

ENHANCING THE CRP PIPELINE

OBJECTIVE: UNDERSTAND YOUR IMPACT

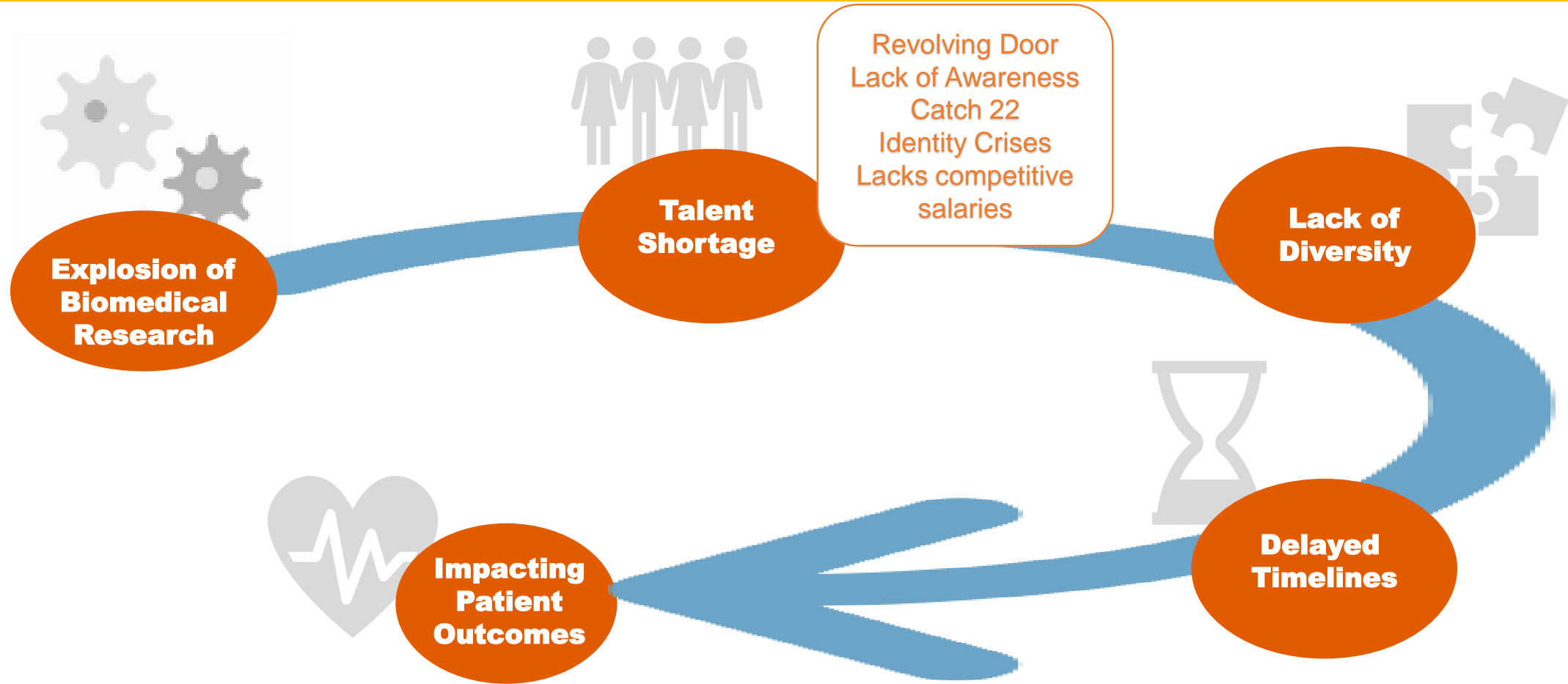
Clare Tyson, MA, CCRA

*Research Coordination and Management Program Manager
Medical University of South Carolina*

October 19, 2021



FRAME THE ISSUE



CONSTRUCTING THE PIPELINE: WHERE IS YOUR IMPACT

Grades K-8

STEM Education

TV

Social Media

Parents

Grades 9-12

TV

Social Media

Teachers/Mentors

Counselors

Parents

Career Fairs

Research Opportunities

Higher Education

Influencers

Research Opportunities

Education

Career Fairs

Internal Collaborators

External Collaborators

Workforce

Community Leaders

Networks

Culture of Organization



ENHANCING THE PIPELINE- WHAT IS YOUR IMPACT?



