Background

- Staff who support clinical research at Emory can be hired through Emory University or through Emory Healthcare.
- Those hired through Emory Healthcare are credentialed and trained based on job title and activity to be performed.
- Those hired through Emory University often do not know they should be credentialed or trained through Emory Healthcare.
- It is possible that these employees are interacting with patients without proper credentialing or training.
EU/EUH Job Alignment Project

- It is apparent that there is a disparity in the training and tracking of Emory University employees involved in clinical research.
- In the fall of FY11 a committee was charged with reviewing current processes and to make recommendations on how to align hiring and training to the Clinical Trials Executive Oversight Committee.
The Charge

- To better align consistency between Emory University and Emory Healthcare job descriptions, and credentialing practices for research positions with patient contact, Deena Gilland, RN, MSN, Director of Nursing, Winship Cancer Institute and Patricia Haugaard, Assistant Dean for Research, Emory University School of Medicine were charged with preparing a proposal that would define job descriptions alignment and standardize credentialing and training requirements and the ongoing oversight/tracking of these.
Job Alignment-Phase I

- Identified all potential positions that might provide support in clinical research at EHC and EU.
- Identified 27 titles that were appropriate for clinical research, narrowed to 13.
- Prepared a working grid of key research activity applicable to clinical environment.
- Linked a customized version of the working grid to each target EU and EHC job description based on the specific role as described in the job description.
Job Alignment-Phase I

- Revised job descriptions to include the recommended duties, qualifications and credentialing criteria.
- Prepared a summary of activity and made recommendations for implementation.
Phase II

- Phase II – Implement recommendations
- New Committee members:
  - Sharlene Toney, PhD, RN, Exec. Dir. Professional Nursing Practice
  - Myra Kitchins, BSN, RN, Office of Credentialing
  - John Kosky, Director, Work Life and Compensation
  - Debra Smith, manager of Compensation
Phase II - part 1

• A new job family was created for the revised job descriptions allowing for better reporting.
• Reports were written to notify Credentialing in EHC when a new employee in the job family is hired and when they leave Emory.
• Met with Emory Recruitment team to discuss new recruitment strategies.
• Meet with SOM Dept. HR Rep.s to describe changes in recruitment.
• Roll effective April 1, 2012
Phase II - part 2

- Healthcare is expanding their training capacity to include University employees.
- The Office of Clinical Research is working with Healthcare to include additional training in CRC training class.
- Emory University employees hired outside of this job family will no longer be credentialed at EHC.
Phase II – part 2

- The final component of the implementation will be a review of all staff hired before April 1, 2012 who may be supporting clinical research or interacting with patients.
- We will confirm that they are in the correct job title based on the activities they perform.
- Some staff titles may change. HR will work with each individual to keep salary level.
Phase II - 2

- It is expected to take several months to review all the staff.
- We will be contacting departmental HR Rep.’s for assistance in completing job changes when necessary.
Questions?

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