CRP Lecture: May 07, 2024

Anthony Keyes, MBA, PMP
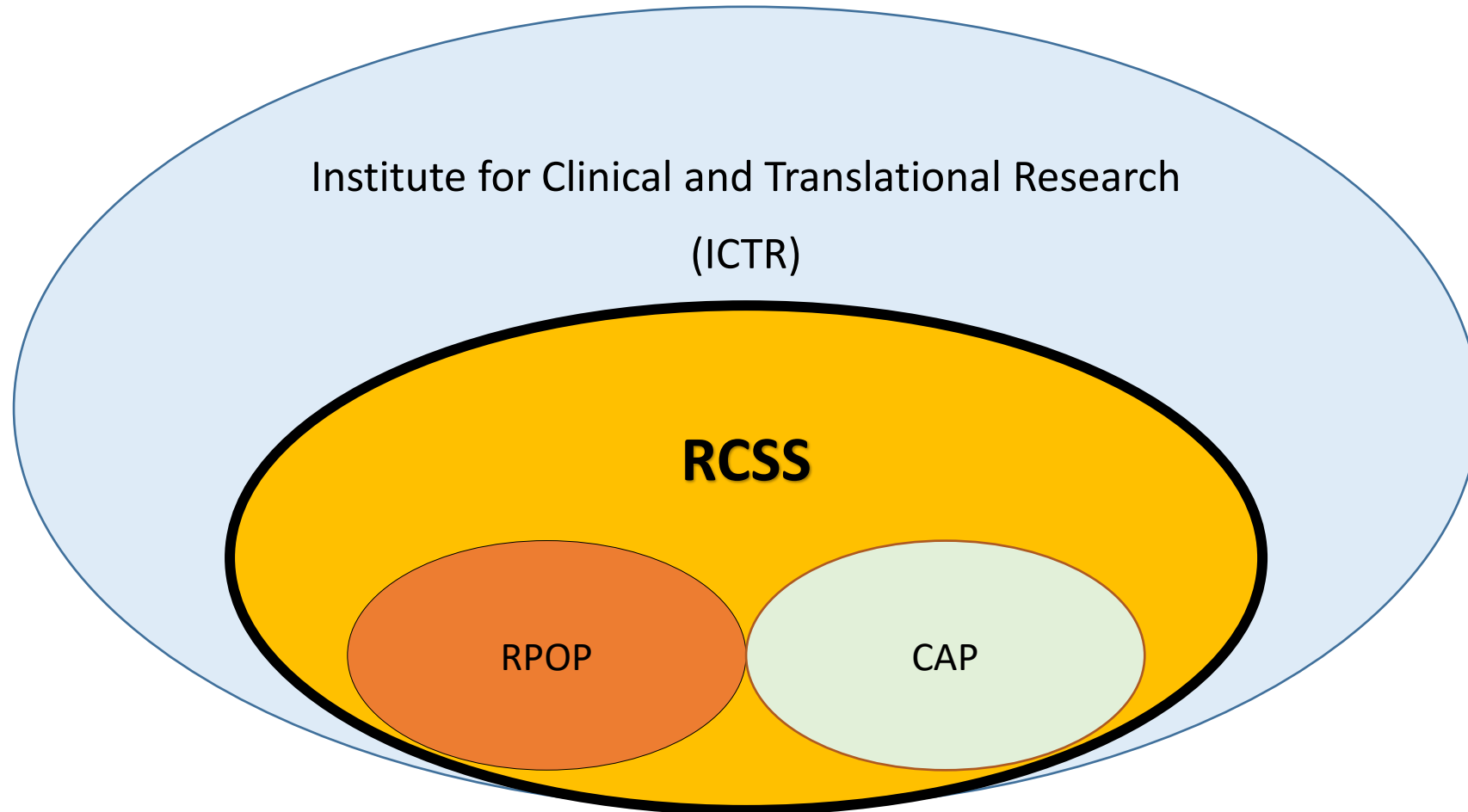
Assistant Director, Clinical Workforce Operations

- Research Coordinator Support Service (RCSS)
- Coordinator Apprentice Program (CAP)

Research Coordinator Support Service

- A pool of research coordinators that are available for hire on a part-time basis by Johns Hopkins researchers.

