

REDCap Town Hall

Rajendra Bose, Director of Researcher Engagement
Priscilla Acquaye, REDCap Administrator
Cate Bauer-Martinez, Senior REDCap Administrator
Jing Yang, Applications Support Analyst
Ranjini Kottaiyan, Senior Director
Patricia Kovatch, Professor and Dean

Scientific Computing and Data
May 2, 2023



Icahn
School of
Medicine at
**Mount
Sinai**

Introduction – Team Members



Patricia Kovatch

Professor and Dean for
Scientific Computing
and Data



Ranjini Kottaiyan

Senior Director



Farhan Mahmood

Director, Scientific
Computing



Eric Rosenberg

System Administrator



Rupan Hossain

Database Administrator



Rajendra Bose

Director, Researcher
Engagement



Priscilla Acquaye

REDCap Analyst



Cate Bauer-Martinez

Senior REDCap Analyst



Jing Yang, PhD

Applications Support Analyst

New Team Members Update

► Welcome to two new REDCap Team Members



– Cate Bauer-Martinez

- Senior REDCap Administrator/Support Analyst
- 7 years experience as REDCap Administrator at the Indiana University and Indiana Clinical Translational Sciences Institute (CTSI)
- Master's degree in Education with a focus on Educational Technology
- Over 20 years experience in clinical research and public health research



– Rajendra (Raj) Bose, PhD

- Director of Researcher Engagement
- Managing the support team
- Most recently with CZ Biohub (UCSF, Stanford, Berkeley)
- 13 years experience with Columbia University research computing groups

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:

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 ULTR004419 from the National Center for Advancing Translational Sciences.”

Acknowledge Scientific Computing and Data:

All publications must include the following language in the acknowledgments section:

“This work was supported in part through the REDCap resources and staff expertise provided by Scientific Computing and Data at the Icahn School of Medicine at Mount Sinai.”

Your Publications

Report publications to Scientific Computing and Data:

All publications that resulted from Scientific Computing and Data resources and services, including Leaf and ATLAS, should be reported annually.

To report your publications, submit them here: <https://redcap.link/a21haj0g>

For 20 or more publications, please email Maria Castro at mariajulia.castro@mssm.edu

Agenda

- ▶ **Introduction to REDCap**
- ▶ **Metrics and User Satisfaction Survey**
- ▶ **Accomplishments**
- ▶ **Roadmap**
- ▶ **Q&A**

Introduction to REDCap

REDCap at Mount Sinai

- ▶ **Research Electronic Data Capture** – 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
- ▶ **Data resources and integration between existing systems**
 - Import clinical data into REDCap from Epic (over 1800 mapped fields)
 - Basic Demographics
 - Conditions/Problems list
 - Medications
 - Vital signs
 - Laboratory Results (lab results where LOINC code is stored in Epic)
 - Submit requests to <https://bit.ly/3guXoag>
- ▶ **We host more than 10,000 databases, with over 18,000 total users since 2018**
- ▶ **Services for project building, data protection, support, and training**

Creating a REDCapAccount

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/>

REDCap Version 13: Selected New Features

Some popular modules have become standard REDCap features

- ▶ **MLM (Multi-language Management)** to translate projects directly in REDCap (without requiring the Multilingual external module).
- ▶ **MyCap** external module--a participant-facing mobile application used for data collection offline—now part of REDCap
- ▶ **Embedding images** in text & emails
- ▶ **Repeating Automated Survey Invitations**
- ▶ **New Smart variables**
- ▶ **Several minor and major bug fixes** including for PHP-related issues, Clinical Data pull, and exporting/creating projects

