# Clinical Research Coordinator
# Lucy Silonga

*bit.ly/Persona-download*

"I love this job because it combines my passion for science with the ability to work with a wide array of great people."

## Bio

For the past three years Lucy has worked as a clinical research coordinator, a demanding but fulfilling job. Working on around 4 investigators' projects, totaling 7 - 8 studies and clinical trials at any given time, Lucy's main charges are human subject protection and study management. Lucy devotes much of her time to study initiation, working with funders, regulatory agencies, and her institution's oversight committees to prepare regulatory documents, protocols, IRB submissions, and workflow documentation. She recruits and enrolls patients, doing informed consents and documenting this process for compliance with GCP, IRB, HIPAA, and other required funder or institutional policies. Making sure all study procedures are in alignment with protocol, Lucy creates adverse events reports, keeps drug accountability documentation, oversees specimen transfers and processing, and performs continual quality assurance.

Lucy's teammates appreciate her knowledge and her mentoring work. They know she is a vital liaison between key research stakeholders including sponsors, regulatory bodies, PIs, patients, and clinical care organizations.

**Education:** BS, Biology
**Years of experience:** 3
**Work location:** Hospital, clinic sites, offices. Have laptop and tablet, will travel

## Goals

- A promotion to lead CRC
- To complete CRC Certification
- To delegate some tasks and build her skills in others
- To achieve a better work/life balance, reducing late-night and weekend work

## Software attitude & use

- Embraces new technologies
- Feels proficient in the tools she uses at work but could grow skills in tools like Excel
- Data security is paramount
- Web portals: institutional IRB, NIH RePORTER, ClinicalTrials.gov, electronic medical record portals, supply and drug ordering websites, specimen processing software
- Research and Collaboration: REDCap, Slack, Acrobat, video conference software
- General: MS Office and Google Suites

## Scholarly Outputs

- Is occasionally attributed on investigators' publications for her role in data curation & analysis

## Pain Points

- Lucy often feels overworked. Many of her studies require more time than first allotted
- Challenges of harmonizing disparate data
- Long wait times for collaborator responses
- Needs good mobile versions of many software tools

## Motivators

To solve health problems by working efficiently with key components and stakeholders to complete studies

To be thorough and transparent in her work and to document procedures for training, compliance, and accountability

To do accountable, reproducible science that ensures the safety and security of patient data

## Wants/Needs

- To confirm her level of confidence in her work by knowing when she can suggest changes and improvements in data collection
- A delineation between her responsibilities and those of the investigators
- An understanding of when she can do preliminary data analyses
- To delegate some of her tasks, such as ordering and preparing drugs, supplies, and testing kits for her unit
- A team approach to CRC work rather than single-PI assignment to best employ a CRC team's skills

## Professional Development

Lucy wants CRC certification to fill any gaps in her knowledge of budgets, protocols, and working with sponsors

Lucy thrived with the peer mentorship she received when she started as a CRC, and she now mentors junior colleagues

Lucy gets new information for her role by talking to experienced colleagues, attending seminars, and following organizations like ACRP

*The CTSA Program National Center for Data to Health (CD2H) is supported by the National Center for Advancing Translational Sciences (NCATS) at the National Institutes of Health (Grant U24TR002306)*