

NRDS Training and Communication Working Group

Tuesday May 12, 2015

Meeting Minutes

Action Item	Who	By When
Send out meeting minutes	Neesha Desai	5/15/15
Draft a working document for the group to review	Ginger Riley / Holly Massett	5/18/15
Update stakeholder list	Neesha Desai	5/18/15

Agenda Topics

Welcome/Recap – Neesha Desai welcomed the callers to the call and provided a recap of the last meeting

Communication Goals – Holly Massett described the communication goal and objectives for the NRDS project. She displayed an example of the NRDS Communication Matrix and explained the importance for this group to fill out the matrix with the stakeholders, roles, and messages.

Stakeholders

Ginger Riley and Holly Massett held a discussion on the current NRD Project Stakeholders List. The NRDS Project Stakeholder List will be drilled down to lower levels as the project progresses.

- RECOMMENDATION 1, *The following organizations were suggested as additions to the stakeholder list:*
 - ECOG (Mary V): CTSU under NCI
 - SWOG (Cathy R.): CIRB
 - NCI (Neesha D.): Medidata, under CTSU.
 - Theradex (Pam R): PIO

Communication within the Groups

Holly Massett led a discussion on current communication vehicles at each organization. The representatives on the call all agreed that they could be the POC for communications on behalf of their organization.

- COMMENT 1, COG (Wendy W.): Email
- COMMENT 2, ECOG-ACRIN (Mary V.): Email.
- COMMENT 3, NRG (Vanita P.): Email
- COMMENT 4, SWOG (Cathy R.): Email
- RECOMMENDATION 1, Theradex (Diana V.): Distribution lists
- RECOMMENDATION 2, NCI Project PM (Neesha D.): Listservs may be a good option, and then we could add/remove recipients as needed.
 - RESPONSE, WG Co-Lead (Ginger R.): These have worked very well for us but can be maintenance intensive.

Messages

Holly Massett asked the group what messages should be going out and at what interval to ensure the network group(s) are in the loop.

- **RECOMMENDATION 1**, SWOG (Cathy R.): This will depend on the communication but a good starting point would be monthly. As things continue and the activities slow, we can revisit the frequency of the notifications.
 - Theradex, COG, ECOG-ACRIN and NRG representatives agreed with the recommended monthly interval for the messages.
- **QUESTION 1**, NCI Project PM (Neesha D.): What would people like to hear in the monthly email?
 - **RESPONSE**, SWOG (Cathy R.): A brief status of what the Content WG is working on (i.e. first set of CDEs), training opportunities, etc.
- **QUESTION 2**, NCI Project PM (Neesha D.): Once the content is identified and we go into implementation, what type of communication are we looking for inside and outside of the group?
 - **RESPONSE**, NCI Leadership (Holly M.): You mentioned FAQs before, wouldn't this be dynamic? When we send out the communication about what phase of implementation we are in we could also mention the FAQs.
 - **RESPONSE**, NCI Leadership (Holly M.): When sending out the communication, it will be important to note what we are planning to do, when we are planning to do it, if it will be in stages (and the timelines for those stages if applicable), and a notification for when things are about to happen. It would also be good to know what we will be communicating with the external groups. I think the investigators would hear the same message as the groups. We can work offline to decide what should be provided for the internal groups; it may be more helpful if Ginger and I work to fill the shell in and come back to this group to see if anything is missing.
- **QUESTION 3**, WG Co-Lead (Ginger R.): It would also be helpful if anyone can provide their own internal matrix for communication to help fill in the gaps.
 - **RESPONSE**, Theradex (Diana V.): Our forms are all standard so we do not do a lot of changes or communication on this level with the investigators.
 - **RESPONSE**, ECOG-ACRIN (Mary V.): I know when changes are made to the database and who contact, but we currently have nothing formalized for the communication.
 - **RESPONSE**, Theradex (Diana V.): We are a small group and do not require a formalized communication matrix.
 - **RESPONSE**, WG Co-Lead (Ginger R.): CTSU requires an internal matrix document(s) because we have so many different teams, across different locations. I can share one of the CTSU matrix documents since there has been no need for a formalized communication matrix by the other groups.

Existing Communication Challenges

Holly Massett asked for the callers to provide any existing communication challenges they have found.

- **COMMENT 1**, SWOG (Cathy R.): There is communication I may not see or hear because it is from a different part of the organization.
- **COMMENT 2**, WG Co-Lead (Ginger R.): As noted before, there are maintenance challenges with Listservs. They can be created to target a certain audience for

communication but when users change roles and/or responsibilities, it is hard to ensure the correct people are getting the required information.

- COMMENT 3, *NCI Project PM (Neesha D.)*: Emails can get lost, another option is to also post communications and updates to a Wiki
 - *RESPONSE*, SWOG (Cathy R.): I agree, it needs to be some place centrally located
- COMMENT 4, *NRG (Vanita P.)*: We need to ensure the groups are aware and understand what is going on within the other working groups; a lot can be lost in translation.
- COMMENT 5, SWOG (Cathy R.): We need to ensure there is clarity up front with the communications to ensure everyone understands the scope the information is used for (i.e. only pertaining to NCTN or DCP trials).
- COMMENT 6, *WG Co-Lead (Ginger R.)*: We do not have a representative from Alliance or NCIC.
 - *RESPONSE*, *NCI Project PM (Neesha D.)*: We asked for volunteers and these two groups could not provide a volunteer for all groups. Maybe we can reach out to a member from another working group to ensure they are kept in the loop.
- RECOMMENDATION 1, *NCI Leadership (Holly M.)*: We might be able to streamline this process by providing something more concrete to the group to see if it makes sense. We may want to do more planning and work behind the scenes and work out the comments by sending a draft out with tracked changes on for comments.
 - *RESPONSE*, *WG Co-Lead (Ginger R.)*: I agree, we may be able to do more work offline and then share within the group. We would give something for review and bring it back for active discussion.
 - *RESPONSE*, *NCI Leadership (Holly M.)*: In an effort to save time, Ginger and I will put together a draft and send it out to the group for additional feedback.

Next Steps

- Continue working on the NRDS Communication Matrix
- Collate group communication challenges and use to develop components of the NRDS Communication Plan
- Next scheduled meeting May 26 @ 11:00 (ET)

Attendance:

Name	Affiliation
Thalia Beeles	Children's Oncology Group (COG)
Wendy Wong	COG
Mary Vienneau	Eastern Cooperative Oncology Group-American College of Radiology's Imaging Network (ECOG-ACRIN)
Holly Massett	NCI
Mary Cooper	NCI
Christina Warmington	NCI, Essex Management
Neesha Desai	NCI, Essex Management
Vanita Patel	NRG
Cathy Rankin	SWOG
Diana Vulih	Theradex
Pam Rapoport	Theradex
Ginger Riley	Westat