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

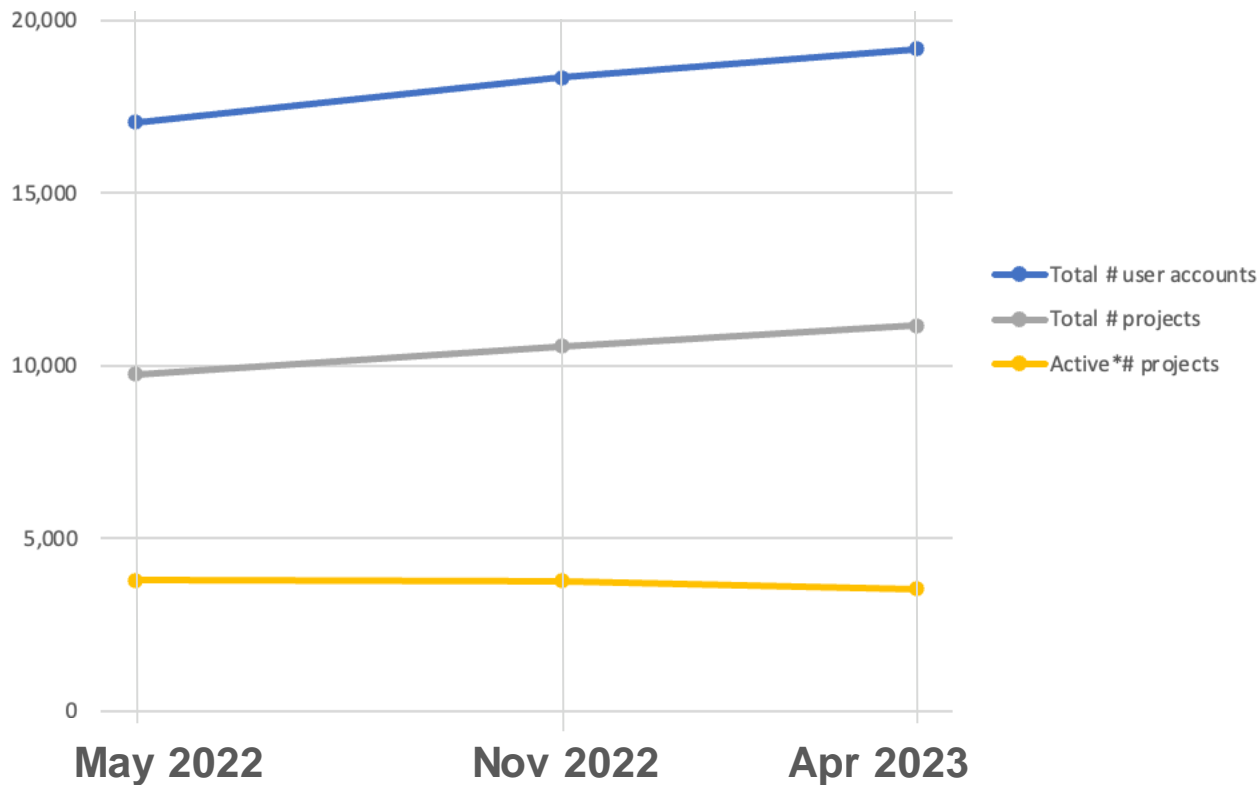
Additionally we have added on an extra day once a month (not Wednesday) to accommodate users who cannot attend on Wednesdays.

REDCap Training and Resources

- ▶ **Our team provides 4 training sessions a year**
 - Slides and link to training videos posted on our website
- ▶ **projectredcap.org has additional training and other resources**
 - <https://projectredcap.org/resources/videos/>
 - Mt Sinai REDCap landing page also includes a link to training videos
- ▶ **Mt. Sinai PEAK training site: login and search for REDCap**
 - <https://peak.mountsinai.org>

Metrics and User Satisfaction Survey

REDCap Users and Projects



As of April 2023	
Total # user accounts	19,158
Active* # users	6,997
Total # projects	11,150
Active* # projects	3,533

