

Centralized Knowledge Hub: Streaming Access to Clinical Research Resources with SharePoint

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BACKGROUND

For years, the Wilmot Cancer Institute Clinical Trials Office (CTO) used a Shared Drive to store work instructions, document templates, and educational resources. As staffing levels increased, multiple contributors managed this repository, leading to inconsistent organization, version control issues, and accidental deletion or relocation of files. Multiple versions of the same document were saved in different locations, causing confusion. Staff reported difficulty locating essential resources, highlighting inefficiencies in the system. Tools developed by previous CTO leaders were scattered across the Shared Drive, making it difficult to consolidate institutional knowledge. These challenges underscored the need for a centralized, structured, and user-friendly knowledge hub to support clinical research staff.

GOALS

- Primary Goals:
- Create a centralized knowledge hub
 - Replace disorganized Shared Drive with structured, intuitive resource
- Secondary and Tertiary Goals:
- Improve access to policies, workflows, and reference materials
 - Maintain document control
 - User-friendly

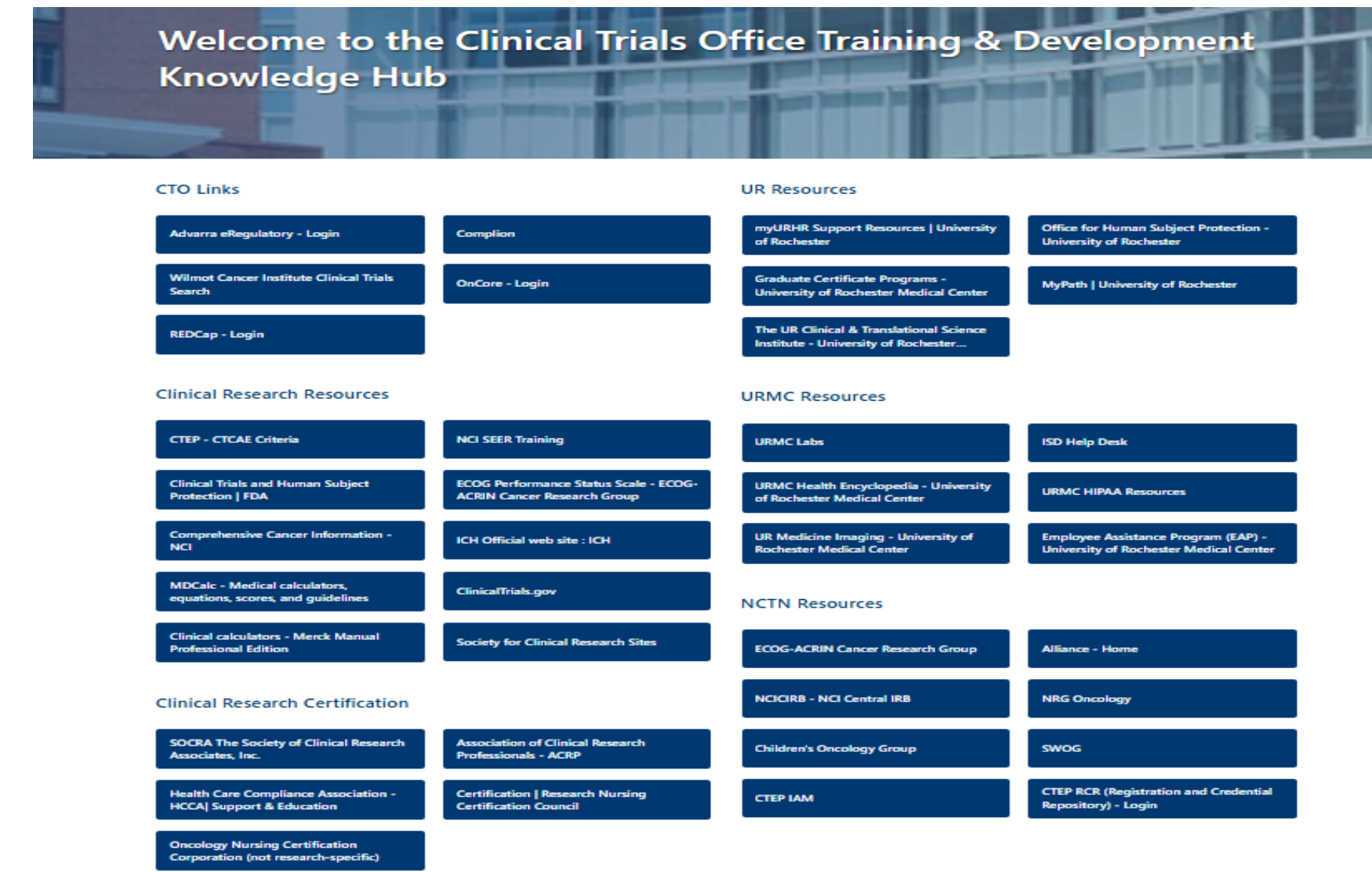


Figure 1 Screenshot of Welcome Home Page with easy navigation to frequently used internal/external links.

