

MASSACHUSETTS GENERAL HOSPITAL

Job Title: Clinical Research Coordinator II Date: 03/22/2018
Job Code: 000058 Grade: 014 FLSA Status: exempt
Department/ Unit/Section: Health Decision Sciences Center, Reviewed By: Shelli Mahan
General Medicine Div.
Reports To: Karen Sepucha, PhD

GENERAL SUMMARY/ OVERVIEW STATEMENT: Summarize the nature and level of work performed.

This is an exciting opportunity for an entry- to mid-level research assistant who is interested in working on shared decision making and patient-centered research projects. Under the supervision of the Project Manager and Director and according to established policies, procedures, and detailed instructions, the incumbent will serve as Clinical Research Coordinator (CRC) within the Health Decision Sciences Center (HDSC). This position is funded through a external grants including Patient Centered Outcomes Research Institute (PCORI) and the Donaghue Foundation.

The CRC will be involved in activities supporting research studies on shared decision making. The Donaghue Foundation grant is a large study measuring the quality of surgical decisions across the Partners HealthCare System for patients with hip and knee osteoarthritis, spinal stenosis and herniated disc. The PCORI funded study is a comparative effectiveness study of different patient decision aids to be used by patients seeking treatment for hip and knee osteoarthritis.

To support these studies, the CRC will be responsible for screening patients for eligibility using the electronic medical record, administering surveys, entering study data into a database, following up with study participants by phone, identifying and handling issues with recruitment and retention, preparing study progress reports and presentations, and serving as a liaison to collaborators within MGH and across organizations. This position will provide support to higher-level administrative and project staff in the HDSC. In this multi-faceted role, the candidate will also perform administrative duties such as schedule appointments and meetings, process check requests, prepare survey mailings and coordinate conference calls and meetings for the team. The candidate must demonstrate superior organizational, administrative, time management, and communication skills, as well as intellectual independence and initiative. The ability to work both independently and as part of a team is essential. He or she must maintain professionalism at all times. Other job duties and responsibilities are listed in detail below.

PRINCIPAL DUTIES AND RESPONSIBILITIES: Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

General research duties: The Clinical Research Coordinator (CRC) will be responsible for assisting in the broad array of research and administrative responsibilities required to conduct research. The CRC will conduct literature searches and generate summaries for use in grants, abstracts, and manuscripts; maintain bibliographic reference lists for grants and manuscripts; screen and recruit study subjects and maintain enrollment reports; prepare study mailings and reminders; conduct chart reviews; conduct data entry and quality checks on data entry; maintain human subjects committee documentation and assist with preparation of amendments and continuing reviews; and coordinate research study meetings among collaborators, and assist with ongoing projects as needed. Further, the CRC may have the opportunity to assist in writing research papers based on his or her skills and developing interests within the various projects.

Specific duties: The CRC's responsibilities include assisting the HDSC Director (Karen Sepucha, PhD) and the HDSC project manager. The goal of the Donaghue Foundation grant is to examine whether routine measurement of shared decision making for elective surgery decisions, with feedback on performance to clinicians and administrators, has the potential to improve the quality and value of care provided to patients. As such, the CRC will assist with all study activities, including preparing and sending survey packets (e.g. cover letters, questionnaires, mailers) for large mailings to patients, maintaining a database of mailings and reminders, and entering survey data into database. For this particular project, the CRC will also troubleshoot recruitment and enrollment issues, and assist with data entry and preliminary analyses. The CRC will maintain IRB documentation, assist with preparing amendments and continuing review documentation as needed.

The goal of the PCORI-funded study is to understand how varying decision support strategies influence patient care. Patients were randomized to receive a long, more linear decision aid with a video or a shorter decision aid that includes a values clarification exercise. Participants are sent up to three surveys – one before their visit with the surgeon, one right after their visit, and the final survey 6-12 months later to assess their treatment choice and satisfaction. This study has completed patient recruitment and has shifted to focusing on long-term patient follow-up and data management. As such, the CRC's role on the PCORI study will entail tracking study patients and sending them the final surveys for the study.

Additionally, the CRC will assist with ongoing research and other HDSC shared decision making project work as appropriate.

Administrative duties: The Clinical Research Coordinator will also assist with administrative support for the Center. The CRC will help schedule meetings and coordinate conference calls, take notes for meetings, prepare and submit check requests and expense reports, order food and reserve rooms for meetings, and other paperwork that may need to be processed.

Performs general word processing: Duties will include letters, memos, manuscripts, grants, case study reports, and other types of correspondence.

Other duties:

- Provides administrative support and tracking of research project progress, as well as preparing routine reports to funders and leadership.
- Maintains research-related office files and record keeping procedures.
- Attend team meetings and project meetings and conference calls, prepare minutes of meetings when applicable. Some meetings may be held after normal business hours.
- Assist with creation, production and distribution of the promotional materials and communication tools (i.e. brochures, newsletters, and annual reports).
- Prepare PowerPoint presentations when applicable.
- Work with staff to meet grant deadlines for all new and competing grants, helping with typing, pagination, copying, references, etc.
- Experience with Microsoft Word, Access, Excel, Power Point and Outlook
- Assist with use of Reference Manager software (or EndNote) to perform literature searches using PubMed and other search engines, and perform Internet searches using MS Internet Explorer and various search engines.
- Experience with statistical software such as SAS, SPSS or Stata preferred

Performs all other duties or special projects that are unit/center specific and that are appropriate for this level.

QUALIFICATIONS: (MUST be realistic, neither overstated nor understated, and related to the essential functions of the job.)

Bachelors degree required, MPH or Masters degree preferred.

1 or more years of relevant job experience in health care, research or related field is preferred

Experience or relevant coursework in healthcare policy, shared decision making, survey research, and/or healthcare quality improvement is preferred

<p><i>SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:</i> (MUST be realistic, neither overstated nor understated, and related to the essential functions of the job.)</p>
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- Experience with common PC computer software including Microsoft Word, PowerPoint, Excel, Access and Outlook. Typing speed of 50+ wpm.
- Excellent communication and writing skills.
- Superb proofreading skills.
- Ability to work well both independently and collaboratively as part of a research team.
- Ability and willingness to learn new research and administrative skills.
- Time management: Exceptional organizational skills and ability to organize time and priorities effectively, asking for direction when appropriate. Flexibility to handle multiple tasks and deadline pressures.

WORKING CONDITIONS: Describe the conditions in which the work is performed.

Normal office conditions. You will be provided with a carrel and a Partners standard computer. As part of the position, the CRC will occasionally be required to attend meetings outside of regularly scheduled hours.

SUPERVISORY RESPONSIBILITY: List the number of FTEs supervised.

None

FISCAL RESPONSIBILITY: Indicate financial "scope" information, i.e.: size of budget, volume, revenue, etc.

None

APPROVAL:

(NAME)

Department Mgr. Shelli Mahan Title: Senior Administrative Manager Date:04/012/06

(NAME)

Other, As Appropriate _____ Title: _____ Date: _____

The above is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to construed as an exhaustive statement of all duties, responsibilities or skills of personnel so classified.