



**CONTINUOUS
IMPROVEMENT
STRATEGIES**
to Generate
Positive Outcomes

Thursday, November 20
3:00 p.m. - 6:30 p.m. CDT

LOCATION
Cook Children's Medical Center
801 7th Ave, Fort Worth, TX



**COMPLIMENTARY
EVENT**
Space limited!



Presentation #2

Presenter: Sissy Cross

Title: “Building a Culture of Continuous Improvement: Innovative White Belt Process Improvement Program for Clinical Research Staff ”





**Building a Culture of
Continuous Improvement:**
*White Belt Pilot Program for
Clinical Research Staff*

Presented By:

Sissy Cross, MS, LSSYB

William Stigall, MD, MA, LSSYB

Our Why | *The Opportunity*

Clinical Research is fundamentally challenged by trial complexity, inefficiency and rising costs; process improvement offers proven pathways to safer, higher-quality care and more reliable workflows.

Opportunity: Workforce capability building

Building capability includes formalized training, ongoing mentorship, and embedding a culture of continuous learning so teams can adapt to change and innovate in the face of new challenges.

Foundations of Effective Healthcare Process Improvement

Comprehensive training programs

Clear communication channels

Regular updates and feedback sessions

Leadership engagement

Our Hypothesis

Empowering our workforce with foundational process improvement knowledge will increase confidence, capability, and collaboration, driving local improvement from the inside out.



**White Belt Certification:
Pilot Program
Research Administration
Office**

Our Aim

To design and implement an introductory process improvement curriculum focused on core principles, equipping our entire research staff with practical tools and resources to drive effective improvements within their teams.



Study Design



Collaboration with our System Effectiveness & Process Improvement Team



Custom-designed, benchmarked White Belt curriculum



Delivered via 6 interactive workshop cohorts



Content: Process Improvement principles, hands-on process mapping, case-based exercises, and a focus on continuous learning and skill application.

Methods

- Designed a half-day curriculum
- Used cohort-based, hands-on exercises to promote peer learning and tool use across research roles.
- Included reflection and feedback to reinforce skills for ongoing process improvement beyond the session