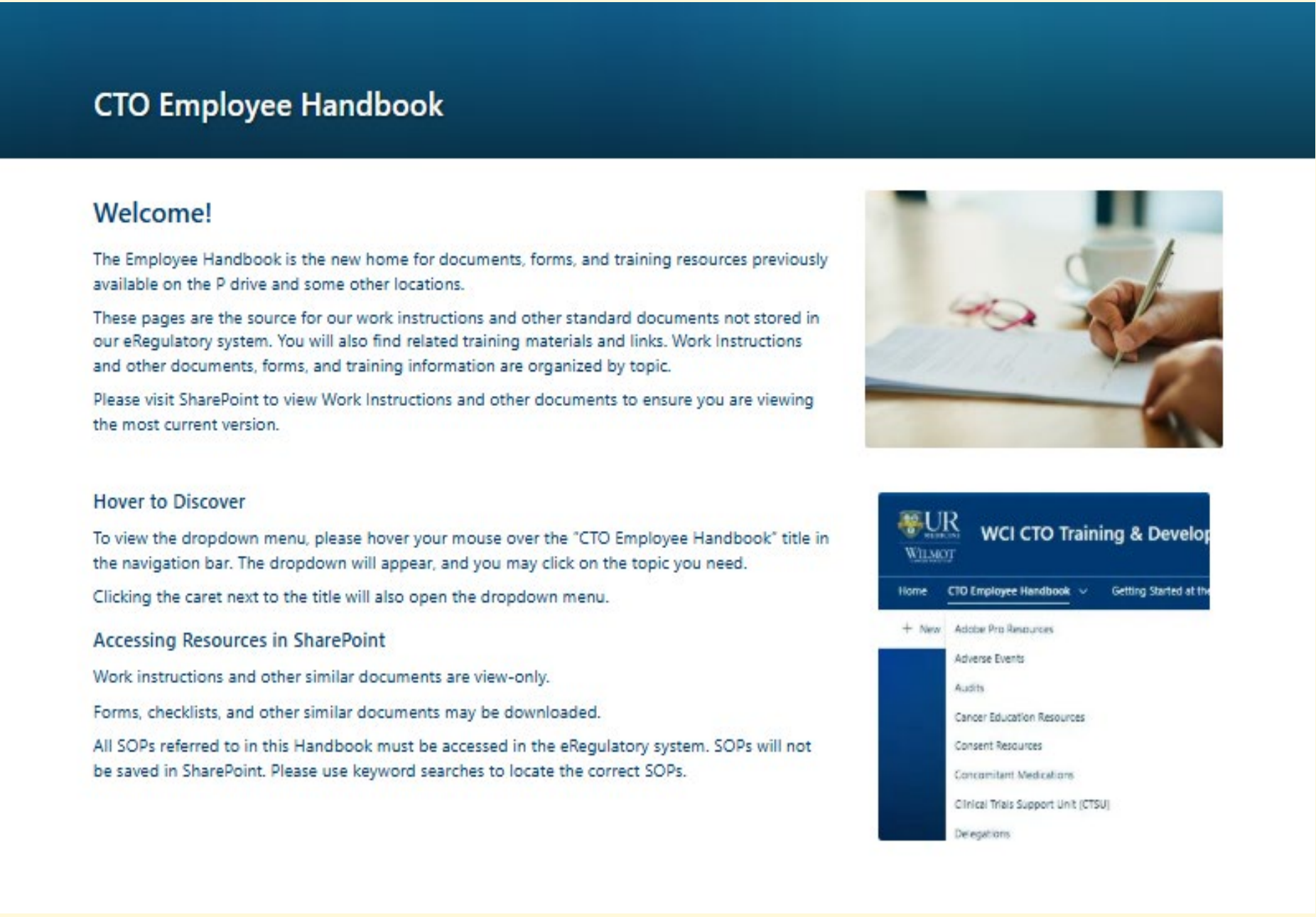


Figure 2: Screenshot of CTO Employee Handbook. Has a structured drop-down index with quick links to topics such as Audits, IND Preparation; and Subject Shadow Charts

