



Canadian  
Cancer Clinical  
Trials Network

# **G.A.P.P.** Webinar Series

A Peer-to-Peer Learning & Resource Sharing Platform to address  
**G**oals in **A**ccrual, **P**erformance, and **P**PI


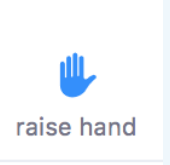
## **Overcoming Staffing Challenges at Trial Units** **PART II**

# G.A.P.P. Webinar Series

*A peer-to-peer learning and resource sharing platform to address **G**oals in **A**ccrual, **P**erformance, and **P**PI.*

- G.A.P.P. aims to provide timely opportunities for clinical research professionals in the Network to address commonly reported challenges in meeting identified goals.
- It also aims to share successful strategies and/or approaches in clinical trial conduct.
- This facilitated, peer-led webinar series is specific for clinical trial investigators, managers, coordinators, and patient representatives conducting and/or affiliated with Canadian academic cancer clinical trials.

# Q&A and Polling

- Submit any questions pertaining to the presentations and/or Session topic via Slido
  - Join slido by visiting [www.slido.com](http://www.slido.com) and entering the event code **#GAPP** to add your questions
  - Up Vote an existing, raised question you may also want answered 
- If you would like to ask a question live and/or contribute to the discussion, please 'raise your hand' via Zoom 



**Join at [slido.com](https://www.slido.com)  
Event code: GAPP**

# Webinar: Overcoming Staffing Challenges

Co- Facilitators: Susanna Sellmann, Robyn Huffels



**Presentation: Recap of Webinar Part I & Overview of Part II**

**Facilitated Discussion: Overcoming Staffing Challenges at Trial Units**

- Staff Onboarding/Orientation
- Compensation
- Career Growth/Training Opportunities
- Institutional Support
- Working Environment



## **Recap of Webinar Part I & Part II Overview**

**Princess Margaret Cancer Centre**

**Susanna Sellmann, *Clinical Research Manager***

**Northeast Cancer Centre**

**Robyn Huffels, *Interim Manager, Clinical Research***

## Webinar: Overcoming Staffing Challenges

### Presentation: Site Strategies to Address Staffing Challenges

**Susanna Sellmann**, *Clinical Research Manager, Princess Margaret Cancer Centre*

**Robyn Huffels**, *Interim Manager, Clinical Research, Northeast Cancer Centre*

### Facilitated Discussion: Overcoming Staffing Challenges at Trial Units

- Hiring/Staff Recruitment
- Staff Onboarding/Orientation
- Compensation
- Career Growth/Training Opportunities
- Institutional Support
- Working Environment

### Part I

Recording available:

<https://3ctn.ca/for-researchers/gapp-webinar-series/>

## Princess Margaret Cancer Centre

*Large trial unit, urban centre*

- Staff departures, high turnover:
  - Compensation
  - Career growth opportunities
- Increased workload

## Northeast Cancer Centre Clinical Research

*Smaller trial unit, large catchment area*

- Fewer applicants in clinical research
- Temporary contracts
- Limited training program

### Workforce Departure Cycle





### Princess Margaret Cancer Centre

*Large trial unit, urban centre*

- Staff departures, high turnover:
  - Compensation
  - Career growth opportunities
- Increased workload

### Northeast Cancer Centre Clinical Research

*Smaller trial unit, large catchment area*

- Fewer applicants in clinical research
- Temporary contracts
- Limited training program

- Flexible work arrangements
- Reassessment of job classification and compensation:
  - New roles created
  - Existing roles revised
- Staff pool pilot project:
  - New grads hired for low risk data entry
  - Staffing pool used to fill staff vacancies
- Revised staffing model:
  - Nurse coordinators only → coordinator teams nurse/non-nurse

### *Strategies & Solutions*

- Facilitate sharing of job descriptions/salary ranges
- Share tools used to capture workload
  
- Hiring/Staff Recruitment:
  - Job Fairs
  - Co-op students/internships from Nursing Schools, Universities, Colleges
  - *3CTN to compile a list of internship/co-op programs and contact info*

