UC 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.

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

The University of Cincinnati is committed to resolving all conflicts of interest issues that could arise as a result of prospective faculty members' significant relationships with drug or device manufacturer(s). The University of Cincinnati is committed to retaining only those speakers with financial interests that can be reconciled with the goals and educational integrity of the CME activity.

Accreditation Statement for Directly Sponsored Activity

The University of Cincinnati is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

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.

Disclaimer Statement

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

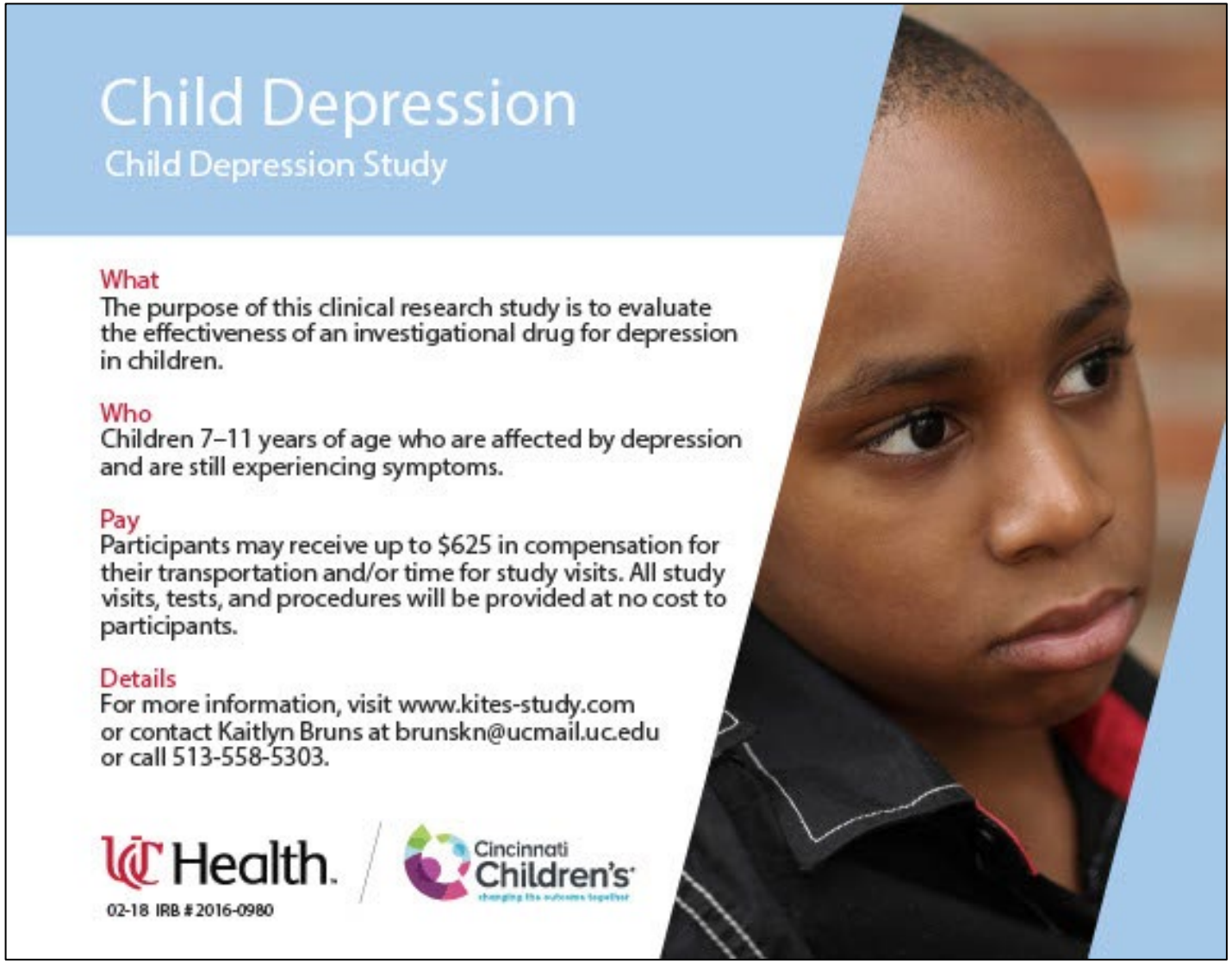
The Daniel Drake Center

No Relevant Relationships

OCR Announcements:

