



We Health IN SCIENCE LIVES HOPE.

Tips for Maximizing Your Virtual Work Experience

Friday, March 5th, 2021



Learning Objectives:

- 1) Describe the Remote work structure and how its applies to your role
- 2) Identify available resources to help maximize the virtual work experience
- 3) Apply real-world examples of virtual work tips and solutions

Target Audience:

Clinical Research Professionals (CRPs) at UC/H and Cincinnati Children's Hospital Medical Center (CCHMC): including Principal Investigators (PIs), Research Nurses (RNs), Critical Care Unit Nurses (RNs), Pharmacy Technicians and Regulatory Specialists.

WHealth

Off-Label Disclosure Statement:

Faculty members are required to inform the audience when they are discussing off-label, unapproved uses of devices and drugs. Physicians should consult full prescribing information before using any product mentioned during this educational activity.

Learner Assurance Statement

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The University of Cincinnati designates this live activity for a maximum of 1 AMA PRA Category 1 Credit[™]. Participants should claim only the credit commensurate with the extent of their participation in the activity.

CRPs, NPs, PAs, and RNs can count activities certified for AMA PRA Category 1 credit[™] for professional credit reporting purposes. Other healthcare professionals should inquire with their certifying or licensing boards.

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The opinions expressed during the live activity are those of the faculty and do not necessarily represent the views of the University of Cincinnati. The information is presented for the purpose of advancing the attendees' professional development.



Speaker Disclosure:

In accordance with the ACCME Standards for Commercial Support of CME, the speakers for this course have been asked to disclose to participants the existence of any financial interest and/or relationship(s) (e.g., paid speaker, employee, paid consultant on a board and/or committee for a commercial company) that would potentially affect the objectivity of his/her presentation or whose products or services may be mentioned during their presentation. The following disclosures were made:

Planning Committee Members:

- Brett Kissela, MD, Course Director No Relevant Relationships
- Maria Stivers, MS No Relevant Relationships
- Justin Osborne No Relevant Relationships
- Nate Harris, BS, Course Coordinator No Relevant Relationships
- Brandon Armstrong, CME Program Coordinator No Relevant Relationships

Speaker:

Ed Armbruster

Training & Organizational Development Consultant The Daniel Drake Center

No Relevant Relationships

OCR Announcements:



Study of the Month

Child Depression Child Depression Study

What

The purpose of this clinical research study is to evaluate the effectiveness of an investigational drug for depression in children.

Who

Children 7–11 years of age who are affected by depression and are still experiencing symptoms.

Pay

Participants may receive up to \$625 in compensation for their transportation and/or time for study visits. All study visits, tests, and procedures will be provided at no cost to participants.

Cincinnati Children's

Details

For more information, visit www.kites-study.com or contact Kaitlyn Bruns at brunskn@ucmail.uc.edu or call 513-558-5303.





OCR Announcements:





Research Billing Tips:

UC Health Research Approval Submission:

Selecting that a study has no research billable items, any charge associated with an encounter linked to that study will bill to the patient/third party payer. Please be certain that there are no items that need to bill to a research account when selecting this.

MCA/CA (Coverage Analysis Drafts):

Please review your coverage analysis drafts. The CPT codes for the billing items in this draft will be the codes that end up in the research billing review, and potentially on invoices for the study.

Please ensure that the items description match what you expect from the study protocol and that "S" (study billed) items match what you expect as well.

The MCA/CA informs the research encounter form, and later on will inform PRL(billing calendar) builds in Epic.

Please refer to the following SOP:

UCH-OCR-REV-SOP-002-06: Submission Process for UC Health Research Approval

All OCR SOPs are accessible from the UC Health intranet home page utilizing the Compliance 360 policy search function, or reach out to the Office of Clinical Research with any questions or concerns.

OCR Announcements:







Thursday, March 18th, 2021 12:00 noon - 1:00 pm Virtual Presentation

Research communication with Clinical Staff: Best practices

Please join us for a discussion of best practices and tips for successful communication with clinical care teams involved in your study.

Autumn Cresie

University of Cincinnati Heart, Lung and Vascular Institute (HLVI) Department of Internal Medicine



UC Health Clinical Research Orientation and Training (CRO&T) Thursday, March 11th, 2021 9:00 am - 3:00 pm Virtual presentation

TODAY, March 5th, 2021, is the last day of registration!

