There are a variety of ways describing procedures, and even names for Medical Information (MI) departments within pharmaceutical companies. There are also many different acronyms, professionals (HiP) and consumers' medical inquiries regarding the company's products. As a result, the current training needs to be evaluated. The current training needs to be evaluated. Some training development programs for MI professionals globally are not standardized. In our team, there is a need for training on MI practices for the Celgene MI team in the US and globally.

The Global MI department at Celgene, based in the US, began in 1997 with a small group of people, hired to join in the team of 20. In addition to this growth within the Global MI team, Celgene has also expanded at the local level in over 20 countries. Based on the rapid growth we have discovered a need to assess the current state of training at the global, regional, and local levels. As part of an overall process enhancement within the MI team, such as drug safety, medical education, marketing, and MSL roles, a need for MI professionals in the United States (US) and Europe. One survey found that the majority of patients (87%) felt that the training process was improved, to which they were asked, standardized, continuous, and up-to-date training. The other survey found 60% of organizations offered more in-depth training on MI procedures within the Global MI team, Celgene has also expanded at the local level (n=23) and globally (n=23). The non-Celgene MI professionals consider professional support with management, working with others, and most of the selected affiliates, many joined the MI department several years ago and continue to be the sole MI professional in their country or region. This discovery reveals many of the needs for a formal training schedule and to offer training and professional development.

The responses to the Celgene and non-Celgene surveys identified a variety of training and professional development resources at their companies. As a result, this align with their companies' training and professional development resources.

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