



Training & Retention of Clinical Research Coordinators – Sharing from CGH

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**The Promise of Clinical Trials:
Transforming Tomorrow's Health**

SCRI Clinical Trials Symposium 2024

30 – 31 Jul 2024 • Raffles City Convention Centre





Background

- Bsc Nursing, Advanced Diploma in Critical Care
- Started off as CRC in 2010
- Specialized in early phase, cardiology and intensive care trials
- Horizontal role switch to Quality Control and Training Officer
- Currently managing team of 25 CRCs & PMs
- SCRI CRC Educator

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Why do we need CRC? Why do we retain this group of skilled research personnel?

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Role of Clinical Research Coordinator



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Why is Clinical Research Coordinator important?

“It is understatement that Clinical Research Coordinator (CRC) **serves a critical role** in running clinical studies. Principal Investigator (PI) and CRC are **close partners** that cannot do without each other.

If I may use a clinical analogy that PI is like the consultant in charge of the ward who plans and decides on treatment. **CRC is like the Medical Officer of the ward** who knows every patient in details and executes the treatment plans.

Can we achieve best treatment or study outcome without either one? The answer is clearly NO.”

“The CRC forms **an indispensable part of the trial team** - clinical trials are each complex endeavours and with multiple studies it is impossible for me to keep track of everything that is going on.

I find having **a good CRC is essential** for optimising study recruitment, maintaining patient motivation and retention and for ensuring that the data collected are of sufficient quality to be credible. In short, the **CRC can make the difference between a good study and a great study!**”

“.....**the effective execution of any clinical trial is highly dependent on the quality of the CRCs** on the ground.

And this pertains to all trial related activities from recruitment to fidelity to protocol to closure.

Good CRCs enhance the quality of a trial. Equally, poorly trained CRCs can crash a trial however good the protocol may be.....”

“.....**CRCs are the backbone of any clinical trial....**”

Clinical Scientist's Perspective of CRC
Source: SCRI CRC CDP Slide deck

Overview of RIE2025 Initiatives



ATTRACT CRC TALENT

Increase public awareness and recognition of CRC profession

Activities

CRC Career Open House
Public Awareness Efforts



TRAIN CRC TALENT

Provide training support for various range of experienced CRCs

Activities

CRC On-boarding Programme
(SCRI & Institution Joint Effort)
Training Fund for Core-funded CRCs



RETAIN CRC TALENT

Establish peer support network & recognition of CRC contributions.