Attracting Clinical Research Professionals

- Mentorship/Internships**
- Offer discrete projects as practicum opportunities
- Speak passionately about your career (Career Fairs, Job Fairs)
- Broader collaborations with influencers
- Establish internal and external pipelines (target Master programs within your institution)
- Partner with your HR to develop a plan



CONSTRUCT A TEAM: WHAT IS YOUR IMPACT?

Recruitment

- Targeted Recruitment strategies (diverse and multi-generational understand the unique needs)
- Sponsor visas for international students/workers
- Market your Organizational Culture
- Advocate with HR and PI for competitive salaries
- Hire right person for right position
 - Assess for soft skills
- Leverage the "the Wheel"
 - Develop a transparent career pathway
 - Develop an on-boarding plan
 - Develop entry-level competencies



FIND YOUR ELEMENT CAMPAIGN

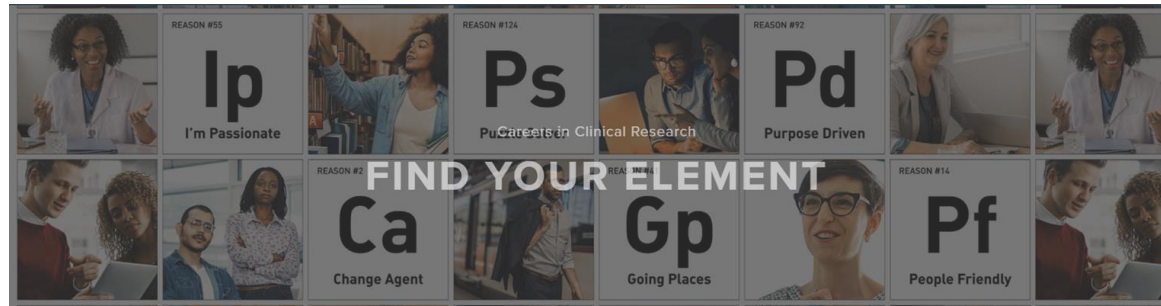
Digital English and Spanish campaign marketing college age populations launched 2019

Initial markets: Miami and Research Triangle, North Carolina

Expanded: Houston, Boston, Minneapolis/St. Paul

Future expansion planned: Washington DC, Baltimore, San Francisco, Atlanta

Concurrent companion Ads targeting students enrolled in black colleges and universities



Find Your Element Metrics

Since 2019

22M

Reached

>130,000

ACRP Website Visits

102

Requests for
More Info

Find Your Element Recruitment Resources:

