REDCap Town Hall

Priscilla Acquaye, REDCap Administrator

Scientific Computing and Data

Icahn School of Medicine at Mount Sinai

May 26, 2022

Icahn
School of
Medicine at
Mount
Sinai

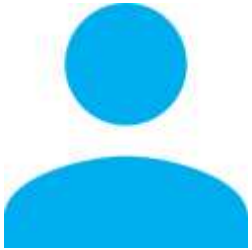
Introduction – Team Members

Patricia Kovatch
Professor and Dean for
Scientific Computing and Data

Ranjini Kottaiyan
Senior Director,
Finance & Research Engagement

Priscilla Acquaye
REDCap User Support

Donald Louie
Programmer Analyst



Senior REDCap Analyst
Open Position

Agenda

- **Introduction to REDCap**
- **Accomplishments**
- **Metrics**
- **User survey results**
- **Roadmap**
- **Q&A**

What does REDCap do?

- **REDCap (Research Electronic Data Capture) is a secure web application for building and managing online surveys and databases**
- **While REDCap can be used to collect virtually any type of data in any environment including compliance with 21 CFR Part 11, it is specifically geared to support online and offline data capture for research studies and operations**
- **Dynamic forms with branching logic and calculated fields with multiple users per project**
- **Can be used for longitudinal studies and randomized clinical trials**

General features of REDCap

- **Surveys**
- **Creating forms for data entry**
- **Longitudinal studies**
- **Multi-site projects/Data access groups**
- **Twilio (Send surveys via text and/or voice)**
- **MyCap (REDCap app)**

Creating a REDCap account

- **Mount Sinai Users log into REDCap using their regular Mount Sinai username and password here**

  https://redcap.mountsinai.org

- **Mount Sinai PIs can sponsor external users via Sailpoint**

  https://sailpoint.mountsinai.org

REDCap Training Videos now in PEAK

Log in to PEAK with your Mount Sinai Credentials and search for “REDCap” to locate the course

https://peak.mountsinai.org

New REDCap Features- 1

- **Action Tags**
  - @CALCDATE- performs a date calculation by adding or subtracting a specified amount of time from a specified date or date field and returns the output as a date
  - @CALCTEXT- typically performed with an if(x,y,z) function, i.e @CALCTEXT(if([age] >= 18, 'adult', 'child')
  - @INLINE- Allows a PDF or image that is uploaded to a file upload field to be displayed in an inline manner on the page without the viewer having to download it

New REDCap Features- 2

- **Stop Action** - The participant will be prompted to end the survey when ANY choices are checked for a specific question.

- **Smart Variables**
  - Smart Variables allow you to reference information within the project other than data fields. Smart Variables are context-aware and thus adapt to many different situations in which they can know who the current user is, what event is currently being viewed, whether or not an instrument is being viewed as a survey or data entry form, etc.

- **Project Dashboard**
  - Custom dashboard within project that can utilize special Smart Variables called Smart Functions, Smart Tables, and Smart Charts that can perform aggregate mathematical functions, display tables of descriptive statistics, and render various types of charts.

Accomplishments

Accomplishments In The Last Year - 1

Feature	Benefit
Implemented post-ticket user survey at the close of every ticket in March 2022	Receive continual feedback on services
REDCap mobile app available	Users can collect REDCap data in an offline environment in mobile app then sync data back to their project on a REDCap server
Clinical Data Pull (CDP)	Users can supplement data in their project with high-quality Epic data CDP allows users to import clinical data into REDCap from Epic including basic demographics, condition/problem list, medication lists, vital signs, laboratory To utilize this feature, users are required to have access to Epic, IRB protocol listing the user as key study personnel, the REDCap project must be in production

Accomplishments In The Last Year- 2

Feature	Benefit
Town Hall Meeting	Reaching a broader Sinai community about developments in REDCap
Weekly Digital Concierge meeting	Conducted every Wednesday 3:30- 4:30 PM; ~700 participants over 2 years
Training	Taught two sessions of a hands-on REDCap classroom workshop with 50 students on “Computational Tools for Clinical Research - CLR0501” Session on “Introduction to REDCap User Training” was conducted December 8, 2021; over 80 participants REDCap training now available in PEAK: https://peak.mountsinai.org
Security Improvements	Apache Log4J issues resolved All servers are patched to date; last patch was April 2022 Patches occur regularly at the end of each month

