

How to Assist Research Staff and Principal Investigators in Writing a Protocol

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PRIMER's

2016 Institutional Animal Care and Use Committee
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Learning Objectives

1. Review factors to be considered for an effective protocol writing assistance
2. Determine when assistance of other team members such as Veterinarian, Occupational Health, Environmental Health, Enrichment Director, Training Coordinator, etc. is needed
3. Provide ideas of most effective protocol writing assistance approaches



Factors to be considered

- Customer Satisfaction

- Customers
 - Principal Investigators (PI)
 - Lab managers
 - Students
 - Other team members

- “The customer is always right (Harry Gordon Selfridge -1909)”



Factors to be considered (2)

- Customer Contact

- First impression determine the satisfaction of their experience

- 7 seconds – 11 impressions:

- 1- Clean

- 2- Warmth (engaging)

- 3- Credible

- 4- Knowledgeable

- 5- Responsive

- 6- Friendly

- 7- Helpful

- 8- Understanding

- 9- Courteous

- 10- Confident

- 11- Professional

“Opinions about you and our organization”

Be Professional

- Positive attitude
- Work ethics
- Use Clear and Concise Communication and be the “Problem Solver”
- Language
 - Verbal
 - Written
 - Non-verbal
- Confidentiality
- Knowledgeable



Diversity

- Open minded
 - Understand unconventional people and/or situations
 - Be aware of your own prejudices and work on them
- Remember everyone deserves a fair treatment



“You are here to help”



Be a team player

- Focus on accomplishing department and institutional goals
 - “Quality protocols approved timely”
- Respect all members of your team
- Accept and offer help
- Give your very best (teach by example)
- Mentor and support new team members
- Show appreciation for a job well done or a difficult situation well handled.



Other team members input

- Veterinarian
- Occupational Health
- Environmental Health and Safety
- Enrichment Director
- Training Coordinator



Common Approaches

- Formal System



- Informal System



IACUC Staff Consultation Services at Columbia University

Sierrea D. Fuller, CPIA
Compliance and Training Coordinator,
Columbia University

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Consultation Services

- Weekly consultation hour
- Protocol preparation and consultation
- Assists
 - New investigators
 - Lab managers and protocol personnel
 - Research administrators
- Voluntary participation

The Consultants

- IACUC staff members:
 - Executive Director of the Office of the IACUC
 - IACUC Compliance and Training Coordinators
- Knowledgeable in:
 - Federal and state regulations, laws and guidelines
 - Institutional requirements
 - IACUC review and approval process
 - Veterinary care program
- Previous animal handling experience is not essential

Consultation Hour

- Weekly “drop in” hour
- Answer questions about the IACUC or IACUC related matters
 - Training requirements
 - Obtaining occupational health and safety clearance
 - Submission deadlines and meeting dates
- Complaints/concerns

Protocol Preparation and Consultation Services

- Assistance with protocol preparation
- Assistance with responding to comments following IACUC review
- Face-to-face meetings or phone consultations

Protocol Preparation and Consultation

- Consultation requests are sent to the IACUC office
 - Disclaimer
 - Consultant assigned
- Consultation scheduled
- Written recommendations forwarded
- Request a review of the revised materials
- Recommend submission

Lessons Learned?

- Since December 2014, the services were well received, but not widely used.
 - Consultation hour sparsely attended
 - 102 protocol consultations; 7.3 protocols a month
- Maintaining balance
 - Primary functions and prompt service
- A consultant's job is never done
 - Permanent contact for help

Informal Assistance with Protocol Writing at the University of Colorado Denver

**Jori Leszczynski, DVM, DACLAM
Director, Office of Laboratory Animal Resources
University Veterinarian
Associate Professor of Pathology
University of Colorado Denver**

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Incoming Investigators

- Introduction to IACUC staff
 - Email contact list when accept position
 - Protocol system set up
 - Electronic system
 - Great first contact
- Basic tutorial on system
- Primary contacts
 - Director of the IACUC and IACUC Coordinator
- Highly recommend Veterinary Pre-review

Electronic Protocol System

- Pros

- Structure

- Most questions required

- Helps ensure that all sections are completed

- Can't submit without answering question

- Quickly determine changes in each version

- Searchable

- Cons

- Difficult to modify

- Database of questions should be consistent

- Difficult to access outside of institution

- Only one side can access at a time

Veterinary Pre-Review

- Required for all USDA
- Optional (but highly recommended) – Non-USDA
- Review Components
 - Procedures for veterinary concerns
 - All administrative, numbers, other components
 - Disclaimer
- PI works with vet post-review
- Approximately 40% of 250 protocols per year

Post-IACUC Review (Re-review)

- IACUC Staff
 - Check to ensure all sections completed
 - Numbers
- IACUC Members
 - EHS Reviewers
 - Other expertise (i.e. statistics, wildlife, etc)
- Veterinarians
 - Re-review all protocols
- IACUC Chair
 - Final review

Other Consultations

- Amendments
 - IACUC Specialist
 - Veterinarians
- VVC
 - Policy



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