

REDCap Town Hall

Rajendra Bose, Director of Researcher Engagement

Cate Bauer-Martinez, Senior REDCap Administrator

Priscilla Acquaye, REDCap Administrator

Jing Yang, Applications Support Analyst

Ranjini Kottaiyan, Senior Director

Mark Green, Executive Director

Patricia Kovatch, Professor and Dean

Scientific Computing and Data

April 18, 2024



Icahn
School of
Medicine at
**Mount
Sinai**

Introduction – Team Members



Patricia Kovatch

Professor and Dean
for Scientific
Computing and Data



Mark Green

Executive Director



Ranjini Kottaiyan

Senior Director



Farhan Mahmood

Director, Scientific
Computing



Eric Rosenberg

System Administrator



Rajendra Bose

Director, Researcher
Engagement



Priscilla Acquaye

REDCap Analyst



Cate Bauer-Martinez

Senior REDCap Analyst



Jing Yang, PhD

Applications Support
Analyst



Rupan Hossain

Database Administrator

Acknowledgements



Acknowledge CTSA:

An acknowledgement of support from the Icahn School of Medicine at Mount Sinai and the Clinical and Translational Science Awards (CTSA) grant UL1TR004419 from the National Center for Advancing Translational Sciences should appear in a publication of any material, whether copyrighted or not, based on or developed with Mount Sinai-supported computing resources including REDCap:

Please use the following acknowledgement in your publications:

“This work was supported in part through the computational and data resources and staff expertise provided by Scientific Computing and Data at the Icahn School of Medicine at Mount Sinai and supported by the Clinical and Translational Science Awards (CTSA) grant UL1TR004419 from the National Center for Advancing Translational Sciences.”

To associate the CTSA grant UL1TR004419 to an existing publication, please follow [these instructions](#) * from the NIH (see the section “Associating Funding to your Publications”).

* https://www.ncbi.nlm.nih.gov/books/NBK53595/#mybibliography.Associating_Funding_to_yo

Agenda

Introduction to REDCap

Metrics and User Satisfaction Survey

Accomplishments

Roadmap

Q&A

Introduction to REDCap

REDCap at Mount Sinai

- ▶ **Research Electronic Data Capture (REDCap)** is a secure web application for building and managing online surveys and databases
- ▶ It was created in 2004 at Vanderbilt University for the purpose of supporting a small group of researchers who needed a secure data collection tool, and now has a large worldwide community
- ▶ We host over 10,000 projects, and **many thousands of REDCap users and projects are active on our REDCap service** during any given week
- ▶ Our team provides support for questions about project building, data protection, surveys and more

<https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/>

Creating a Redcap Account

Mount Sinai Users:

▶ Mount Sinai faculty, students and staff can log into REDCap using their regular Mount Sinai username and password here: <https://redcap.mountsinai.org>

External Users:

▶ For external collaborators without Mount Sinai credentials, the PI or their delegate must request Mount Sinai credentials via SailPoint: <https://sailpoint.mountsinai.org/>

Digital Concierge Service

Virtual REDCap Office Hours: Wednesdays at 3:30pm to 4:30pm

- Open to all users
- Get help with specific project questions

Every Wednesday from 3:30 p.m. – 4:30 p.m. (ET): [Click here to register and join](#)

You can also get help with other services such as: DTP Academic Technology, HPC, MSDW, Self-service Cohort Query Tools, eRAP, Data Ark Data Commons, DTP Cybersecurity, and Levy Library Resources and Services

Additionally we have added on an extra day once a month (not Wednesday) to accommodate users who cannot attend on Wednesdays.

REDCap Training and Resources

Our team provides training sessions during the year

- Slides and link to training videos posted on our [website](#)

REDCap Videos

- https://www.youtube.com/@ucdredcap5650/videos#training_videos

Great resources courtesy of a REDCap Consortium partner institution!

(University of Colorado Denver courtesy training videos)