REDCap Metrics

As of May 2022	
Total user accounts	17,040
Active* users	13,148
Total projects	9,744
Active* projects	3,797

*logged in the last six months

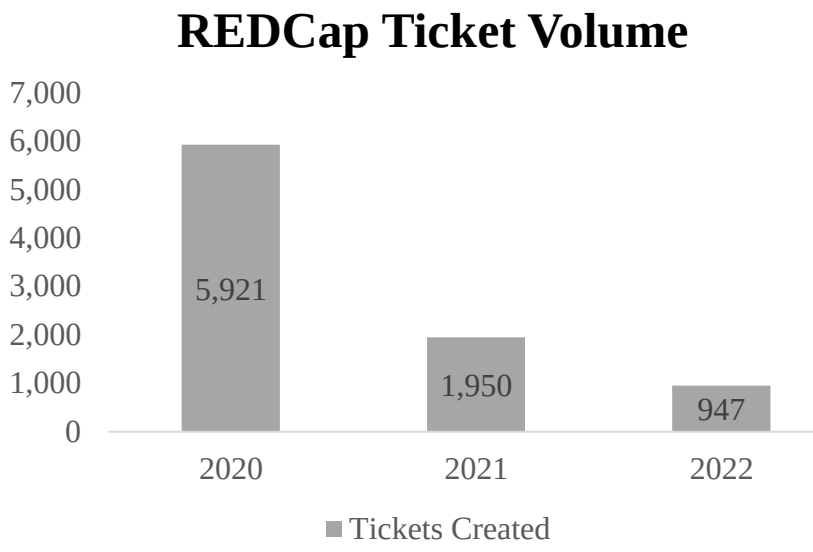
Active Project By Type:	
Research Projects	51%
Quality Improvement (QI)	23%
Operational Support	20%
Practice	~5%
Other*	<1%

*Other includes Epic Clinical Data Pull, product trial questions, technical/downtime

User support ticket metrics: 2022 year to date

- **947 REDCap tickets January- May 2022**
- **66% fewer tickets in 2021 & 2022 (expected total) than in 2020**

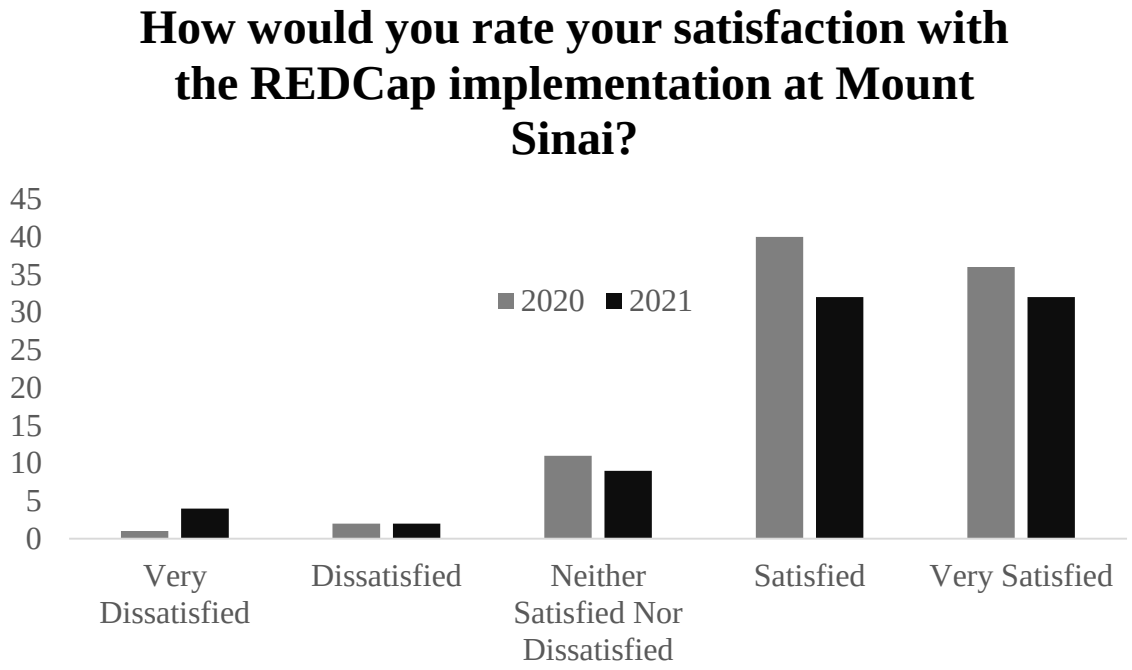
Ticket Breakdown in 2022	
Project specific	21%
*Other questions	19%
Account and password issues	16%
Review/approve project changes	14%
Move project to production	13%
Billing and licensing questions	10%
Technical support	4%
COVID attestation/EHS	2%
Clinical Data Pull (CDC)	1%



