

Subject: Update on status of Office of Clinical Research
From: "Frank B. Cerra" <ahccomm@UMN.EDU>
Date: Tue, 24 Jun 2008 13:28:43 -0500
To: ALL-AHC-ALL@oris.AHC.UMN.EDU

Dear Colleagues,

In the two months since I charged Betsy Seaquist with the task of establishing a strong service culture within the Office of Clinical Research, she has made excellent progress, moving forward with great energy and clarity of purpose with the OCR team.

Specifically, Dr. Seaquist and the team within the OCR are working to establish:

- a consistent service culture across its areas of expertise for clinical research: project management, IND/IDE assistance, clinical trial monitoring, clinical nursing and nutrition services, informatics, education, and biostatistics and design;
- a one-stop operation that is strongly committed to customer service for investigators, research staff and research subjects;
- a culture and practice of continuous service improvement with a more proactive role towards identifying clinical research service needs and solutions. To do that, OCR is convening monthly open meetings to build broad understanding across the group of how the office's contributions to a project contribute to its overall success, to identify ways to improve OCR activities, and to learn from investigators and participants about their experiences. The first set of meetings, already underway, focus on building understanding of the office's functions and setting goals for the office. By fall, these open meetings will focus on the research that OCR supports.

With these changes underway, OCR is well-poised to integrate with the vision for the clinical and translational science service platform that is being articulated through the Clinical and Translational Science Award planning process. We are moving forward in exciting ways.

Your colleagues within OCR would welcome your feedback and suggestions on how to improve our clinical research services. Please forward any ideas to ahcocr@umn.edu.

Sincerely,

Frank B. Cerra, M.D.
Senior Vice President for Health Sciences
McKnight Presidential Leadership Chair