

P11 - Building a supportive framework for effective onboarding and integration of medical writers in a remote/office hybrid team environment

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INTRODUCTION

Despite a solid onboarding procedure, our first online onboarding was not a success story, partly because we failed to adjust to the then new online environment. We also experienced obstacles to the peer experience sharing that our medical writing (MW) team has always relied on to increase quality of deliverables, which continued in the current hybrid working environment.

METHODS

What we implemented:

- Intense training with daily (face-to-face) contact during first 2 weeks
- Designated contacts for questions
- Mentoring by dedicated experienced MW
- Twice weekly prebooked slots for questions (MW group until 1 or 2 years experience)
- 4-weekly check-ins for all team members with ongoing feedback
- Monthly team meetings
- 4-monthly experience sharing workshops for entire team
- Generally encouraging team spirit, asking questions, and sharing experience

RESULTS

Intense training with lower threshold for asking and receiving support led to smoother onboarding and rapid learning. Client feedback regarding quality generally does not differ between newly onboarded MWs and the rest of the team. A major contributing factor to the success of this system is the lowering of threshold for asking and receiving support, achieved by the mix of individual contacts and prebooked (partial) team meetings.

CONCLUSIONS

Medical writing requires a unique set of competencies that need to be developed in situ. The flexibility inherent in a CRO setting demands long-term ongoing training. The supportive framework we implemented allows us to leverage individually acquired experience to serve the entire team in our current remote/office hybrid environment.