

# Doan Lab Manual

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# Welcome!

We want to start by welcoming you as a member of the [Doan Lab](#) at BC Children's Hospital (BCCH). The work we do is only possible through the hard work of members like yourself. The diversity of experiences brought on by members such as yourselves truly makes the Doan Lab a unique place to work at. Our hope is that establishing clear expectations and guidelines will improve both the quality of our work together and the experiences of those contributing to it.

The Doan Lab Research Program was established by Dr. Quynh Doan at BC Children's Hospital in 2013. The program is dedicated to evaluating a variety of projects in the pediatric emergency department, including those investigating patterns of use, the quality of care provided, and the efficiency of service delivery. At present, there are over 20 projects that vary in methodology and scope. These projects have contributed to numerous [publications](#).

This lab manual was influenced by several people and borrows from them heavily, including:

Dr. Jessica Schleider's Lab for Scalable Mental Health Lab Manual

Many thanks to the [Scalable Mental Health Lab](#) for making these invaluable resources publicly accessible!

To lab members: Please know that this manual is a working document, and feedback is welcomed. Let us know if you have ideas or suggestions for ways we can improve it.

## Our Mission

The mission of the Doan Lab Research Program is to marry clinical work with research to answer questions pertaining to the population's need for pediatric emergency care, how well our healthcare system is equipped to meet this need, and how can we maintain or improve the quality and value of the care provided to children and families seeking help in emergency settings.

We are committed to fostering a supportive, educational and empowering work environment for both undergraduate and graduate students. Our hope is to provide students who are interested in health professions with a better understanding of how clinical research is conducted and to inspire students to consider a career in research. In addition to program specific research supervision (residency scholarly project or graduate student theses) the lab offers opportunities varying from focused hands-on research training activities to fully immersive project involvement from start to finish, please refer to the [New Trainee Research Opportunity Information Form](#) for more information of types of opportunities available.

Our areas of research include but are not limited to mental health care research, Emergency Department (ED) operations, resources utilization, and system flow research (including the use of point of care testing).

## Diversity, Inclusion and Equity

The Doan Lab Research Program strives to be inclusive, diverse, and equitable in the team's composition, operations, and opportunities for growth & promotion, but also in how we approach research questions and study designs. Diversity (of thoughts and experience), inclusion and equity are essential elements to conduct valuable and valid research that can positively impact health care systems and improve outcomes for children and youth. All lab members are expected to commit to taking a diverse, inclusive and equitable approach to clinical science.

# Roles, Expectations, and Responsibilities

## Everyone

### General Professionalism and Work Ethic

- Always ensure you stand by your work. Take care and attention to prepare, double-check everything and plan ahead so you are not rushing to meet deadlines. Do not hesitate to ask for a hand. Everyone learns at a different pace, has different strengths and areas to grow. If you are struggling do not be afraid to speak up or ask for help.
- We take pride in facilitating an environment conducive to learning from our mistakes. This requires that you mindfully recognise when there are protocol deviations and inform your supervisors of incidents as they occur, to ensure they are addressed and their impact is mitigated as soon and as effectively as possible.
- With the spirit of reciprocity, make your best efforts to support your fellow lab-mates to the fullest extent possible.
- Remember to respect your peers' freedom of expression, which include their unique cultures, religions, beliefs, sexual orientations, and other components of their self-expression.
- Disrespect and rudeness will not be tolerated. If you feel uncomfortable speaking directly with the person in question, speak to your supervisor.
- Expect Quynh to provide direct and constructive feedback, but she also sincerely expects the same from you. She spends so much time with trainees because she values the growth opportunities that come with learning from them.

### Day to Day Professionalism and Work Ethic

- If you are feeling unwell, please stay home. Notify your supervisor (see below) and take an appropriate amount of time off so you can get better.
  - a. RAs/Co-op: Karly
  - b. Grad students/trainees: Dr. Doan
- Keep your workspaces tidy and clean up after yourself when needed.
- Be timely and punctual. Attend all your meetings, your pre-specified lab hours, and for your participants.
- Ensure doors to research offices are locked if there is no one inside. Turn off the lights and shut the windows if you are the last one to depart for the day.

## Principal Investigator

### Quynh's Roles, Responsibilities, and Expectations

- Provide supportive, thoughtful, and individually tailored scientific and professional guidance, appropriate to your training level
- Prioritize your growth as a researcher – this involves providing opportunities to contribute to ongoing projects
- Provide performance reviews and feedback on work submitted.
- She is readily available via email, to discuss research, lab-related, and professional development-related topics
- Welcomes feedback from all lab members on how to improve herself and our lab environment.

