Redesigning Initial Onboarding to Begin with Foundational Clinical Research Knowledge

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Background

OHSU Knight Cancer Institute provides clinical research specific onboarding to new clinical research staff, covering topics related to research operations and processes involved in coordination, regulatory work, and data management. Two full-time clinical research trainers support this program by conducting 15-20 individual or small group training sessions per week. The target timeline for an individual's onboarding completion is 150 days, achieved by attending 1-2 training sessions per week.

Feedback from clinical research staff indicates the need for a revised onboarding program. Feedback on the current program includes:

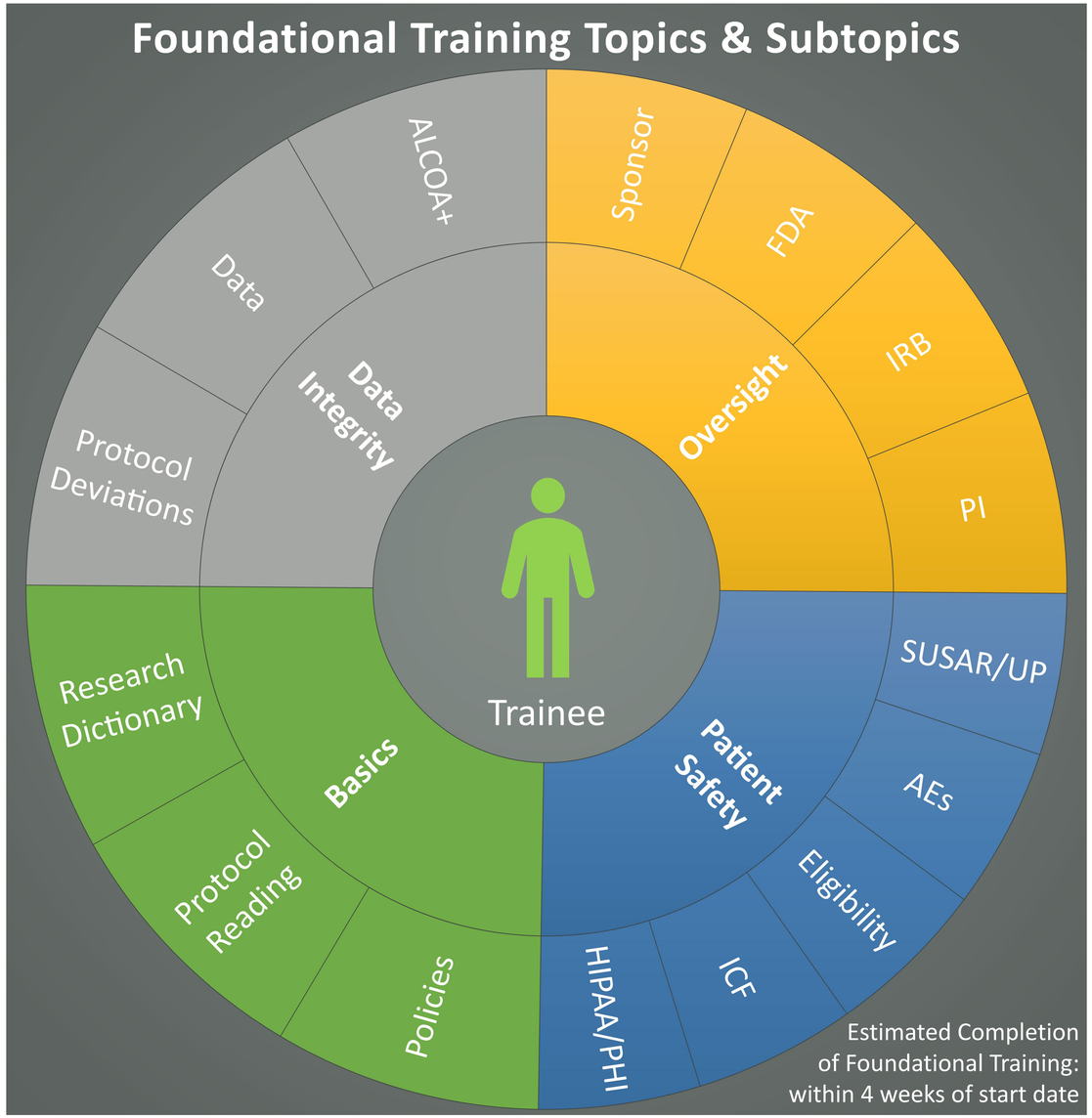
- Lengthy onboarding timelines
- Insufficient role preparedness
- Training gaps due to differences in team-specific processes
- Inadequate alignment between training timelines and practical application

Goals

Revise onboarding program to implement Foundational Training, consisting of three key pillars:

1. Building essential clinical research knowledge
2. Teaching resourcefulness and self-sufficiency
3. Standardizing the training process across all study teams

Foundational Training Topics & Subtopics



Methods Implemented

In August 2023, the lead Clinical Research Trainer formed a working group (WG) comprised of three Disease Team Managers, a Program Director, Clinical Research Operations Manager, Research RN and Administrative Coordinator. Together, the WG identified essential topics and discussed the curriculum restructuring necessary to support this new approach.

As curriculum content is finalized:

- Current onboarding content will be replaced.
- Standardization and best practices will be reinforced by presenting at regularly scheduled Continuing Education Sessions (CES), available to all KCI clinical research staff in real time, with materials and session recordings published for future reference.

Outcome

The WG identified overarching topics and subtopics (see visual).

The first area of focus was source documentation. The WG used the AACI Good Documentation Practices template language to update internal source documentation training material. The final version was presented at a CES and made available to all clinical research staff via intranet.

Lessons Learned and Future Direction

The WG continues to develop training content to address the remaining topics and subtopics. To ensure accuracy and relevancy, supervisors and team representatives provide a rigorous review prior to finalization. Once complete, trainings will be released as electronic, on-demand training modules that record completion and comprehension.

When all content creation has concluded, and an appropriate topic timeline established, the Foundational Training onboarding structure will be implemented starting with a small advisory group comprised of new and expert clinical research staff. This group will provide formal feedback highlighting any additional adjustments needed.