



Creating a ‘Take’ on Continuing Education for Clinical Study Team Staff: Micro-training flyers

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INTRODUCTION

FULL-SCOPE INSIGHT/ COMPREHENSIVE VISION

Mayo Clinic continues to implement an enterprise-wide plan to redesign, strengthen, and centralize PI and study staff education. The plan impacts the *Adult Learning & Development Continuum* (Figure 1) by integrating best adult learning practices with existing and emergent technologies. Here, we focus our review of “More you Know” Newsletters and/or Micro-Training Flyers.

FIGURE 1

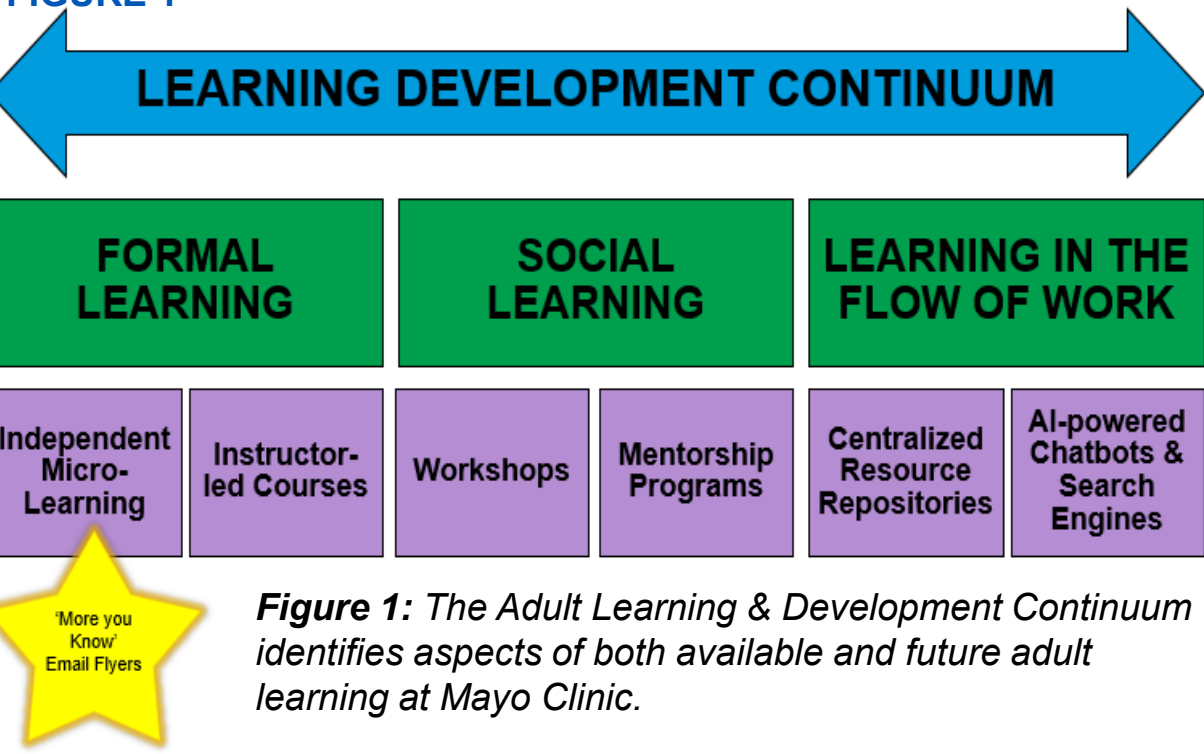


Figure 1: The Adult Learning & Development Continuum identifies aspects of both available and future adult learning at Mayo Clinic.

RECENT SUCCESS UNVEILS A NEW CHALLENGE

Recent metrics suggest that the improvement plan has produced positive outcomes, especially in better preparing new hires. However, a gap in skills between new hires and existing study staff has emerged. Despite having access to identical training resources, non-compliance amongst existing study staff remains a concern and demands attention.

THE ROLE OF FOLKLORE

Folklore in the workplace refers to the informal and often outdated practices, procedures, and stories that employees pass down over time.

Feedback from interviews and other anecdotal evidence suggests that existing staff occasionally rely on outdated training materials and this very likely is, at least in part, due to the influence of ‘Folklore’¹ Understanding the role of Folklore in process change resistance can help leaders, learning specialists, and change agents design more effective strategies for delivering continuing education.