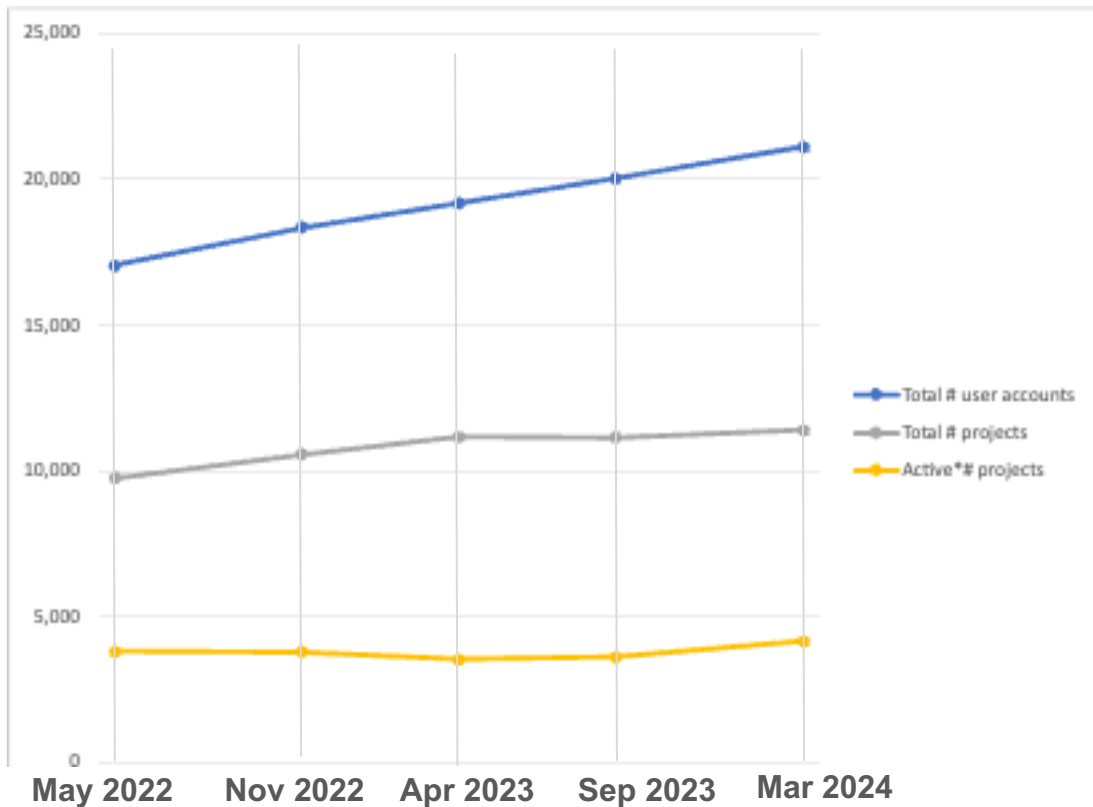
- The Mount Sinai REDCap landing page also includes a [link to training videos](#)

Mount Sinai PEAK training site: login and search for REDCap

- <https://peak.mountsinai.org>

Metrics and User Satisfaction Survey

REDCap Users and Projects



As of end March 2024	
Total # user accounts	21,100
Active* # users	3,907
Total # projects	11,390
Active* # projects	4,158

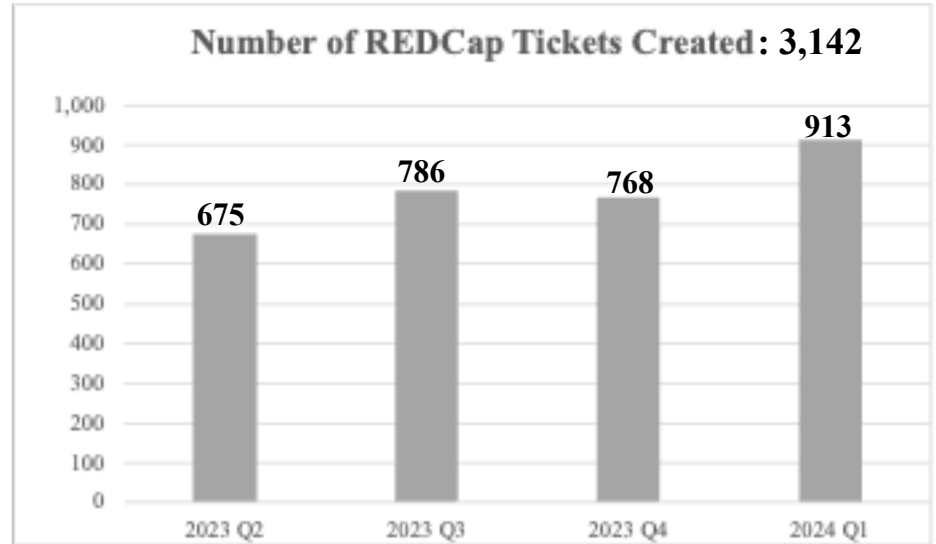
*logged in/accessed in the past 6 months

Active Projects by Type, past 6 months:	
Research	59%
Quality Improvement (QI)	20%
Hospital Operations	17%
Faculty Practice Associates Operations	2%
MD Student Projects	1%

