



MANAGE EXPECTATIONS OWN YOUR BOUNDARIES PROTECT YOUR SCOPE

IDENTIFY-PLAN-COMMUNICATE

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**Winter 2024 Virtual Mini-Conference
for Research Coordinators**

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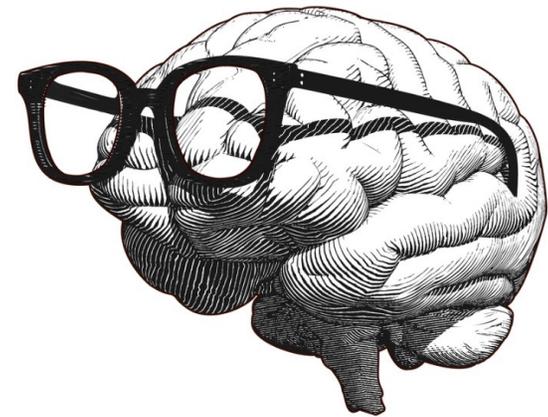
Institute of Translational Health Sciences
ACCELERATING RESEARCH. IMPROVING HEALTH.

Objectives

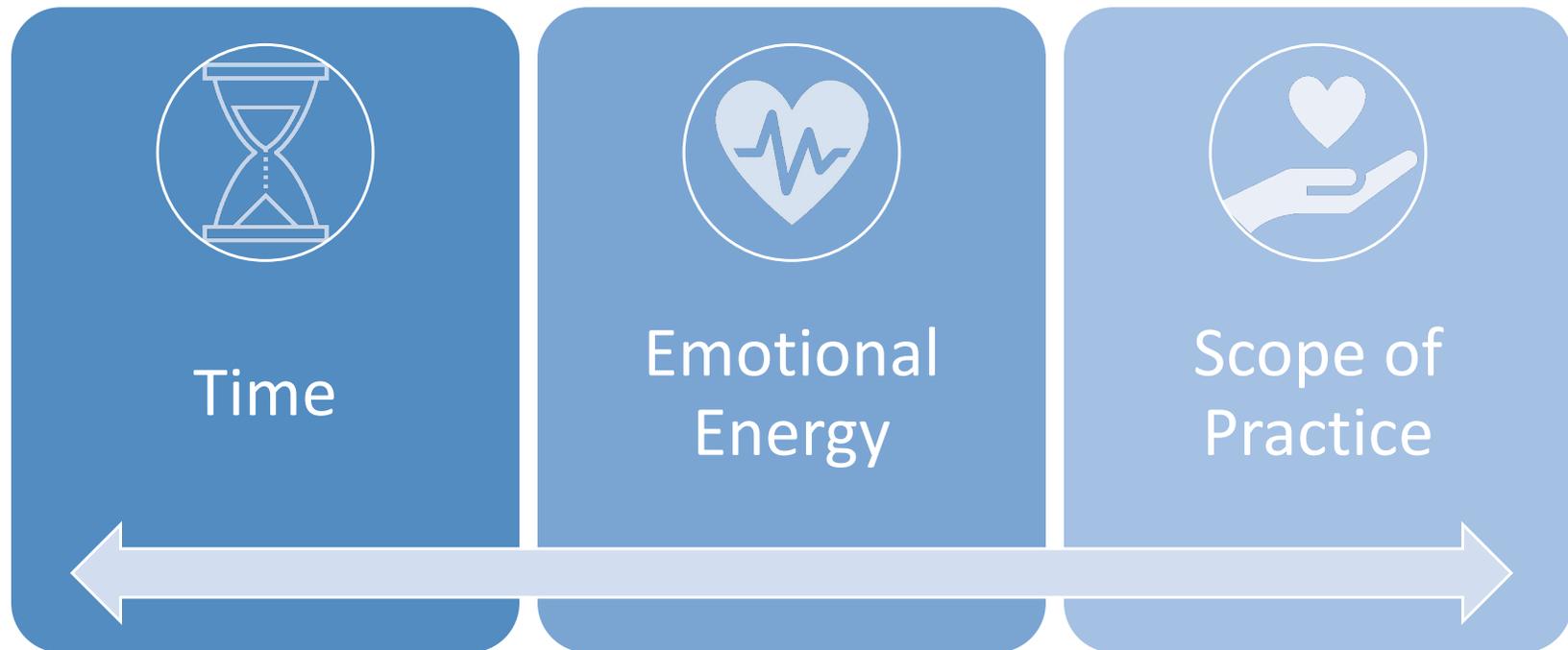
- Identify & define realistic boundaries
- Navigate situations that test your boundaries
- Tackle impostor syndrome
- Speak truth to power

You'll leave with:

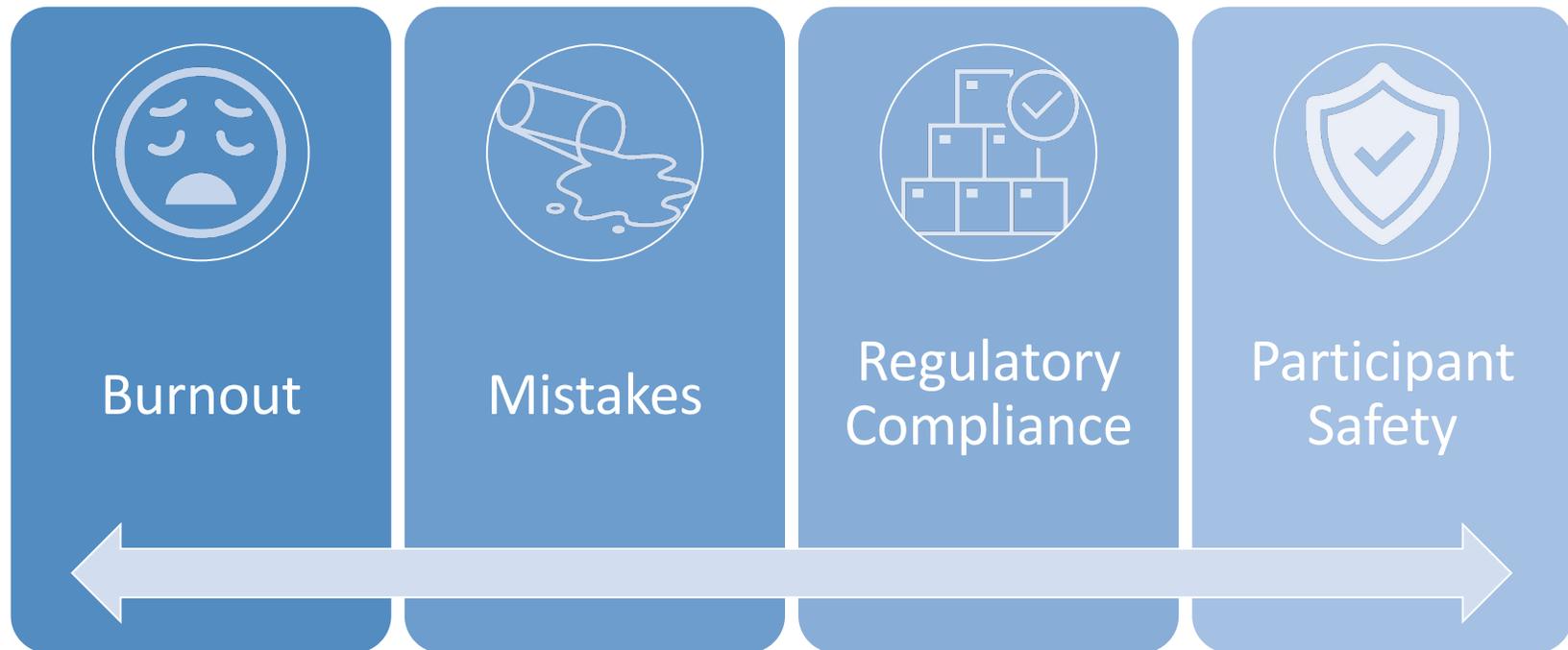
Specific tools and templates you can use to help when you are communicating difficult information or in a challenging situation.



Boundaries



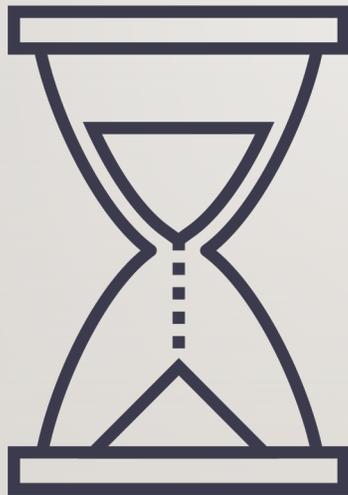
Why this is Important



FDA Warning Letter

- 6 ineligible participants enrolled
- “the issues found at your site were **attributed** to a **clinical research coordinator** for this study.”
- “failure to ensure that subjects met...inclusion criteria, and **your lack of oversight** and supervision of the clinical study, raise **significant concerns** about the **safety** of study subjects enrolled at your site, and about the **integrity** of the data generated at your site.”





THE CHATTY MONITOR

SCENARIO 1



THE STUDY THAT KEEPS YOU AWAKE

SCENARIO 2

YOUR PI TRUSTS
YOU WITH THEIR
LIVELIHOOD,
NOW WHAT?

SCENARIO 3



Strategies

- Create and schedule time to care for your non-work self
- Find a friend at work
- Time Block
- Set Expectations in advance
- Focus on what is objective



IMPOSTOR SYNDROME

IMPOSTOR
IM · POS · TOR
IM- 'PÄ-STƏR

“ONE THAT
ASSUMES FALSE
IDENTITY OR TITLE
FOR THE PURPOSE
OF DECEPTION”

charlatan fake

fraud sham

humbug phony

pretender

quack

Impostor Syndrome

- Interrogate the inner voice
- Clarify your scope and stewardship
- Counter the doubt with action
- Grab a clipboard





HOW DOES THIS LOOK IN PRACTICE?