UC Health

Study of the Month



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

OCR Announcements:

UC Health

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

Nate.Harris@UCHealth.com

Research-Admin@UCHealth.com

for information and registration

Today's Presentation:

Tips for Maximizing Your Virtual Work Experience

Ed Armbruster

Training & Organizational Development Consultant

UC Health

The Daniel Drake Center

UC Health

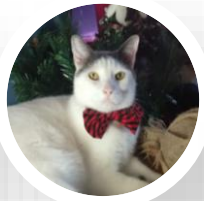
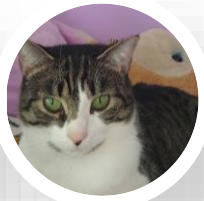
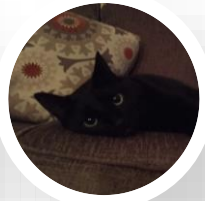
Maximizing Your Virtual Work Experience

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

UC Health | Lead the Way

LESSONS LEARNED WORKING FROM HOME

Deal with the change

Take the steps to mentally and physically deal with the change

Avoid burnout

Take action to stay motivated

Use technology

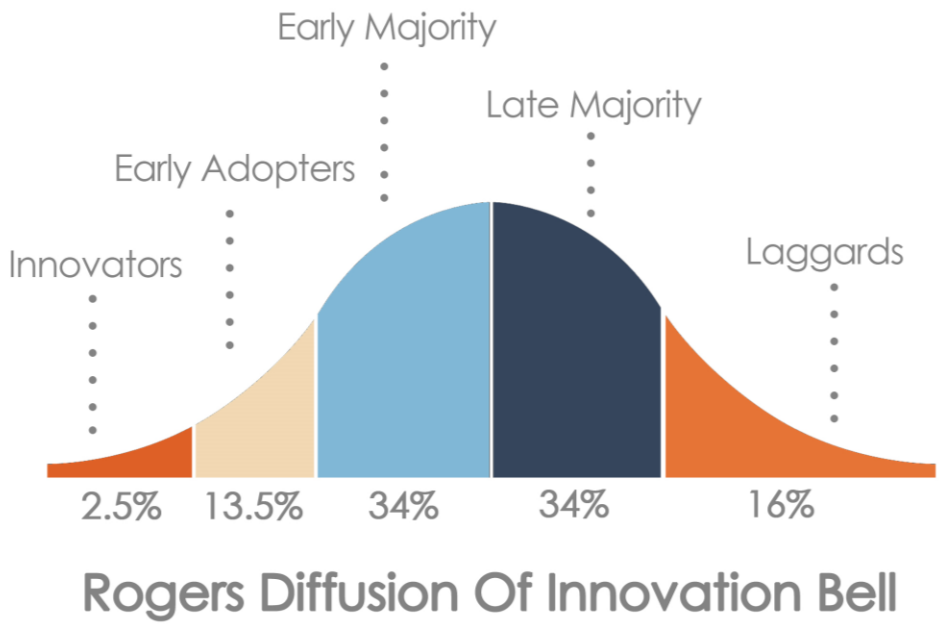
Use tools to be productive and stay connected

