Building Effective Multi-Stakeholder Research Teams

Transcript:	Productive Meetings Audio Interview

Melissa Henry: My name is Melissa Henry. I'm a Researcher with the American Institutes for Research or AIR. AIR partnered with the Patient-Centered Outcomes Research Institute or PCORI to develop a learning package for multi-stakeholder research teams. This short audio interview includes practical guidance and tips from members of a multi-stakeholder team at the University of Washington about how to facilitate productive meetings in a virtual environment. Dr. Jesse Fann is a professor in the Department of Psychiatry and Behavioral Sciences at the University of Washington. He is also the co-principal investigator of a PCORI-funded study called Brain Injury Rehabilitation: Improving the Transition Experience, which is also known as the BRITE study. Megan Moore is an associate professor in the School of Social Work at University of Washington and a co-investigator on the BRITE study. Leslie Kempthorne is a research manager on the BRITE study. She has worked on brain injury studies at the University of Washington for more than 20 years. First, we will hear Jesse talk about how the BRITE study has created a process to ensure productive meetings.

Jesse Fann: We try to include in the agenda relevant materials that we'd like the stakeholders to take a look at prior to the meeting if they have time. And we also try to be very clear about what our ask is of the stakeholders such as a product or a deliverable that might come out of the meeting that's upcoming.

Melissa: The BRITE team – which includes six sites – has operated remotely since the study began. Leslie, Jesse, and Megan will tell us how they keep team members engaged virtually.

Leslie Kempthorne: For those who have memory or cognitive impairment, providing that additional assistance to them, and we do this through frequent reminders, I know Dr. Fann talked about that. So, I have quite a few people that I will text that morning and that was their request to do so. I may send them a text first thing in the morning and then an hour before the meeting just to give another reminder for it. And that's been incredibly helpful in terms of people attending. Often people just lose track of time.

Jesse: We always spend the first 5 to 10 minutes of each meeting checking in with everyone to see how they're doing. Maybe making some light conversation, perhaps making a link to previous conversations from the last meeting, and we try to keep it lighthearted so that it can break the ice so to speak. One of the biggest challenges, I think, with virtual meetings, is to make sure that everyone has an opportunity to stay engaged during the meeting, opportunity to speak up, sometimes having to call on people who are particularly quiet, but often have very, very good ideas to contribute. We give lots of positive reinforcement to people when they are able to provide their ideas and really thanking them for their time and their thoughtfulness during the during the course of the call.

Megan Moore: We really were excited that we were able to plan with our stakeholder group and our investigator team to come together to really put together a really dynamic four-hour virtual event, where we actually were able to have 100 percent attendance from our stakeholder groups. And if folks had to drop off or were unable to be there for the entire time, we recorded those meetings. And also, we tried to not overload the meeting with content that was all in one format. So, we used a lot of different styles. We did videos that were pre-recorded. We had small breakout sessions, we had large group discussions. We had presentations, as well as more question and answer-style panel format. There was a lot of preparation and

planning that went into that, getting stakeholder input on what was going to work, and what wasn't going to work.

Leslie: We put together something prior to the meeting, a product. It was not just an agenda, it was a very enhanced agenda that included kind of the yearbook of who everyone is, the directory and it had everyone's photo and title, and their role on the study.

Melissa: Whether you're preparing for an upcoming event or looking for ways to make your regular team meetings more productive, we hope you've enjoyed hearing from the BRITE study team. Thank you, Jesse, Megan, and Leslie for telling us about how you conduct productive meetings and adapted to a virtual environment. For more information on this topic, including additional resources and tools, please see the Building Effective Multi-Stakeholder Research Teams Learning Package at PCORI.org.