* Other includes product trial questions, technical/downtime, etc.

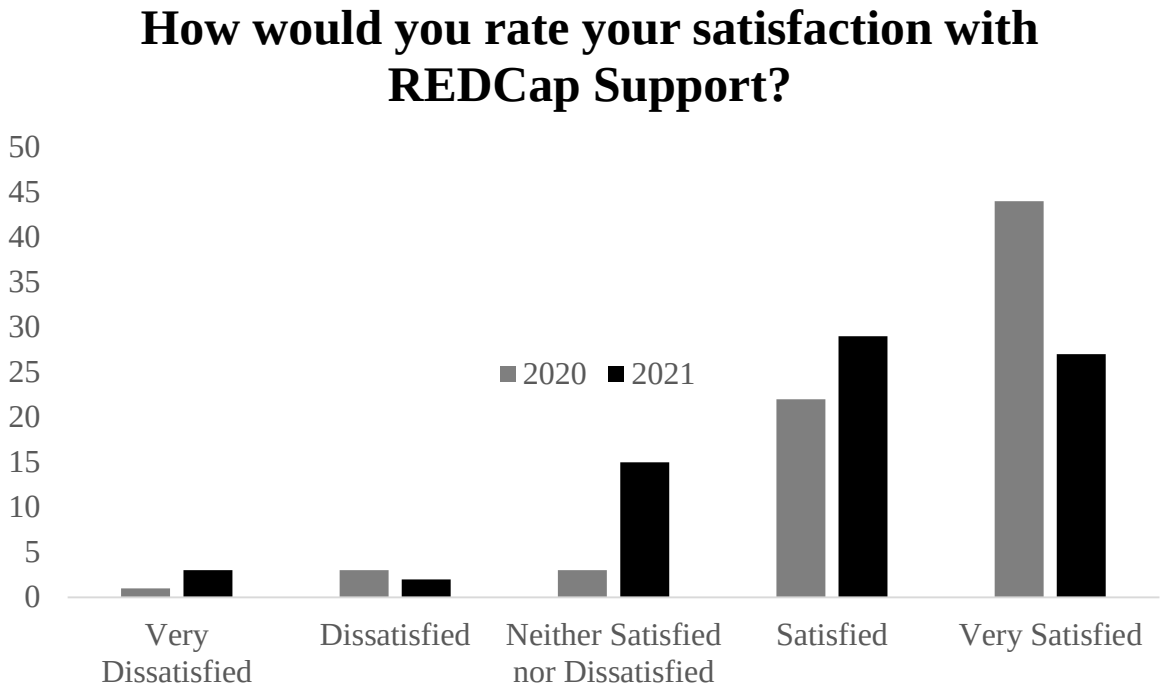
User survey results

REDCap 2021 User Satisfaction Survey Results- 1
11% Response Rate



In 2020, n=92; 82% of respondents reported satisfied or very satisfied
In 2021, n=81; 80% of respondents reported satisfied or very satisfied

REDCap 2021 User Satisfaction Survey Results- 2



In 2020, n=92; 71% of respondents reported satisfied or very satisfied
In 2021, n=81; 69% of respondents reported satisfied or very satisfied

2021 REDCap User Survey Comments: Digital Concierge

- **“The weekly 'office hours' online are a great idea, but sometimes it is difficult to get a question in with so many people there. That aside, the REDCap support personnel have been really kind and helpful.”**
  - The Wednesday office hours are part of the Digital Concierge and are consistently held every week from 3:30-4:30 pm.
  - Additional help is available if your project is in production ($200/year).