Build your team

Identify the team that will help you succeed

UC Health | Lead the Way

RESPOND TO CHANGE



Rogers Diffusion Of Innovation Bell

Innovators

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

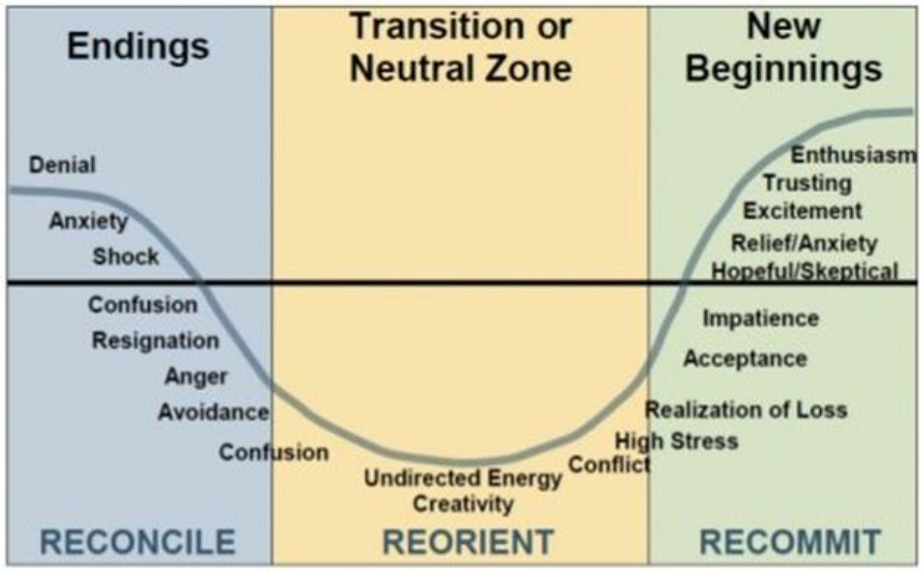
Hold onto the past and resist change – become problematic if they outright reject the change completely.

