

Automated Quantification of a Research Data Coordinator’s Workload for Staff Retention and Staffing Planning

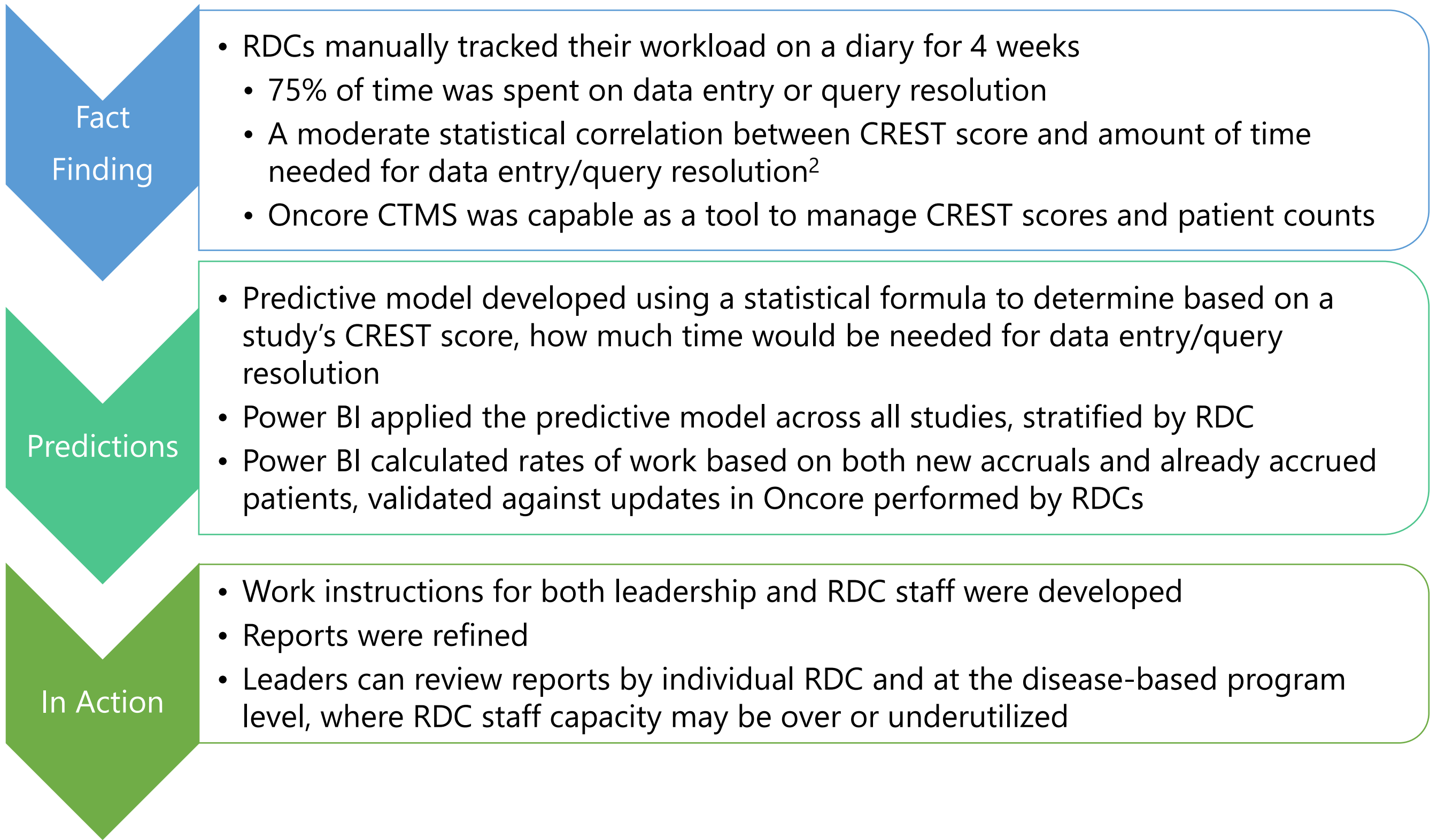
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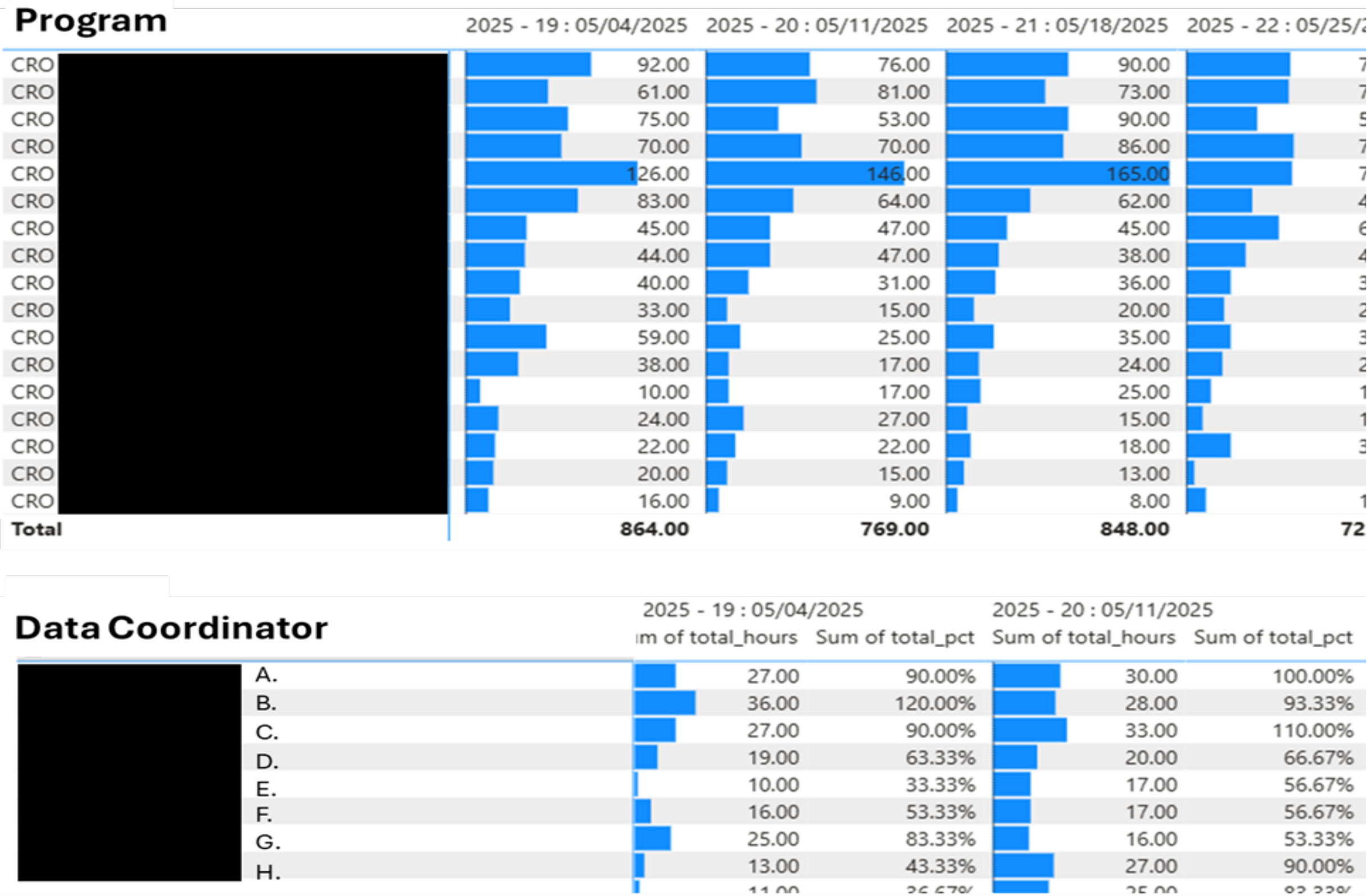
Background:

