



Canadian
Cancer Clinical
Trials Network

G.A.P.P. Webinar Series

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

Session #5: Overcoming Staffing Challenges at Trial Units

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.

Webinar: Overcoming Staffing Challenges

Co- Facilitators: Susanna Sellmann, Robyn Huffels



Presentation: Site Strategies to Address Staffing Challenges

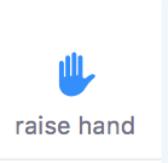
Susanna Sellmann, *Clinical Research Manager, Princess Margaret Cancer Centre*

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

Q&A and Polling

- Submit any questions pertaining to the presentations and/or Session topic via Slido
 - Join slido by visiting 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**



3CTN G.A.P.P WEBINAR
OVERCOMING STAFFING CHALLENGES
IN TRIAL UNITS

SUSANNA SELLMANN

PROGRAM DIRECTOR
CANCER CLINICAL RESEARCH UNIT
PRINCESS MARGARET CANCER CENTER

Clinical Trials Staffing Crisis

CRA shortage is worsening, while demand grows: 'The problem is a vicious circle'

By Melissa Fassbender

24-Oct-2018 - Last updated on 19-Aug-2019 at 10:20 GMT



THE GREAT RESIGNATION

41% of workers were considering changing professions or quitting this year.



Clinical Staff Shortage: "Growing Plague" For Pharma CROs

From The Editor | November 2, 2016

Ed Miseta, Chief Editor, Clinical Leader
Follow Me On Twitter @EdClinical

... released its Contract
... Report for the third
... results, PRA Health
... several
... trial
... and news
... be short



... involved with clinical
... and growing problem in
... of qualified clinical research staff. The BPI report ackno
... growing plague to the CRO industry which will

Guest Column | March 18, 2020

What's Really Behind The CRA Shortage In Clinical Research Root Cause Analysis

By Alethea Wieland, founder and president, Clinical Research Strategies, LLC

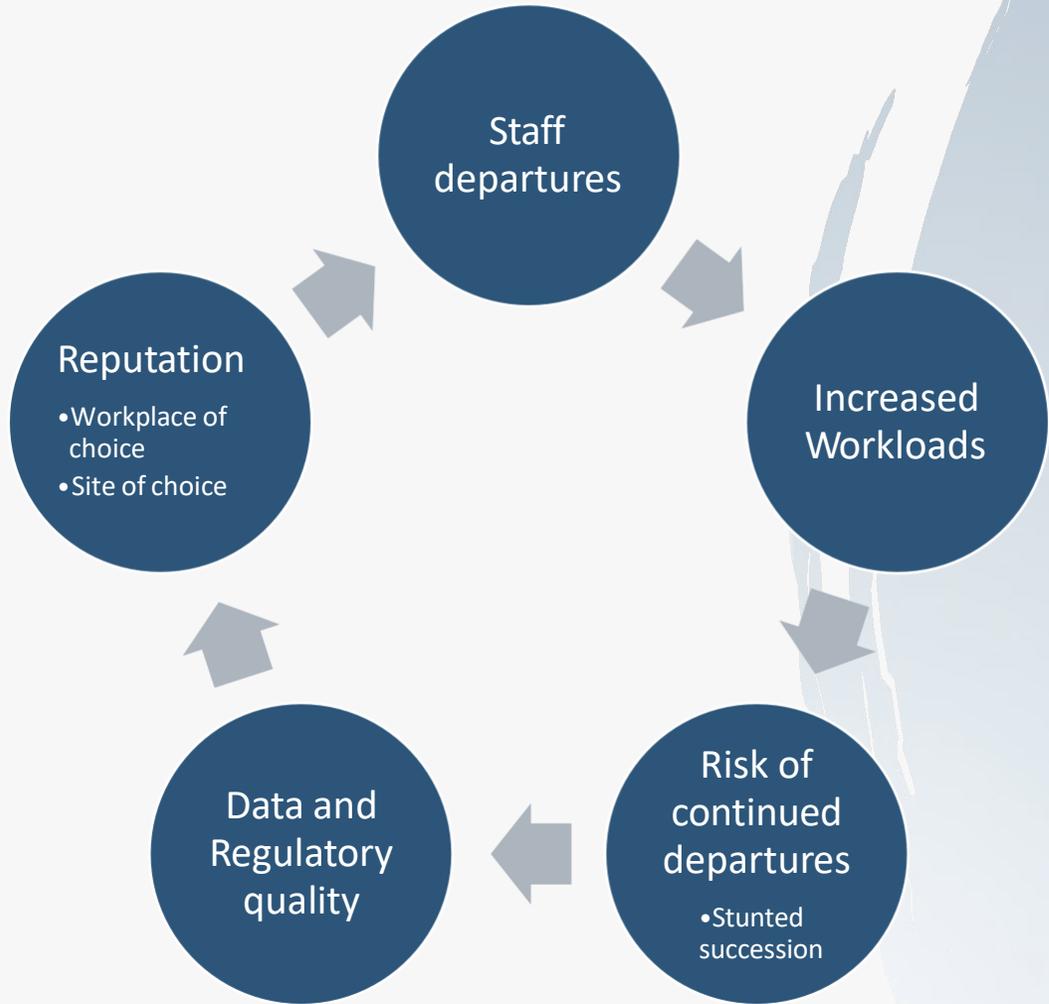
The #1 and #2 complaints I hear consistently from

