

2023 MSDW User Survey Comments and Responses

Scientific Computing and Data

April 1, 2024

The 2023 MSDW (Mount Sinai Data Warehouse) user survey—distributed in January 2023—solicited feedback from 616 active users who submitted tickets in 2023. Of these, 19 users responded (a 3% response rate).

Survey Questions:

(1) How satisfied are you with your experience working with the MSDW Clinical Data Informaticists and Data Analysts??

- a. Very Satisfied: 26%
- b. Satisfied: 22%
- c. Neither Satisfied Nor Dissatisfied: 26%
- d. Dissatisfied: 5%
- e. Very Dissatisfied: 5%
- f. Decline to Answer: 11%
- g. Blank: 5%

(2) How satisfied are you with the quality of the data you received?

- a. Very Satisfied: 16%
- b. Satisfied: 32%
- c. Neither Satisfied Nor Dissatisfied: 16%
- d. Dissatisfied: 10%
- e. Very Dissatisfied: 10%
- f. Decline to Answer: 10%
- g. Blank: 5%

(3) Did you use one of the self-service query tools Leaf or ATLAS in 2022?

- a. Yes: 10%
- b. No: 90%

(4) [Of the 10.5% of users who answered “Yes” to #3] How satisfied are you with your experience generating cohort counts in Leaf?

- a. Very Satisfied: 0%
- b. Satisfied: 5%
- c. Neither Satisfied Nor Dissatisfied: 0%
- d. Dissatisfied: 0%
- e. Very Dissatisfied: 5%
- f. Blank: 90%

(5) [Of the 10.5% of users who answered “Yes” to #3] How satisfied are you with your experience generating cohort counts in ATLAS?

- a. Very Satisfied: 0%
- b. Satisfied: 0%
- c. Neither Satisfied Nor Dissatisfied: 5%
- d. Dissatisfied: 0%
- e. Very Dissatisfied: 0%
- f. Decline to Answer: 5%
- g. Blank: 90%

(6) [Of the 10.5% of users who answered “Yes” to #3] How satisfied are you with resource support (ticket system, support personnel, training sessions, online guides, etc.)?

- a. Very Satisfied: 0%
- b. Satisfied: 0%
- c. Neither Satisfied Nor Dissatisfied: 5%
- d. Dissatisfied: 0%
- e. Very Dissatisfied: 0%
- f. Decline to Answer: 5%
- g. Blank: 90%

(7) Please share any additional comments:

Negative Feedback:

Regarding data:

- The MSDW data has a lot of missing values, even for data that it is in the EMR, but somehow not in the correct fields. I also tried to get data from pathology reports, that took a long time, and when I got the data the format was not the best, it requires a substantial amount of expert curation so it can be used.
 - The MSDW team source data from EPIC but we are unable to extract data from media or PDF files within EPIC. Data stored in the EMR or any other system is not structured for reporting purposes, making it necessary for researchers to curate the data to suit their needs. While our team can provide assistance, the cost to create and curate the data increases. Hence, most researchers opt to handle their own curation processes.
- There is no availability of the majority of the data I need within MSDW. I work in neonatology and the birth fact table from caboodle isn't integrated.
 - Thank you for bringing to our attention OBGYN data that is not yet in OMOP. The MSDW team has been provided access to the ASOBYGYN system and can now provide more data that are comprehensive.

Regarding service:

- Terrible turnaround time and poor understanding of dataset required.
 - Thank you for your feedback, if you provide us with your contact information we can follow up with you. We have started to put the time to completion in the SOW for clearer communication and expectations for those we are assisting.

Regarding Leaf/ATLAS:

Mixed/Neutral Feedback

Regarding service:

- Farhan was great and really worked hard to try to get us what we needed. Also Naomi So is very good. Some of the analysts though were not very professional at different points in time and easily express their frustration. Also, we then had to have several back and forth meetings about the data that they had provided even though we needed clarifications or certain data rerun.
- I recommend striving for better turnaround times for data delivery.

- Thank you for your feedback. We have started to put the time to completion in the SOW for clearer communication and expectations for those we are assisting

Positive Feedback:

Regarding service:

- I consulted with the MSDW data team for a project recently. They were extremely knowledgeable and helpful in answering all of my questions.
- Nice people. Very helpful.