

2021 eRAP User Survey Results

Scientific Computing and Data

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The 2021 eRAP (Electronic Research Application Portal Rapid Database Generator) user survey—distributed in January 2022—solicited feedback from 1,103 active eRAP users. Of these, 150 users responded (13.6% response rate).

Survey Questions:

(1) How satisfied are you with eRAP?

- a. Very Satisfied: 22.6%
- b. Satisfied: 50.6%
- c. Neither Satisfied Nor Dissatisfied: 18%
- d. Dissatisfied: 5.3%
- e. Very Dissatisfied: 2.6%
- f. N/A: 0.6%

(2) How satisfied are you with eRAP support?

- a. Very Satisfied: 21.3%
- b. Satisfied: 47.3%
- c. Neither Satisfied Nor Dissatisfied: 24.6%
- d. Dissatisfied: 2%
- e. Very Dissatisfied: 0.6%
- f. N/A: 4%

(3) How critical is your eRAP database to daily operations?

- a. Very Critical: 34.6%
- b. Critical: 19.3%
- c. Neither Critical Nor Uncritical: 35.3%
- d. Uncritical: 8.6%
- e. N/A: 2%

(4) Would you be interested in enhancing operations within your application by repopulating dynamic data from a reliable external source (for example, Epic EHR) to reduce risk of human error?

- a. Yes: 35.3%
- b. No: 60%
- c. N/A: 4.6%

(5) [Of the 35.3% who replied Yes to #4] Would you enhance operations with Epic data if this feature comes at an additional cost for development?

- a. Yes: 63.8%
- b. No: 36.1%

(6) Please share any additional comments:

Comments regarding useful functions

- eRAP has been great for us. At this point our only database housed in eRAP is for historical purposes with the occasional look up.
- eRAP is critical to our multicenter trials. We find it very valuable - for example, we have put R code into the interface that allows us to visually represent the data and to generate statistical analyses with very little manipulation of the data needed. A massive time saver

and research accelerant. The Epic question is interesting and a full answer would depend on the details.

It is possible to discuss enhancing operations of your eRAP project by repopulating dynamic data from a reliable external source, such as Epic EHR. Please submit a ticket to discuss about integration with Epic:

<https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>.

Comments related to the user interface:

- eRAP is not user friendly. It is very difficult to go back and forth between different sections. It would helpful to have side tabs for the list of patients on the study.
Thank you for pointing out a specific development that could improve the eRAP user experience. Please submit a ticket to discuss possible new user interface approach for patient list and the studies.
<https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>
- I use eRAP to book shared equipment and the design is unbelievably clunky and outdated
The design and function of any eRAP project can be customized! Please submit a ticket to express your specific needs and discuss UI Changes.
<https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>
- The eRAP format is very user unfriendly. It is not easy to look up visits and specific patients.

Comments related to application performance:

- eRAP still needs a lot of work. There are emails which should be sent out when a task is eRAP can be a bit slow and it's not about wifi connection
We increased performance for the login page from 30 seconds to 1 second on 11/3/2021. If the slowness you are experiencing is not related to the loading of the login page, then please submit a ticket so we can work with you to identify where you are experiencing slowness. Tickets can be submitted here:
<https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>
- eRAP still needs a lot of work. There are emails which should be sent out when a task is completed or set as complete by a manager but that doesn't happen. There are also days when it lags terribly. Otherwise it's a basic system it isn't impressive by any means. A better job can be done by those who manage it.
We appreciate your input. All project updates and communication can be tracked through the ticketing system so that, once you submit a ticket, you may review its progress in real time. With respect to email notifications, let us discuss this option; to begin, please submit a ticket requesting this feature so we can investigate further and advise. Tickets can be submitted here:
<https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>.

Comments related to the scheduling functionality:

- Use it for the calendar scheduling function which works well.

- I am a coordinator that uses the CRU's eRAP project for scheduling. The system could work a lot smoother and would benefit from a different setup. I don't know what's possible, but an "available/busy" calendar for schedule would be better, and also pulling dynamic Epic data for participants would be a help. I end up adding in redundant information all the time.

We can add this functionality to your project. Please submit a ticket: <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>
- I use eRAP to schedule cytometers. It is abysmally slow and should not be used for this particular application.

We are internally investigating causes for application lags. If you are experiencing persistent performance issues with the application or its function, please submit a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8> so that it may be addressed and resolved.
- I use eRAP only to sign for equipment and would prefer to have this service free of charge.

The scheduling functionality in eRAP is free of charge. Please contact us so we can help.
- I wish eRAP showed a calendar of when the nurses at the CRU are available, rather than me entering dates and getting rejected.

Availability for nurses requires additional coding and data feed to eRAP, which is a custom enhancement to your project. This enhancement can be implemented by our developers, and custom developments are billed at \$140/hour. To begin the process of requesting custom work, or to get an estimate for your request, submit a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>.
- If they can have the calendar more organized. I believe if the names of patients and date of service are chronologically organized would be helpful. Have a section where we can write the address of the appointment where it can be printed in bold for patient to be able to see it. Have the program run fast at all hours in the day not just in the evening hours.

We can add this functionality to your project. To begin the process of requesting custom work, or to get an estimate for your request, submit a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>.
- Sometimes I am unable to book appointments within the same day even though the procedure room is un-occupied.

Thank you for your response. Scheduling rules are governed and defined by department managers. Some possible results of these rules may result in unoccupied rooms if the room was booked and the user didn't cancel the appointment. Since these scheduling rules are pre-defined, we appreciate your understanding
- When typing the year "22", I should be defaulted to 2022 and not 1922.

When you experience this issue, please submit a ticket so we can identify where the error for the year appears so we can fix it. Tickets can be submitted here: <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>.

Comments related to database access:

- Why would it cost the User to access Erap if the Department is already paying for it? eRAP is funded through custom software requests. Once the eRAP database is developed, there is no charge for users to access the database.
- It would be great if we could have access download the names of Sinai locations and or physicians. By having the ability to view physician's profiles without having to access the internet -- that would be great. Also have the ability to achieve old records would be beneficial.
This custom enhancement to your eRAP project can be implemented by our developers. Custom developments are billed at \$140/hour. To begin the process of requesting custom work, or to get an estimate for your request, submit a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>.