Looming Workforce Shortage Threatens Future Clinical Trial Pipeline

September 29, 2020
CROs
growth, say
workforce.

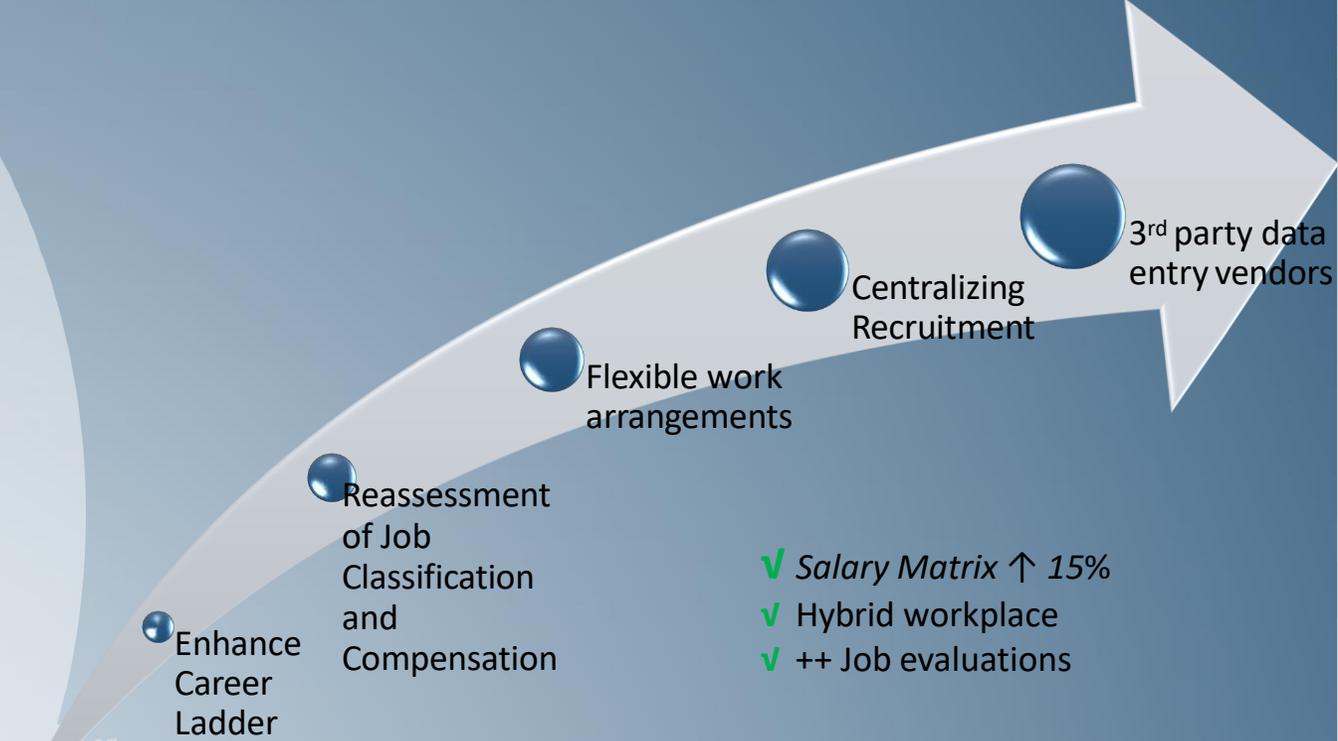
Staffing Challenges

Workforce Departure Cycle



Retention & Recruitment Solutions

↓ RISK MITIGATION ↓



- Workplace of choice
- Increased Retention
- Sustainable Workloads