## Research Program Coordinator

### Karly's Roles, Responsibilities, and Expectations

- Manage and oversee daily operations for the research program
- Supervise research assistants and co-op students
- Manage Quynh's schedule and all bookings in her calendar
- Troubleshooting problems that may occur

### Project Related Responsibilities

- Coordinate training for specific studies for research assistants
- Point of contact for study information and questions during daytime hours
- Works with principal investigators to implement new studies at our site
- Keeping track of data for different studies
- Assist with completing ethics applications and renewals
- Being the liaison between the PI/study team and the STARTers

## Project Coordinator

### Roles, Responsibilities, and Expectations

- Weekly Check in Meetings with the project team
- Track and control expenses within an allotted budget
- Prepare a work plan and schedule for the project
- Monitor project progress
- Maintain documentation for research procedures
- Provide assistance and conduct training for research team members when necessary
- Attending meetings with various teams who affect the project
- Submitting amendments to REB when needed
- Keeping track of data
- Being the liaison between the PI/study team and the STARTers
- Keeping track of work completed and keeping track of your work hours in Workday

### Project Related Responsibilities

#### *MyHEARTSMAP Pandemic Study*

- Weekly meetings with the MyHEARTSMAP Team
- Reaching out to organizations and individuals to develop and maintain partnerships
- Developing social media recruitment strategies
- Creating social media recruitment content
- Attend meetings with various teams who affect the project
- Establish communication opportunities with rural and remote communities
- Evaluate demographic data to determine which communities need to be focused on more for recruitment
- Collaborate with the communications team to release appropriate and engaging recruitment material
- Maintain documentation for research procedures
- Manuscript writing

### *Intranasal Lidocaine Study*

- Communicating with pharmacy to ensure inventory of study drugs and scheduling during the holidays
- Patient chart reviews to gather missing information
- Training STARTers
- Maintaining meticulous records of training, communication and data for a Health Canada Audit

### Personal Educational Goal

- Experience and education on study design, manuscript writing, and data analysis
- Publication
- Networking and building community around mental health
- Learn to manage a team well
- Develop more communication, negotiation and media skills

## Research Assistants

### Roles Responsibilities and Expectations

- Report to the Research Program Coordinator on tasks to complete
- Attend Doan Lab meetings
- Keeping track of work completed and keeping track of your work hours in Workday

### Project Related Responsibilities

#### *BIKE Study*

- Enrolling participants into study
- Pick up participant contact forms from BCCH weekly
- Schedule and conduct Zoom interviews with participants
- Prepare site audit packages with the route map and site drawings
- Biweekly meetings with the Study coordinator

#### *MyHEARTSMAP Pandemic Study*

- Weekly meetings with the MyHEARTSMAP team
- Enrolling patients into study
- Performing data collection and data analysis
- Stay in constant contact with the individuals involved in the project
- Make expectations/division of work clear between project members
- Manuscript writing

#### *HEARTSMAP-U*

- Weekly meetings with the HEARTSMAP-U team
- Flexibility – you jump between the various studies associated with HEARTSMAP-U
- Enrolling potential participants to construct validity study
- Literature review
- Manuscript writing

*PERN Pneumonia COVID-19 Arm*

- Enrolling patients into study
- Collecting list of potential participants and extracting to study logs
- Performing data collection through phone interview/survey and chart reviews
- Performing follow-up calls with participants
- Maintaining study logs and folders
- Coordinating shift schedule with other team members

*Point of Care Group A Streptococcal Testing*

- Training STARTers, nurses and physicians on point of care machine
- Ensuring swabs are properly prepared and placed in patient carts
- Perform quality check test on point of care machine
- Performing follow-up calls with participants
- Performing data collection through phone interview
- Maintaining study logs and folders

**Personal Educational Goal**

- Hands-on clinical Experience
- Publication
- Experience in every aspect of the research process – from generating ideas, REB/ethics, recruitment, data collection and analysis, and preparation of manuscript.
- Networking/Gaining mentors

# Advice from Current Team Members

## Communication

- Open communication is really important, and not being afraid to ask questions
- Don't be afraid to talk with nurses, doctors, and any other staff/students in the ED! It's really helpful when they come to you with updates/something they saw and the more you approach them, the better they will know you (and the easier shifts become!).
- No stupid questions!
- Check your e-mail regularly and if you are asked a question, even in a mass e-mail or the answer is no, respond!
- Speak with other lab members on your projects about any tips and tricks they use to help with project tasks like enrolments!

## How to Keep on Top

- Make your own notes for each of the studies, based off the SOPs and also tips & tricks you learn on shift. It makes a world of a difference to have concise notes to refer back to because you don't have time to be flipping through pages and pages of the SOP when you are unsure of your next steps.
- Relax! It may seem like a lot/overwhelming at first, but others have all been in your shoes and are happy to help!
- Constant review of SOPs before shifts

## Personal Educational Goals

- Quynh is very open to ideas! If there's something you are interested in or want to explore – book a meeting and bring it up - initiative is always appreciated.
- Take advantage of mentorship or one-on-one meetings to talk about your career path

## Wellness

- Working from home can be a big change from working in an office, create an intentional workspace to increase focus and productivity
- Add “office plants” in your home workspace for a green environment
- Take hourly stretches or get up from your desk and move around when you are working from home!
- Keep your sleep schedule consistent



## Academic and Scientific Integrity

Academic and Scientific Integrity is essential to the continued function of our lab and the University of British Columbia. All lab members are expected to conduct their research and work as honest and responsible members. There is no tolerance on any fabrication, falsification and plagiarism. Failure to follow policies, principles, rules and guidelines will result in disciplinary action. It is your obligation to inform yourself of the applicable standards for academic honesty. Our goal is to conduct true and honest research, any research misconduct will not only be a disservice to yourself but also to the lab.

