTURE OVERDUE MATERIAL REPORTS
9	TUMOR STAGING TUMOR STAGING
10	MONITOR/AUDIT MONITOR VISITS/AUDITS
11	STUDY DEVELOPMENT CRF CONTENT, INITIAL PROTOCOL REVIEW, LOGISTICS REVIEW MEETING
12	REIMBURSEMENT, RBTS AND BILLING OR MIT REIMBURSEMENT/REMUNERATION BILLING (BNT) TEMPLATE EXPECTATIONS (Clinical CRA) PAYMENT TEMPLATE (RBT) EXPECTATIONS (Data CRA)

**FIGURE 1**



## OUTCOMES

Outcomes are pending; General feedback from both new hires and seasoned CRCs who have been reviewing the micro-training is positive. They have emphasized their excitement for continued education through a 'different platform'.

## LESSONS LEARNED

Lessons Learned are still pending, as course has not been fully implemented yet (June 2023). Some take aways while creating these trainings include:

- Hour courses are not feasible.
- The same information in a 60-minute course can be emphasized using different platforms in a quarter of the time.
- The 'end users' know what they need, and we listen to them.

## FUTURE DIRECTION

We are continuing to develop the 11 topic units (Table 1) with a targeted implementation of the full program scheduled for June 2023 release.

## ACKNOWLEDGMENT

Special thank you to the CCTO study coordination teams and Supervisors for participating and emphasizing the need for continued education. In addition, a huge thank you to MCCCC Leadership and Quality Management System (QMS) for all the support and resources to keep our education moving forward.

Figure 1 represents the micro-training anatomy throughout the deviation training.