

Scientific Computing, Research Data Services

Town Hall



<https://redcap.mountsinai.org>

redcap-support@mssm.edu

Scientific Computing, Research Data Services

Patricia Kovatch

Senior Associate Dean for Scientific Computing and Data Science,
Associate Professor Genetics and Genomic Sciences, Associate
Professor Pharmacological Sciences

Ranjini Kottaiyan Research Engagement and Finance Director

Joseph Nahmias IT Director, Scientific Computing

John Meola Systems Administrator

Aamir Jadoon Systems Administrator

Catherine McCaffrey Project Manager

Donald Louie Programmer Analyst

Scott Robertson REDCap Administrator

Priscilla Acquaye REDCap Administrator

Who We Are (cont'd)

Patricia Kovatch



Ranjini Kottaiyan



Joseph Nahmias



John Meola



Catherine McCaffrey



Scott Robertson



Aamir Jadoon



Donald Louie



Priscilla Acquaye



What This Town Hall Will Cover

- ▶ Goal of the Town Hall
- ▶ New features/coming soon
- ▶ New policies
 - Support fee
 - External collaborators
- ▶ Metrics
 - User and support
 - Satisfaction survey
- ▶ Questions & answers

Goal of the Town Hall

To share updates on how we have improved/changed our REDCap service.

To share our plans for the future of REDCap.

To engage directly and receive feedback from our user community.

New REDCap Feature - Clinical Data Pull (CDP)

Import clinical data into REDCap from Epic

The five types of Epic data currently supported:

- Basic demographics
- Condition/Problem list
- Medication lists
- Vital signs (LOINC code must be stored in the Epic)
- Laboratory (LOINC code must be stored in the Epic)



User requirements:

- Access to Epic
- Listed as key study personnel in the IRB protocol
- Have a REDCap project in production
- Must submit a request to <https://bit.ly/3guXoag>
 - Provide IRB approval and protocol documents listing the required data elements

New REDCap Features (cont'd)

- Twilio SMS and voice calls for alerts & notifications
- Data Access Group (DAG) Switcher
- Record-level locking
- Field embedding
- Multiple field branching logic edits
- Save survey PDF to data collection instrument

Coming Soon in 2021

- **New hardware and infrastructure**
 - Clusters of two web servers and three database servers
 - Increased performance
 - Uninterrupted user access for some routine maintenance
- **User satisfaction survey**
 - Sent to all active REDCap users February 1st, 2021

New REDCap Policies

As of September 30th, 2020:

- We are billing for REDCap on a per project/database basis. The cost is \$100 per “production” project/database per year. This fee is essential to the sustainability of REDCap.
 - In production, project edits are reviewed and approved by a REDCap Administrator to ensure that data which has already been collected is not deleted, re-coded or overwritten.
 - Scientific Computing is not responsible for and cannot restore lost development data.
- As required by Compliance, read and write access for **external collaborators** (anyone who does not have a Mount Sinai network ID) to REDCap must be requested by the Mount Sinai PI (or delegate) through SailPoint, <https://sailpoint.mountsinai.org/>

REDCap User and Support Metrics

Scientific Computing's Research Data Services team has maintained and supported REDCap since April 7th, 2018.