OBJECTIVES

- **Dismantle** Folklore culture amongst existing study staff by providing collaborative opportunities to shape their own learning and development
- **Identify and Implement** an efficient method for delivery of new training and important content to existing study staff
- **Build** cancer and cancer-related study team capacity at Mayo Clinic through increased engagement with critical continuing education content

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METHODS

NEWSWORTHY (BREAKING THE LORE)

We aimed to empower study staff to articulate their training expectations and needs. We achieved this by creating an open feedback loop, designed by staff, for staff. This involved the formation of multiple workgroups comprising education specialists, supervisors, operations managers, and both new and seasoned study conduct team members.

Workgroup discussions recognized the importance of 1) accommodating different learning styles, thus promoting equity, and 2) developing a novel learning approach to offer increasingly innovative learning experiences.

SOURCE (WORKGROUP DISCUSSIONS):

Discussions reviewed multiple delivery types, catch phrases, and learning approaches. A few top contenders listed below:

- Case Study approach
- Tips and Tricks
- 2–3-minute micro-trainings
- Flyers
- Knowledge checks to emphasize the ‘ask’

Eventually, the team decided to pilot micro-training flyers, which had the capacity to include other concepts mentioned above and more, establishing an approachable continuing education format.

THE LEDE/LEAD: MICRO-TRAINING FLYERS

The format of the micro-training flyers included training concepts, personal lessons learned, and incentivized reflection and feedback opportunities (see Figure 2). Below are some highlights:

- Capture “a moment of someone’s time,” i.e. include attention grabbing experiences that could be displayed in a single snapshot.
- Feedback & Knowledge Checks: Include feedback loops utilizing Microsoft Forms knowledge checks with pre-set feedback responses.
- End of the Year Raffle: Each completed knowledge check equated to one point: the higher the total number of points, the more valuable the prize.

HEADLINE: TOPIC CHOICES

We prioritized topics that created impactful and relevant continuing education training. For this, we worked with our Compliance and Quality Unit (CQU) to address trends recognized in audit findings, internal CQU reviews and Corrective and/or Preventative Action (CAPA) Plans over the past year.

We took each of those trends and associated them into a Monthly Topic (Figure 3). Each monthly topic was then further divided into weekly subtopics that highlighted specific trends throughout the month.

DISTRIBUTION: EXTRA! EXTRA! READ ALL ABOUT IT!!!

Communication and distribution were managed through our Cancer Center website and sent out as an email distribution to all Business Unit (BU) supervisors and representatives, who would share these topics and Newsletters with their teams. See a sample flyer below.