Clinical Research Pulse Survey

Clinical Research Staff perspective on Culture and Support in program

Agree Strongly Agree Neutral Disagree Strongly Disagree

I was provided the training and tools to complete my job successfully

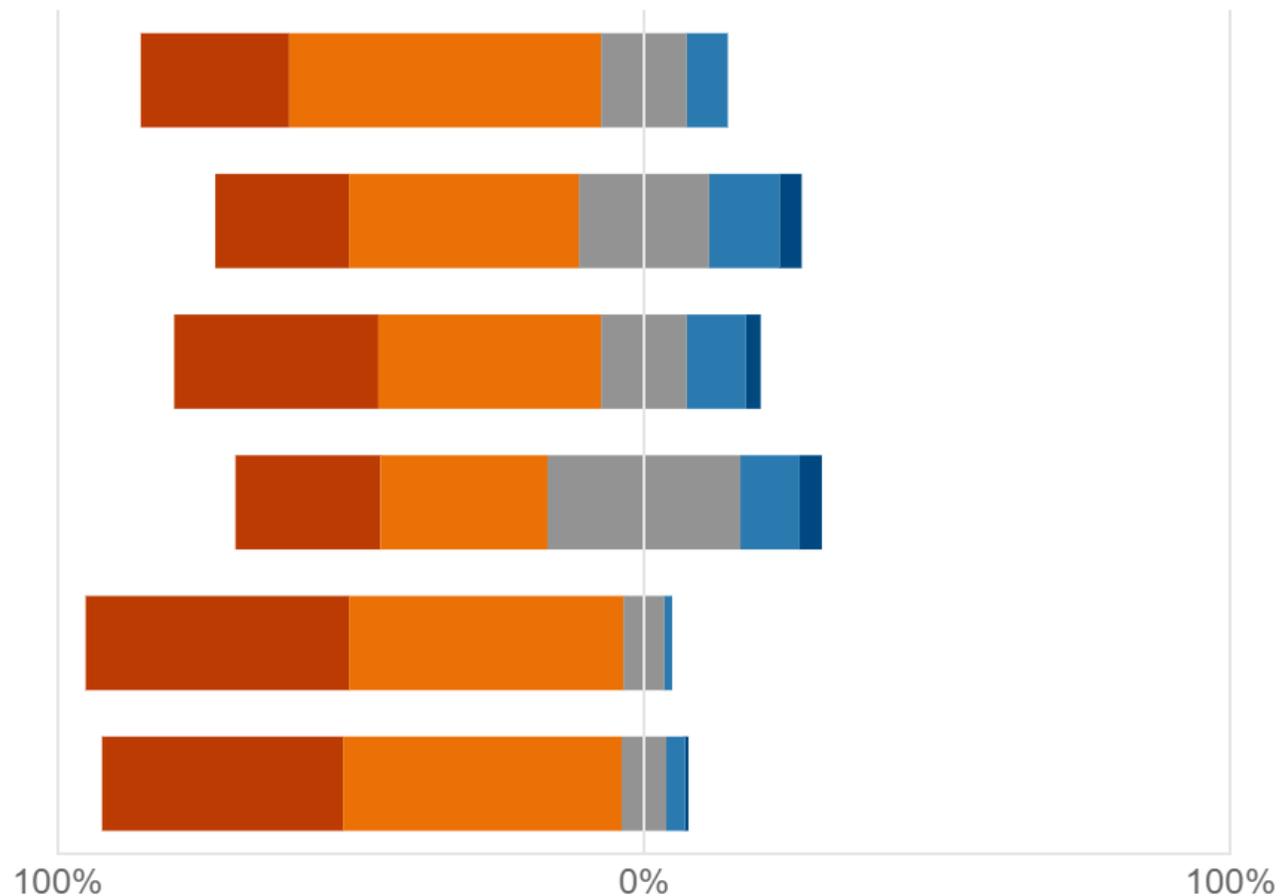
My workload is manageable and allows for work-life balance

