

# Panel 3: CIS-NCI Perspective Content Development and Study Implementation

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# Study Implementation in CIS

- Opportunities in research
  - CIS staff gain experience in research
  - Research may improve CIS service delivery
  - Ultimately the public may benefit
- Challenge of meshing service delivery with conduct of research – risks
  - Potential to disrupt usual service
  - Potential to disrupt Information Specialists
  - Large-scale health communications study is a significant investment of resources

# Cancer Information Specialist Training

- Highly trained Information Specialists
- 4 to 6 weeks of training/certification
- Primarily use NCI materials/Web site
- Variability of questions posed by callers /users
- Proficient in locating materials quickly

# Goals for Content Development for V-CIS

- Utilize NCI content when possible
- Assure content is up-to-date and accurate
- Reduce the need to additionally train staff on content and its delivery

# Content Review and Clearance

- Content clearance by NCI staff
- Review and revision time consuming
- Multiple drafts of documents
- Build in realistic timeline up front

# Challenges to Implementation

- Lag time from training to implementation
- Required refresher training
- Any new staff required full training
- Maintain quality of service and public access to service

Thank you

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