

# Flex Coalition Teleconference

February 17, 2016

11 am – 12pm PST

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## **Introductions**

Susan Rose, USC

- Flex Coalition Lunch at AAHRPP conference in Long Beach
- Topics and speakers needed for next coalition call

## **Gathering Metrics, Leveraging Data | Assessing IRB Performance**

Judy Birk, University of Michigan

- Collecting metrics creates a “real picture” of IRB workload and identification of:
  - work volume spikes
  - workload bottlenecks
  - trends
  - correction and control of workflow and distribution
- CSMC contributes that they also use metrics to set standards and motivate staff. A bonus program is supported to offer flexible afterhours work schedule and work-from-home opportunities.
- University of Michigan electronic programs:
  - Click Commerce for IRB submission/review
  - Tableau for metrics
- Identification of new PIs problematic and education of new faculty continues to be a “hit and miss” effort

## **ResearchMatch National Subject Recruitment**

Loretta Byrne, Vanderbilt University

ResearchMatch matches registered volunteers with registered research study teams to provide opportunities for study participation. Potential participants are offered studies matched to their interests and are contacted only if they choose to receive the information.

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## Q&A

<b>Metrics Capture</b> Questions for Judy Birk, University of Michigan	<b>Research Match National Recruitment Platform</b> Questions for Loretta Byrne, Vanderbilt University
<p>With the "turnaround time" what is the start date? Is the time with the PI and the IRB member reviewer excluded? <b>For purposes of our metrics, turnaround time begins when the submission arrives in the in-box of the IRB's electronic application system. It includes time with the PI and IRB reviewer, but does not include ancillary committee turnaround times.</b></p> <p>Can Judy describe what "teams" are [as noted in slides]? <b>Teams are the regulatory teams in our IRB office that conduct the regulatory review prior to assignment of an application for expedited or convened board review.</b></p> <p>Do sites have IRB office individuals assigned to PIs or departments? <b>IRB staff are assigned by the department or unit associated with the PI.</b></p> <p>Can Judy send the name of the product she has used to create her Michigan IRB metrics? <b>Tableau</b> <a href="http://www.tableau.com/">http://www.tableau.com/</a></p> <p>We do metrics at CSMC and do use them to set Departmental Processing Targets, not in a punitive way, but as a way to set a standard, and use that to motivate staff performance.</p> <p>We have implemented a bonus program for those team members who perform published-targets for the majority of their assignments in a given quarter.</p> <p>We have used productivity metrics to help argue for the implementation of flexible work schedules- working from home and a 9/80 work week.</p> <p><b>I would love more information about the CSMC program.</b></p>	<p>Are there any controls in place to mitigate subjects from "guinea pigging" or signing up for multiple projects solely for the financial incentive? <b>The model of ResearchMatch is to present contact messages to the volunteer members and then allow the volunteer to tell us, yes or no they are interested in finding out more about a particular study. After that, the volunteer allows us to provide their contact information to the researcher. We do not control or police how many studies our volunteer members actually enroll in.</b></p> <p>Have you considered allowing subjects to provide feedback regarding their participation in a clinical trial so that other subjects could use this feedback in determining if they want to participate? <b>That is not our model. Volunteers can email us but they do not communicate with each other.</b></p>