- Since 2020
  - 246 requests, >30 different departments
  - >142 projects assigned to CRCs

- Current
  - 13 staff
  - 49 active studies

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Research Coordinator Support Service

RCSS: Research Coordinator Support Service
RPOP: Research Personnel Onboarding Program
CAP: Coordinator Apprentice Program

Overview of Program/Core

- SCAMP was established in 2012
    - Provide coordinator training to trainees with no clinical research training
- RCSS was established in 2014
    - Provide services to investigators who needed part-time research support
- SCAMP was re-branded as the Coordinator Apprentice Program (CAP) in November 2020

SCAMP: Study Coordinator Apprenticeship and Mentoring Program
RCSS: Research Coordinator Support Service
CAP: Coordinator Apprentice Program

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How to Connect with us

RESEARCH COORDINATOR SUPPORT SERVICE (RCSS)

HOME › SERVICES AND RESOURCES › STUDY CONDUCT › RESEARCH COORDINATOR SUPPORT SERVICE (RCSS)

" The ICTR Research Coordinator Support Service (RCSS)
is a pool of research coordinators that are available for
hire on a part-time basis by Johns Hopkins researchers. "

Make a Request

Contact

Anthony Keyes, MBA
Assistant Director
akeyes1@jhmi.edu

Mais Hamdawi, MD
Sr. Research Program
Manager
malhamd2@jh.edu

About Us

Formerly known as the Study Coordinator Apprenticeship and Mentoring Program
(SCAMP), the ICTR Research Coordinator Support Service (RCSS) is a pool of trained

https://ictr.johnshopkins
.edu/service/study-
conduct/rcss/

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Program Efficiency

- Work Agreements
  - REDCap survey interface
  - Access database that automatically generates Work Agreements

- Monthly Invoicing
  - Wed-based hours tracking Tool (Clockify)
  - $60/hr. - Apprentices, Coordinators
  - $65/hr. - Regulatory Specialists, Sr. Coordinators
  - Detailed description of tasks done

Impacts

- The program has trained 59* coordinators since 2012
  - **85%** (47/55) are still in research
  - **56%** (31/55) are still at JHU (including Clinical RNs)

- Investigators have turned to RCSS
  - To take on projects they would normally have to turn down
  - To support research teams that have lost staff members or are overwhelmed
  - To supplement their own staffing/knowledge gaps
  - To grow research portfolios

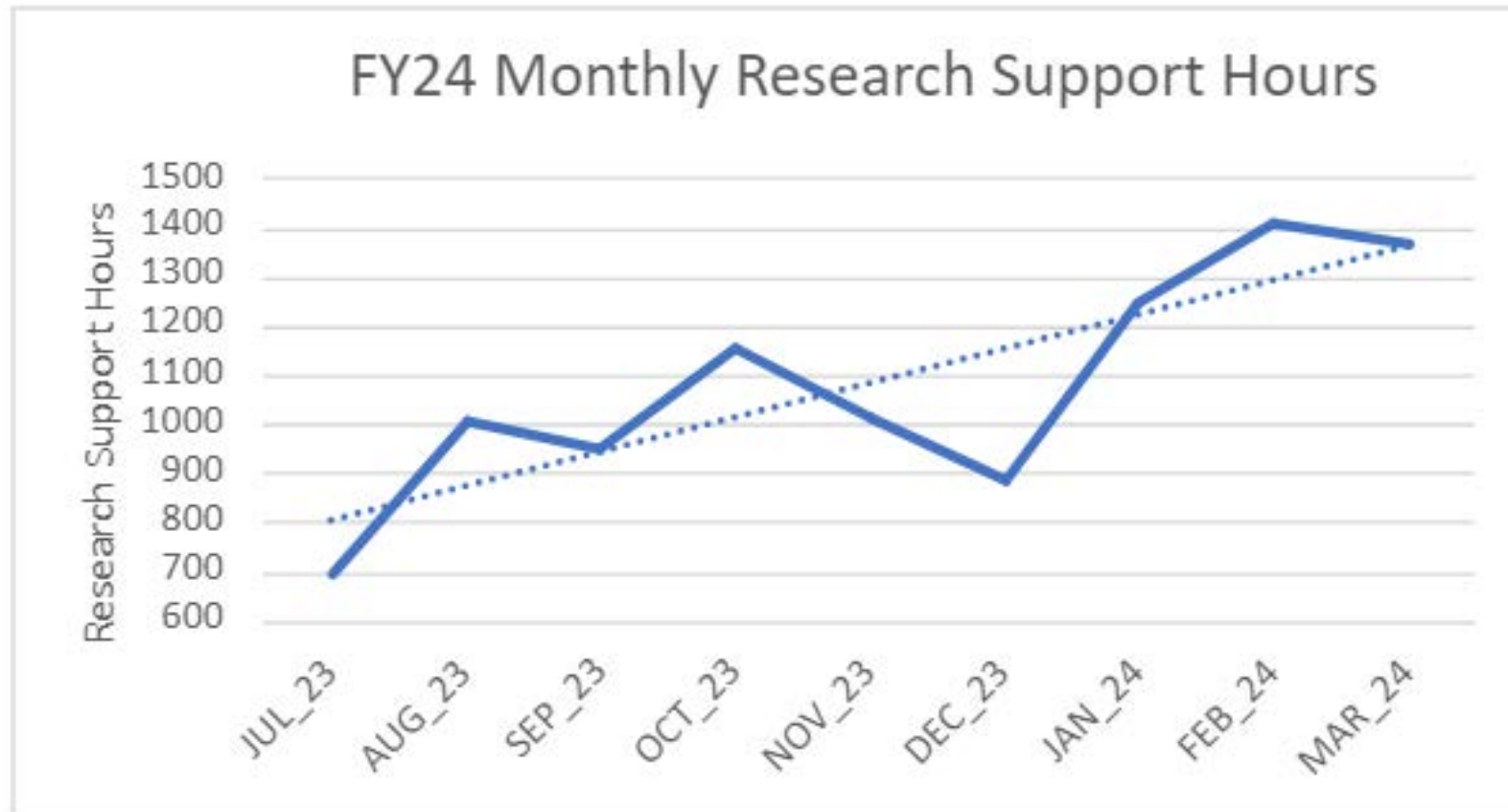*Percentages reported based on 55 we are still in contact with, as 4 are lost to follow-up