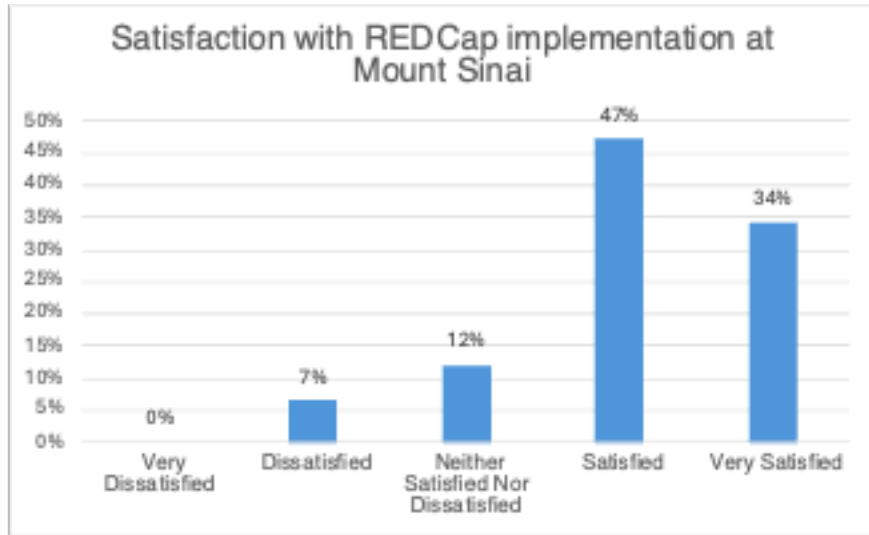
User support ticket metrics: April 2023-March 2024

3,142 REDCap tickets from April 2023– March 2024

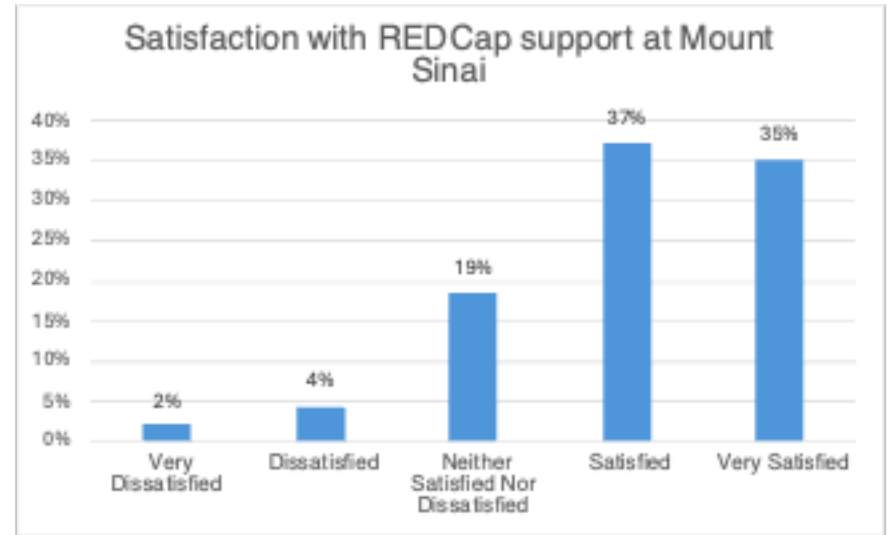
Ticket Breakdown April 2023 – March 2024		
Account Login	32%	1,017
Project Specific Questions	28%	870
Review/Approve Project Changes	17%	531
Non-Project Specific Questions	15%	483
Technical Support	3%	90
Move to Production	3%	80
Epic Clinical Data Pull and Project Build Requests	1%	38
Technical/Downtime	1%	33
Total		3,142



2023 REDCap User Satisfaction Survey Results



n=91; 81% of respondents reported satisfied or very satisfied



n=91; 72% of respondents reported satisfied or very satisfied

User Satisfaction Survey Comments

1. Positive Comments

- "...having REDCap available is extremely valuable."
- "I have appreciated the changes in REDCap. I hope to see continued improvements in future..."
- "Seems like Mount Sinai's REDCap has been kept closer to the most up to date version of REDCap, which is appreciated."
- "I want to thank Cate. She help me greatly with my project. She's patient, detail oriented and has great knowledge of REDCap"

2. Opportunity for Improvement: Support

- We will continue to work to improve our support efforts

3. Opportunity for Improvement: Billing and Payment

- We will review and improve REDCap service billing and payment workflow and communications

A more comprehensive version of survey comments and responses will be available on our website