Activities

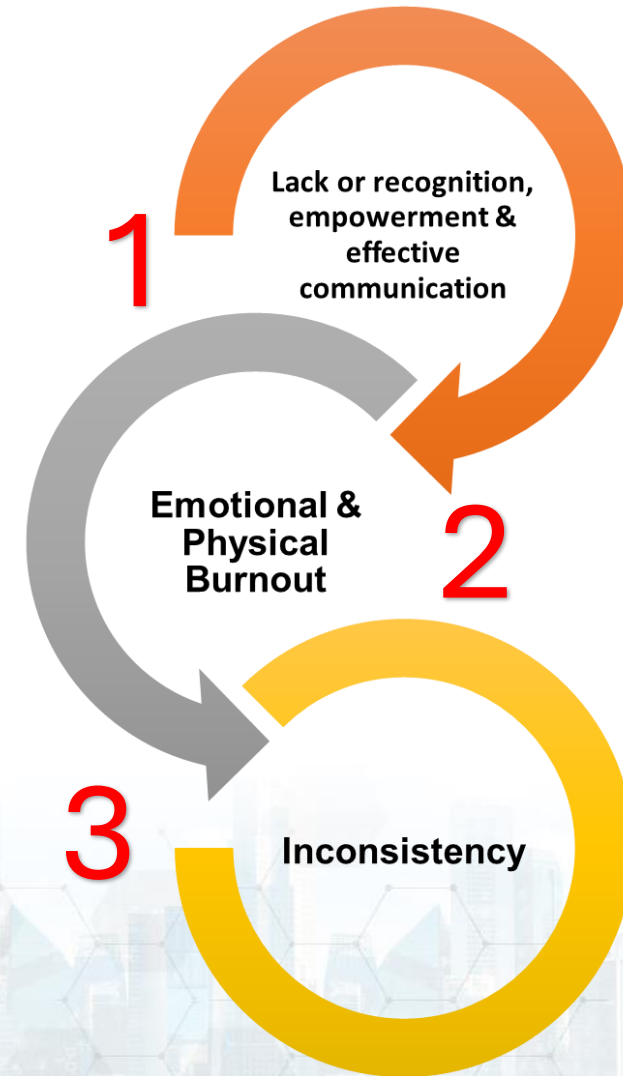
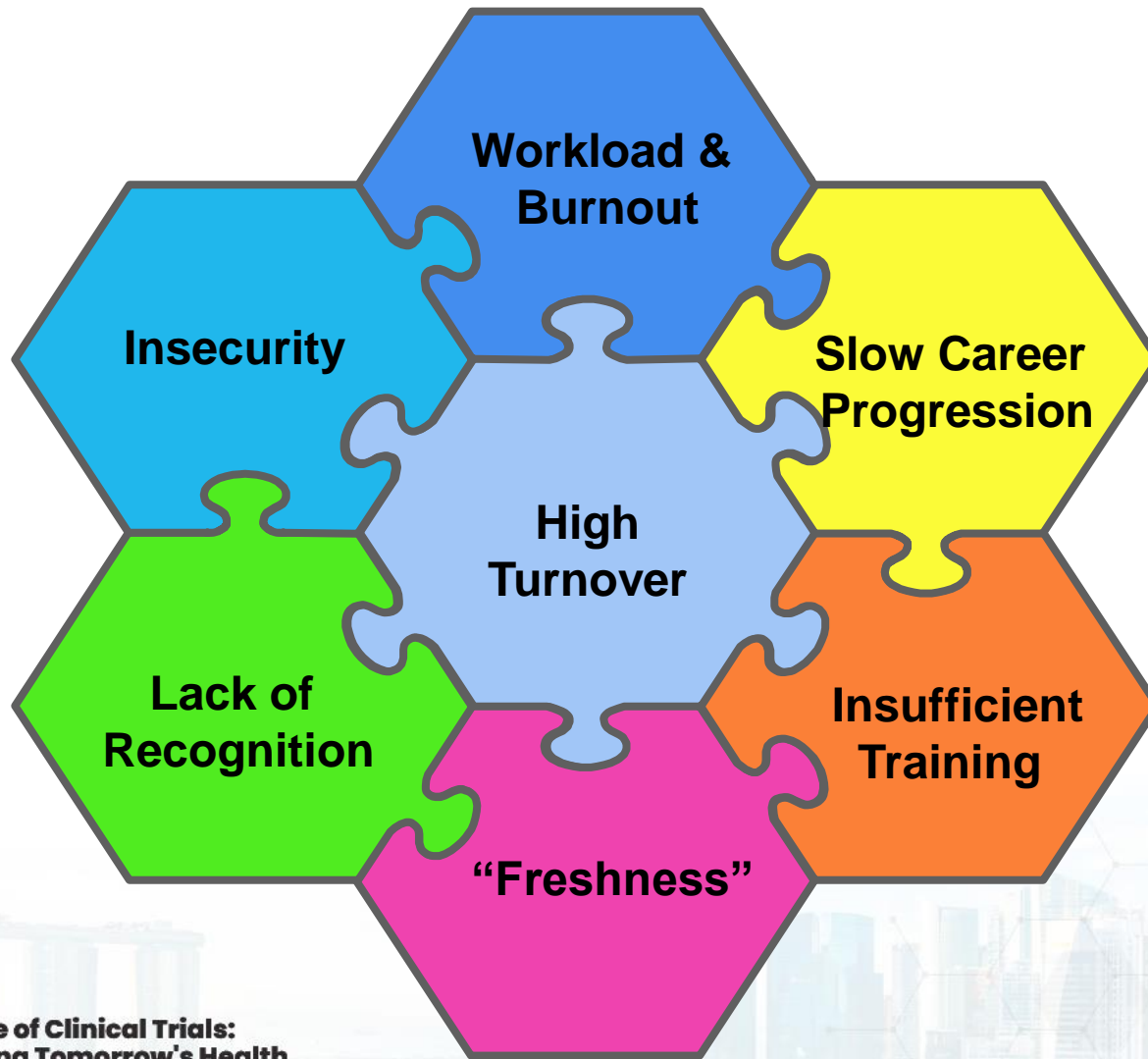
CRC Alumni Network
CRC Educator Network
Distinguished Contributor Award
Appreciation Lunch Workshop