*logged in/accessed in the past 6 months

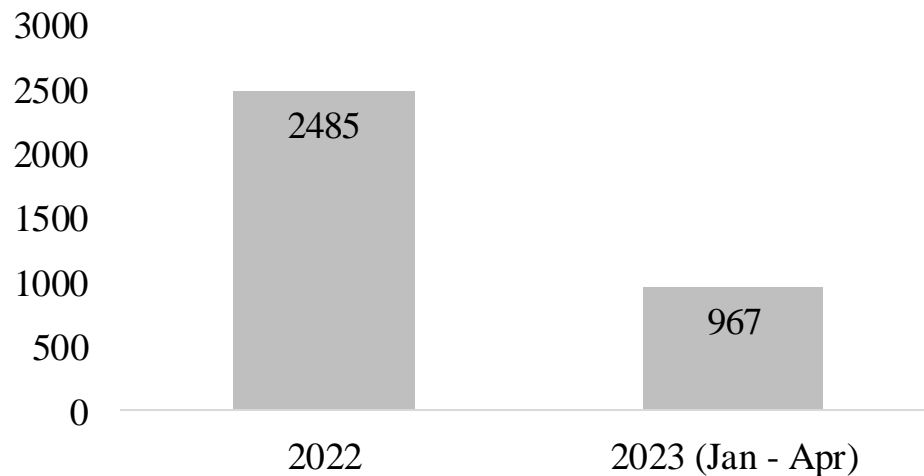
Active Projects by Type, past 6 months:	
Research Projects	35%
Quality Improvement (QI)	12%
Operational Support	20%
Practice	27%
Other	6%

User support ticket metrics: 2023 year to date

- ▶ **967 REDCap tickets from January – April 2023**

Ticket Breakdown in 2023	
Account/Password/Login	25%
Epic CDP Data Request	1%
Move to Prod/Fund Transfer	11%
*Other Questions	32%
Project Specific Issue	15%
Review/Approve Project Changes	16%