I am valued for the work that I do by my manager and peers

I am valued for the work that I do by my Investigators

I understand my role, responsibilities, and deliverables

I am able to and comfortable accessing a manager, supervisor, or mentor to provide guidance when I a...



Clinical Research Pulse Survey

Clinical Research Staff perspective on Culture and Support in program

■ Agree Strongly ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

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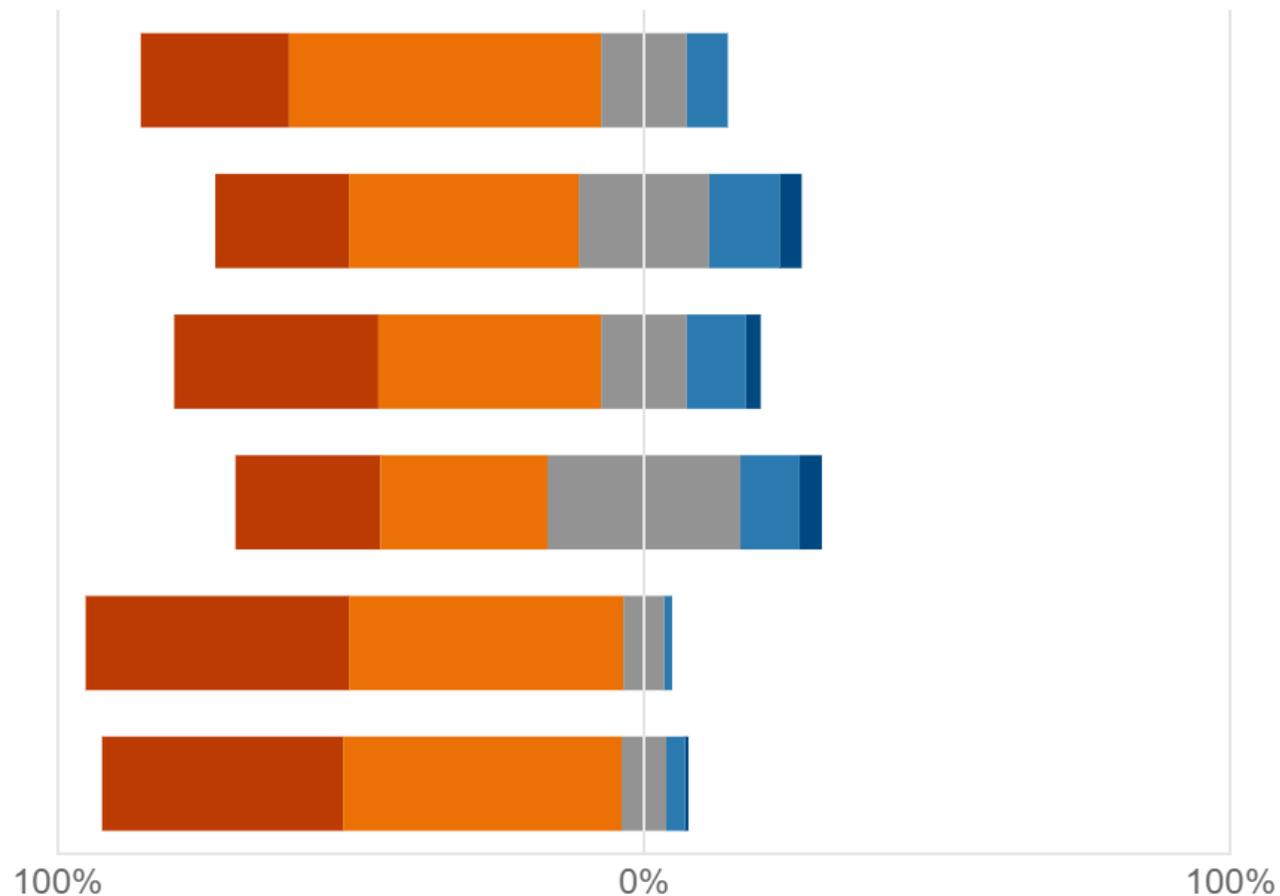
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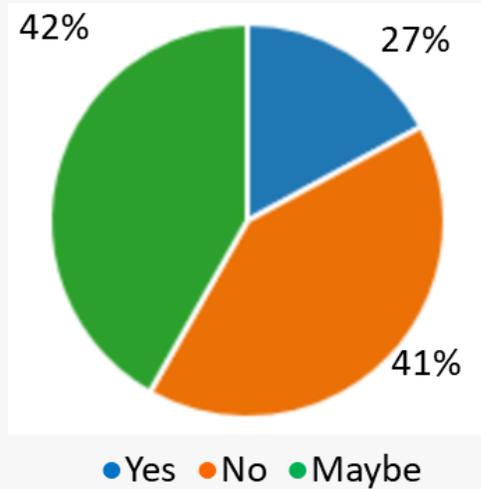
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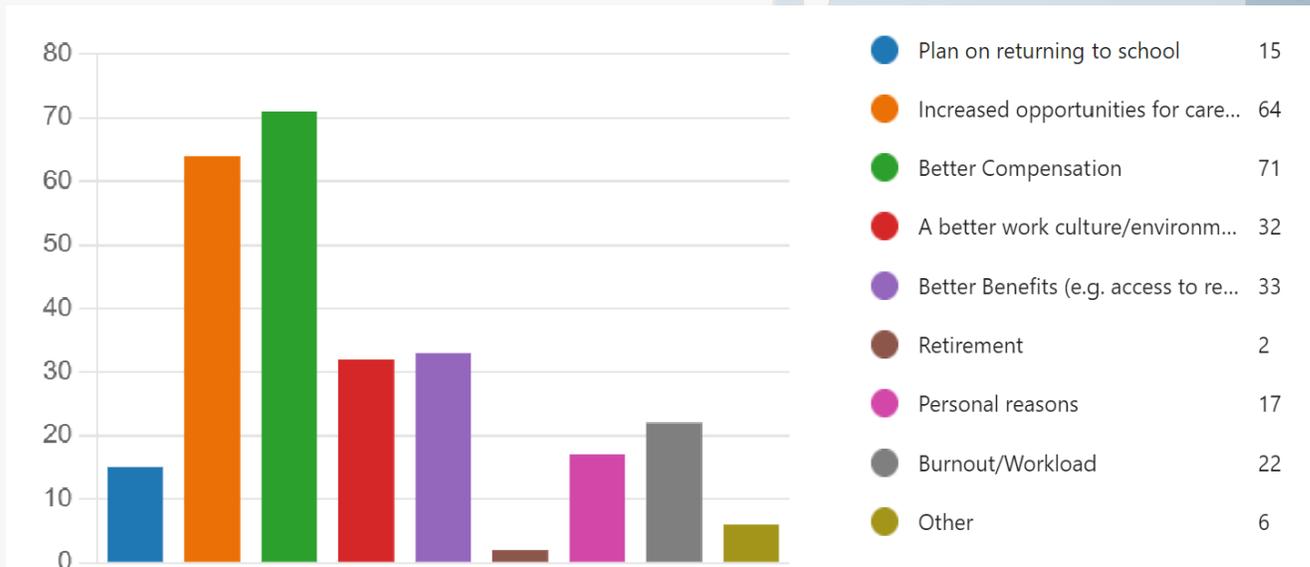
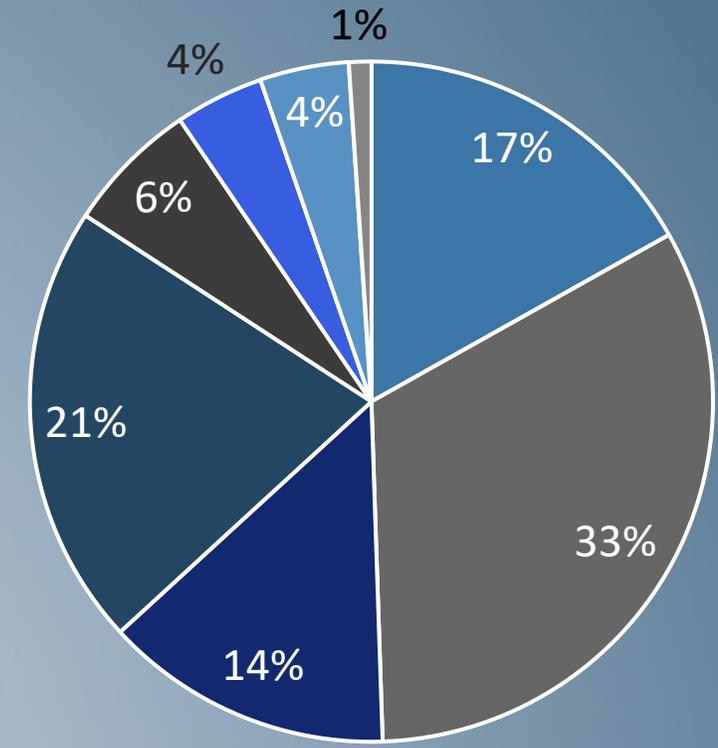


