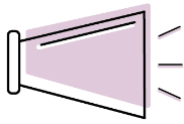


CCTST MEMBER SPOTLIGHT – MAY 2024



This month, we are excited to highlight **Angela Mendell, MS, CCRP**, program manager for the CCTST Collaboration and Team Science (CaTS) program. Angela is actively involved in and leads various collaboration and team science activities at both the local and national levels. She is also working towards her PhD in Educational Studies with a concentration in Education and Community-based Action Research (ECAR). Please find additional information below about her and the CaTS team's projects and the publications resulting from these collaborative initiatives.

INSciTS (International Network for the Science of Team Science) Member and Training & Education Special Interest Group Co-Lead – Team science competencies across the life course project: This group was built on team science competencies defined by Lotrecciano et al. The group was interested in defining these competencies across the life course of translational science team members and chose to focus on three constituency groups: faculty and trainees, Clinical Research Professionals (CRP), and community members. The team broke into sub-groups to work on defining competencies across the life course for each constituency group and would meet to discuss progress and compare findings between the groups. This work resulted in a paper:

- Mendell A, Fritter J, Helm S, Capili C, Hildreth L, Johnson K, Varnadoe C, Kopras K, Sprecher J, Summerside N, Carter K, Ronning A, Exe N, Kolb RH, Jones CT. Team Science Competencies for Clinical Research Professionals: A Multi-Levelled Delphi Approach. *Journal of Clinical and Translational Science*. Published online 4/1/2024:1-25. doi:10.1017/cts.2024.509

CRP Team Science Working Group Co-Lead: This group started as a working group for the life course project. The group defined team science competencies across the life course for CRPs in conjunction with the INSciTS group. This working group has since moved on to working on a needs assessment around team science concepts and competencies for CRPs.

- Mendell AM, Knerich V, Ranwala D (Dayan), Jones CT, Piechowski P, Striley CW, McCormack WT, Cross JE. Team science competencies across the career life course for translational science teams. *Journal of Clinical and Translational Science*. Published online 3/8/2024:1-24. doi:10.1017/cts.2024.494

Collaborative conversations quantitative and qualitative analysis: A series of unmeetings that highlighted and discussed various issues around CRPs such as retention, training, turnover, etc. Attendees discussed these topics including challenges and solutions as they related to their respective institutions. This information was subsequently analyzed and resulted in two manuscripts, highlighting areas of common pain points as related to CRPs for several institutions across the country:

- Knapke JM, Jenkerson M, Tsao P, Freel S, Fritter J, Helm SL, Jester P, Kolb HR, Mendell A, Petty M, Jones CT. Academic Medical Center Clinical Research Professional Workforce: Part 2 – Issues in Staff Onboarding and Professional Development. Manuscript accepted by Journal of Clinical & Translational Science, May 27, 2022.
- Knapke JM, Snyder DC, Carter K, Fitz-Gerald MB, Fritter J, Kolb HR, Marchant M, Mendell A, Petty M, Pullum C, Jones CT. Issues for Recruitment and Retention of Clinical Research Professionals at Academic Medical Centers: Part 1 – Collaborative Conversations UnMeeting Findings. Manuscript accepted by Journal of Clinical & Translational Science, May 25, 2022.

Member of the Association of Clinical and Translational Science (ACTS) Clinical Research Professional (CRP) Special Interest Group (SIG). Angela attended the ACTS conference this past April and presented a poster as well as participated in a panel discussion:

- Freel S, Helm S, Keyes A, Fitzgerald M, Mendell A. Fostering Transformative Growth in the Clinical Research Workforce through the SIG Brain Trust. Translational Science Annual Meeting, Las Vegas NV, April 3, 2024. (Presentation)
- Keyes A, Helm S, Fitzgerald M, Freel S, Mendell A, Jenkerson M. Panel Discussion. Clinical Research Professionals Taskforce Special Interest Group. Translational Science Annual Meeting, Las Vegas NV, April 2024.

CRP and HR Working Group Co-Lead: This working group was formed to share information around how to incorporate competency-based job descriptions into institutional job descriptions and to improve or establish advancement pathways for CRPs. This group is currently working on three projects. First is establishing best practices around incorporating competency-based job descriptions and establishing advancement pathways. The second is to increase awareness around the increasingly complex nature of the CRP role. The last project is to help bridge the gap between how

job descriptions are written and how competencies are written. One is more skill-based and the other is competency-based so there is a disconnect when trying to incorporate competencies into job descriptions.

- Snyder DC, Gaudaur H, Marchant M, Viera L, McCubbin A, Verble W, Mendell A, Gilliam C. "Enhancing the clinical research workforce: a collaborative approach with human resources." *Frontiers in Pharmacology*, Vol. 15, January 2024. doi: <https://doi.org/10.3389/fphar.2024.1295155>

Job satisfaction survey working group: Created a CRP job satisfaction survey for use across institutions. Created and tested survey questions for relevance and validity across 3 institutions and analyzed quantitative and qualitative data received for preliminary job satisfaction information.