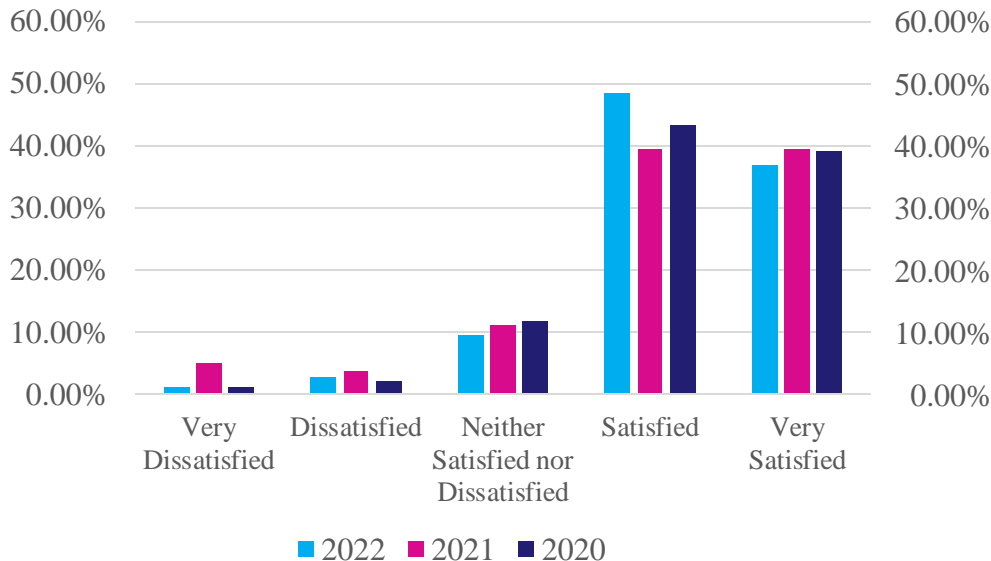
Number of REDCap Tickets Created



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

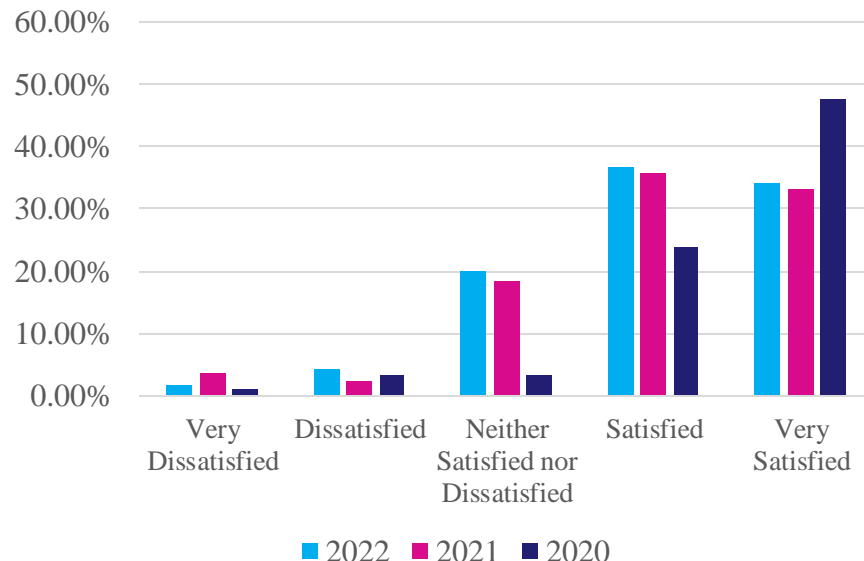
REDCap 2022 User Satisfaction Survey Results

How would you rate your satisfaction with the REDCap implementation at Mount Sinai?



In 2020, n=92; 82% of respondents reported satisfied or very satisfied
 In 2021, n=81; 80% of respondents reported satisfied or very satisfied
 In 2022, n=269; 85% of respondents reported satisfied or very satisfied

How would you rate your satisfaction with REDCap support?



In 2020, n=92; 71% of respondents reported satisfied or very satisfied
 In 2021, n=81; 69% of respondents reported satisfied or very satisfied
 In 2022, n=269; 71% of respondents reported satisfied or very satisfied

User Satisfaction Survey Comments

1. Positive Comments

- "Overall REDCap is a great and helpful system."
- "The Digital Concierge service and Ms. Acquaye's help has been very accessible, wonderful, and so appreciated!"
- "...RedCap and its support at Mount Sinai is exceptional.."
- "Implementation is fine. It's an extremely valuable asset, even crucial."

2. Opportunity for Improvement: External users and password expiration

- We are working with DTP to directly alert those with limited Mt Sinai accounts about expiration dates

3. Opportunity for Improvement: Fees/Charges/Billing

- We will modify REDCap service invoicing, notifications and fees

A more comprehensive version of survey comments and responses will be posted online in May

Accomplishments

Accomplishments

1. **Hired a new REDCap Administrator: Cate Bauer-Martinez** (February)
2. **Hired a Director of Researcher Engagement: Raj Bose** (March)
 - Manage team and communicate directly with faculty and researchers about this and other Scientific Computing and Data services
3. **Added REDCap training sessions**
 - Held “REDCap Application Training” on 12/9/22: **57 participants**
 - Held Spring training session: “Introductory REDCap User Training” on 2/24/23: **100 participants**
 - Held a new, second Spring training session: “Surveys in REDCap Intermediate User Training” on 4/20/23: **204 participants**
 - Planning two more training sessions this Fall
4. **Added a monthly Digital Concierge session**
 - Held on "rotating" alternative (not Wednesday) weekdays per feedback
 - **108** REDCap users have been helped in Digital Concierge since January 1, 2023
5. **Moved to most recent REDCap version**
 - Upgraded to latest version 13.1.26

Roadmap

Roadmap

- 1. Maintain an up-to-date, stable and secure REDCap environment**
 - Our REDCap software will be upgraded every six months with new features
 - Generally considered best practice for a secure and stable REDCap platform
- 2. Increasing REDCap Community Involvement**
 - Planning to attend annual REDCapCon this Fall
 - In Fall will propose starting an informal regional NYC REDCap group
- 3. Planning to complete 21 CFR part 11 validation for our REDCap installation**

REDCap Pricing Model and Policy Modifications

► Pricing Model to Be Introduced July 1, 2023

- New REDCap projects have an initial, fee-free 90 day period
- Beyond the initial period, REDCap projects will be charged an annual \$100 fee
- All paid projects will receive 1:1 assistance (outside of digital concierge)
- All unpaid projects will be deleted after one year
- Custom projects can still be created for a fee of \$140 per hour