Clinical Research Pulse Survey

Clinical Research Staff actively looking for opportunities outside of UHN/PM within next year



Staff Definitely or Possibly Considering Leaving and Duration of Time at UHN

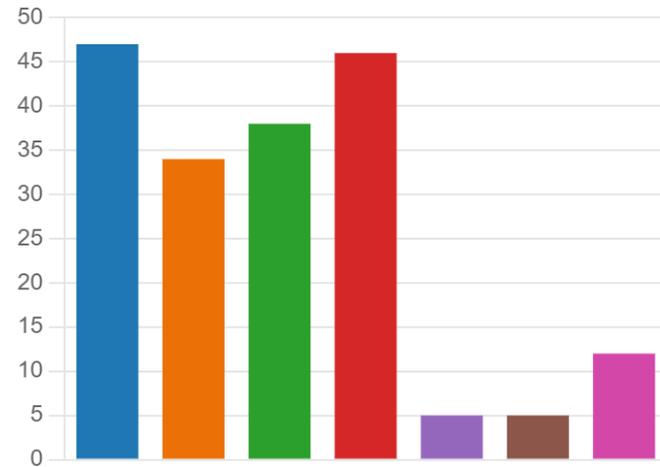


Clinical Research Pulse Survey

Clinical Research Staff actively looking for opportunities outside of UHN/PM within next year

Main reasons to stay

Knowing I am positively affectin...	47
I like to culture of the organizati...	34
I enjoy the variety of the work a...	38
I like the Benefits available to m...	46
Compensation	5
Limited opportunities for my rol...	5
Other	12