Please contact Nate Harris <u>Nate.Harris@UCHealth.com</u> <u>Research-Admin@UCHealth.com</u> for information and registration



<u>Today's Presentation:</u> Tips for Maximizing Your Virtual Work Experience

Ed Armbruster

Training & Organizational Development Consultant UC Health The Daniel Drake Center



WHealth.

Maximizing Your Virtual Work Experience

HELLO! I'M ED ARMBRUSTER

Consultant, Corporate Training and Development

90% WFH since April 2020 Worked remotely from 2013 through 2016

WFH team includes Hazel, Charlie, Lucy, and Jackie



Health. Lead the Way



LESSONS LEARNED WORKING FROM HOME



Lead the Way



Deal with the change

Take the steps to mentally and physically deal with the change



Avoid burnout

Take action to stay motivated



Use technology

Use tools to be productive and stay connected



Build your team

Identify the team that will help you succeed

RESPOND TO CHANGE



Rogers Diffusion Of Innovation Bell



First to embrace change

Early Adopters

Trend setters. Like to take on change.

Early Majority

Thoughtful about change and become positive based on their observations.

Late Majority

Skeptical about change and may only accept change because of peer pressure.

Laggards

Hold onto the past and resist change – become problematic if they outright reject the change completely.



DEAL WITH CHANGE

BRIDGES' MODEL

Three stages: Endings, Neutral, New Beginnings

Multiple phases within each stage



CHealth Lead the Way



Adapted from "Managing Transitions" William Bridges



AVOID BURNOUT



Set up a dedicated workspace



Make a schedule / routine Less social media. More social life



Pay attention to your health

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BUILD YOUR TEAM



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Utead the Way

CONTINUE LEARNING

(Health

View life as a continuous learning experience

~ Denis Waitley 🕌

Interested in learning more about these topics? Look for more virtual classes in the Organizational Development or the Microsoft Tools library in myKnowledge.

Lead the Way

. **W**Health 20 2 Q # / Library / Organizational Development LIBRARY LEARNING -Q CONTINUING EDUCATION CORPORATE COMPLIANCE Organizational Development (8) Share Topic Sort By: Name: A To Z -COVID-19 All 🕑 Watch 🖉 Read 📢 Lister DANIEL DRAKE CENTER (DDC) ILT COURS AL RESOURCES Communication and Work Styles: What's My Color? Communication and Work Styles This workshop explores the differences in the way people communicate and work. You will identify your style, gain insight into how to effectively commu IIII 9TDCOMSTYLECOLOF ALL UPGRADE DEVELOPMENT ILT COURSE Leading Remote Teams NTER OF HOPE PricewaterhouseCoopers surveyed 120 US company executives and 1,200 US office workers between May 29 and June 4, 2020, to see how effective remote work has been. According III 9LDLEADINGREMOTE MEDICAL DÉVICE & THIRD PARTY TRAINING ILT COURSE MICROSOFT TOOLS Listening and Feedback PRIDE values discussed: Patients and Family First - Respect - Integrity - Inclusion - Discovery - EmpathyEffective communication takes true commitment and ongoing practice; it begi. NEW HIRE - ONBOARDING 9TDUSTENEDBCK RCANIZATIONAL DEVELOPMENT ILT COURSE OTHER APPLICATIONS Microsoft Teams Beginner Level Training Attend via Virtual Session This in person virtual course will cover the following MS Teams functions: Accepting and joining a Teams call · Scheduling a Teams call · Accessing and using the Teams toolbar and ico. PHARMACY OTDVMSTEAMS1 REGULATORY COMPLIANCE 1h 0 = AND SAFETY ILT COURSE TELEHEALTH TOPICS Microsoft Teams Intermediate Level Training Attend via Virtual Session UC PHYSICIANS COMPANY This course will cover the following MS Teams functions: Accessing and utilizing the Teams tab in the menu bar. Setting up your departmental team . Customizing team notifications, ac (UCPC) 9TDVMSTEAMS2 $\heartsuit <$ UCH CLINICAL SYSTEMWIDE TRAINING ILT COURSE Navigating Through Team Conflict UNIVERSITY OF CINCINNATI Class participants in Navigating through Team Conflict will learn about the causes of team conflict and how communication styles can influence workplace conflict. You will gain skills in a... MEDICAL CENTER (UCMC) 9TDTMCNVLCTOVR WEST CHESTER HOSPITAL EDUCATION (WCH)