Monthly Micro-Training Continued Education

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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:
- 5-15 minute 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.

Keep 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

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic Description</th>
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<tbody>
<tr>
<td>Week 1</td>
<td>Introduction to Micro-training</td>
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<tr>
<td>Week 2</td>
<td>Delegation of duties and responsibilities</td>
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<tr>
<td>Week 3</td>
<td>Reporting requirements</td>
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<td>Week 4</td>
<td>Deception and consent issues</td>
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<td>Week 5</td>
<td>Document control and record management</td>
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<td>Week 6</td>
<td>Informed consent and research participation</td>
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<td>Week 7</td>
<td>IRB and institutional review bodies</td>
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<td>Week 8</td>
<td>Compliance monitoring and audits</td>
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<td>Week 9</td>
<td>Data management and security</td>
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<tr>
<td>Week 10</td>
<td>Protocol deviations and reporting</td>
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<tr>
<td>Week 11</td>
<td>Study design and execution</td>
</tr>
<tr>
<td>Week 12</td>
<td>Project management and leadership</td>
</tr>
</tbody>
</table>

FIGURE 1

Step 1: Attention Getter in this case was defining what is a Deviation.

Step 2: Importance of topic is also illustrated in the same slide.

Step 3: Where to find the QMS resources?

Step 4: High Level process (in this example) also includes types of deviations as these will differ on what we report to the Institutional Review Board (IRB).

Note: there is also a walk-through of external IRB reporting.

Step 5: Emphasize training with example walk through. This module has multiple examples to walk through the types of deviations and reporting requirements.

Step 6: Deviation example is part of the Reportable Event mini-series. Deviation micro training is 2-5 minutes long.

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.

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'.

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.

ACKNOWLEDGMENT

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