Top 3 Drivers to Stay

- Knowing I am positively affecting care and provision of care
- I like the benefits available to me (e.g flexible work arrangements)
- I enjoy the variety of the work available, and opportunities to keep learning something new

Additional Comments

- *I enjoy working with my team*
- *Leadership has been extremely supportive of my current personal circumstances. That means a lot to me.*
- *I think our team is very supportive/protective of each other, we get along and we enjoy working together. The physicians we work with are also very approachable and try their best to make the team happy.*
- *Great manager and team to work with.*
- *My Director is the secondary reason why I plan to stay.*

Staff Pool Pilot

- Hired 10 new grads (Bsc/BSc & Diploma)
- Clinical Trials 101
- Low risk data entry
- Integrate into teams

PROS

- Reduced gap in hiring timelines
- Knowledge of Internal processes
- Mandatory training completed

CONS

- Requires seed funding
- Financial Risk

Data Management Job Matrix Revision & Reclassification

UNIVERSITY HEALTH NETWORK
CLINICAL STUDY AND REGULATORY JOB CLASSIFICATION MATRIX

Clinical Study and Regulatory Assistant	Clinical Study and Regulatory Specialist I	Clinical Study and Regulatory Specialist II	Clinical Study Start up Specialist	Supervisor, Clinical Research
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New

Revised

Revised

New

Revised

Job No/Grade	2909 - N0:03		2910 - N0:06		1927 - N0:07		2911 - N0:07		1702 - N0:09	
Salary Range	Hourly	Annual 1820 (35.0) 1950 (37.5)								
Minimum (80%)	\$25.10	\$45,682 \$48,945	\$32.19	\$58,586 \$62,771	\$34.46	\$62,717 \$67,197	\$34.46	\$62,717 \$67,197	\$39.23	\$71,399 \$76,499
Maximum	\$31.38	\$57,112 \$61,191	\$40.24	\$73,237 \$78,468	\$43.08	\$78,406 \$84,006	\$43.08	\$78,406 \$84,006	\$49.04	\$89,253 \$95,628

*Hiring at 90% of the max

Clinical Research Manager Job Matrix

UNIVERSITY HEALTH NETWORK
CLINICAL RESEARCH JOB CLASSIFICATION MATRIX

Clinical Research Manager (1810)

Sr. Clinical Research Manager

No change

New

Job No/Grade	1810 - M0:06			3092 - M0:07		
Salary Range	Hourly	Annual 1820 (35.0) 1950 (37.5)		Hourly	Annual 1820 (35.0) 1950 (37.5)	
Minimum (80%)	\$48.17	\$87,669	\$93,932	\$50.98	\$92,784	\$99,411
Maximum	\$60.21	\$109,582	\$117,410	\$63.73	\$115,989	\$124,274
Merit Maximum	\$69.84	\$127,109	\$136,188	\$73.93	\$134,553	\$144,164

DISCUSSION





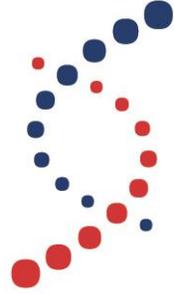
Site Strategies to Address Staffing Challenges