D E A L W I T H C H A N G E

BRIDGES' MODEL

Three stages: Endings, Neutral, New Beginnings

Multiple phases within each stage



Adapted from "Managing Transitions" William Bridges

UC Health | Lead the Way

AVOID BURNOUT

Set up a dedicated workspace

Make a schedule / routine

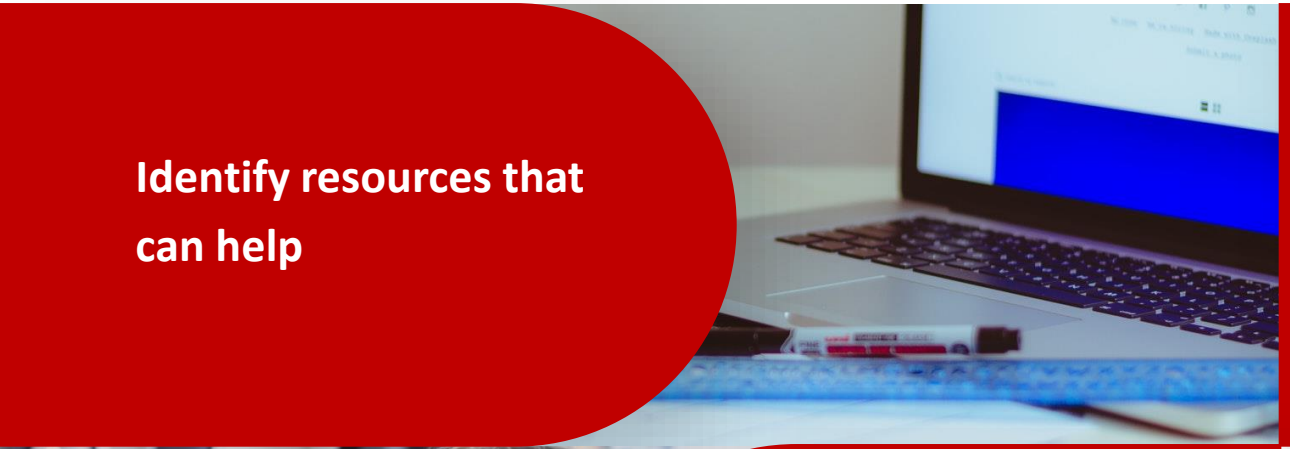
Less social media. More social life

Pay attention to your health

UC Health | Lead the Way

BUILD YOUR TEAM

Identify resources that can help



Schedule points to connect

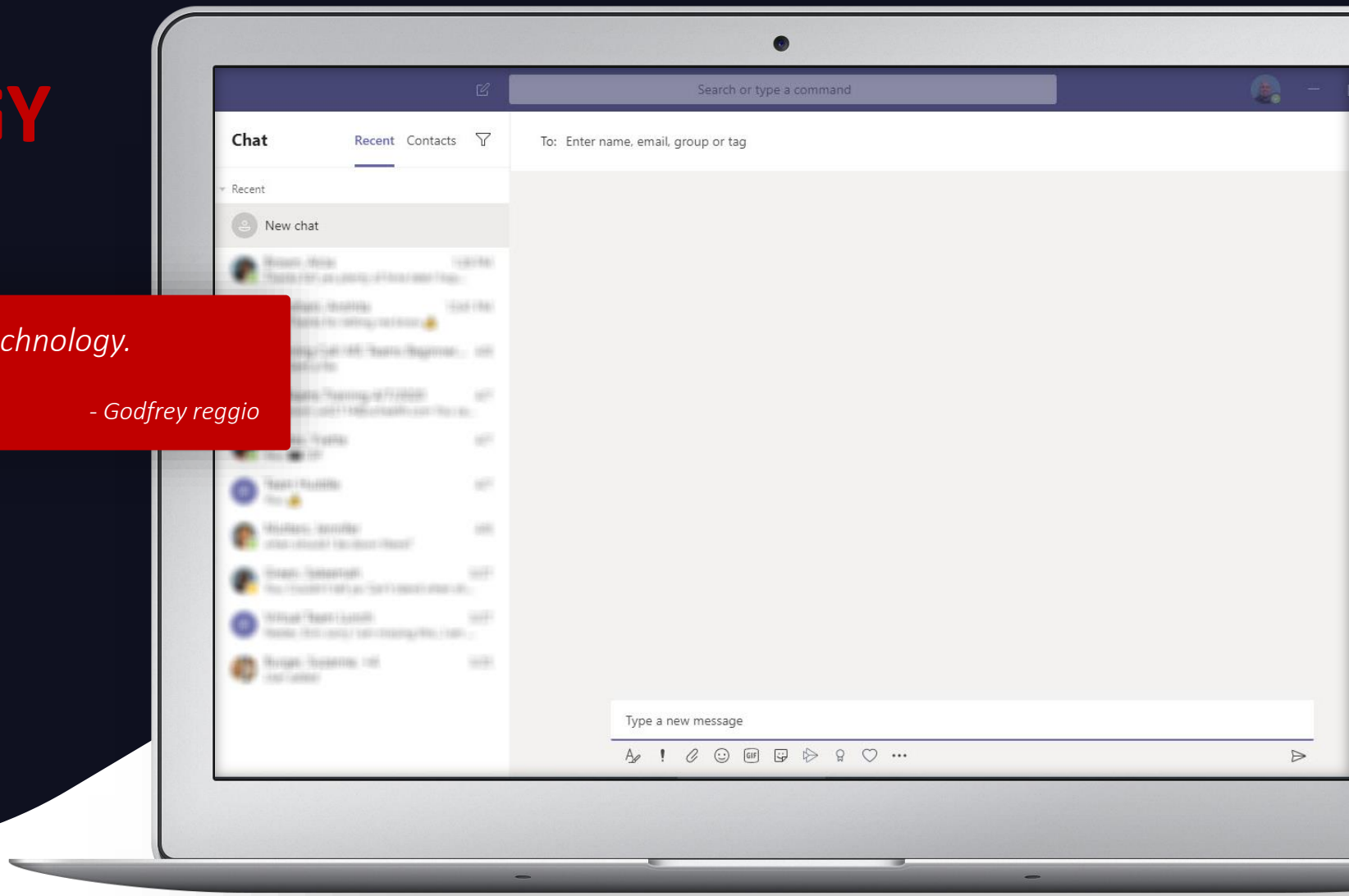
Create Teams and Channels

Connect better

USE TECHNOLOGY

It's not that we use technology. We live technology.