Moffitt Cancer Center’s Research Data Coordinators (RDCs) are responsible for data entry into electronic data capture (EDC) systems. While we have previously designed a clinical research coordinator (CRC) workload capacity tool that describes CRC workload, leaders remained challenged in describing RDC capacity¹. The next step was to design a similar tool for the RDCs. Quantifying an RDC’s workload, however, can be challenging due to many factors, including trial complexity, EDC system variations, and staff experience. Doing this in an automated way without manual manipulation of the data was previously not possible and previous tools required higher degree of staff effort to maintain the tool.

Methods:



Results:



Utilization and Next Steps:

Staff with a workload of more than 30 hours each week (75% of a 40-hour work week) are at risk for not meeting deadlines and/or burnout. Reports are viewable by week, allowing leaders to predict when additional resources may be needed to meet contractual obligations. Managers are utilizing the tool to plan staffing for newly opened trials as well as, justification for additional staffing, and reallocation of support. Feedback suggests it has been more useful than using patient and protocol count to gauge workload.

1. Johnson, J., Ugrenovic-Petrovic, M., Royster, E., Jones-Lombard, B., Mack, B., Patel, A., Krupitsky, I., Hulse, K., Lebsack, J. Development of a Clinical Research Coordinator Capacity Model. Association of American Cancer Institutes – Clinical Research Innovation Annual Meeting. June 2023. 2. Turner, Rebecca. “Workload Scoring Using OnCore” Onsenble Conference Presentation, February 22, 2016.