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

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
  o Collaborate with the Clinical Research Trainer to provide mandatory education sessions each quarter to both clinical and non-clinical team members
  o Offer quarterly quality assurance (QA) training to all research coordinators
  o Standing weekly new hire/mentor discussions to review competency log
  o Interactive polls highlight key tasks while adding valuable engagement
  o Dedicate one training session a week to collaborative review of new hires experience
  o 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