At that time there were

~2,000 active users

~3,700 projects/databases

As of December 1st, 2020

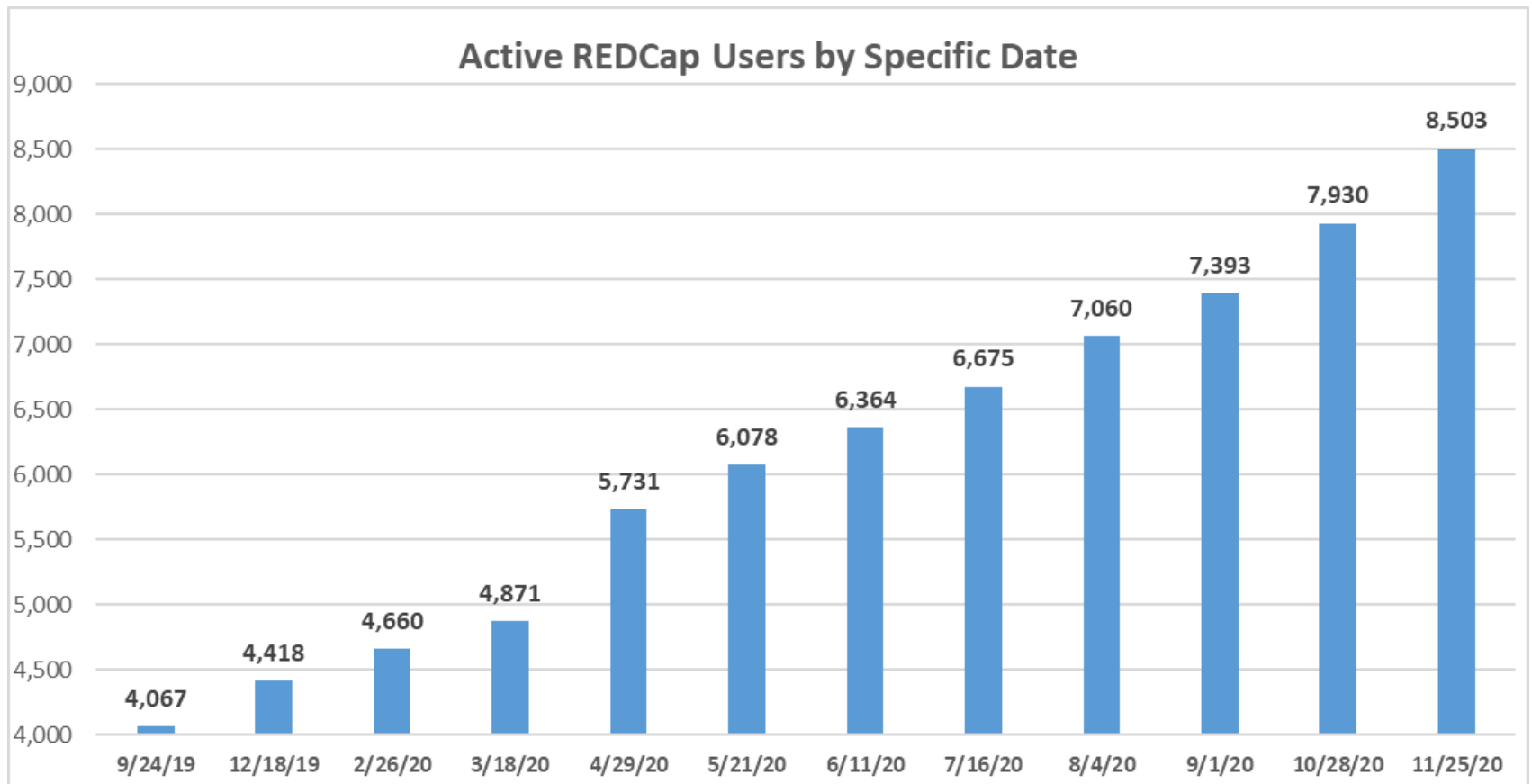
8,640 active users *

6,457 projects/databases

5,661 service desk tickets created (since January 2020)