FIGURE 2

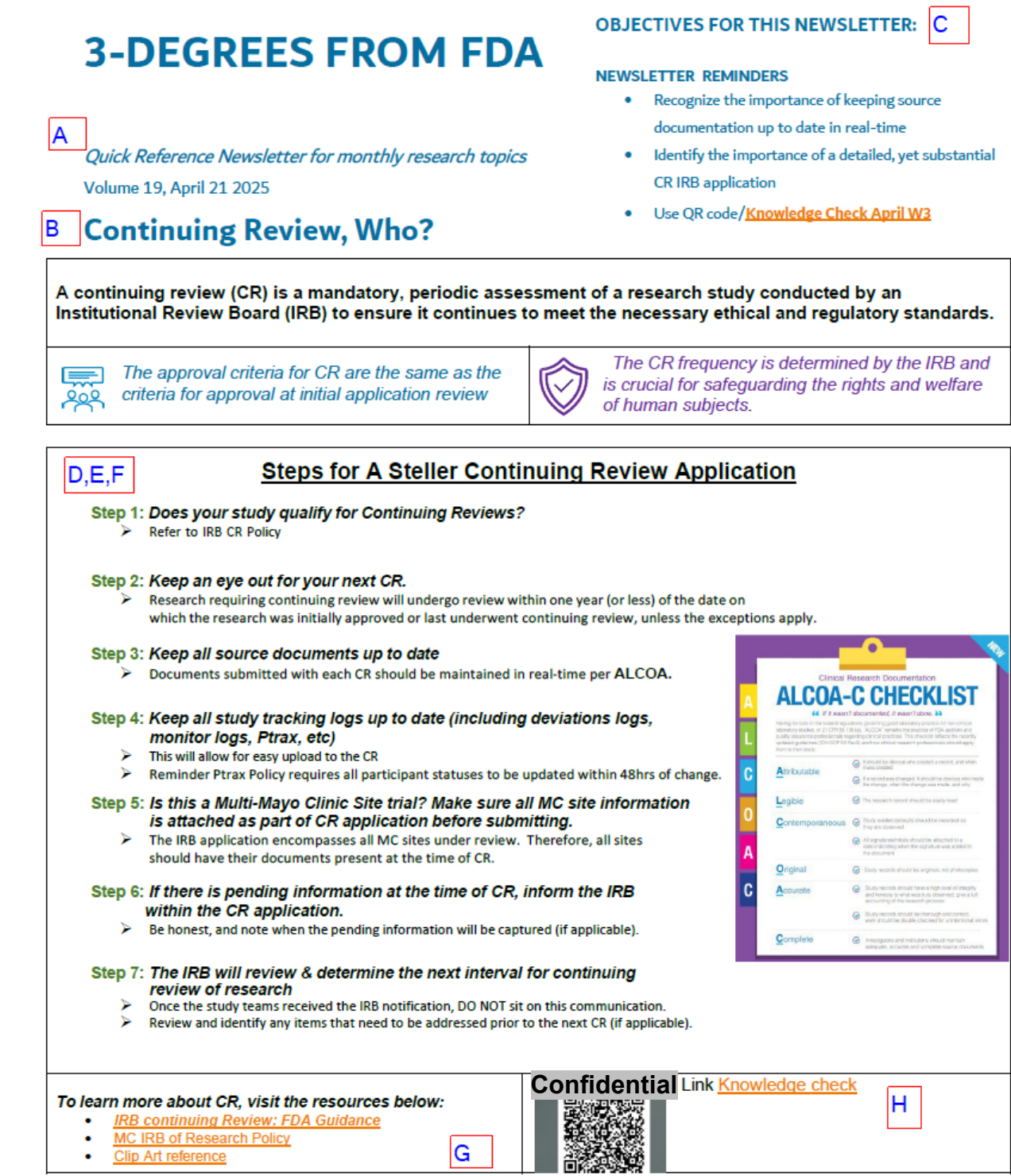


Figure 2: Anatomy of the Newsletter

^A Volume ID with Month

^B Title of the subtopic (weekly)

^C Objectives of the newsletter

^D Diagram of the Steps

^E High level process steps

^F Video Micro-training of the process

^G Additional resources across the enterprise

^H Knowledge check in both QR and hyperlink form

FIGURE 3

2024 Calendar of Topics:

Month	Monthly Topic	Weekly Topics per Month
Aug	Pilot Month Informed Consent Forms (ICFs)	<ul style="list-style-type: none">ICF ProcessReconsent
Sep	Adverse Events (AEs) & Reportable Events (REs)	<ul style="list-style-type: none">Capture AEsSerious AE (SAE) Reporting & Reportable EventsQuality Reviews for CCTO SAEs and use of the Lifecycle Form
Oct	Monitoring & Audits	<ul style="list-style-type: none">Internal Reviews (1st and 3rd patient reviews)Quality ReviewsAudit visitsMonitor visits
Nov	Data Integrity	<ul style="list-style-type: none">Source DocumentationDosing Diaries
Dec	N/A	N/A

Figure 3: 2024 micro-training flyer agenda of topics by month

RESULTS

ASSIGNMENT: 2024 PILOT

- 11 Newsletters and knowledge checks were presented on various topics between August and November 2024. Each 1-page flyer took approximately 3.5 hours per week to create, edit, and implement.
- Of those 11 newsletters, 76 individuals, across all sites in various BUs completed at least 1 knowledge check.
- The topics of most interest included ICF (13%), Reconsent (12%), and Capturing Adverse Events (AEs) (11%) (Figure 4). The top three Disease Group (DG) BUs included Practice (Mayo Clinic Health Systems) (10%), Breast DG (6%), and Multiple Myeloma (6%). There was an additional ‘other’ DG category, as we had quite a few non-cancer departments join the knowledge check reviews (30%).