Priorities

I. Growing research professionals

II. Supporting researchers

III. Fiscal responsibilities

Supporting Research at JHU (FY24)

- Average 1081 hour/month

FY24 Monthly Research Support Hours

FY24:
18 Staff
62+ Projects
(not including onboarding)

Research Personnel Onboarding Program

- RCSS quality of work → Multiple requests to train CRCs

- Launched in September 2022 as a pilot (for CRCs)

- Support Principal Investigators, Managers
  - Rapidly and efficiently onboard staff;
    - New to research
    - New to Johns Hopkins
  - Provide ongoing, project-specific support

- Assistants, CRC, Sr. CRCs, Research Managers and Visiting Fellows

CRC: Clinical Research Coordinator

Research Personnel Onboarding Program

- **39** requests since September 2022

- Most recent request was the 5th from the same PI

- + Many interested but waiting on funds to hire

Completed	Active	Projected*	Cancelled**
24	**4**	**4**	**7**

*Future start date

**HR, lack of funds, or hired a trained staff

How to Connect with us

RESEARCH PERSONNEL ONBOARDING PROGRAM

" For **newly hired** or **less experienced** Research Coordinators and other clinical research personnel. "

About Us

The **Research Coordinator Support Service (RCSS)** can rapidly and efficiently onboard your newly hired, less experienced clinical research personnel. This additional service helps new research personnel get up and running more quickly by guiding them through the onboarding process and removing some of this burden from the PI.

How Will I Know Which Trainings My Research Staff Need?

Contact

Anthony Keyes, MBA
Assistant Director
Administrator
akeyes1@jhmi.edu

Mais Hamdawi, MD
Senior Research Program Manager
malhamd2@jh.edu

Quick Links

Submit a Request

https://ictr.johnshopkins.edu/service/study-conduct/rcss/onboarding-program/

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Research Personnel Onboarding Program

- **When?**
  - —As early as Day 1

- **Where?**
  - —Online courses
  - —Instructor-Led trainings
  - —1:1 mentoring sessions

- **Why?**
  - —RCSS has trained 59 coordinators since 2012
  - —Strong feedback, Surveys (Coming Soon)
  - —Rapid, efficient and personalized