**Webinar: Overcoming Staffing Challenges**

**Presentation: Site Strategies to Address Staffing Challenges**

**Susanna Sellmann**, *Clinical Research Manager, Princess Margaret Cancer Centre*

**Robyn Huffels**, *Interim Manager, Clinical Research, Northeast Cancer Centre*

**Facilitated Discussion: Overcoming Staffing Challenges at Trial Units**

- Hiring/Staff Recruitment
- Staff Onboarding/Orientation
- Compensation
- Career Growth/Training Opportunities
- Institutional Support
- Working Environment

**Part II – Let's continue the discussions!**



# Facilitated Discussion

## *Overcoming Staffing Challenges at Trial Units*

Facilitators: Susanna Sellmann, Robyn Huffels

- Staff Onboarding/Orientation
  - Compensation
  - Career Growth/Training Opportunities
  - Institutional Support
  - Working Environment
- 
- Join slido by visiting [www.slido.com](http://www.slido.com) and entering the event code **#GAPP** to access the polls
    - Polls tab is located on the right-hand corner beside the Q&A tab
    - Multiple options can be selected for each question
  - If you would like to ask a question live and/or contribute to the discussion, please 'raise your hand' via Zoom

## **Staff Onboarding/Orientation**

### **Needs:**

- 'Training Coordinator' to facilitate training throughout the organization
- Review of ongoing work of staff to ensure best practices are being followed
- Central training program/trainer that could serve multiple sites specific to oncology research

### **Proposed Strategies:**

- Network approach to pathway development
- Provide mentorship opportunities:
  - Seek mentors and identify areas of expertise (i.e., cooperative group trials; HC audits, CRAFT/DCT)
  - Connect requests to mentors with targeted expertise

## Compensation

### Needs:

- Better compensation for Research Coordinators
- Challenges with retention: wages compared to pharma

### Proposed Strategies:

- Sharing of salary ranges across organizations
- Salary Review: advocate internally to be competitive and then adjust pay grids accordingly

## **Career Growth/Training Opportunities**

### **Needs:**

- Growth opportunities for all Coordinators
- Identify incentives or milestones/markers tied directly to career growth
- Suggested framework for staff growth/progression
- Staff training
- More conferences tailored to CRCs

### **Proposed Strategies:**

- Make development frameworks/ladders/lattices available for all staff
- Provide the development framework at onboarding orientation
- Seek education grant funding for staff with pharma companies

## ***Institutional Support***

### **Needs:**

- Advocacy for core funding for staffing stability and for greater selection of academic trials
- Culture of research
- Commitment from leadership for staff to stay in department
- Department vision rather than an investigator running a trial

### **Proposed Strategies:**

- Present at clinical research rounds:
  - Provide trial metrics (i.e., patients recruited, number of trials etc)
- Request foundation to create a stream to direct funds for clinical trials conduct



## ***Working Environment***

### **Needs:**

- Supports to address burnout
- Realistic workloads
- Mental health support
- Work flexibility, hybrid work structures
- Good benefits

### **Proposed Strategies:**

- Hire students for administrative/entry level tasks

## Proposed 3CTN Initiatives

*We want your input! 3CTN will consider your feedback to prioritize for implementation in the coming year.*

Use the poll on Slido and **rank each proposed initiative from high to low impact.**

<b>Proposed Initiative</b>	<b>Description</b>
Mentorship	Connect requests for mentors with targeted expertise
Training/education	Provide training opportunities for clinical research professionals
Role-specific Development Pathway	Role specific framework for professional growth and development
Share job description/salary ranges	Provide platform to share job description, salary ranges



Canadian  
Cancer Clinical  
Trials Network

# **G.A.P.P.** Webinar Series

A Peer-to-Peer Learning & Resource Sharing Platform to address  
**G**oals in **A**ccrual, **P**erformance, and **P**PI

**STAY TUNED FOR OUR NEXT G.A.P.P. WEBINAR  
SESSION!**

**If you have suggestions for potential G.A.P.P.  
webinar session topics, email us at [info@3ctn.ca](mailto:info@3ctn.ca)**