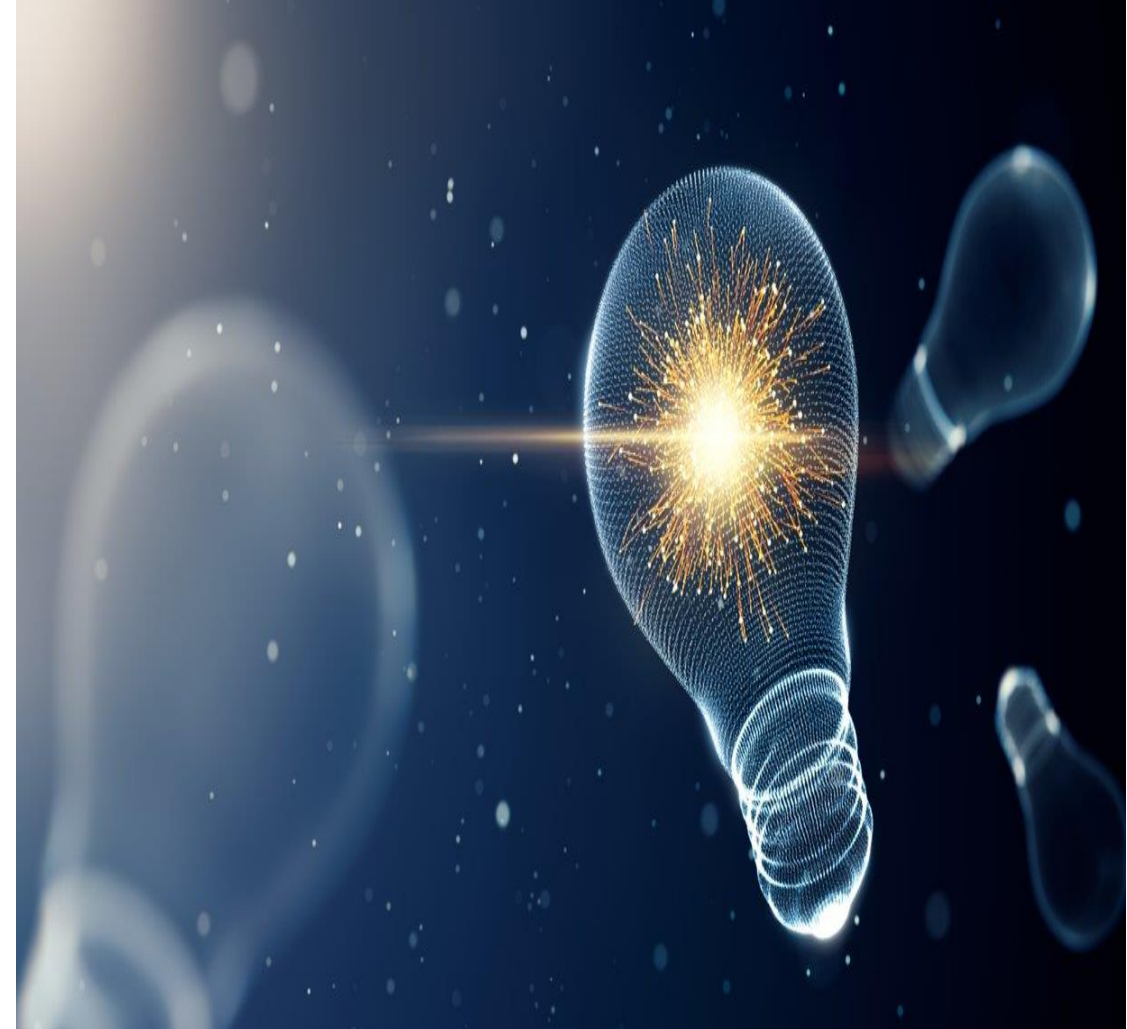
- Influencer Packets
- PowerPoint
- Fact Sheets
- Posters
- Social Media Files
- <https://careersinclinicalresearch.org/recruitment-tools>



Reflection Points to Spark Discussion

How do we promote Clinical Research as a profession and grow the pipeline?

- What mechanisms have you or your affiliated institution employed to enhance the pipeline?
- What are the barriers to recruiting CRPs into the workforce? What are some reasonable solutions to address the identified barriers?
- How do you evaluate a candidate or possible team member? What skills are important?
- What are the barriers to implementing an internship program? Does your institution have one? What makes it successful?