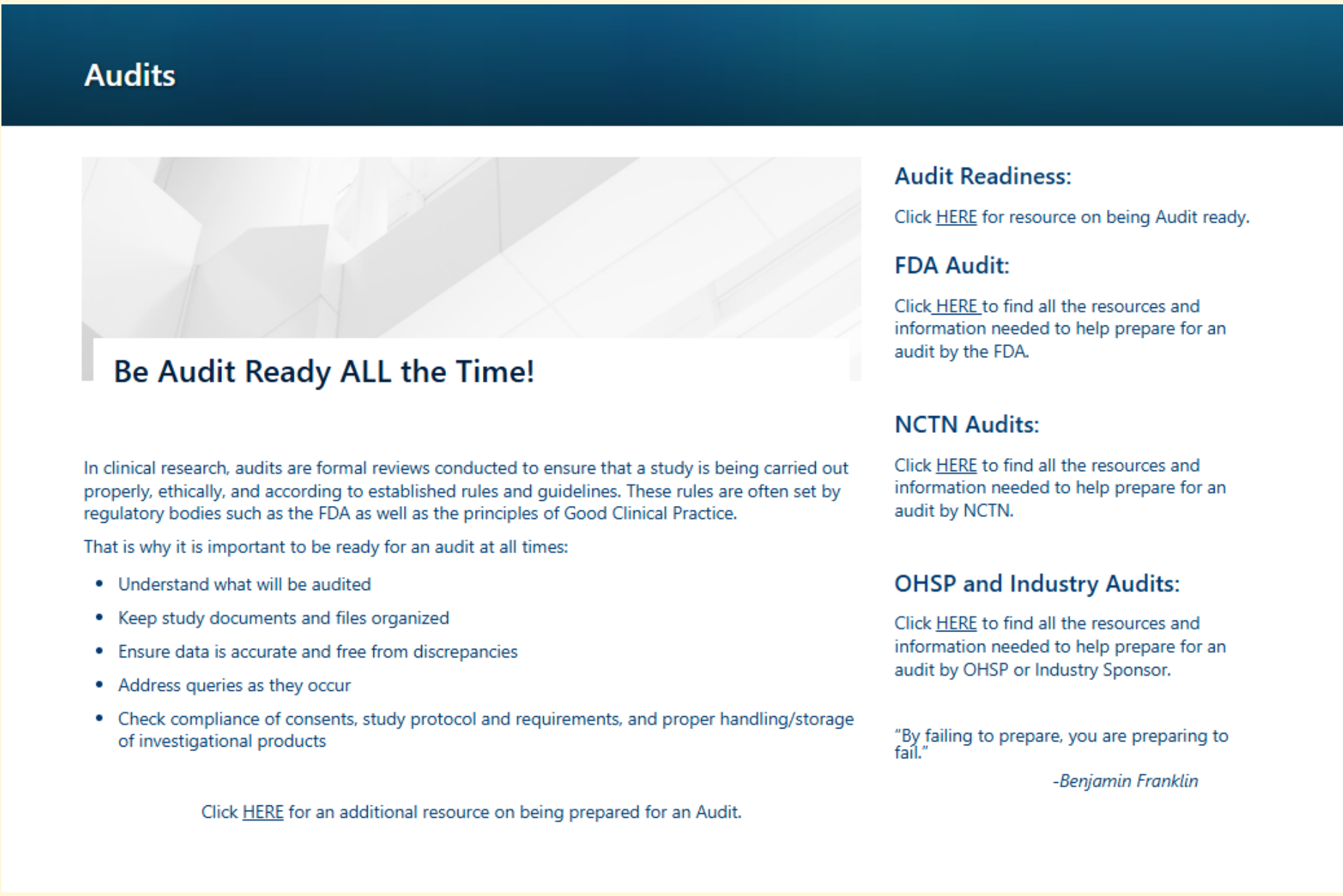


Figure 3: Screenshot of one of the CTO Handbook Pages “Audits”. Provides detailed information on the topic and links to sub-pages to guide staff to on types of audits

SOLUTIONS & METHODS

- The CTO Knowledge Hub was designed with four primary sections:
1. A welcoming Home Page (figure 1)featuring frequently used internal/external links for easy navigation
 2. Getting Started page offering essential onboarding information; replaced PDF materials previously distributed by email.
 3. CTO Employee Handbook (figure 2), structured with a drop-down index linking to topics such as Audits(figure 3), IND preparation, and Subject Shadow Charts.
 4. Feedback form and group email address to facilitate ongoing improvements.
- To establish consistent structure and professional appearance, a general site plan and page template, incorporating University branding, were developed. Volunteers from CTO Staff Council participated in User Acceptance Testing, identifying areas for improvement prior to launch.
- To facilitate prompt response to questions, a group email address was included. SharePoint List features was implemented allowing for the documentation and tracking of issues over time

OUTCOMES

1. CTO Knowledge Hub introduced to CTO staff February 24, 2025
2. First day there were 30 unique visitors to the home page
3. Average session duration was 4 minutes and 56 seconds
4. Early anecdotal feedback was overwhelmingly positive
5. Feedback that site was intuitive and user friendly
6. Ongoing evaluation and staff input to guide future enhancements and ensure continued usability and relevance

LESSONS LEARNED & FUTURE DIRECTIONS

Beyond the initial site plan, establishing a clear document library structure early in the process was essential, as it impacts long-term maintenance and updates. Regular team check-ins ensured alignment, collaboration, and the exchange of new ideas, allowing for continuous refinement of the platform throughout development.

Moving forward :

- Additional topics will be added to CTO Employee Handbook
- Utilize SharePoint to share news, CTO event information and continued communication with staff
- Usage data and feedback will continue to be collected over the next year to gauge effectiveness and identify opportunities for future enhancements.

CONTACT INFORMATION

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