Help is on the Way: A CTMS Training Solution at a NCI-Designated Cancer Center

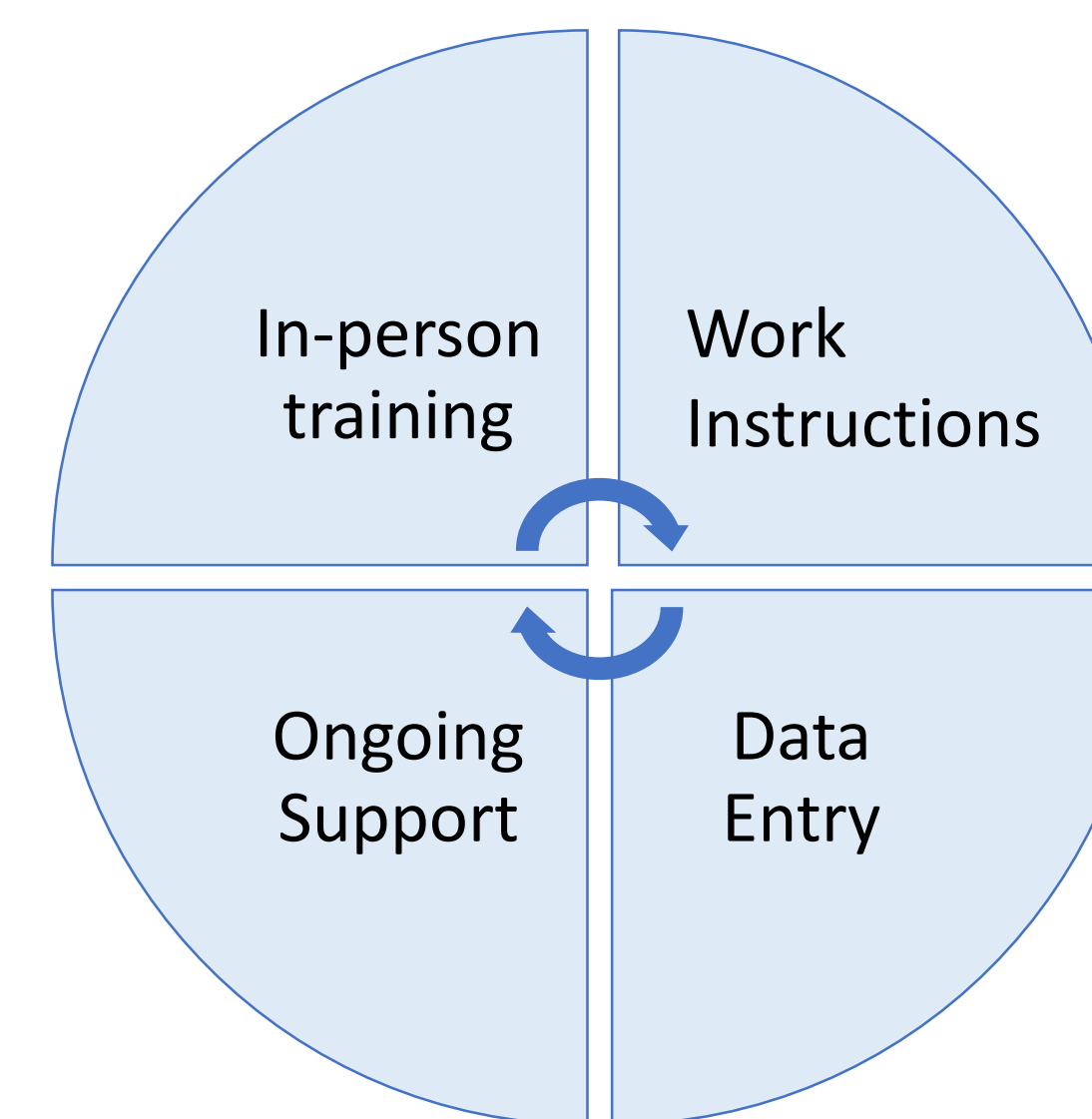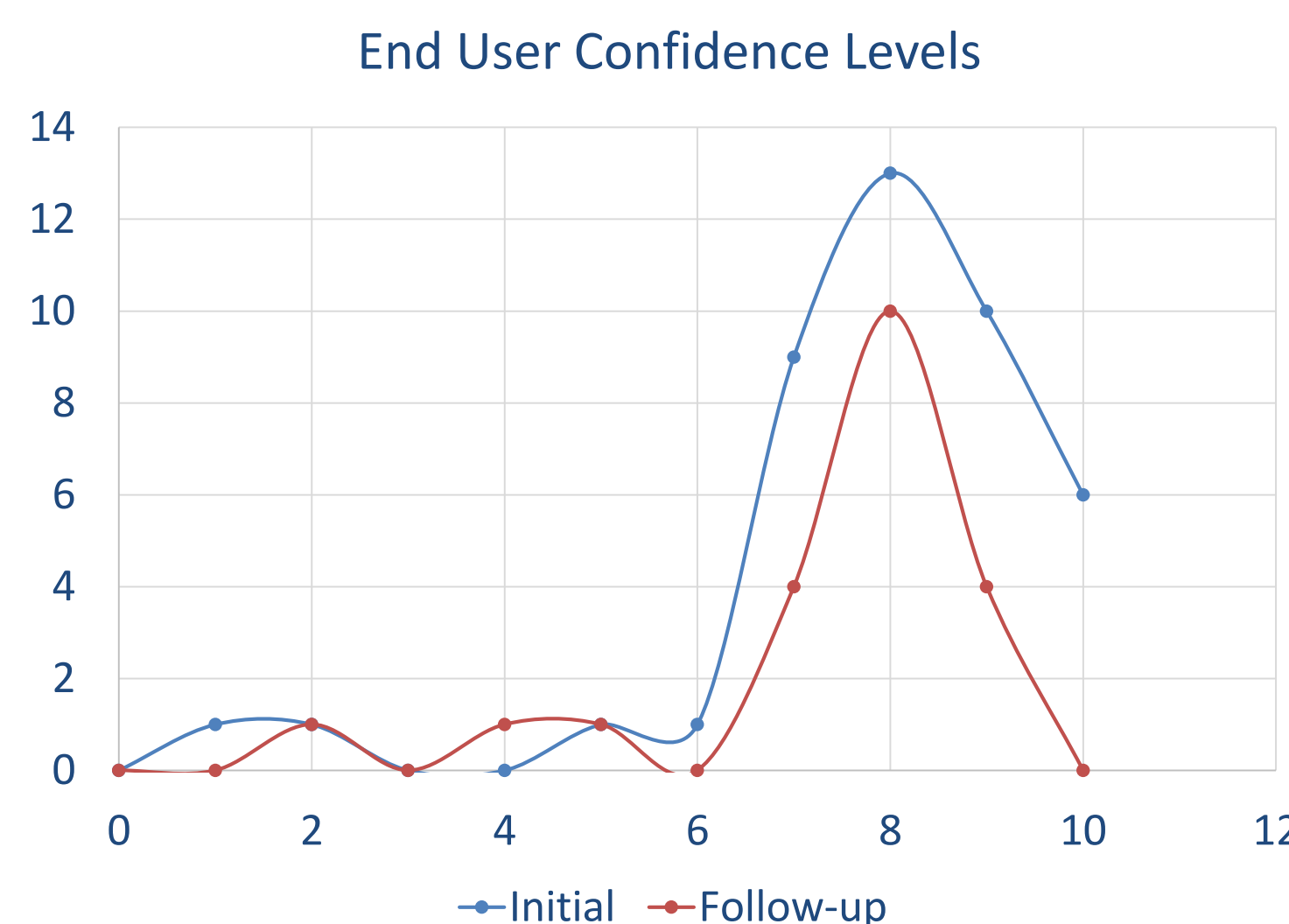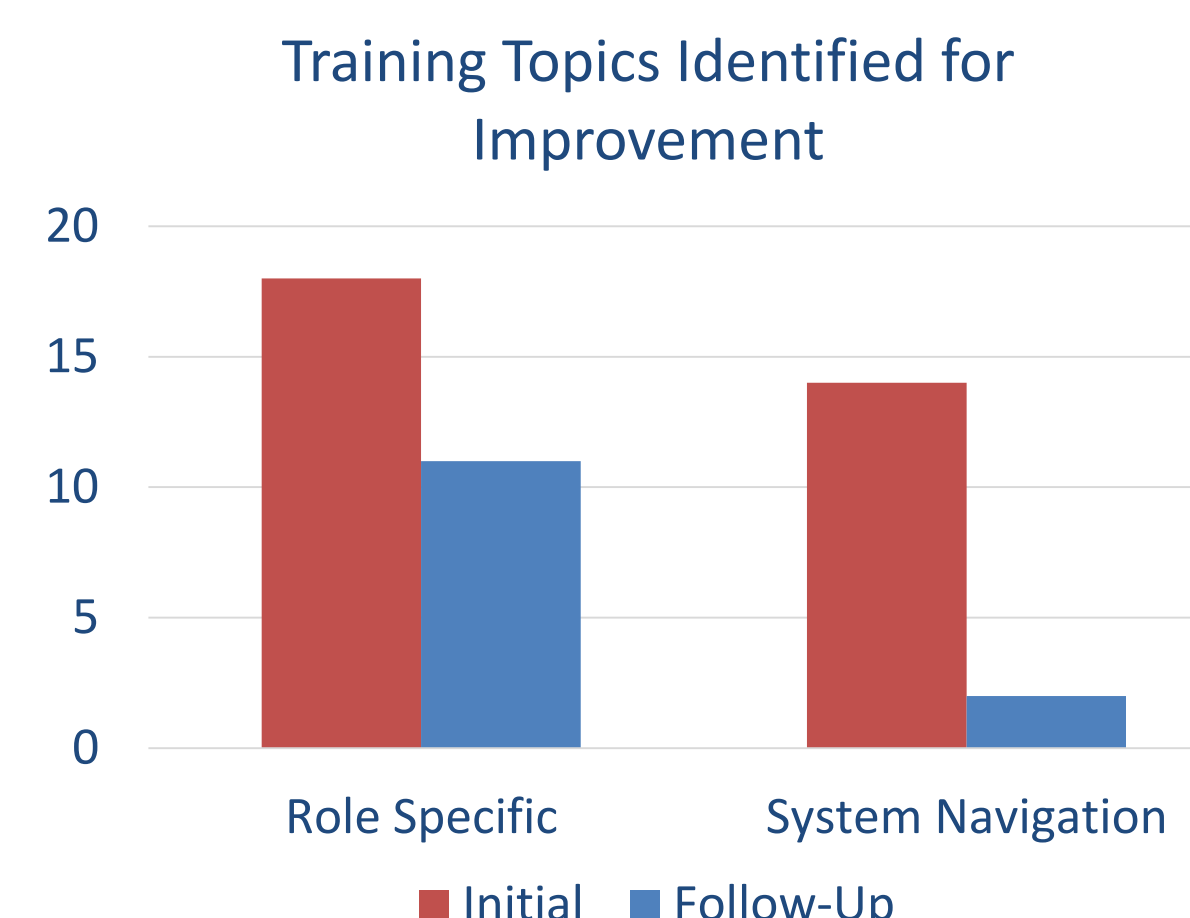