DISCOVERING THE SECRETS OF THE RESEARCH "DREAM TEAM":
GETTING IT RIGHT FROM THE START

ONBOARDING RESEARCH STAFF

MaryBeth Horodyski, EdD, ATC, LAT FNATA, FNAP

Professor, Director of Research

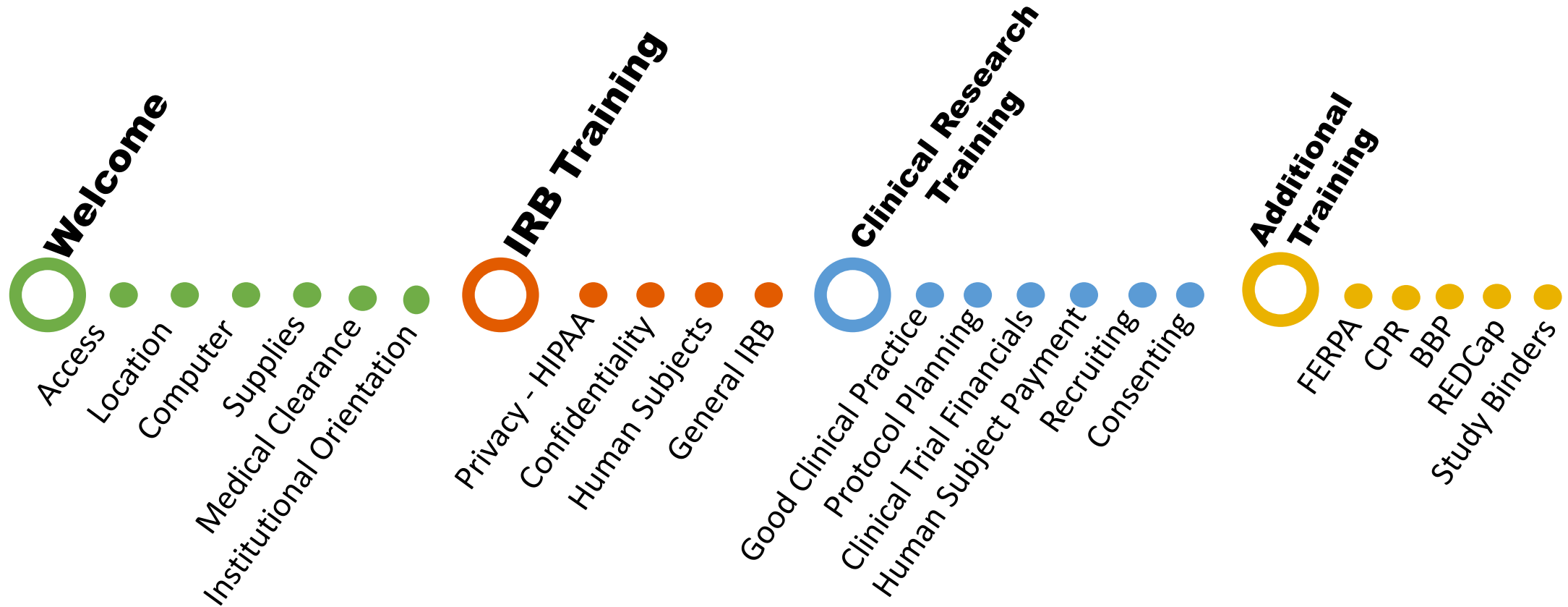
Department of Orthopaedic Surgery and Sports Medicine

University of Florida

October 2021



STEPS FOR ONBOARDING RESEARCH STAFF



- **Primary objective**

- To ensure excellent job performance of new research staff by using the key areas of the onboarding process.

INITIAL TRAINING

- Let the training begin
 - If you use online training, break it into doable segments
 - Privacy – HIPAA
 - Confidentiality
 - Respect for human subjects in research projects
 - Other general IRB training
 - Preparation of forms
 - Preparation of IRB and other required documentation
 - Introduction to clinical, hospital, surgical facilities
 - Location and procedures
 - Introduction to the members of the research team
 - Expectations



CLINICAL RESEARCH TRAINING

- More training
 - Good clinical practice
 - Protocol planning and review
 - Clinical trial financials
 - Human subject payment procedures
 - Recruiting potential study participants
 - Healthy, clinical, hospital
 - Consenting study participants



