

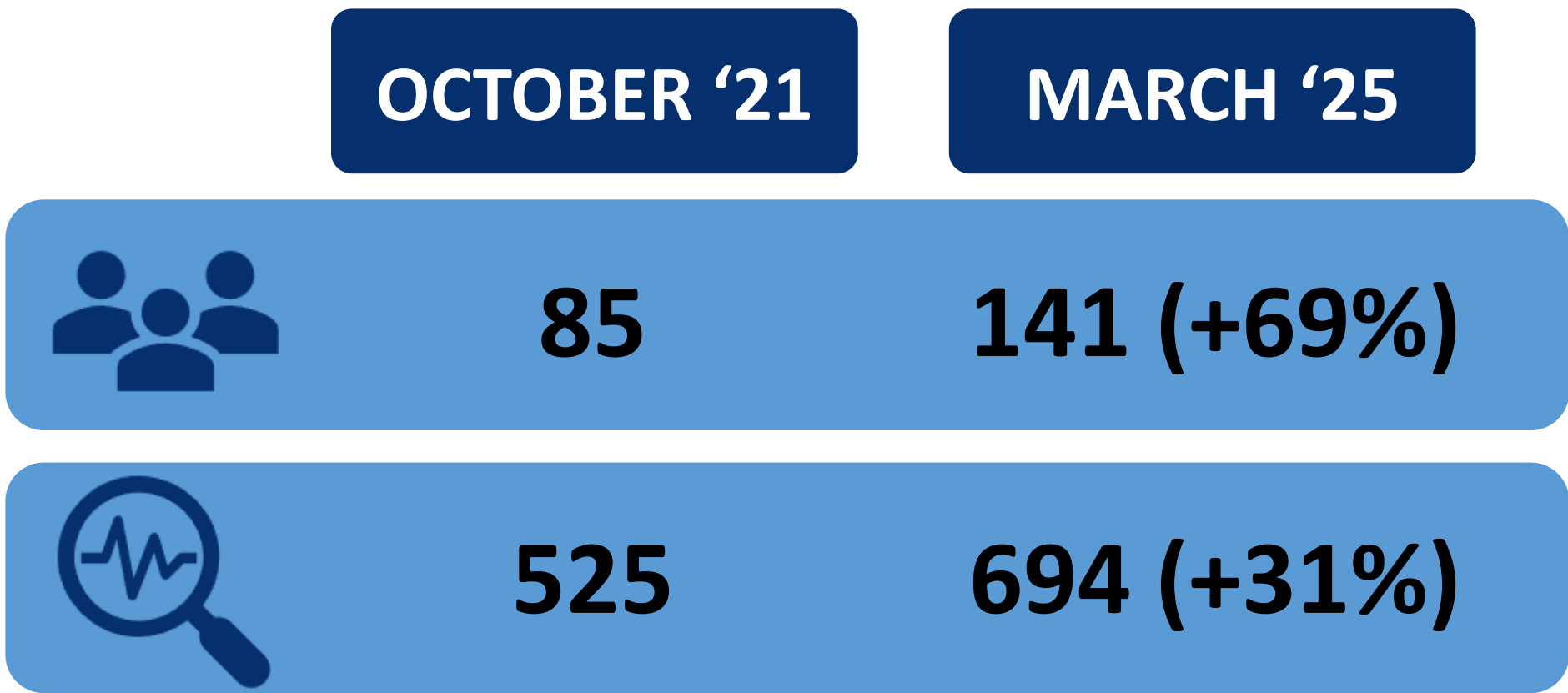
# A Focus on Culture in Response to Rapid Growth: Moffitt Cancer Center's Non-Therapeutic Research Office (NTRO)

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## BACKGROUND

- . The Non-Therapeutic Research Office (NTRO) at Moffitt Cancer Center is dedicated solely to non-therapeutic research planning, implementation, staffing and oversight.
- . Since its inception in 2021, NTRO has exhibited significant growth in number of team members on staff and studies it supports.



NTRO research studies recruit in the community and clinical settings.

## GOALS

- . To equitably, ethically and innovatively reduce cancer burden by supporting non-therapeutic research studies involving human subjects.
- . Create a diverse and knowledgeable team that feels:

**Inspired** to contribute to a psychologically safe and positive atmosphere

**Motivated** by career pathways available

**Supported** by available resources

**Confident** in their ability to perform their job duties

NTRO leadership has continued to prioritize training standardization and enhanced career development to ensure high quality of work production, maximize team satisfaction, and minimize staff turnover.

## SOLUTIONS AND METHODS

<b>Standardized training plans for staff</b>	New/tenured staff are provided with a training plan that can be tailored to satisfy specific training needs.
<b>Incorporated tenured staff into training</b>	Tenured staff (who have expressed an interest in growing their leadership/mentorship skillsets) act as “trainers” to reinforce/contextualize content reviewed during onboarding.
<b>Created NTRO specific job aids</b>	In response to non-therapeutic research nuances, NTRO has created 40+ department specific job aids.
<b>Prioritize continuing education</b>	Staff are encouraged to complete at least 10 hours of continuing education per calendar year, and this is followed up on by their Supervisor/Manager.
<b>Schedule regular touchpoints</b>	New/tenured staff attend one on one meetings with their Supervisor/Manager, as well as the NTRO Director.