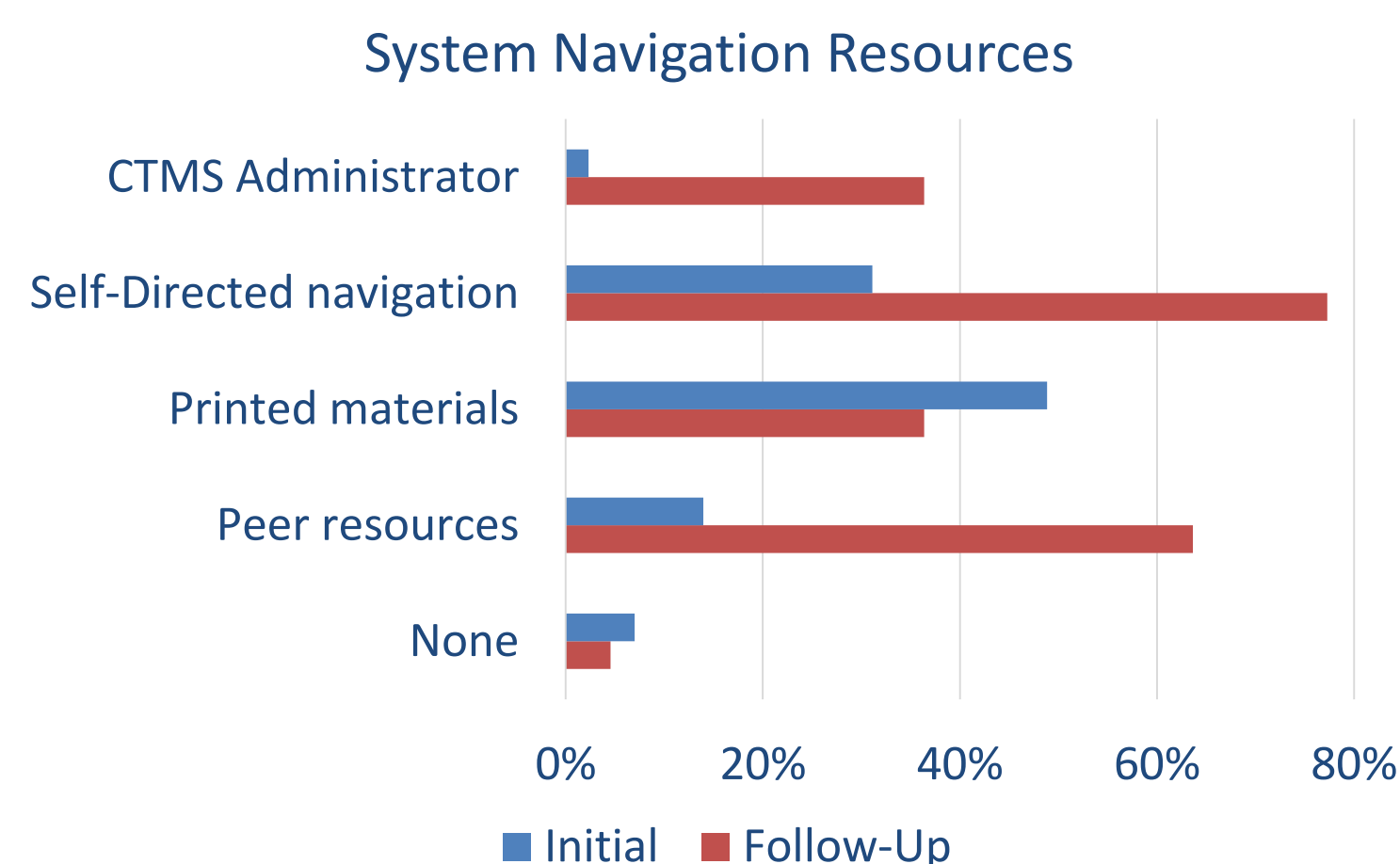Maghen Farris, BA; Jilliann De Jong, CCRP