Modified from www.citiprogram.com

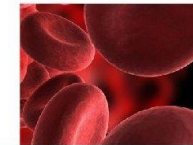


ADDITIONAL TRAINING

- And there is more training
 - CPR
 - BBP
 - FERPA
 - Study binders
 - Data collection, data files
 - REDCap



University of Florida Bloodborne Pathogen Training



Biological Safety Office
Environmental Health & Safety
352-392-1591
www.ehs.ufl.edu
bsa@ehs.ufl.edu



QUESTIONS FOR DISCUSSION

1. What do new hires want/expect during their onboarding process?
2. How do you decide what order you will implement your training items?
3. Do you use any software/online tools to organize onboarding?
4. How do you establish that the onboarding process is working for a new employee?
5. How do you remediate a new staff member when they are struggling with the onboarding process?
6. What would be cues that tell you the fit is not right?



DISCOVERING THE SECRETS OF THE RESEARCH "DREAM TEAM":
GETTING IT RIGHT FROM THE START

ONBOARDING RESEARCH STAFF

Thank You



RETAINING RESEARCH TEAMS

Carly Bridden, MA, MPH

Boston Medical Center

October 19, 2021



Key Best Practices for Retention

Appreciation

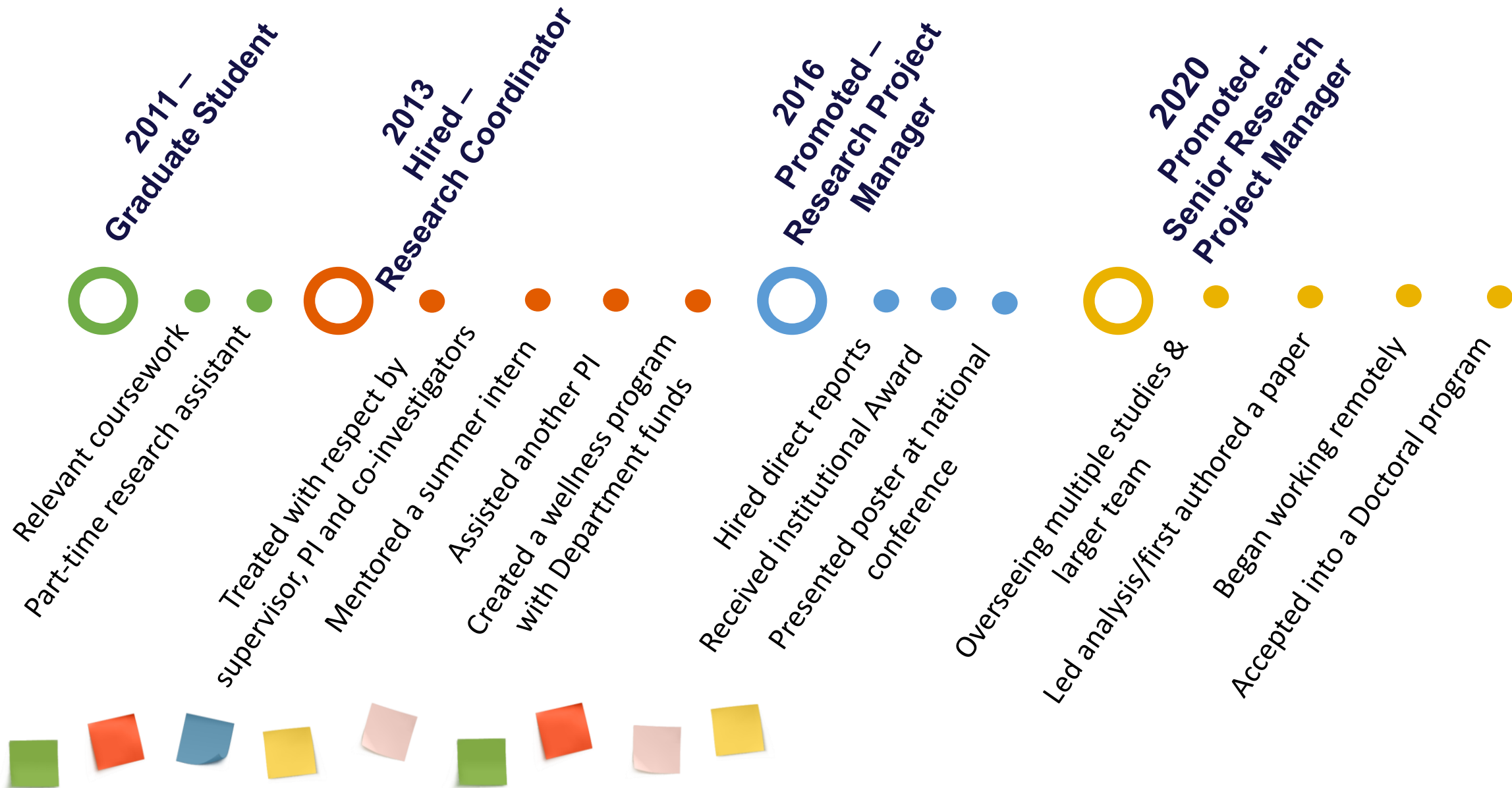
Opportunities for
Growth

Team Culture &
Work
Environment



Jennifer's Journey

Jennifer's Journey



Staff appreciation and team building activities

| Appreciation | | Team building | |
|---|--|---|--|
| Verbal thank you/recognition of effort | Staff of the month awards | Branded items (e.g., mugs, jackets) | Social activities during work (e.g., lunches, book club) |
| Thank you notes (e.g., cards, emails) | Encourage professional development | Forums to discuss current events or study issues | Social activities out of work (after work, sports) |
| Public recognition (e.g., meetings, emails) | Study wide emails recognizing current events | Ice breakers/break out activities during meetings | Group volunteer activity |
| Check in on workload | Cakes/treats for successes/milestones | Animal therapy | Field trips to affiliated agencies, colleagues |
