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BIDMC

## Introduction/Problem

With little lead time to prepare, Research Administration needed to move quickly to figure out how to continue work collaborations without a loss in productivity.

Research Administration was following the telecommuting for disaster response guidelines that were implemented by BIDMC, and most of our staff was not accustomed to working remotely. We needed to do this with limited tools and training and still be able to provide the same level of service to the PIs that was standard while we were all on site.

Prior to COVID a majority of our workforce was fully on site or occasionally working from home on an ad-hoc basis. When faced with the prospect of working remotely, the RA's rose to the occasion and transitioned to remote work quickly and smoothly.

## Aim/Goal

The goal was to move to remote work without negatively impacting our work product and our commitment to serving our customers (PIs.) We did not have a set timeline to achieve this goal, it was essentially as soon as possible.

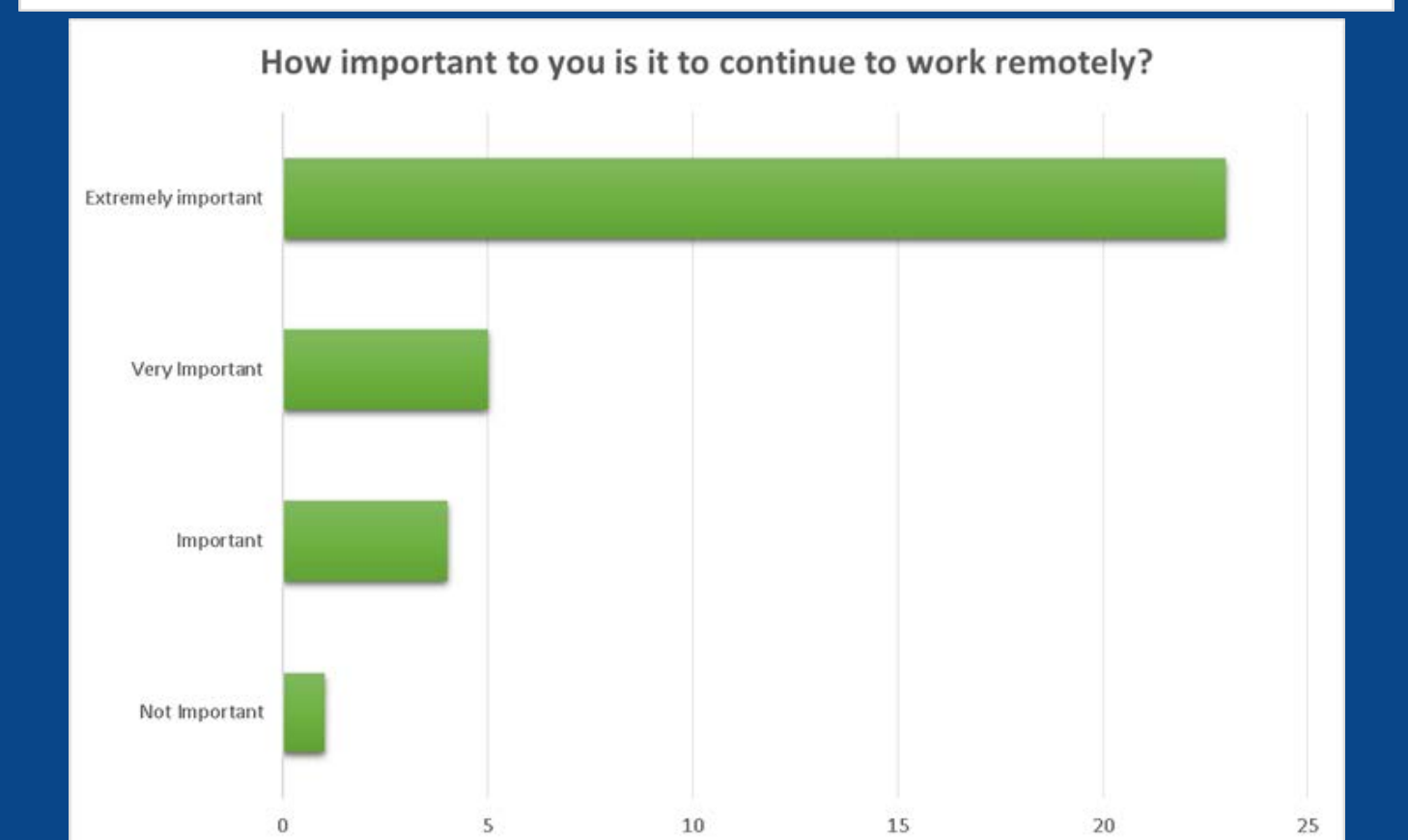
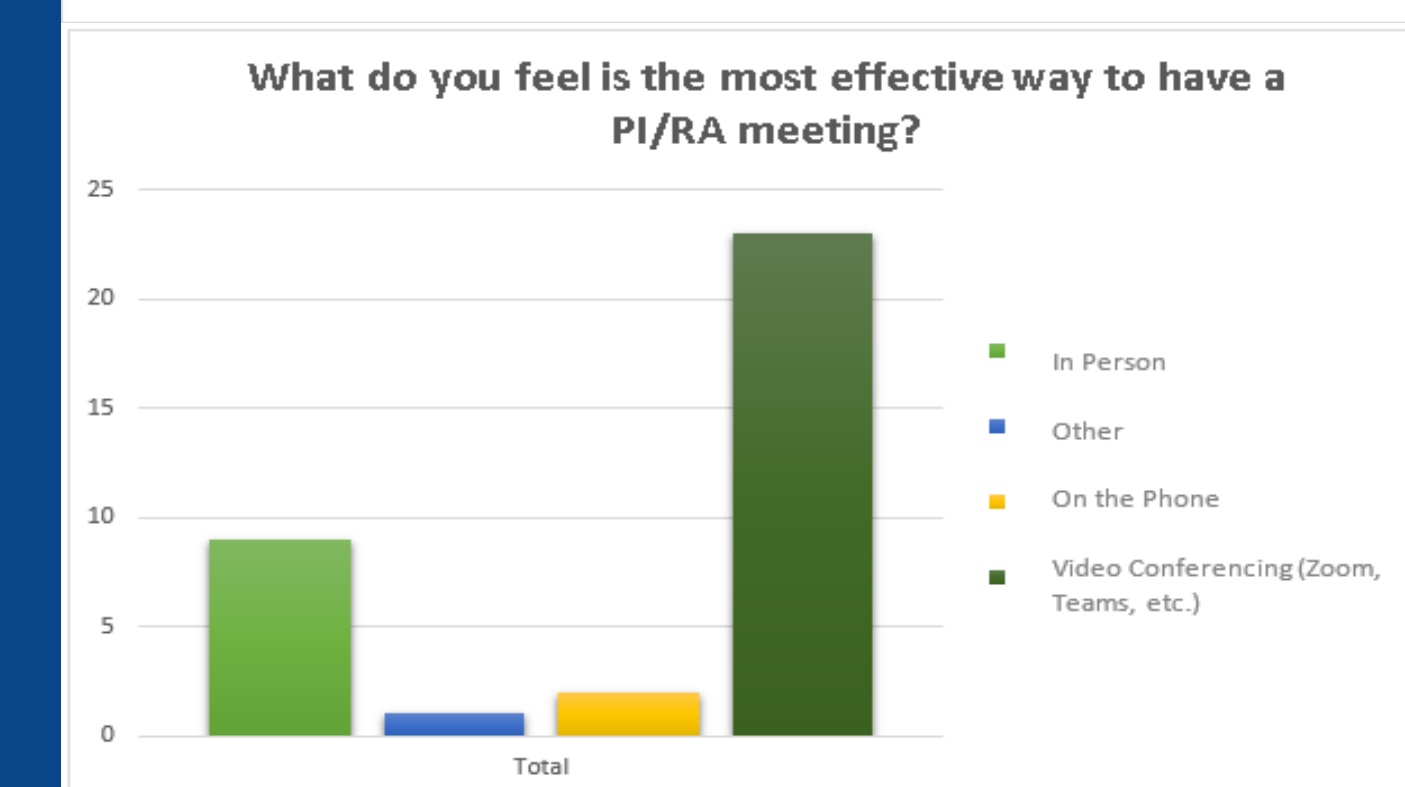
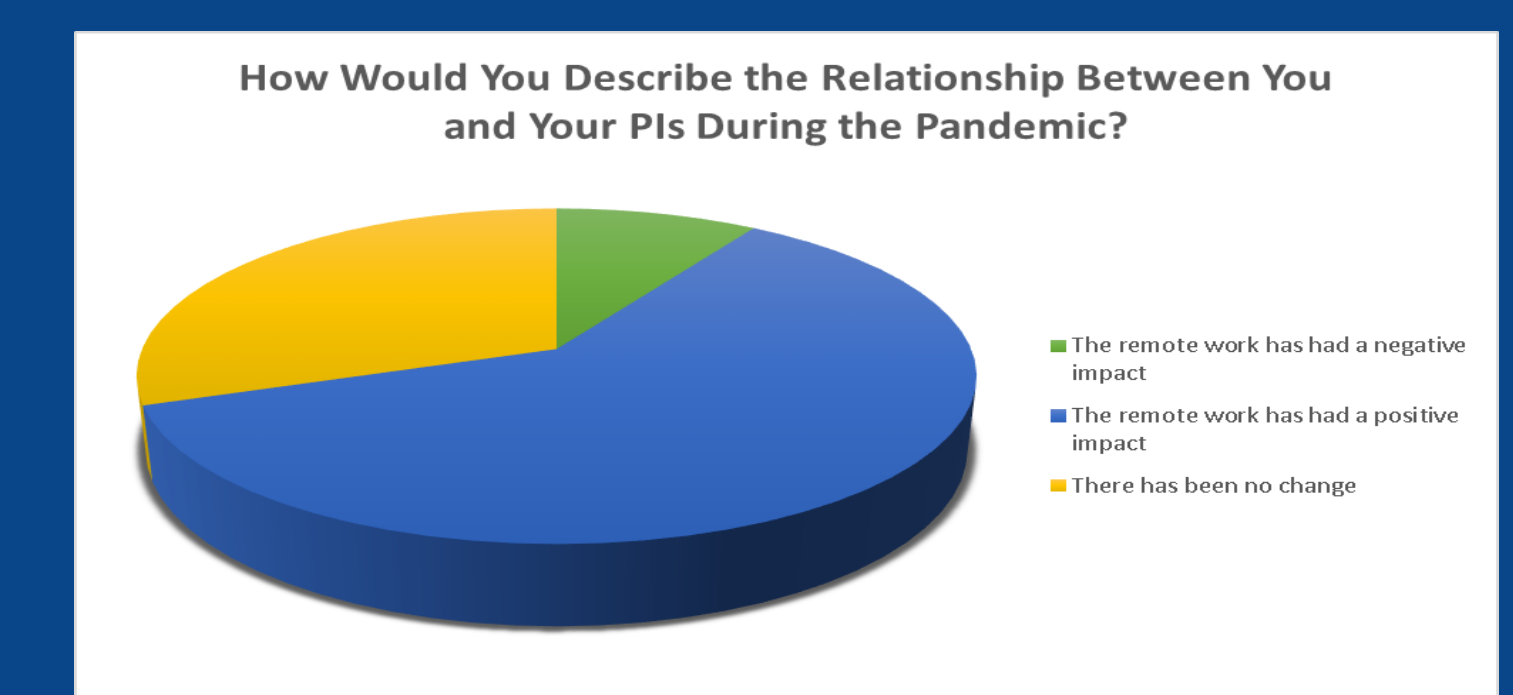
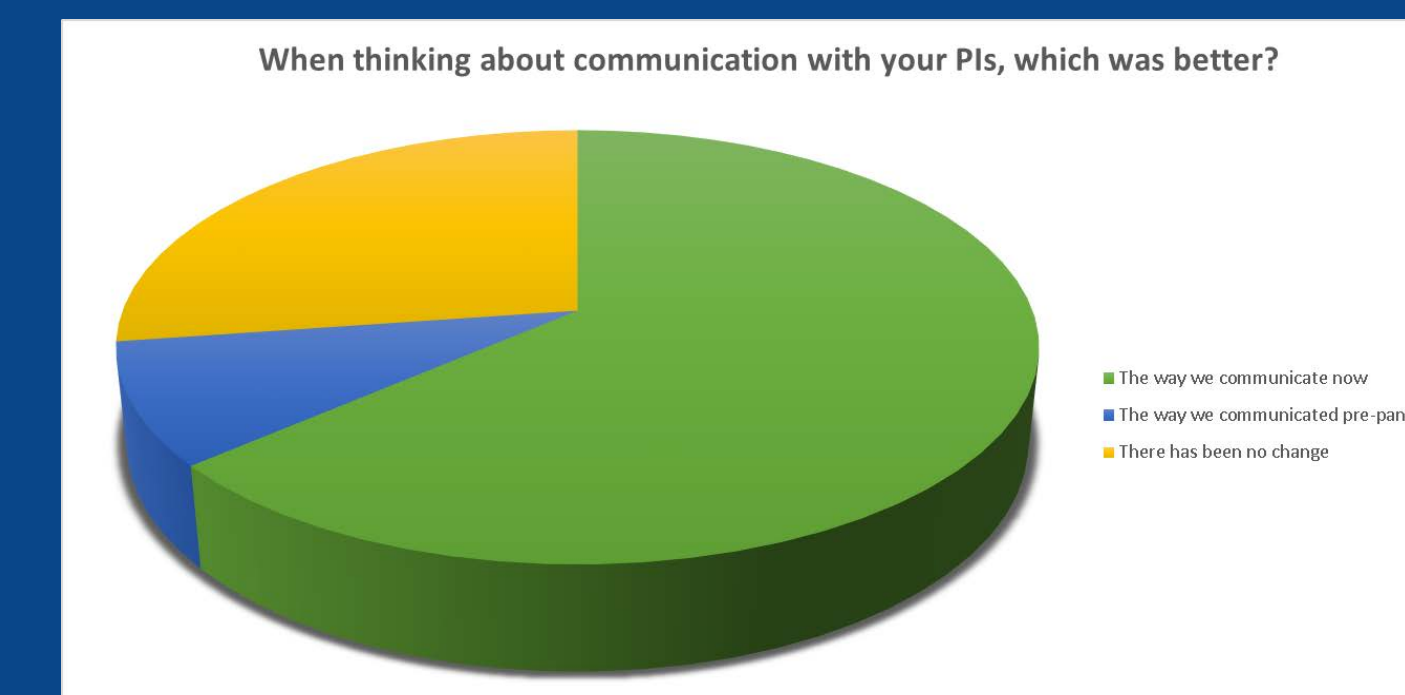
## The Team

- Allisson Dugan, RAD, R&AA
- Beth Doiron, RAD, R&AA
- Jennifer Sabbagh, Sr. RAD, R&AA
- Collaborating with all Research Administrators and Principal Investigators across BIDMC

## The Interventions

- Directors notified their teams to start remote work the following week;
  - Evaluated what equipment could be brought home
  - Reviewed what resources individuals had at home
- RAs adapted to phone call and video meetings opposed to in person;
- RAs and PIs embraced the flexibility of remote work and learned how to communicate effectively through video meetings;
- We continue to evaluate the long term prospect of being fully or hybrid remote to reduce physical space on campus, improve work/life balance and reduce our rate of turnover

## Results/Progress to Date



The Pie charts are showing that the majority of RA's feel like the pandemic has increased communication with PIs and had a positive impact on their working relationships. The bar graphs show that zoom meetings are the preferred method of meeting effectively with PIs and that the ability to work remotely has had a positive impact on our staff.

*For more information, contact:*

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