Best Practices for Remote Trial Coordination & Program Management

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NCI National Clinical Trials Network — a National Cancer Institute program

NCI Community Oncology Research Program — A program of the National Cancer Institute of the National Institutes of Health

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Disclosures

- No Disclosures

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Objectives

Share best practices and/or solutions for remote
trial coordination and managing research
programs while working remotely

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Challenges Working Remotely

- Communication

- Access to Documents / PHI Restriction

- Technology & Resources

- Time Management

- Work / Life Balance

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POLL

What do you see as the biggest challenge during this COVID pandemic?

A. Remote Consent
B. Sample Collection
C. Working Remotely - Technical Issues
D. Working Remotely - Communication Issues
E. Work/Life Balance

Text to 774464 to participate and submit your answer

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Communication

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Communication

How do we stay connected as a team?

- Daily huddles/ Virtual meetings
- Instant Messenger
- Regular team meetings by role (1-2 times/ week)
- Weekly informal lunch over a virtual format
- Make sure you "think" before sending that email

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Communication

Before speaking, ask yourself…

THINK

T — Is it **True**?
H — Is it **Helpful**?
I — Is it **Inspiring**?
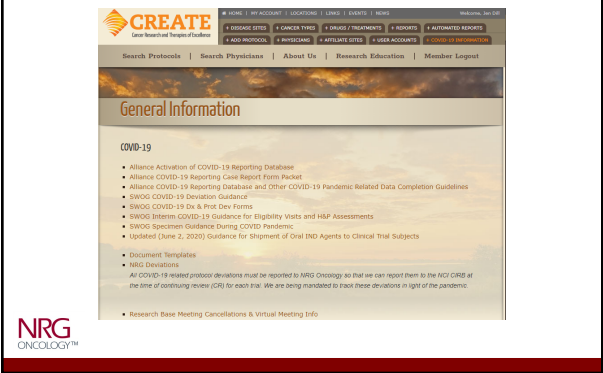N — Is it **Needed**?
K — Is it **Kind**?

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Communication

Utilize Institutional Resources
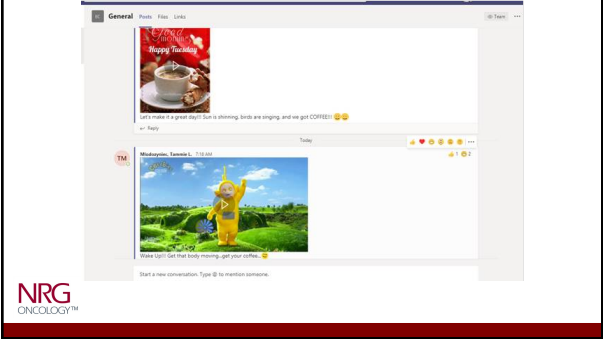- Organize & communicate protocol changes

General Posts Files Links

Frequently Used Links

EH Portal (Citrix)	CREDIT	CTSU	OPEN
RAVE	Alliance	ECOG-ACRIN	NRG
Wake Forest	SWOG CRA Workbench	SWOG	ACCRU
NCCTG	CTEP-AERs	NCCN	CITI

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Communication

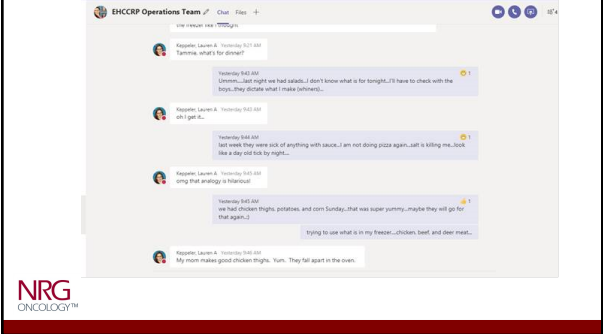10

Communication

Utilize Institutional Resources

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Communication

Utilize Institutional Resources

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RESULTS

What do you see as the biggest challenge during this COVID pandemic?

A. Remote Consent
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Access to Documents / PHI Restriction

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Access to Docs/PHI Restriction

- PHI, how much remote access do you need?

- Make sure patient information is secure within my home workspace.

- Who is in my new workspace while I have PHI open and is it appropriate?

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Access to Docs/PHI Restriction

- Have a small padlock to lock up PHI in a bag.

- Make sure others in your home aren't exposed to PHI.

- Identify a way to shred PHI.

- Can source documents be stored electronically instead of on paper?

- Can toxicities be graded in the EMR instead of on paper?

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Technology & Resources

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Challenges Caring for Patients

- Patient care-assessments/ telehealth/ virtual visits

- Remote consenting

- QOL collections

- Communication with PHI

- Sample Collections

- Shipping Investigational Drug

- Documentation

*Always make sure you are following your Institutional Privacy Office Guidelines

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Patient Care

How to contact patients…

- Utilize a secure phone-calling app that will list your work number for your caller ID when calling from your personal cell phone (Doximity, 8x8, Meraki, etc.)

- Office phone forwarded to cell phone

- Email notification when you have an office voicemail

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QOL Collections

- How do I get QOLs to patients and back to me?

- Can I do verbal QOL collections?
  - Follow institutional privacy policies
  - Allow for mailing QOLs and/or emailing QOLs
  - QOL collection by phone or email

- DOCUMENT, DOCUMENT, DOCUMENT!
  - How?
  - Why?
  - Where
  - Who?

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Remote Consenting

- When is remote consenting beneficial?
  - Will the patient need to come in for a screening procedure?
  - Can a phone consent discussion minimize a person consent encounter?

- Consent Witness – How are you implementing?
  - Prioritize a family member/ Staff as second option

- DOCUMENT, DOCUMENT, DOCUMENT

How? Why? Where? Who?

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Remote Consenting

- Institutional Policies
  - Follow the guidance of your institutional privacy office

- NCI CIRB FAQs

https://www.ncicirb.org/announcements/frequently-asked-questions-regarding-covid-19-and-cirb

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Remote Consenting

- Getting Informed Consent Form (ICF) to patients
  - Mail ICF to patients
  - Send through patient EMR portal
  - Email ICF to patients
  - DOCUMENT, DOCUMENT, DOCUMENT
    - Who/ How/ Why/ Where

- Tools for remote consenting?
  - Zoom meeting (if allowed by institution)
  - Phone speaker capabilities
  - Apps to utilize

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Sample Collections

- How are you managing sample collections?
  - Designated person onsite to collect samples.
  - Rotate staff on site to collect specimens.

- Ordering of lab kits?
  - Who/Where are they sent?

- Communicating with lab/send-outs?
  - Is the contact information sent with the specimen accurate for staff working remotely?

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Documentation

- How are you documenting your deviations?
  - Note to File?
  - Research Note in the EMR?

- What are you including in your deviation documentation?
  - Why/ How/ Who?
  - Is it in line with both institutional policies and NCI policies?

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Time Management

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Time Management

How do I stay on task while working from home?

1. **Schedule breaks as needed (i.e. check in on kids' remote learning)**

2. **Schedule a block of time to work on a task (i.e. don't check email for 20 minutes)**

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Preparing for Changes

Document Storage:
Is it time to move documentation from paper to electronic documentation?

Audits & Remote Monitoring
Will remote review become more prevalent?

Connection
Continue to care for one another and connect with one another.

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TEAMWORK
When we all work together, everybody wins.

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THANK YOU

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