- All projects that started April 1, 2023 or earlier will be invoiced \$100 on July 1, 2023,
- Any projects that started after April 1 will be invoiced \$100 after 90 days on a rolling basis

Project Home and Design

- Project Home · Project Setup
- Designer · Dictionary · Codebook
- Project status: Development

Data Collection

- Survey Distribution Tools
- Get a public survey link or build a participant list for inviting respondents
- Scheduling
- Generate schedules for the calendar using your defined events
- Record Status Dashboard
- View data collection status of all records
- Add / Edit Records
- Create new records or edit/view existing ones

Applications

- Project Dashboards
- Alerts & Notifications
- Multi-Language Management
- Calendar
- Data Exports, Reports, and Stats
- Data Import Tool
- Data Comparison Tool
- Logging and Email Logging
- Field Comment Log
- File Repository
- User Rights and DAGs
- Customize & Manage Locking/E-signatures
- Data Quality
- API and API Playground
- REDCap Mobile App

Reports

1) test report

External Modules

Help & Information

Repeating instruments PID 12273

This is a Development Project. Your fund number will be charged on: 5/23/2021

- Project Home
- Project Setup
- Other Functionality
- Project Revision History
- Edit project settings

Project status: Development Completed steps 0 of 8

Main project settings

Not started

I'm done!

- Disable Use surveys in this project? [?](#) [VIDEO: How to create and manage a survey](#)
- Disable Use longitudinal data collection with defined events? [?](#)
- Enable Use the MyCap participant-facing mobile app? [Learn more about MyCap](#)

Modify project title, purpose, etc.

Design your data collection instruments & enable your surveys

Not started

I'm done!

Add or edit fields on your data collection instruments (survey and forms). This may be done by either using the Online Designer (online method) or by uploading a Data Dictionary (offline method). You may then enable your instruments to be used as surveys in the Online Designer. Quick links: [Download PDF of all instruments](#) OR [Download the current Data Dictionary](#)

Go to [Online Designer](#) or [Data Dictionary](#) Explore the [REDCap Instrument Library](#)

Have you checked the [Check For Identifiers](#) page to ensure all identifier fields have been tagged?

Learn how to use [Smart Variables](#) [Piping](#) [Action Tags](#) [Field Embedding](#) [Special Functions](#)

Define your events and designate instruments for them

In progress

I'm done!

Create events for re-using data collection instruments and/or set up scheduling.

Go to [Define My Events](#) or [Designate Instruments for My Events](#)

Enable optional modules and customizations

Optional

I'm done!

- Modify Repeating instruments and events [?](#)
- Enable Auto-numbering for records [?](#)
- Disable Scheduling module (longitudinal only) [?](#)
- Enable Randomization module [?](#)
- Enable Designate an email field for communications (including survey invitations and alerts) [?](#)

[Additional customizations](#)

Settings displayed to Administrators only:

- Enable Clinical Data Pull from Epic [?](#)
- Enable Twilio SMS and Voice Call services for surveys and alerts [?](#)
- Enable SendGrid Template email services for Alerts & Notifications [?](#)

REDCap Invoicing Modifications

- ▶ **New Invoicing Method, to be introduced July 1, 2023**
 - Fully automate all invoicing (excluding hospital projects)
 - All REDCap projects longer than 90 days must provide fund number details
 - Projects with no fund number details will be locked (not deleted) after 90 days

Policy for deleting unpaid REDCap projects

- ▶ REDCap projects that are unpaid after 90 days will be deleted after one year from creation
- ▶ The process, to be introduced July 1, 2023:
 - We will notify the PIs and project users monthly if the project is unpaid for 9 months after the trial period or one year after the project creation date.
 - We will communicate to the PIs and project users of the impending project deletion.
 - We will delete the project at the one year mark from the project creation date.

Q&A

Thank you!!!

Rajendra Bose

Priscilla Acquaye

Cate Bauer-Martinez

Jing Yang

Ranjini Kottaiyan

Patricia Kovatch

Scientific Computing and Data

April 28, 2023



**Icahn
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