Project Title

Evolution of the CRC Training Course to Adapt to COVID–19 Safe Management Measures

Project Lead and Members

- Fayth Tan
- Jasmine Foo
- Zheng Jiayun
- Sue Tee

Organisation(s) Involved

Singapore Health Services HQ

Healthcare Family Group Involved in this Project

Healthcare Administration

Specialty or Discipline (if applicable)

Clinical Trials Coordinating Centre (CTCC)

Aim

- To convert face–to–face lectures into self-directed e–learning modules (e–modules) and webinar to adapt to the safe management measures.
- To ensure CRCs continue to have a platform to learn and seek clarifications despite the change in the mode of training.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Communications Category)

Project Category

Training & Education, Learning Approach, Self-Directed Learning, Education Platform, Virtual Learning Platform

Keywords

COVID-19, Safe Management Measures, Clinical Research Coordinator, E-Learn

Name and Email of Project Contact Person(s)

Name: Fayth Tan

Email: singaporehealthcaremanagement@singhealth.com.sg

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Fayth Tan l Jasmine Foo l Zheng Jiayun l Sue Tee
Clinical Trials Coordinating Centre (CTCC)

Singapore Healthcare Management 2021

SingHealth

INTRODUCTION

In SingHealth, CTCC conducts Clinical Research Coordinator (CRC) training courses to ensure CRCs acquire the knowledge of conducting clinical trial/research and the ethics and regulatory requirements in Singapore. Courses were conducted in a traditional face-to-face lecture setting. However in February 2020, all face–to–face training were suspended when DORSCON Orange restrictions were implemented due to the COVID–19 pandemic. To evolve with the changing environment and to meet the learning needs of new untrained CRCs, CTCC converted the CRC training course into full remote learning.

OBJECTIVES

- To convert face–to–face lectures into self-directed e–learning modules (e–modules) and webinar to adapt to the safe management measures
- To ensure CRCs continue to have a platform to learn and seek clarifications despite the change in the mode of training

CHALLENGES

- Ensuring content in the e–modules are interactive and easily understood
- Ensuring modules are constantly updated with the latest regulatory requirements
- Maintaining speaker–participant interaction despite not being physically present
- Facilitating queries from CRCs
- Tracking of attendance