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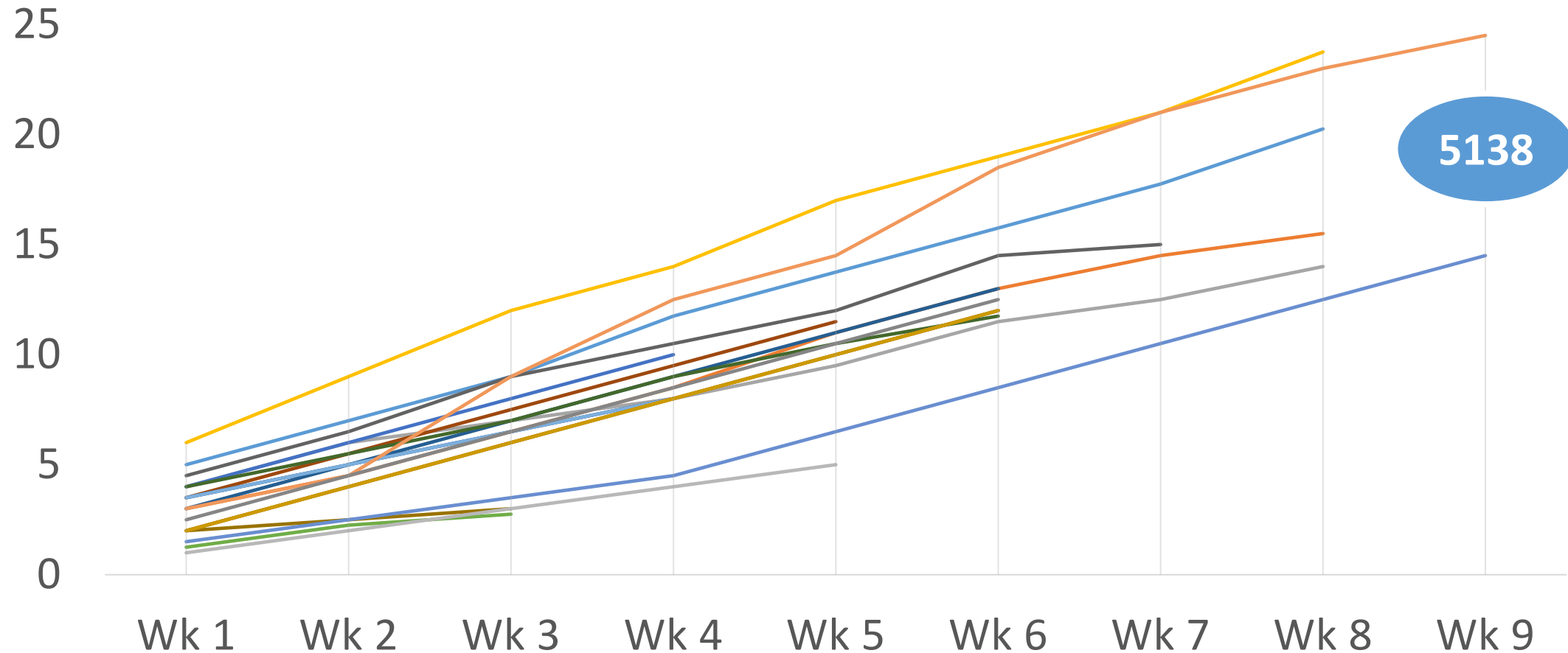TRANSLATIONAL RESEARCH

How to Work with us

- Service request
  - PI's need, Study's need, Trainees' need and future goals
- Plan and report
  - Personalize a training plan
  - Menu (0 - >200) training hours
  - **~ (6-8) weeks**
  - Weekly updates

Smart Training Time Estimation (REDCap)

Cumulative 1:1 Onboarding Hrs./Trainee

RPOP Rates

- Develop and manage training plan ($65/hour)
- Ongoing support by the hour ($65/hour)
  - 29/36 (81%) requests opted in

Impacts

- **Study/Study Team**
  - → Faster, more efficient onboarding process
  - → Less compliance issues
  - → Enhance research productivity

- **New Hire**
  - → Know they are being invested in
  - → Have an expert resource to call on
  - → Higher employee satisfaction and retention

- **Research**
  - → Improve research outcomes
  - → Contribute to the national discussion with other CTSAs (Poster at ACTS 2024)

Questions

➤ https://ictr.johnshopkins.edu/service/study-conduct/rcss/

➤ https://ictr.johnshopkins.edu/service/study-conduct/rcss/onboarding-program/

Clinical Research

Experienced Research Staffing

Mission & Vision

MISSION

We're on a relentless pursuit to provide unmatched experiences for our consultants and customers in the healthcare consulting field.

VISION

We aim to grow with purpose meaningfully. Our company vision is simple: **Improving Partnerships to Deliver Unmatched Quality.**

We empower our consultants and employees to always be accountable, never stop learning, and take ownership of our mutual success through servant leadership and unhindered curiosity.