FIGURE 4

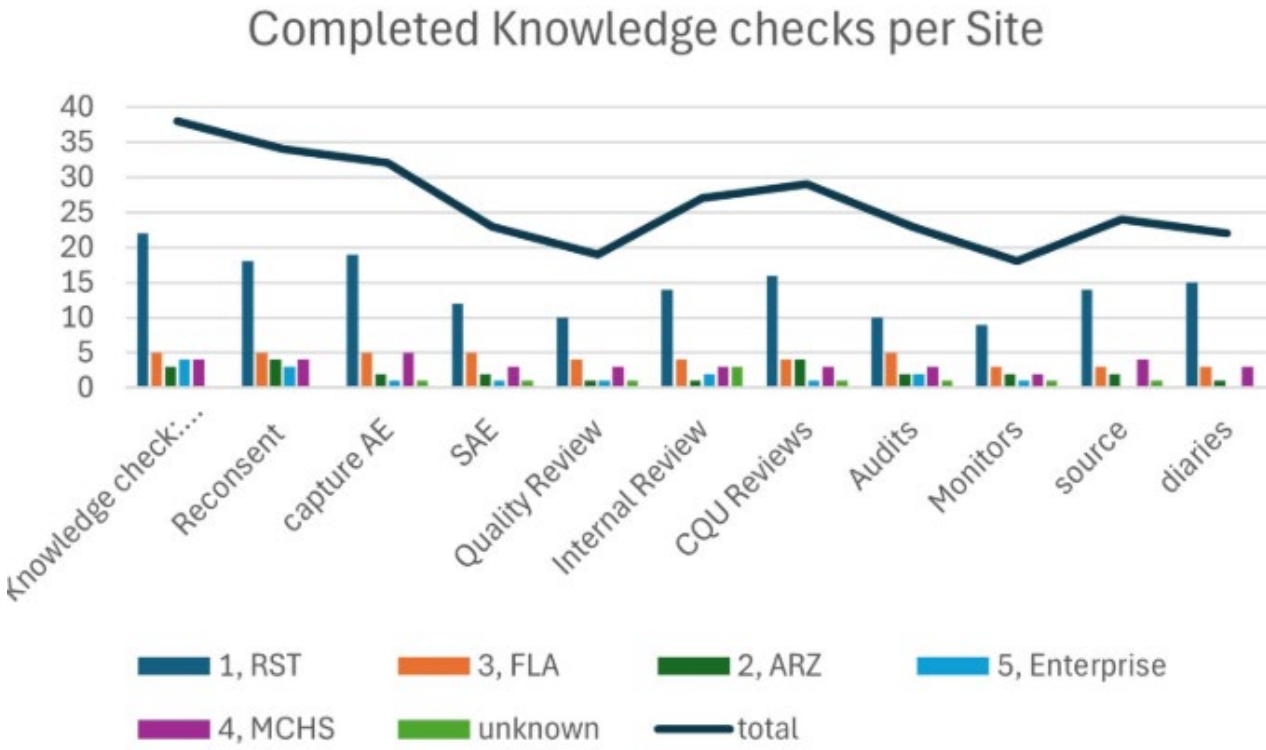


Figure 4: Each Topic presented by completed knowledge checks throughout the 11 newsletters in 2024.

DISCUSSION

REVIEW (DISCUSSION)

- Through the establishment of workgroups, and the demonstrated engagement of study conduct team members, existing **Folklore was dismantled**. Ongoing efforts to keep Folklore at bay continue.
- Furthermore, micro-training flyers demonstrate the **Identification and Implementation** of an efficient continuing education approach. However, our data was limited to those who completed the knowledge checks. If someone reviewed the newsletter, but chose not to complete the knowledge check, we would have no demographics or input from those audience members.
- Finally, we **Built** our study team’s capacity by delivering accessible education, while requiring minimal FTE (from both those developing the resource and those receiving the resource).

FUTURE GLANCE

REWRITE (NEXT STEPS)

In 2025, we reduced the weekly subtopics to 2 per month to allow additional time to expand topics and include feedback from other BUs and roles during the editing process. In addition, we have included 2024 topics into the 2025 rotation, with updated information and feedback reviews from 2024. Our hope is that this will ensure a greater influence on topics and expand interest to other roles and BUs.

FOR MORE INFORMATION:

Are you looking to.....

- Contact the authors?
- Retrieve a Copy of the Poster?
- Address unanswered questions?

Click on the QR code....



‘I Love this Resource, always makes me smile’ – Office of Research Education Program Manager

“I am sure these take a lot of work, but wanted to let you know I really like this resource! It is something I share and review with my team every time new ones are released”.- Florida Program Manager of CCTO

“Keep all this great info flowing”- Patient Advocacy

ACKNOWLEDGEMENT

Huge thank you to the various Institutional teams including Patient Advocacy, Office Research Education, Institutional Review Board, and MCCCC Compliance and Quality Unit, among many others who help partners to create each flyer.

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