Princess Margaret Cancer Centre

Susanna Sellmann, *Clinical Research Manager*

Northeast Cancer Centre

Robyn Huffels, *Interim Manager, Clinical Research*



Health Sciences North
Research Institute

Institut de recherches
d'Horizon Santé-Nord

Northeast Cancer Centre Clinical Research

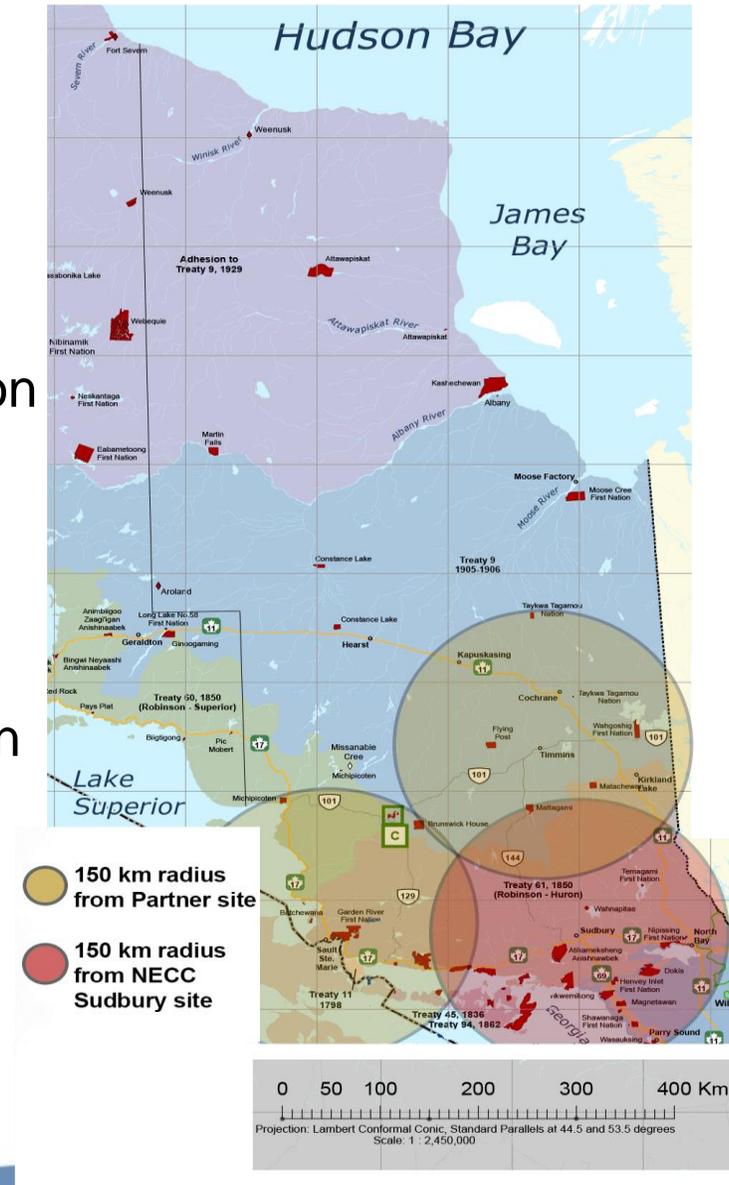
Robyn Huffels

Interim Manager, NECC Clinical Research

rhuffels@hsnsudbury.ca

Our Catchment Area

- Population of Sudbury in 2022 165,958
- 3,000 new patient visits, 15,000 chemotherapy visits, and 38,000 radiation treatment visits each year, distributed across northern Ontario through our partner hospitals.
- We deliver 50% of all systemic therapy in all of our 12 satellite sites with the other 50% delivered here.



Clinical Research at NECC

Current Staff:

- Supervisor
- Study Coordinators
- Data Entry Clerk
- Amendment Coordinator

Ideal Staffing Model:

- Support with study start-up
- Admin support
- Experienced/Knowledgeable Coordinators

Unique Challenges

- Fewer applicants in Clinical Research in general
- Temporary Contracts
- Training Program

Strategies Implemented:

- Old Model: Nurse coordinators only
- New Model: Coordinator teams, Nurse/Non-Nurse

Next Steps



- Update training program
- Tours of other centres
- View other staffing models

Thank you!





Facilitated Discussion

Overcoming Staffing Challenges at Trial Units

Facilitators: **Susanna Sellmann, Robyn Huffels**

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

Hiring/Staff Recruitment

Needs:

- Visibility for clinical research as a career option at college/university
- Finding experienced staff
- Pool of candidates is very limited, oncology is a complex field

Proposed Strategies:

- Job Fairs
- Co-op students/internships from Nursing Schools, Universities, Colleges

Hiring/Staff Recruitment

Open Discussion

Comment on proposed strategies, share additional strategies

Can these be implemented locally? Network wide?

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**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**