| “Free” time off | Birthday cards | Walking meetings | Diversity training activities |
| Spot bonuses | Conduct stay/retention interviews | | Holiday celebrations |
| Equity/market increases (review regularly) | Ask them how they want to be recognized | | Retreats |
| Promotions | Thoughtful performance review | | |

Professional Development Opportunities

- Degree or certificate programs
- Workshops/webinars
- Scientific conferences
- On-the job experiences
- Sources of funding: institutional tuition reimbursement, grant budget, PI discretionary funds, institutional awards

Reflection Points to Spark Discussion

- What has kept you at your organization?
- What are your favorite ways to build team culture?
- How do you like to be recognized?
- What are reasons you have left a position or why others have left your organization?
- How have you been able to create opportunities to grow in a position?

INSTITUTIONAL LINKS FOR ONBOARDING AND TRAINING: BMC/BUMC

- Required training for those involved in the conduct of human research:
<https://www.bumc.bu.edu/ohra/required-training/>
 - [Human Subjects Protection training](#)
 - [Good Clinical Practice \(GCP\) training](#)
 - [Sponsor-Investigator training](#)
- Fundamentals in the Conduct of Clinical Research: BMC and BU Medical Campus Research Professional Staff Training: <https://www.bumc.bu.edu/crrro/training-education/fundamentals/>
- PI Training: <https://www.bumc.bu.edu/crrro/training-education/pi-role-training/>
- Join the RPN! <https://www.bumc.bu.edu/crrro/research-professional-network/>
- Clinical Research Seminar: <https://www.bumc.bu.edu/crrro/research-professional-network/>
- Research Professionals Network Workshops: <https://www.bumc.bu.edu/crrro/research-professional-network/resources-programs/rpn-workshops/>
- Clinical Research Reference Guide: <https://www.bumc.bu.edu/crrro/research-professional-network/resources-programs/reference-guide/>
- New hire On-boarding Checklist: <https://www.bumc.bu.edu/crrro/research-professional-network/resources-programs/onboarding-checklist/>