Beyond composition of the team, we work towards including diversity, inclusion and equity components in our research. This is to ensure our research is beneficial to everyone, including minoritized groups of youth. We are committed to look at marginalization in an intersectional way.

# General Policies

## Hours

Doan Lab research assistants work hours vary depending on the week and project.

## Scheduling

Shifts vary depending on the project you are working on. Depending on the project, you may be working from home or working on-site.

## Professional Attire

Doan Lab research assistants are asked to dress in business casual attire when on-site. When you are working on from home, please dress appropriately and please ensure that you are dressed in business casual attire during zoom meetings.

## PI Office Hours

Quynh's office hours will vary from week to week. When you need to book a meeting, please look at the Doan Lab iCal to find potential times, and then connect with Karly to confirm that they will work. The sooner you connect with Karly to book, the better and the more likely you'll be able to book promptly. Karly is booking approximately 3 weeks out.

## Meetings

### PEM Research lab meeting

In addition to project specific meetings, and monthly PEM divisional research rounds, every 3 months, we hold a lab meeting via zoom that all lab members are welcome to attend. During this meeting, the coordinators will present a research question and team members will be split into groups to discuss a potential research study to answer this question. Please RSVP to the Outlook invites that will be sent out prior to the meetings. Zoom details can be found on the Outlook invite.

### Individual meetings

For Doan Lab staff who book weekly check-in meetings with Quynh, meetings can be booked through the Research Program Coordinator (Karly) via email.

## Reference Letters

Dr. Doan is more than happy to support your applications, but with so many requests at once, she would like to ask the following from anyone needing a reference letter. Please:

- Provide a minimum of 6 weeks' notice (note: holidays are not counted as part of this 6-week period)
- Provide your CV and letter of intent that will be included in your application (this helps her to tailor your letter for the program you're applying to)
- Remember that she will only be completing letters for individual programs links/portals and will not be providing "generic" reference letters that can be used for multiple applications

If you have any questions, please don't hesitate to reach out! These steps help her to stay organized and provide you with strong, timely references.

## Grant Funding

Funding for the lab comes from:

- Canadian Institutes of Health Research (CIHR)
- BC Children's Hospital Foundation

## Communication & Calendars

Generally, lab-wide communication about topics relevant to more than a few lab members occurs via Slack. This is a great platform that is useful for project organization, document-sharing, and quick updates. New lab members will be introduced to Slack upon arrival.

Specific projects involving just a few lab members generally occur by BCCHR or PHSA email.

When working from home, ensure you are staying accountable by providing email or phone updates directly to your supervisor. Zoom meetings may also be booked as a replacement for in-person meetings for urgent and/or important matters.

We have one main calendar: Doan Lab iCal calendar which is for Doan Lab team members scheduling

For issues or changes in scheduling, please report directly to your supervisor:

- a. RAs/Co-op: Karly
- b. Grad students/trainees: Dr. Doan (need to use Karly to help book meeting time)

# COVID-19 Protocols

## Returning to work on-site

- The Research Institute has been working hard to prioritize the safety of personnel on site. As you move through the building you will notice signs denoting directional flow on staircases and occupancy limits in rooms and facilities
- You must complete a COVID-19 self-assessment everyday
- Please **do not enter** the workplace if you have any of the following symptoms:
  - Fever
  - Chills
  - New or worsening cough
  - Shortness of breath
  - New muscle aches or headache
  - Sore throat
  - Recent close contact of person who tested positive for COVID-19
- Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer. Wash your hands:
  - When you arrive at work
  - Before and after going on a break
  - After using the washroom
  - After handling cash or other materials that have come into contact with the public
  - Before and after handling shared tools and equipment
  - Before and after using masks or other personal protective equipment
- Maintain physical distance at all times. Keep 2 metres (6 feet) apart
- Wear PPE in situations where physical distancing is not possible. (Medical masks only in the ED)
- Keep 2 metres apart on elevators. Maximum occupancy of two people per elevator
- High-touch points such as fridges, coffee machines and cupboards are limited. All appliances will be unavailable with the exception of some microwaves. Please remember to wipe down microwaves after use
- When using water coolers please use the paper cups provided. Note that paper cups are one-time use only. Do not use or refill personal water bottles or cups