## STAFF RETENTION AND PROMOTION

Reduced staff turnover from

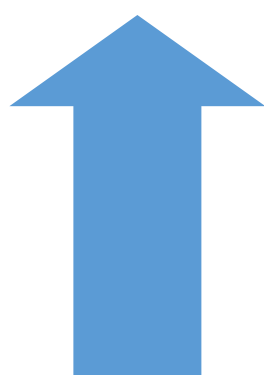
40% ↓ 7%

Promoted 15% of staff

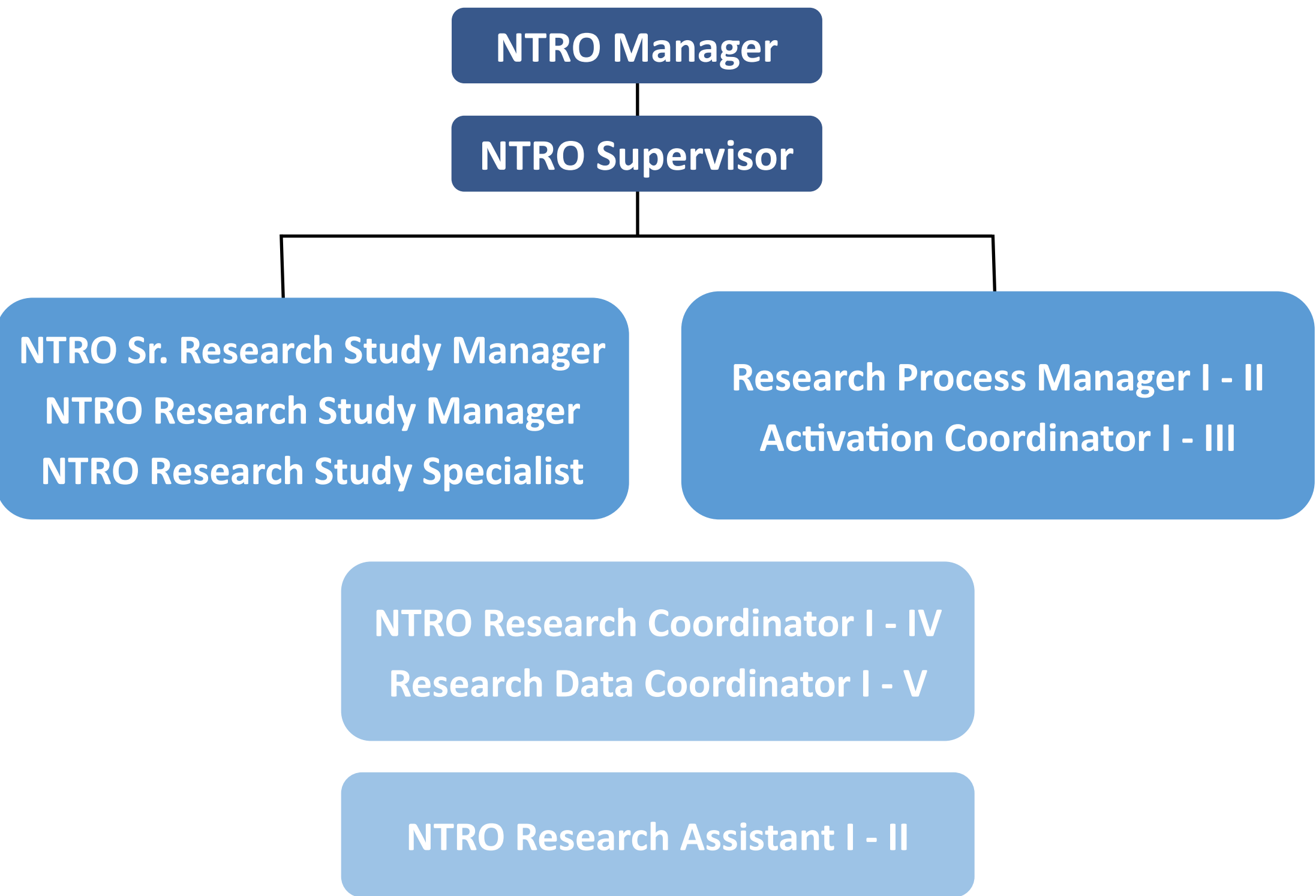
YTD in FY2025



And added new leadership positions



Enhanced transparency regarding job descriptions and career pathways



## FUTURE DIRECTIONS

NTRO's culture is one that establishes lines of communication, maintains transparency, encourages feedback while protecting intellectual safety/trust, and promotes work/life balance. Moffitt's research support needs are increasing and NTRO remains committed to providing expert level service. Looking forward, we hope to open more team lead/leadership positions to provide additional support, better allocate resources, and build upon the developmental career pathways within NTRO.