MEDASOURCE™

Medasource Overview

Healthcare and Life Sciences Resourcing and Professional Services Firm

W2 Consultants in 2023

15,000

36 **Offices Coast-to-Coast**

23 **Years In Business**

200+ **Healthcare System, University & Pharma Clients Nationally**

77 **NPS Score**

Notable partners: Memorial Sloan, Covance, Duke Clinical Research Institute, J&J, NYU Langone, Walgreens, Kaiser Permanente, Emory University, Northwestern Medicine

Partnership Overview

+ Spring 2022: Established as a flexible resourcing and/or project partner

  + Clinical Research, Technology, Revenue Cycle Operations

+ 2022 – Present: Engaged 150+ contractors across JH teams for a variety of work

+ Actively supporting:

  + OnCore Implementation (Lisa Williams)

  + Sr. CAR-T Research Nurse within Rheumatology

+ Initial conversations with Regulatory, Capital Area Research, etc.

MEDASOURCE™

Our Capabilities

PROFESSIONAL SERVICES

Providing creative solutions to manage project initiatives, workforce transformation and ongoing support

Functional Services

Workforce Transformation

SERVICE OFFERINGS

CONSULTING SERVICES

Addressing niche gaps and scaling needs with top caliber consultants

Subject Matter Experts

Project Leadership/ Advisory

+ We provide experienced staff/contractors and teams as a service for clinical research programs

+ Active, open-market sourcing allows us to deliver niche skillsets and local resources quickly

+ We immediately address capacity bottlenecks, scale teams for Phase II/III trials, and provide the flexibility needed across core programs/departments

+ Offering Investigators and Administrators flexibility and scalability of trained staff/support as needed

Areas of Focus

+ Time & Materials and/or Fixed Fee Statement of Work
+ All resources are on Medasource W-2 and provided medical insurance insurance, holiday pay, PTO plan, 401(k)

Clinical Trial Operations	Research Administration
Study Management (CRAs, CRCs)	Contracts & Agreement
Clinical Data Management	Clinical Trials Finance/Billing
Sponsor-Funded Staff	Grant Implementation
Laboratory Operations	Pre/Post Award Management
Research Nursing (CMA, LPN, RN, NP)	CTMS Optimization
Medical & Scientific Writing	Project & Program Management
Biosample Management	IRB & Regulatory Operations
Observational Research/Epidemiology	Data Analytics

Implementation Process

1. Contact Lauren Davidson to setup call/meeting

2. Scope consultant/project need

3. Lauren provides proposal and/or cost estimate within 24-48 hours

4. Medasource provides consultants within 5-10 business days

5. As JHU SOM leader finalizes resources, Lauren will provide JHU with the three identifiers needed to create their JHED ID

   a. Name
   b. Date of Birth (DOB)
   c. 9 Digit Social Security Number
   d. Signed Consultant WFH Document if user is WFH

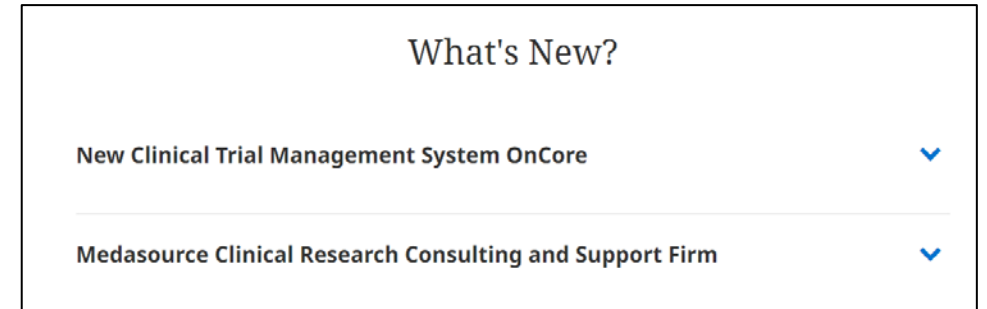6. Lauren will create and share the SOW 1-2 weeks prior to the consultants start date

7. After review, hiring manager will submit SOW to legal for signature

8. Receive a Cost Center# for billing

9. Medasource W-2 contractor can begin work

MEDASOURCE

Where To Find Us

+ Johns Hopkins Clinical Trials Office Website: https://www.hopkinsmedicine.org/research/resources/offices-and-policies/office-of-clinical-trials

+ Scroll down to "What's New?" and Click on Medasource Clinical Research Consulting and Support Firm

+ Additional information on how to engage can be found by clicking on the "Workflow" hyperlink

+ If you are interested in utilizing Medasource please contact the OCT @ JHU or myself directly at Ldavidson@medasource.com

MEDASOURCE™

Questions?