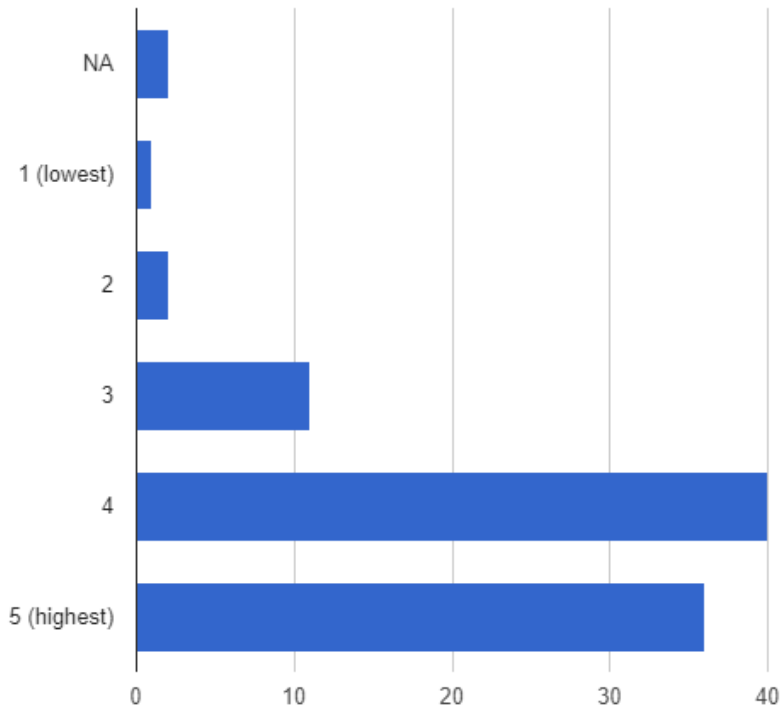
*Active in the last 6 months

REDCap User and Support Metrics (cont'd)



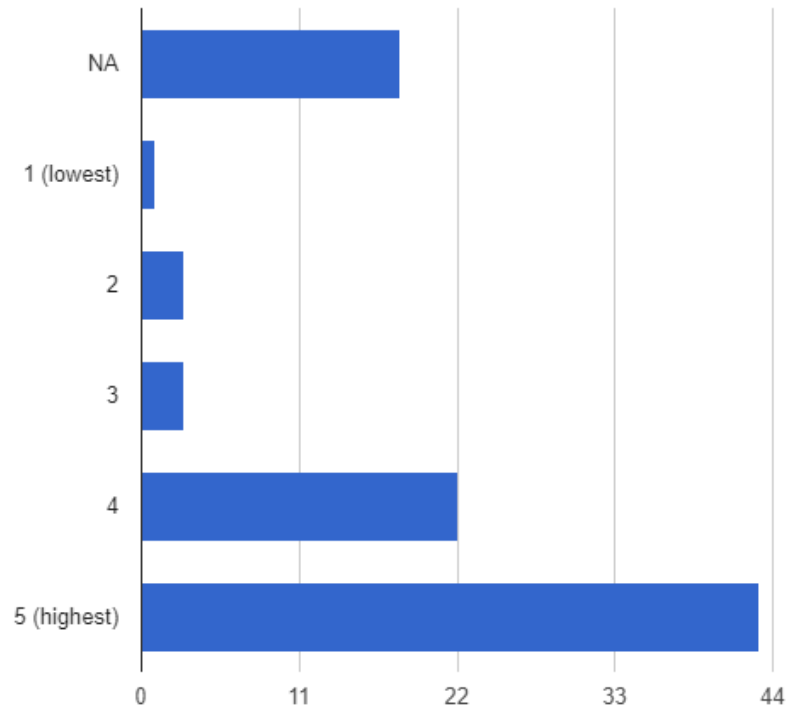
REDCap User Satisfaction Survey February 24th, 2020

How would you rate your satisfaction with REDCap?



92 responses out of 4,591 surveys

How would you rate your satisfaction with REDCap Support?



90 responses out of 4,591 surveys

REDCap Office Hours

- Virtual REDCap office hours part of the **Digital Concierge Service: Informatics and Data Science Online “Walk-in” Clinic**
 - No appointment is required
 - Every Wednesday 3:30-4:30PM

Join Zoom meeting:

<https://zoom.us/my/digitalconciierge>

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Town Hall Questions & Answers

Thank you



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