INSTITUTIONAL LINKS FOR ONBOARDING AND TRAINING: MUSC

Fundamental/general trainings for clinical research personnel:

- **Core Clinical Research Training (CCRT)** :self-paced 8-week online course that provides a comprehensive overview of clinical research for research personnel at MUSC. More information and a link to register can be found on the [webpage](#).
- Sign up for [SCTR's eNews](#). Weekly newsletter providing info on trainings, online lunch and professional development opps.
- [2020 Overview of Research](#) modules for a general overview of research at MUSC
- [Human Subjects Research Training](#)
- **MUSC IRB** [eIRB training](#)
- **Association of Clinical Research Professionals (ACRP) eLearning platform** – self-paced learning modules targeted at clinical research staff and can be used to earn ACRP certification. Request an account here <https://research.musc.edu/resources/sctr/education/elearning>.
- **Research Professionals Network**. These are monthly workshops that are peer-led and focus on topics of interest to clinical research staff, levels go from fundamental through advanced. For information and a link to register for the listserv can be found on the webpage: <https://research.musc.edu/resources/sctr/education/rpn>

Other training for access to specific systems/tools for clinical research:

- **Epic** trainings – needed to access the electronic health record (Epic) for research: <https://musc.netdimensions.com/musc/servlet/ekp?TX=STRUCTUREDCATALOG&CAT=EKP006572515>
- The [ClinCard system](#) for research participant remuneration
- Training for [OnCore](#) (MUSC's clinical trial management system)
- [eReg Training](#) (21 CFR Part 11 compliant electronic regulatory binder for clinical research studies)
- **Shipping Infectious Agents & Dry Ice:** <https://musc.netdimensions.com/musc/servlet/ekp?TX=STRUCTUREDCATALOG&CAT=EKP000363478>

INSTITUTIONAL LINKS FOR ONBOARDING AND TRAINING: UF

UF has an onboarding checklist for Clinical Research Coordinators and Research Assistants.

Contact Bob Kolb to get a copy:
kolbhr@ufl.edu



ORIENTATION CHECKLIST FOR Clinical Research Coordinators and Research Assistants

Welcome to the University of Florida! This checklist may assist as a guide for new clinical research coordinators and research assistants however, it may not be inclusive of all training requirements which may vary based on research study, department or Principal Investigator. Please review the checklist with your supervisor to verify all the necessary training required for your position. Enter the completion date for each item. The form is designed so that supervisors can perform a check-off and enter the checkoff date and their initials in the appropriate column. Please confirm required training timelines.

Staff Name: _____ Trainer: _____
Position: _____ Supervisor: _____

| Hiring Requirements | Date Completed | Trainer/ Supervisor Check-Off |
|---|----------------|-------------------------------|
| Background Clearance: Make an appointment here https://booknow.appointment-plus.com/7ryk7y2x/ . On Select Service, please select "FBI Live Scan". On Select Staff Member, please select Birdella Williams. | | |
| Medical Clearance: Make an appointment at the Student Health Care Clinic to complete the medical clearance. Please make an appointment by calling 352-294-5700 and then follow the instructions below. <ul style="list-style-type: none">• Please complete and bring the following forms to your appointment (if you do not bring forms with you, your appointment will be rescheduled):<ul style="list-style-type: none">◦ Preplacement Screening Patient Contact Form◦ Respirator Medical History Questionnaire◦ Tuberculosis (TB) Surveillance Form◦ Training and Vaccination Form Acceptance/Declination Statement | | |



INSTITUTIONAL LINKS FOR ONBOARDING AND TRAINING: UVM

- General Resources: [Education and Training Resources](#)
- Required Training's: [Required training through CITI – IRB](#) and [LCOM & UVM Health Network Research Professionals Training - Fundamentals in the Conduct of Clinical Research Training Program](#)
- Ongoing/ Continuing Education Resources: [Research Professionals Network](#)



THANK YOU!