Accomplishments

Major Accomplishments since October 2023

Upgraded REDCap from version 13.1 to 14.0

167 Digital Concierge one-to-one interactions and 3,142 service desk requests

Collected 398 publications enabled by REDCap

Completed 2023 REDCap chargeback collection

REDCap New Features with version 14.0

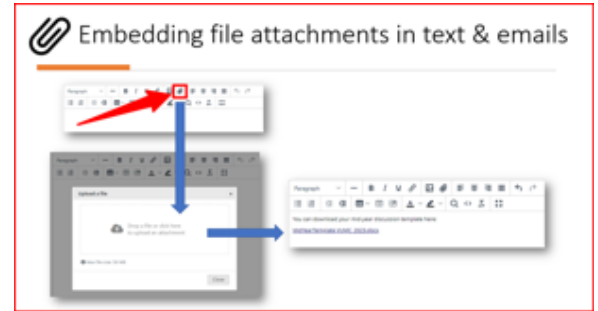
Background Data Import

New Multi-Language Management workflow for adding new languages to projects

Embedding file attachments in text & emails

Longitudinal functionality for MyCap-enabled projects

New special functions and piping parameters for date/datetime fields



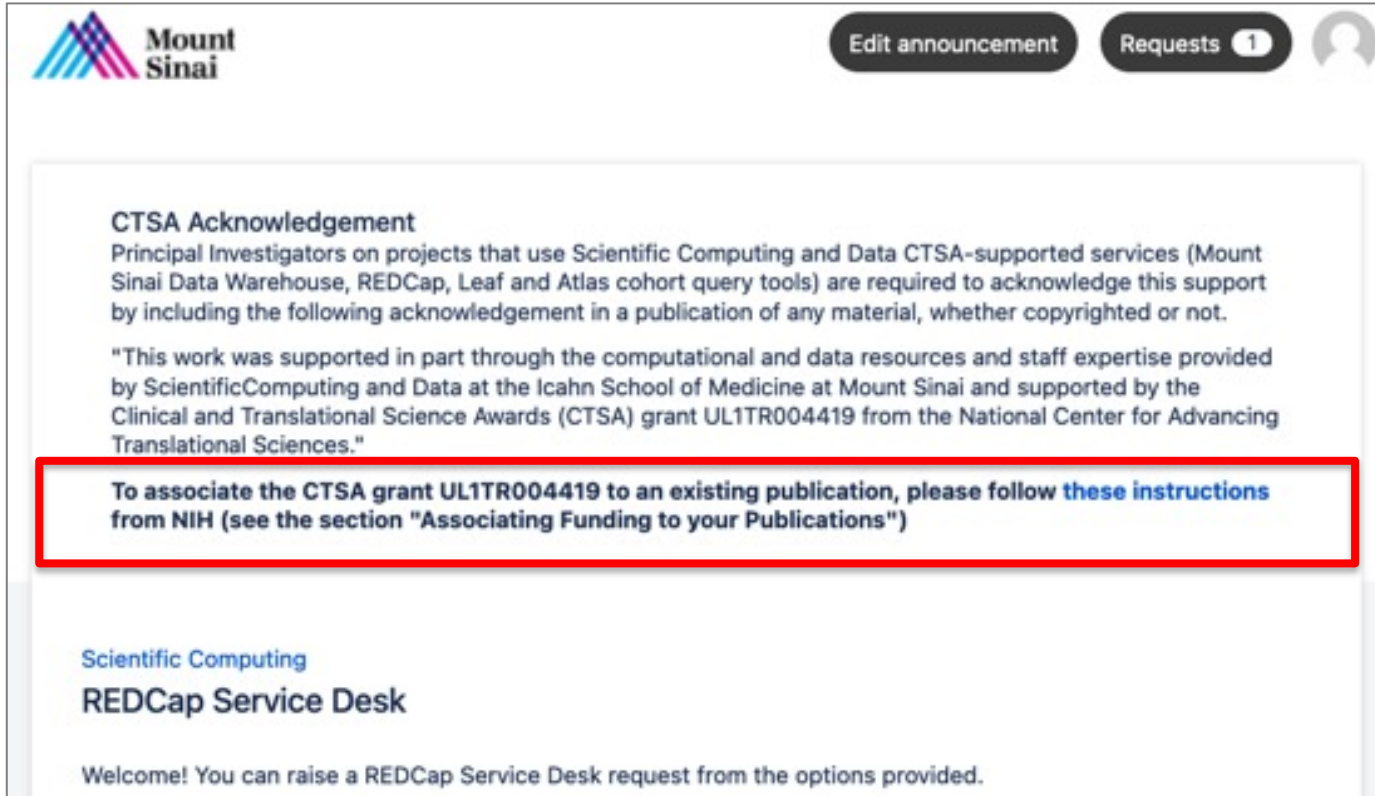
Supporting REDCap users: October 2023-March 2024


