

Gathering Metrics & Leveraging Data

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Metrics in the IRB Office

- Metrics matter
 - They tell your story
(Yes, that includes the good, the bad, the ugly)
 - Metrics are powerful – make them work for you
- Metrics are a yardstick
 - They let you look backwards and set a marker for the future
 - They dispel myths and validate facts

Tell Your Story – Trend Spotting

- What does the workload really look like?
 - Do February and October always just ‘feel’ like you’re really busy or are you?
 - Is there really a ‘summer season’ to catch up on old work? (I bet not – so prove it!)
- Look for trends
 - Share trends institutionally and with PIs for awareness
 - Be transparent

Tell Your Story – The Office and its Boards

- How is your work divided among the office staff?
 - Is it uneven
 - Is there a mismatch with the work(load) and the employee
- Is one Board more efficient
 - Or, is it just fewer studies compared to other Boards

Tell Your Story – Turn Around Times

- What is the life-cycle of an application submitted to your office?
 - Be honest
- Think about each step and each person who handles the application
- What can the metrics tell you about your IRBs

Create Your Yardstick



- Each institution and IRB is different
- Inform your own decision-making
 - Look inward
 - Then look at others and benchmark
- Set your goals
 - What's realistic in the short-term
 - What could the future state look like

Implementing Changes: Using Metrics

- Shake-it-up (you've got the data, after all!)
 - Workflows within the office
 - Balancing work between Boards
 - Reviewer assignments
 - Volume
 - Turn around time
- Implement pilot projects
 - Inform the participants
 - Start small

Implementing Change: Follow-thru

- Rerun the metrics to evaluate the data
- Talk to staff and the Boards
 - Some may have seen workloads increase
 - Some may feel scrutiny
 - Be transparent with the data, the goals, and the outcomes
- You will have the data to address system or personnel problems more directly

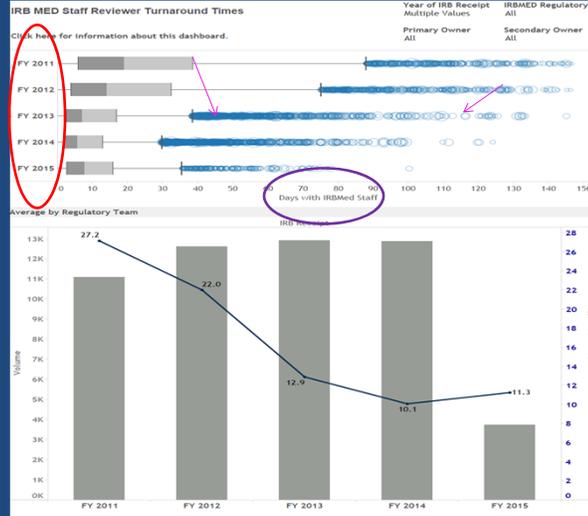
A Few of Our Efforts

- Balancing
 - Regulatory staff workloads
 - Board workloads
- In-office workflows
 - Administrative reviews
 - Continuing reviews
 - Daily inbox volumes
 - Permits assistance due to illness or vacation
- Even so, there are many variables to conquer and we have a ways to go

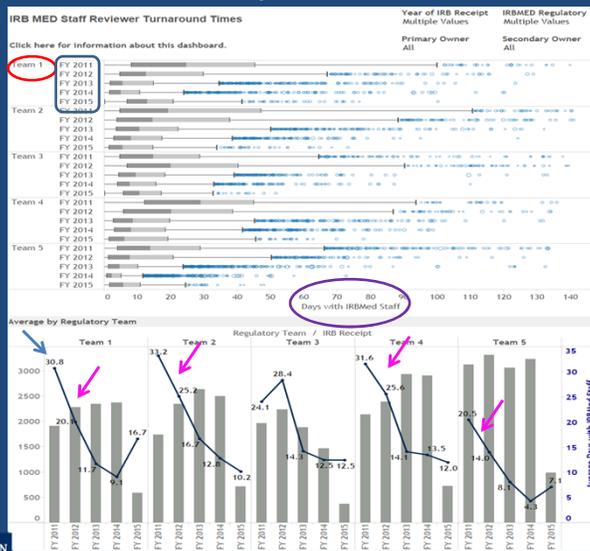
Examples of Metrics

- This system is commercially available
- Set up by IT
- Utilization of a data warehouse as the data source
- Reports can be managed by somewhat savvy non-IT types

IRB Office Metrics: By Year

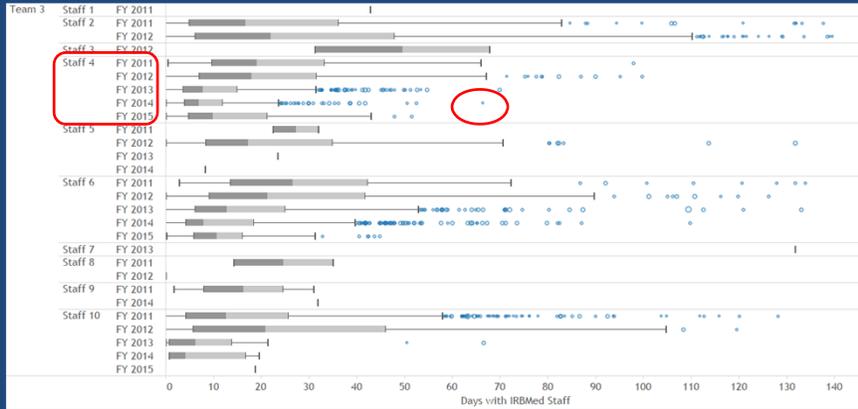


IRB Office Metrics: By Team



Final transition from Legacy system to fully electronic system

IRB Office Metrics: By Individuals within a Team



Direct link to IRB Application: Ability to Ascertain Circumstances

Amendment - Fri Jul 11 04:51:20 EDT 2014 Revision to include most recent calendar year

Activity	Author	Activity Date
Error Check	[Redacted]	7/11/2014 9:19 AM EDT
Submitted Amendment	[Redacted]	7/11/2014 9:20 AM EDT
Posted Correspondence	[Redacted]	7/28/2014 9:09 PM EDT
Approved with Contingencies	[Redacted]	7/29/2014 1:25 PM EDT
Posted Correspondence	[Redacted]	8/7/2014 4:01 AM EDT
Error Check	[Redacted]	8/7/2014 9:18 AM EDT
Submitted Correspondence	[Redacted]	8/7/2014 9:25 AM EDT
Posted Correspondence	[Redacted]	8/25/2014 10:58 AM EDT
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