115 Research Staff Members

Education

Finance

Operations

Regulatory

Neuroscience

Leadership

Clinical &
Translational
Science

Pharmacy

Learning Approach



Didactic teaching
plus hands-on
practice

Scenario-based
case discussions

Cohort model for
peer support

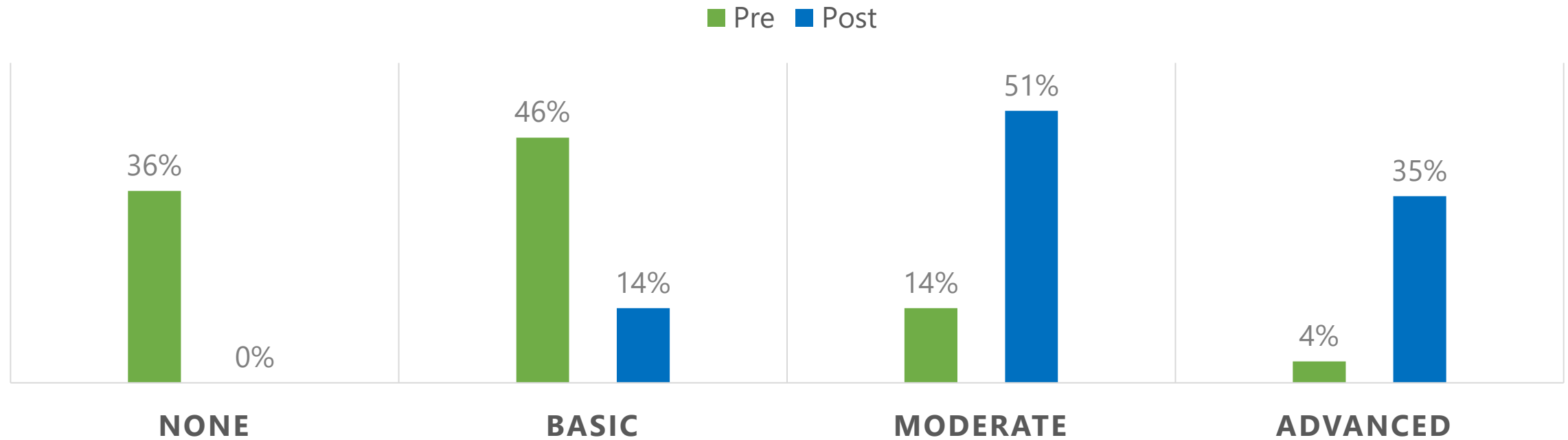




Pilot Program Pre & Post Survey Feedback

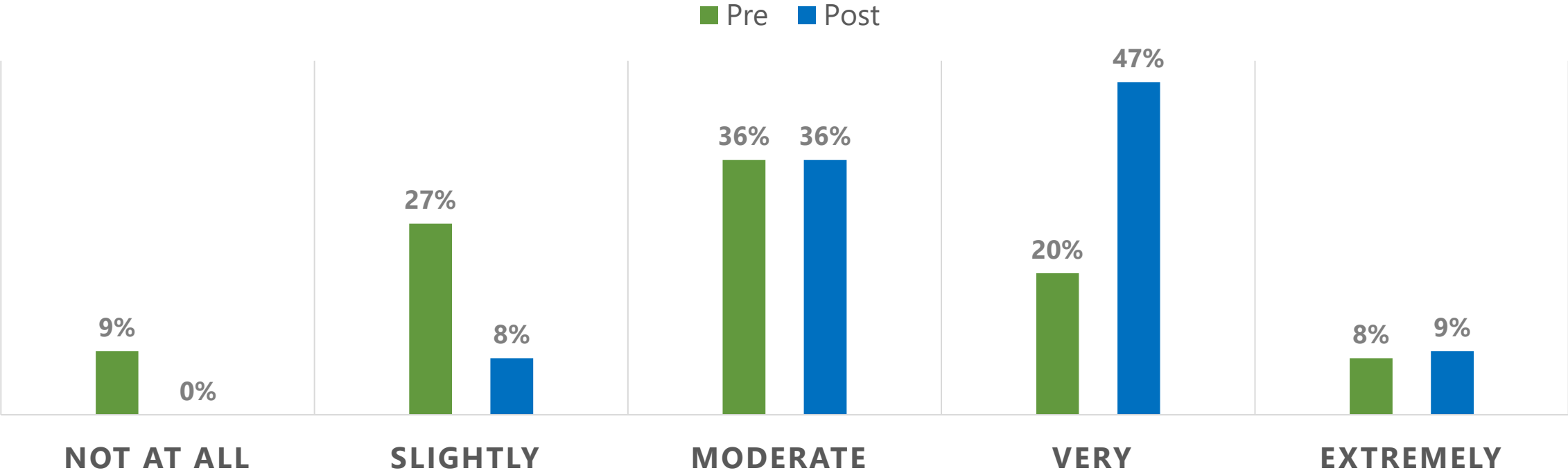
Outcomes

Knowledge Assessment: How would you rate your current understanding of Six Sigma and process improvement methodologies?



Outcomes

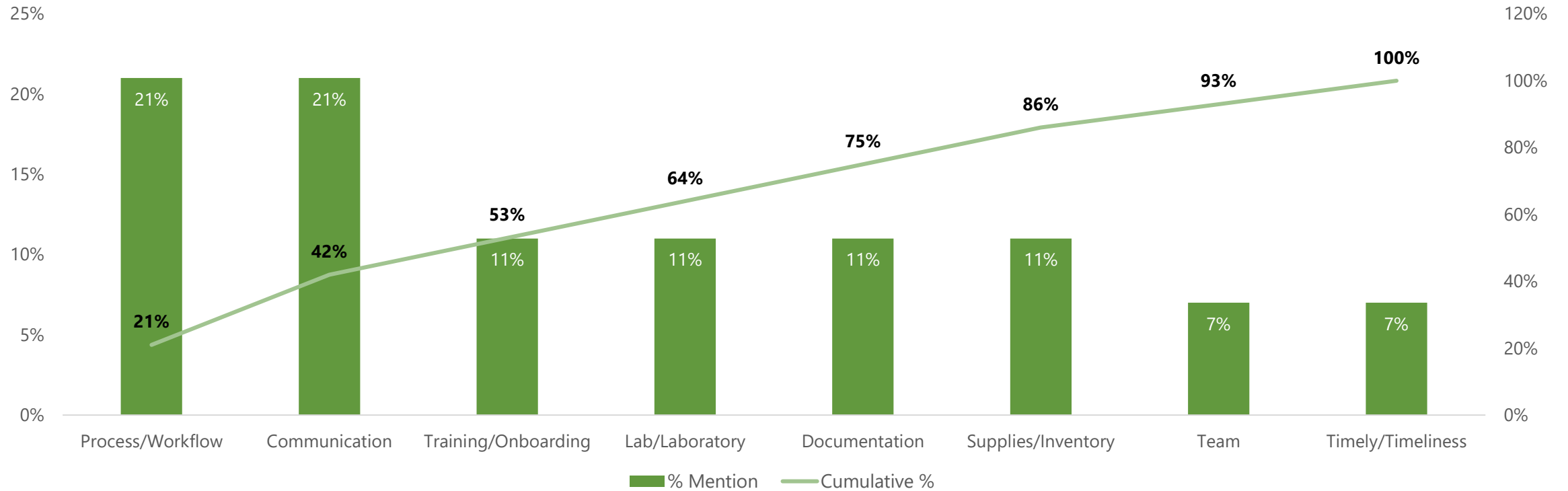
Confidence Level: How confident are you in your ability to participate in process improvement initiatives?