- Harris SK, Kues JR, Knapke JM, Pallerla H, Snyder DC, Freel S, Fritter J, Mendell A, Jones CT. A pilot survey to Characterize job satisfaction factors for clinical research professionals employed at academic medical centers (Part I). Manuscript under review by *Journal of Clinical and Translational Science*, March 2024.
- Knapke JM, Harris SK, Kues JR, Snyder DC, Freel S, Fritter J, Mendell A, Jones CT. Results from a pilot job satisfaction survey for clinical research professionals employed at academic medical centers (Part II). Manuscript under review by *Journal of Clinical and Translational Science*, March 2024.

UC CRP Taskforce: This taskforce was established at UC to improve the state of CRPs across the institution. People with an interest in this topic came together to discuss how best to address these issues, and it was determined that the three main topics for discussion were retention, recruitment, and education.

Retention Group – Lead: This group focuses on CRP retention and has been working with HR on establishing competency-based job descriptions and looking at the advancement pathway.

Recruitment Group – Member: This group focuses on recruiting CRPs. The group started by reviewing and updating the recruitment website and has moved on to reviewing job descriptions. Another project in the works is updating the onboarding procedure for CRPs with an intent to establish a consistent onboarding practice for CRPs across the institution.

Education Group – Member: This group has established an undergraduate certificate for CRPs. The certificate is now accepting applications for fall semester 2024. Angela will be teaching the capstone course.

- Knapke JM, Marcum M, Mendell A, Ryan PH. Development of an undergraduate certificate in clinical and translational science: Improving competence of the clinical research workforce. *Frontiers in Pharmacology*, November 2023. doi: 10.3389/fphar.2023.1294534
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UC and CCHMC CRP Liaison: Angela is a member of both UC's education group, the UC CRP taskforce and CCHMC's CRP Leadership Committee as a UC representative. In this role, she helps UC and CCHMC CRPs connect by sharing educational opportunities and events available at both institutions. She also shares national trends, publications, and events from the ACTS CRP SIG.

Team Science research and best practice: Our own team science group does a lot of work in helping to establish best practices and conduct research in the team science space.

- Knapke JM, Hildreth L, Lamkin M, Schuckman SM, Mendell A, Blackard JT, Lee RC, Molano JR, Johnstone M, Lamkin M, Koprass EJ, Kues JR. Andragogy in practice: Applying a theoretical framework to team science training in biomedical research. Manuscript accepted by *British Journal of Biomedical Science*, March 8, 2024.

Collaboration and Team Science Graduate Course: content development, co-presenter, pre-work distribution, collection and analysis. This course includes sessions that are built around key concepts about collaboration, teams, and team science.

Team Science workshops and presentations: The team science group also conducts several team science related workshops and presentations. Topics include team science basics, communication styles, conflict management. Below are several workshop offerings within the past year:

- Lamkin MK, Mendell AM. Conflict Mitigation for Research Mentors. Team Science Workshop Series. Cincinnati, OH. March 6, 2024. (Co-presenter, Workshop)
- Mendell A, Koprass E. "Team Dynamics and Conflict Management". University of Cincinnati Cancer Center (UCCC) Clinical Trials Office (CTO) Staff Meeting, University of Cincinnati. Cincinnati, OH. (Virtual) December 14, 2023. (Co-presenter, Workshop)

- Mendell A, Kopras E. "Team Dynamics and Communication Styles". University of Cincinnati Cancer Center (UCCC) Clinical Trials Office (CTO) Staff Meeting, University of Cincinnati. Cincinnati, OH. (Virtual) December 7, 2023. (Co-presenter, Workshop)
- Mendell A, Kopras E, Schuckman S. Team Science: Understanding Communication Styles. UC Office of Clinical Research CRP First Friday. University of Cincinnati. Cincinnati, OH. (Virtual) May 5, 2023. (Co-presenter, Workshop)
- Mendell A, Kopras E, Blackard J. "Team Science: Understanding Communication Styles." Clinical Research Professionals Series. Cincinnati Children's Hospital Medical Center (CCHMC). Cincinnati, OH. (Virtual) April 4, 2023. (Presenter, Workshop)
- Mendell A, Schuckman S. "Communication and Teams". Graduate Course: BE 7040, Collaboration and Team Science, Spring 2023. University of Cincinnati. Cincinnati, OH. (Virtual) February 9, 2023. (Presenter, Course).
- Mendell A, Schuckman S. "Communication, Conflict, and Leadership: A Team Science Approach." UC Office of Clinical Research CRP First Friday. University of Cincinnati. Cincinnati, OH. (Virtual) January 6, 2023. (Presenter, Workshop)