BACKGROUND

The Cancer Center uses the CTMS more robustly than the other University research groups, thus a need for role-specific training was recognized. The lack of structured, role-specific training created frustration and confusion in users, along with inconsistent &/or erroneous data entry. Additional training was desired as a solution to produce better data quality results.

GOALS

- Collect user feedback to determine training needs.
- Define and clarify tasks within the CTMS appropriate to specific user roles, and provide role-specific CTMS Work Instructions for data entry guidance.
- Initiate monthly, hands-on CTMS training sessions led by the CTMS Administrator.
- Evaluate users' confidence levels prior to and post CTMS training.

METHOD

- An initial survey was provided to gauge CTMS end user perceptions, and evaluate the potential impact of role-specific system training for data entry tasks.
- Focus groups were formed based on end user role to gather feedback on training topics.
- CTMS Work Instructions and monthly, hands-on CTMS training sessions were developed.
- The training initiative was realigned with existing onboarding processes to ensure all new employees would be included in the monthly CTMS training session.

System Navigation Resources

Training Topics Identified for Improvement

End User Confidence Levels

In-person training — Work Instructions — Ongoing Support — Data Entry

Instructions

Step	Instruction	Illustration
1a	**1. Assign a Treatment Arm** From the Manage Patient >> Screening/Enrollment page, click the Add New Treatment Arm link.	
1b	The Patient's Treatment Arm window displays. • Select the correct Treatment Arm from the drop-down • Enter the Start Date (date the treatment arm is assigned) • Enter your e-signature • **Submit** the form	

***Treatment** field: The drop-down options for this field are based on the treatment arm information listed on the **Study >> Setup** page, managed by the CTO Finance/Budget group.

RESULTS & CONCLUSION

- Trained employees show increased utilization of tools and resources for system navigation.
- Although confidence levels decreased slightly, we believe this is due to exposure of the CTMS on a global level during the hands-on training, leading to a more realistic understanding of the system capabilities.
- Implementation of monthly, in-person CTMS training program has increased new employee, role-specific training rate from less than 10% to 100%.
- Continuing education is provided regularly; for example, break out sessions offered during monthly staff meetings where new topics and refresher trainings are offered.

LESSONS LEARNED & FUTURE PLANS

In the future, we intend to continue to improve the training program by utilizing Skype and Web-ex options to increase end user attendance, developing Work Instructions for all new training topics, and restructuring the monthly in-person trainings to incorporate these new topics.

Initial Survey Quotes:

"All Velos [CTMS] training was lacking. It was just a basic intro of how to log-in."

"For a new hire the initial training does not have a lot of impact other than gaining access. More hands on opportunities should be incorporated, maybe through the test environment."

Follow-up Training Quotes:

"I liked that the training was presented through slides, handouts and hands on within the test system. The handouts will be very helpful going forward."

"The training was easy to follow, and I really appreciated the handouts provided."