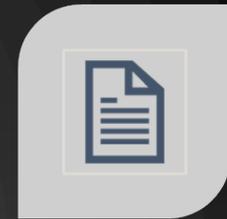
SPEAKING TRUTH TO POWER



HAVE A PLAN



DO YOUR
HOMEWORK



START WITH
WRITTEN
COMMUNICATION

LUCK FAVORS THE PREPARED

Email

Hello Dr. Incredible,

I hope you had a nice weekend! I **just** wanted to let you know that our participant we screened last week, Minnie Mouse, got her lab results back. **Unfortunately**, her potassium levels are too low to a qualify for the study. **I think** we need to screen fail her. **I'm sorry this happened**, I know you really want to enroll to this study. **Luckily**, if you want to rescreen her, you can just call the medical monitor. **Her** name is Daisy Duck **and** you can reach her at 867-5309 or her email daisy.duck@pharma.com.

Let me know if you have any questions!

Thank You,
Dory the CRC

Meetings



Create a standing agenda



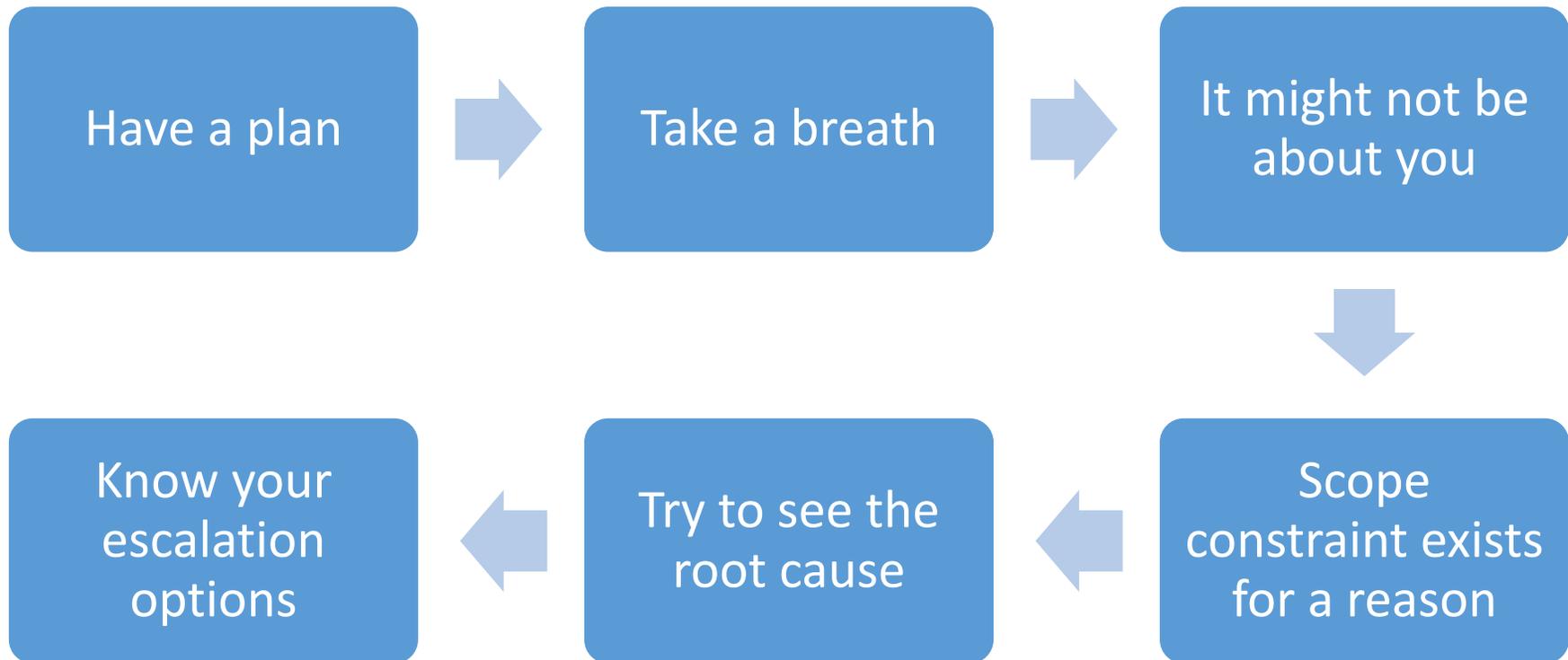
Start and end on time



Create opportunity for focused attention



Surprise Situations



SHARED AGREEMENTS

Your time is valuable

You deserve to be treated with respect

Clear is Kind

“No” is a complete sentence

You *probably* don't need to apologize



KEY TAKEAWAYS

IDENTIFY

When in doubt,
look to objective
sources

Realistic
Boundaries

PLAN

Use your tools

Anticipate
Challenges

COMMUNICATE

Concise=Confident

Clear is Kind

Questions?

