Category: Clinical Trial Operations (Trial Start-up, Regulatory, Data Management, IITs) – Completed Project

Cancer Center Provider Onboarding: A Streamlined Approach

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1. Background

Mayo Clinic Comprehensive Cancer Center (MCCCC) participates in an abundance of clinical trials, making it crucial that required training be completed by providers before starting research. The MCCCC Enterprise Regulatory Unit (ERU), along with MCCCC colleagues, have implemented the Provider Research Onboarding Training Program to provide the highest level of support to complete the regulatory obligations necessary when adding personnel to clinical trials on any Mayo Clinic campus.

2. Goals

- Provide proactive, consistent research onboarding that adheres to research compliance and federal guidelines
- Streamline a process preparing providers for addition to studies without pausing study start-up or personnel modifications, getting studies faster to patients
- Centralize the research onboarding process, allowing site-based Protocol Development Unit personnel to focus on other relevant activities
- Avoid findings regarding delayed or missing regulatory documentation
- Provide white-glove service as a trusted contact for research regulatory and system compliance in the MCCCC

3. Solutions and Methods

The ERU receives advanced notice of new providers being hired/transferred into cancer departments from Human Resources. The ERU contacts the site departmental onboarding liaison to establish a schedule of research training for each new provider. The new provider is entered into a REDCap database and tracked throughout the onboarding process. A REDCap notice is sent to the next MCCCC onboarding individual responsible for a step in the checklist within REDCap. Checklist training items are completed virtually or during in-person Teams meetings with the provider. Checklist includes human subject protection, good clinical practice, licensure, CV, signature log, Cancer Therapy Evaluation Program (CTEP) registration, eBinder training and access, Shared Investigator Platform (SIP) training/registration, cooperative group and network rostering. Once completed, a study list is generated and sent to MCCCC Cancer Trials Intake to request the new provider be added to the appropriate disease group trials.

4. Outcomes

The Provider Research Onboarding Training Program began July 21, 2023. Outcomes:

- The ERU has onboarded 84 new providers to the MCCCC
- The average time to onboard new providers is 6 weeks
- The average time to onboard established providers ad-hoc (providers at Mayo Clinic prior to the program) is 10 weeks
- By 2024, the program included advanced nurses and physician assistants
- The program was invited into non-cancer units running cancer-related trials
- New providers appreciate the 1:1 white glove service

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- The ERU rarely receives urgent requests for required training on trials in the MCCCC due to the proactive nature of this program

5. Lessons Learned and Future Directions

It is important to have a centralized process with clear, identified players. A solid foundation for the importance of these training requirements helps when new providers or department contacts do not understand why the requirements are being scheduled. Be flexible when working with non-cancer departments who are doing cancer trials. A decision tree may be required to determine the best way to onboard their new providers. Stay positive. You set the stage for a new provider's research experience at your institution. Future directions are underway and entail offboarding through a similar process.