2021 REDCap User Survey Comments: Feature Improvements

- **“With how much we had to use REDCap surveys to support MSHS operations this year, it would be extremely helpful if there could be a life number lookup implemented within our REDCap. Half the battle is getting employees to enter their correct life numbers. Having a tool where they could look it up would be extremely helpful.”**

  - We are considering adding this functionality to our roadmap. If you need immediate assistance, we can provide custom services at a rate $140/hour.

REDCap Billing Policy

REDCap Billing Policy

- **$200 per “production" database per year**
  - **If your database is not in production, any changes to the database will not be reviewed and you will not be eligible for one on one support**
  - Rate is approved by Finance and Compliance yearly
- **Automated billing via fund transfer effective as of 5/25/2022**
- **Custom projects can be created at a fee of $140 per hour**

This fee is essential to the sustainability of REDCap

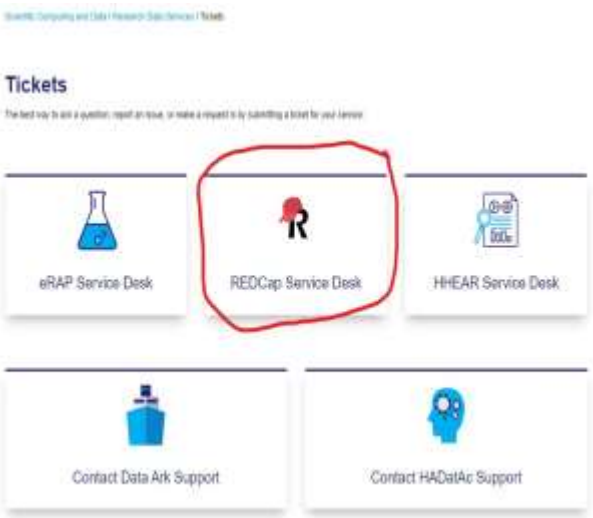
Roadmap

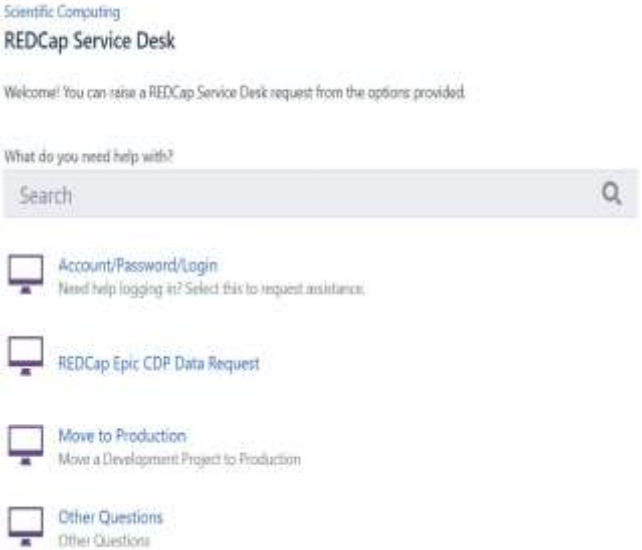
Plans for the rest of the year

Feature	Benefit
Upgrade REDCap from our current version (11.1.23) to most recent version (12.3.1) released 2022-04-29. Expected Q4 of 2022	Several bug fixes and improvements Multi-languages available New form display logic prevents users from entering data on a specific form or event until certain conditions have been met
Automate REDCap payments in 2022 Q2	Saves time and efficient, automated

Contact us

To Open a Ticket:





https://redcap.mountsinai.org

REDCap Office Hours: Digital Concierge

- **Every Wednesday from 3:30-4:30 PM**

- **First come, first served**

https://zoom.us/my/digitalconcierge

Q&A

Thank you!!

https://redcap.mountsinai.org

Icahn School of Medicine at Mount Sinai