METHODOLOGY

- CTCC engaged the services of SingHealth Academy to develop the e–modules. To encourage better retention of information – animations, voice narrations and short quizzes were added to each e–module.
- Modules that require constant updates due to regulatory changes were not converted into e–modules but were arranged to be delivered as live lectures via a Zoom webinar.
- A live Q&A session where participants could seek advice from the speakers were added to the webinar.
- Before the actual zoom webinar, CTCC conducted dry–runs for the speakers to be acquainted with functions of Zoom.
- Participants were required to complete online quizzes and course evaluation after completing the e–modules and webinar.
- Electronic certificates of attendance were issued at the end of the online course instead of hardcopy certificates.
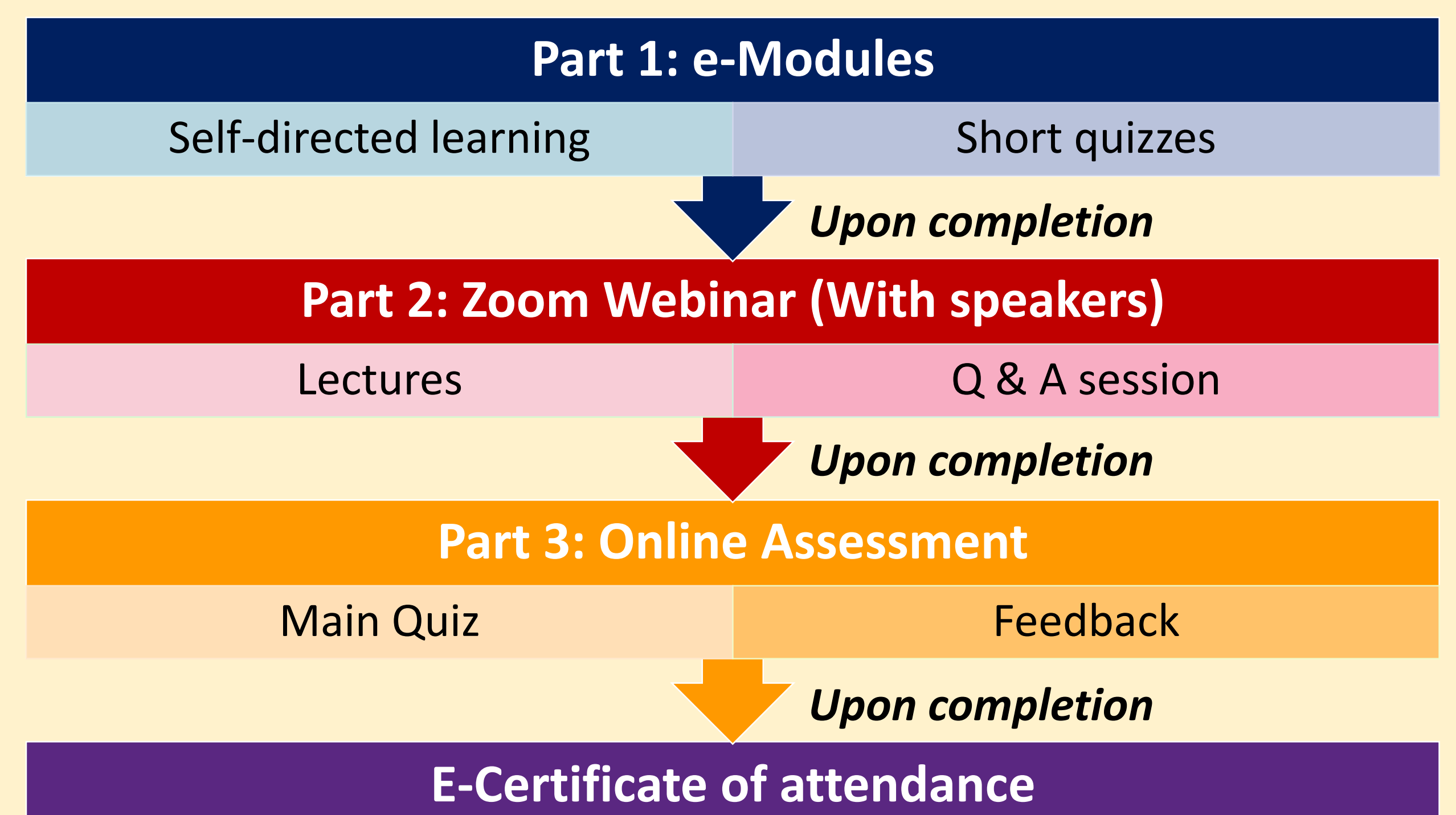
Part 1: e-Modules
| Self-directed learning | Short quizzes |

Upon completion

Part 2: Zoom Webinar (With speakers)
| Lectures | Q & A session |

Upon completion

Part 3: Online Assessment
| Main Quiz | Feedback |

Upon completion

E-Certificate of attendance

Figure 1: Illustration of the 3-part online CRC training course

<u>Part 1</u>: e–modules were hosted on the SingHealth eLearning Portal for 1 month and included a short quiz at the end of each module.

<u>Part 2</u>: Participants who have completed Part 1 are invited to attend the Live Lectures and 'Question & Answer' session via Zoom Webinar.

<u>Part 3</u>: After completing Parts 1 and 2, participants were given 1 week to complete the Main Quiz on SingHealth eLearning Portal and Course Evaluation Form before obtaining the E–certificate of attendance.

RESULTS AND CONCLUSION

Remote learning is one of the new ways the community moves forward in these uncertain times.

CTCC conducted the first three–part full remote learning for 'The Beginning – A CRC's Guide to Clinical Research Management' in Sep & Oct 2020, which was attended by 50 participants. Feedback gathered from the participants and speakers were positive and encouraging. The course received an overall evaluation score of 4.3 out of a maximum of 5, with a 100% pass rate for the main quiz. Participants commented that they had the flexibility to access the e–modules at their own pace, and appreciated the interaction with the speakers during the zoom webinar.

The change in the mode of training has proven to be successful. From this experience, CTCC has started the conversion of other training courses into full remote learning.

Figure 2: Screen capture of a self–directed e-learning module and zoom webinar