- Godfrey reggio



UC Health | Lead the Way

Q & A

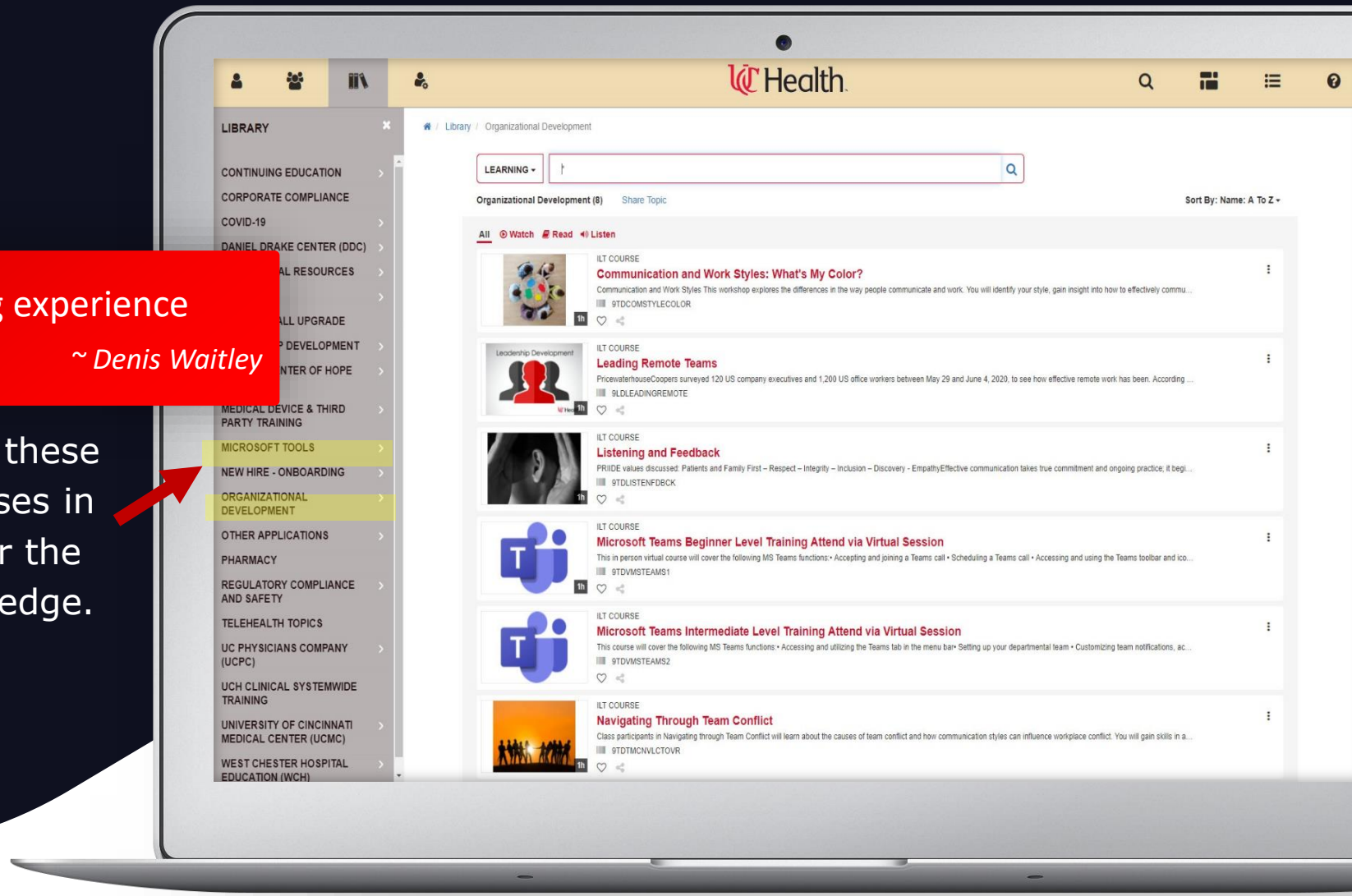
UC Health | Lead the Way

CONTINUE LEARNING

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.



UC Health | Lead the Way