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Current Challenges



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CRC Training = Kpop Idol Training

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Training Initiatives

CRC Level 1 Programme

(7-days, Blended)

Introduction to clinical trial operations
✓ Since 2018

CRC Level 2 Programme

(6-days, Physical)

Project management skills & PI-initiated multi-centre studies

✓ Since 2021

CRC Level 3 Programme

(4-days, Physical)

Key operational, leadership & technical elements of clinical research

✓ Since 2022

CRC I / II
(At least 1 year)

Senior CRC
(4 to 8 years)

Senior / Lead CRC
(At least 8 years)



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Versatility & Expanded Scope

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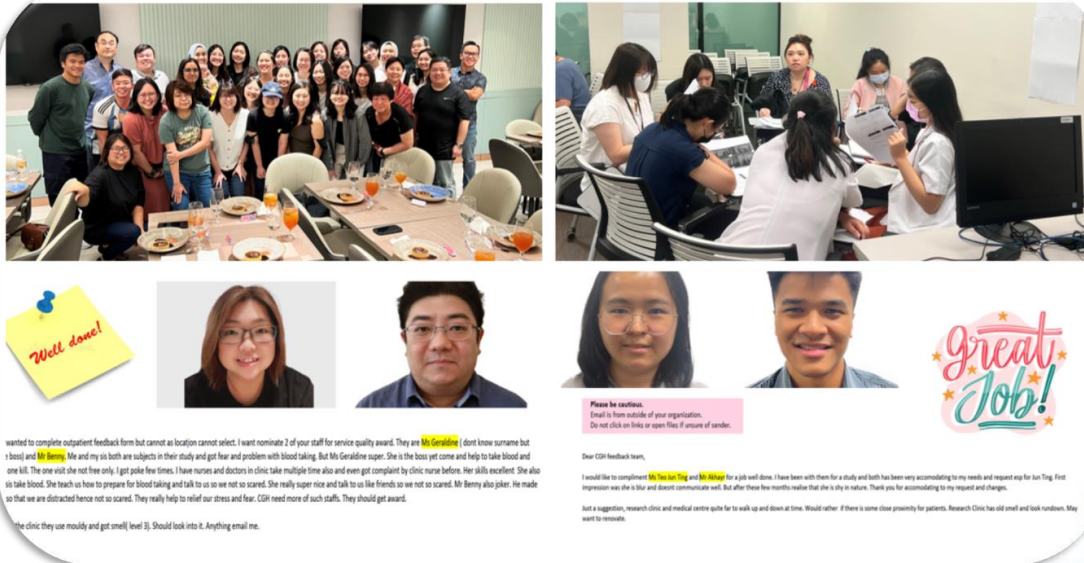


Teamwork Makes the Dreamwork



“Great leader works for his team. Empowering people means genuinely committing to their success, not your own”

Recognition and Reward



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Challenges

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Where do we go from here?

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Key Points

01

Empower

Together
Everyone
Achieves
More

02

Educate

Professional
development
opportunities =
Engaged CRCs

03

Engagement



Thank You!

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