

### Background

OHSU Knight Cancer Institute utilizes two trainers to provide clinical research-specific onboarding to new staff. Trainers cover a total of 45 topics related to research operations and processes involved in coordination, data management, and regulatory work starting with 11 Foundational Training topics before moving toward more complex concepts. However, as new clinical research coordinators (CRCs) begin working on protocols and interacting with patients, it is up to the study teams to introduce CRCs to the ins and outs of how the clinic and infusion unit function on a day-to-day basis, potentially leading to inconsistencies across study teams.

### Goals

1. Reduce burden on study teams and create a standardized introduction to clinic/infusion units
2. Set staff up for success by identifying the scope of their role in clinic operations
3. Foster collaboration and engagement between disease teams and the clinic/infusion units

### Solutions & Methods

In the beginning of 2025, the clinical research trainers met with the Nurse Manager for the Research Unit and a Research Advisory Panel (made up of 6-8 infusion nurses who work in the research-specific unit) to discuss research education for infusion unit staff. Together, they started developing an "Intro to Clinic" training module.

After receiving buy-in from leadership, the research program managers nominated seasoned clinical researchers from various research programs (a total of six staff, including CRCs and supervisors) to collaborate on the Intro to Clinic project along with the clinical research trainers and the Nurse Manager.

### Outcomes

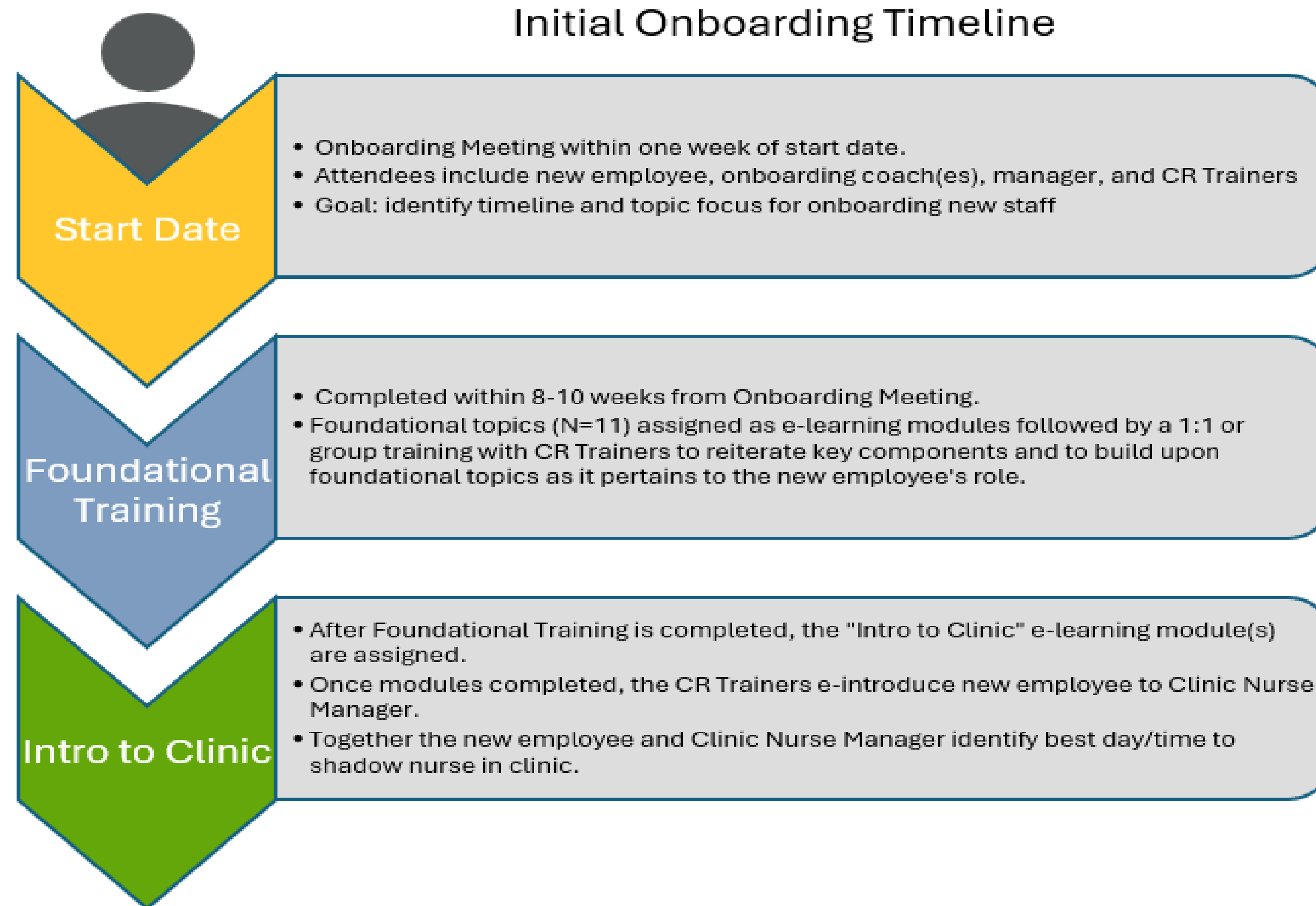
The group meets approximately every month. The agenda typically includes:

- Updates on edits to outdated or inaccurate work instructions and templates.
- New tools developed to support education around identified topics, including standardizing documentation within the EMR.
- Key terms and definitions to add to the training module and the CR Dictionary & Acronym List.

The working group identified topics to be included in the training. The overarching topics include:

- Effective communication with nurses
- Appropriate Electronic Medical Record (EMR) use
- Timely incident reporting to OHSU
- Professional interactions with patients and staff

### New Patient-Facing Employee Initial Onboarding Timeline



### Lessons Learned & Future Directions

The group is finalizing the structure of the training module, which will be assigned to new CRCs around two months after they complete the Foundational Training sequence. The training module structure will include:

- an electronic, on-demand training module,
- followed by shadowing a clinic nurse.

CRCs can benefit from and are interested in information and training on the research-clinic relationship. This can improve patient care, minimize negative outcomes, ease job frustration, provide confidence in their role, and expedite their onboarding process. Collaboration between research teams and clinic/infusion staff is an ongoing initiative that will benefit everyone involved.