

Compliance Through Connection: Creating an Effective Training Program



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Compliance Through Connection

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Introduction

- Who am I?
- Why am I here?
- What are we going to discuss today?





Overview

- Quality Assurance (QA) Philosophy
- U-M's historical practices
 - PAM
 - Unilateral practices
- U-M's current practices
 - QA Visits (not inspections)
 - Outreach training



What's Next?

In-depth look at our QA program

Internal support practices

Daily processes

Trainings

Unilateral practices

Examples and outcomes



General Practices

- ✓ Leadership support for change
- ✓ Internal review of office practices
- ✓ Limiting QA involvement in non-compliance



General Practices

Leadership support for change

- Gaining support of IO, Director and the IACUC
- Provide a structure for change
 - IACUC support/trust
 - Support/open-mindedness of leadership
 - Research community feedback
 - Dedicated personnel
 - Taking the focus off researcher compliance



General Practices

Internal review of office practices

- Direct reporting to office Director
- Review Processes for:
 - Consistency
 - Accuracy
 - Efficiency





General Practices

- Identify regulatory burden
 - Revaluation of PI expectations
 - Are they clear and easy to follow?
 - Risk benefit evaluation of current practices
 - Do they go beyond regulations?
- Evaluation for improvements



General Practices

Limiting QA involvement in non-compliance

- Separate non-compliance manager
- Potential issues identified by QA team
 - Be upfront
 - Be clear
 - If found, asses the situation
- Provide support for labs in crisis
 - Immerse QA personnel into lab
 - Help navigate communication between PI and IACUC





Connecting with the Community

- ✓ Be visible (make seeing QA staff “normal”)
 - QA visit
 - Relationships
 - PI Burden
 - Protocol and process review
 - Educate
 - New PI visits



Connecting with the Community

- ✓ Be visible (make seeing QA staff “normal”)
 - Lab Walk Throughs
 - Further developing and fostering those relationships
 - Bring news and current events
 - Deliver swag or new literature
 - Offer help



Connecting with the Community

- ✓ Be visible (make seeing QA staff “normal”)
 - Other Services
 - Presentation
 - Pre review
 - Lunch and Learns
 - Virtual office hours

Creating a Community through Training



LABORATORY ANIMAL RESEARCH COORDINATOR CERTIFICATION PROGRAM

- 10-week optional training program
- Presentations given by leaders throughout the program
- Interactive activities
- Fostering Connections
- Graduation Ceremony





Faculty Advocacy

- Committee made up of PIs, LARCC graduates, and ACUP staff
- Goals
 - Advocating for realistic and manageable program expectations
 - Identifying and addressing barriers to compliance
 - Clarifying confusing policies
 - Implementing solutions for common issues

The primary aim of the Animal Care & Use Faculty Advocacy Committee (ACU-FAC) is to define the impact that institutional regulatory requirements have on the PI's ability to dedicate time to research and, when appropriate, help to refine those practices to a level that ensure the governing standards are satisfied with minimal regulatory burden.



Processes Change –Tumor Monitoring

- Previous Expectations
 - Flag cages
 - Maintain corresponding paper log
 - Document each time monitoring occurs (frequency to align with protocol)





Processes Change –Tumor Monitoring

- Not following expectations?
 - Reiterate, retrain, reframe
- (A lot of) Complaints
 - Duplicative
 - Increased training and emails
 - Time consuming with no benefit





Processes Change –Tumor Monitoring

- How do we fix this?
 - Discussions with relevant groups
 - What are their requirements?
- Faculty Group
 - Look at everyone's needs
 - Review regulations
 - Maintain animal welfare





Processes Change –Tumor Monitoring

- IACUC approved:
 - Replace guideline with streamlined policy
 - Standard endpoints that fit most
 - Include rational
 - Remove paper monitoring
- Positive outcomes for all!





Importance of Preliminary Work



Is everyone willing to consider change?



Identify some easy wins



Does leadership have your back?



Change is hard!



Outcomes at U-M

- Tangible
 - Increased compliance with protocols and policies
 - Increase in self-reports
- Intangible
 - Positive associations
 - More communication



Conclusion



Collaboration is key!



Connect with us @ ACU-RCAs@umich.edu (team e-mail)



Questions?



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