Date	Event	Event Details	Participants
10/12/2023	Training	REDCap Essentials	50
10/23/2023	Town Hall	Fall Town Hall	19
2/13/2024	Office Hours	Chargeback Special Office Hours	7
2/20/2024	Office Hours	Chargeback Special Office Hours	4
2/29/2024	Office Hours	Chargeback Special Office Hours	4
	Digital Concierge	October 2023-March 2024	167


Total: 251

**251 participants learning about REDCap and receiving help
Answered 3,142 REDCap tickets**

Publications and CTSA Acknowledgement



 **Mount Sinai**

Edit announcement Requests **1** 

CTSA Acknowledgement

Principal Investigators on projects that use Scientific Computing and Data CTSA-supported services (Mount Sinai Data Warehouse, REDCap, Leaf and Atlas cohort query tools) are required to acknowledge this support by including the following acknowledgement in a publication of any material, whether copyrighted or not.

"This work was supported in part through the computational and data resources and staff expertise provided by ScientificComputing and Data at the Icahn School of Medicine at Mount Sinai and supported by the Clinical and Translational Science Awards (CTSA) grant UL1TR004419 from the National Center for Advancing Translational Sciences."

To associate the CTSA grant UL1TR004419 to an existing publication, please follow [these instructions](#) from NIH (see the section "Associating Funding to your Publications")

Scientific Computing
REDCap Service Desk

Welcome! You can raise a REDCap Service Desk request from the options provided.

<https://scicomp.mssm.edu/jira/servicedesk/customer/portal/9>

REDCap Chargebacks

Projects < 90 days	54%
Projects > 90 days	46%

New chargeback model introduced July 1, 2023

- New REDCap projects have an initial, fee-free 90 day period
- Beyond the initial 90 day period, REDCap projects will be charged an annual \$100 fee
 - Research and Faculty Practice Association (FPA) Operations projects provide a fund number
 - Hospital Operations, Quality Improvement and MD Student projects are covered by institutional arrangements
- Research and Faculty Practice Association (FPA) Operations projects with no fund number details will be locked (not deleted) after 90 days
- All unpaid projects will be deleted after one year,
 - We send periodic email communication to project contacts to allow for payment and unlocking projects prior to deletion



Icahn School of Medicine at Mount Sinai

[Returning?](#)

AAA



Please fill out this information for your new or existing REDCap project.

If you have previously submitted this survey for a project, you were emailed a custom survey link with a return code. **To later enter or update the fund number or other information for that project, you must use the custom survey link with the return code.**

Please do not take this survey again for the same project to avoid duplicate billing. Please search the keywords '2023 REDCap Chargeback' in your email. If you have any questions, [contact REDCap Support](#)

Project ID

IMPORTANT NOTE:

- **Enter project ID only for existing projects, project ID is located to the right of the project title**
- **Leave blank for creating/copying new projects**

Please enter only numbers

Please select the option that best describes the purpose of your project.

* must provide value

Research

Hospital Operations (Projects that provide operational support for Mount Sinai Hospital)

Faculty Practice Associates (FPA) Operations (Projects that provide operational support for FPA)

Quality Improvement (NO RESEARCH PUBLICATIONS)

Medical Student Project

reset

Roadmap

Plans for next six months

Begin to plan for next REDCap major version upgrade during September/October 2024

- **Big Data import with API**
- **Gift card module**
- **Multi-person and multi signature eConsent**
- **MyCap expansion**

Develop a detailed plan for 21 CFR Part 11 validation in Q2

Develop shorter-format training materials on high-impact topics for Mount Sinai REDCap community

Newer Researcher Lunch and Learn Event: May 9

Scientific Computing and Data is holding an in-person **lunch and learn** event May 9, 2024 for up to 30 attendees

We have been announcing registration for this event to newer researchers: Masters and PhD students, postdoctoral researchers, and CTSA funded assistant professors

The goal is to offer **compelling, real examples of how new researchers have used our group's services including REDCap** to achieve results

We may **enlist allies** such as **researchers we have helped**, or current or previous Scientific Computing and Data **informatics fellows**, to talk directly about their experience

We will also participate in the "SpeedConnections" session during the June 3 in-person **CTSA Translational Science Research Day** for ISMMS trainees, scholars, and faculty



Q&A

Thank you

Rajendra Bose
Cate Bauer-Martinez
Priscilla Acquaye
Jing Yang
Ranjini Kottaiyan
Mark Green
Patricia Kovatch

Scientific Computing and Data
April 18, 2024

