



BACKGROUND

Stress, communication, and workload are common frustrations among research coordinators. A simple place to start tackling these frustrations was to revisit the time, structure and format of team meetings.

Prior to the restructuring, each disease team would meet twice a month for 1 hour. The supervisor ran the meetings, and the RCs communicated their accomplishments and ongoing tasks, topics which were also being discussed at individual 1 on 1 meetings with the supervisor. In addition to the time spent in team meetings, there was a lack of engagement and unclear value added to the RCs.

GOALS

The goal of restructuring team meetings was to find an efficient way to reduce stress, improve communication, tackle workload burden and to minimize administrative time for both RCs and supervisor.

SOLUTIONS & METHODS

Four Targeted Solutions:

- 1. Administrative Time**
 - We combined five individual team meetings into one large 1-hour monthly meeting to reduce the amount of time spent in meetings each month.
- 2. Workload Burden**
 - We restructured the format to add more value and less duplicative conversations by instituting a shared OneNote with the following sections:
 - i. Recognition
 - ii. Supervisor Updates
 - iii. Best practices
 - iv. Challenges/Topics
- 3. Stress**
 - We restructured the ownership of meetings to engage and empower RCs to create a more useful and enjoyable meeting.
 - On a rotating basis, each disease team is responsible to “lead” the meeting by sharing a recognition, best practice and challenge.
 - All RCs and the supervisor are encouraged to add to the agenda and contribute to the discussions each month.
- 4. Communication**
 - We included a section for Supervisor Updates to:
 - i. provide another avenue to communicate important topics
 - ii. address questions and concerns in real time
 - iii. create a transparent flow of communication from the supervisor to the management team and back to the RCs

LESSONS LEARNED & FUTURE DIRECTIONS

The meeting will continue to evolve with coordinator feedback and suggestions to target other areas of need in addition to stress, communication and workload burden.

OUTCOMES

Reduced meeting time
From October 2024 - February 2025, a total of 120 administrative hours were saved compared to the previous five months.

- Reduced Per Month:
- Supervisor: 7 hours
 - Each RC: 1 hour

Feedback Survey