Qualitative Themes

Staff identified pain points and areas for improvement including workflows, communication, documentation, supply management

Frequency of Common Challenges Identified Across Cohorts



Scaling and Sustainability

6 staff advanced to
Yellow Belt
Certification

Several new projects
underway

Launching internal PI
committee for
sustained effort

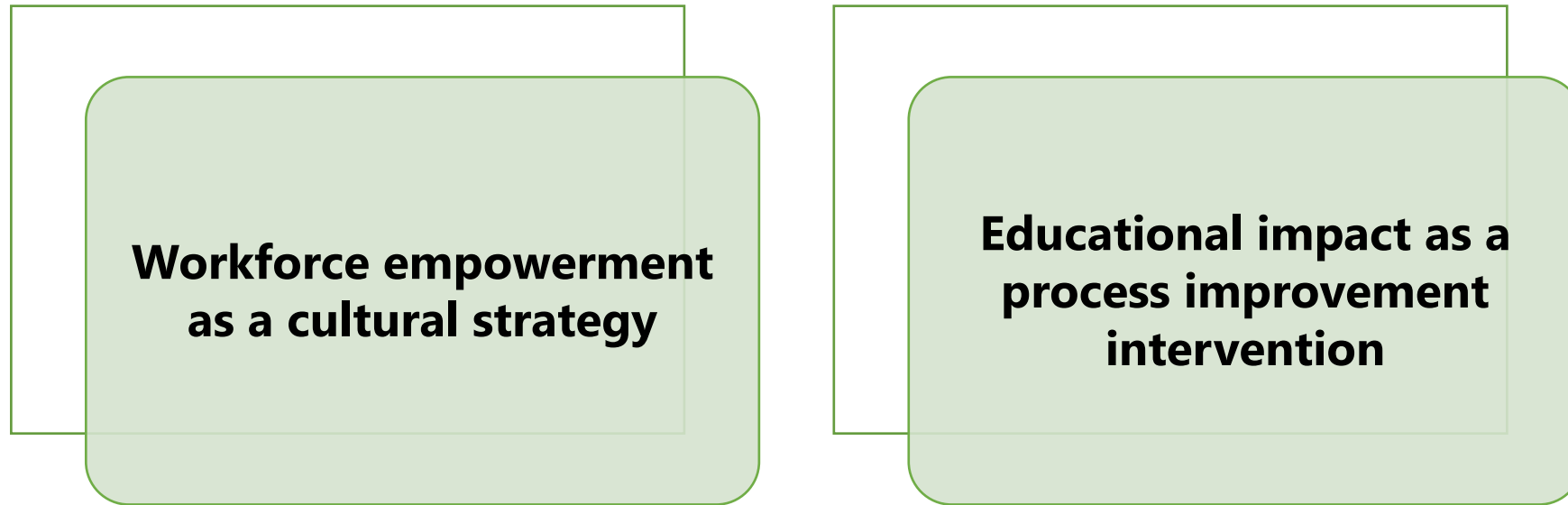
Integrating process
improvement training
into our staff
onboarding program

Expanding to
hospital-wide
certification



Implications for Clinical Research

Implications for Clinical Research



Building process-minded teams creates a culture that values operational excellence and continuous improvement—empowering all employees to lead change

Lessons Learned



Early engagement and leadership support are key



Peer learning accelerates adoption

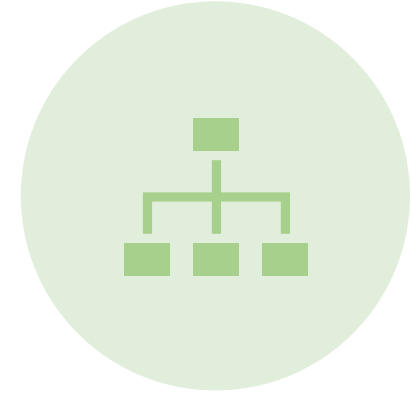
Next Steps



Standardize process improvement training as a core component of onboarding for all new research staff.



Develop methods to measure and evaluate the impact of process improvement education on research performance and outcomes.



Continuously refine training materials and delivery based on feedback and results, ensuring alignment with evolving organizational needs.



**Transforming outcomes
requires transforming how
we think and work
together.**