CHICKEN SOUP FOR THE BUSY COORDINATOR

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BEST PRACTICES FOR CLINICAL RESEARCH COORDINATOR HANDOVER

Scenario

Emil has been a Clinical Research Coordinator (CRC) in ABC Gastroenterology Centre for several years. He handles most of the research projects conducted by the centre, which involves both clinical trials and clinical research.

During his 4th year in the centre, Emil tenders his resignation and Leon, a new CRC from a neurology clinic, was employed to take over Emil's role. Emil decided it was sufficient for Leon to read through and familiarize himself with the project protocols, as well as the centre's standard operating procedures (SOPs), as Leon was a CRC in a neurology department before. Emil did not explain the individual project protocols requirements nor did he prepare any hand over checklists.

After Emil left, Leon had difficulty performing several procedures for the projects because he was not properly trained by Emil. Leon also could not take over a few projects immediately as Emil had not provided Leon with access to the electronic systems. Additionally, Leon found that Emil left behind a pile of incomplete case report forms (CRFs) and the investigator files were not up to date.

What went wrong?	What should have been done?
Emil assumed that Leon did not require on-the-job training as he had past experience in the neurology department as a CRC.	Even though Leon had prior experience as a CRC, Emil should have: • Provided training to Leon on the project protocols that would be handed over • Train Leon on the protocol procedures (e.g. operation of certain machines) and ensure that Leon is fully confident of performing those procedures by himself.
Emil did not did not request for access to electronic systems for Leon. As a result, Leon was unable to perform certain tasks such as drug dispensing for clinical trials, and electronic data entry.	Emil should have: • Obtain access on Leon's behalf for all necessary electronic systems . • Prepared a checklist of all the projects which were to be handed over. A checklist would help to keep track of the projects to be handed over and what has been done or outstanding.
Emil did not complete the CRFs and maintain the investigator files.	The manager or Principal Investigator of the project protocol(s) should have checked that the handover was carried out properly. For example, amendments were initialed and dated, completeness of CRFs and other source documents, and proper delegation and termination of responsibilities.

References:

NHG Proper Conduct of Research Standard Operating Procedures & Templates
https://www.research.nhg.com.sg/wps/wcm/connect/romp/nhgromp/resources/pcr+sops+and+templates

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