

# eRAP Town Hall

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**Mount  
Sinai**

# Agenda

1. Introduction
2. Meet the eRAP team
3. Recent Accomplishments
4. Survey Results
5. Usage - Metrics
6. Data Retention Policy
7. Chargeback Rates Summary
8. Q2-Q3 Plan Summary
9. Feedback & Discussion

# Meet the eRAP team



**Patricia Kovatch**

Professor and Dean for  
Scientific Computing and Data



**Alona Rabin**

eRAP Product Owner &  
.NET lead



**Donald Louie**

Programmer Analyst



**James "Chip" Masters**

Semantic Technology Director



**Ira Rosen**

Project Manger



**Catherine Mccaffrey**

Project Manager &  
Compliance



**Raj Bose**

Director, Researcher  
Engagement



**Jing Yang, PhD**

Applications Support  
Analyst



**Ranjini Kottaiyan**

Senior Director Finance &  
User Engagement



**Maria Julia Castro**

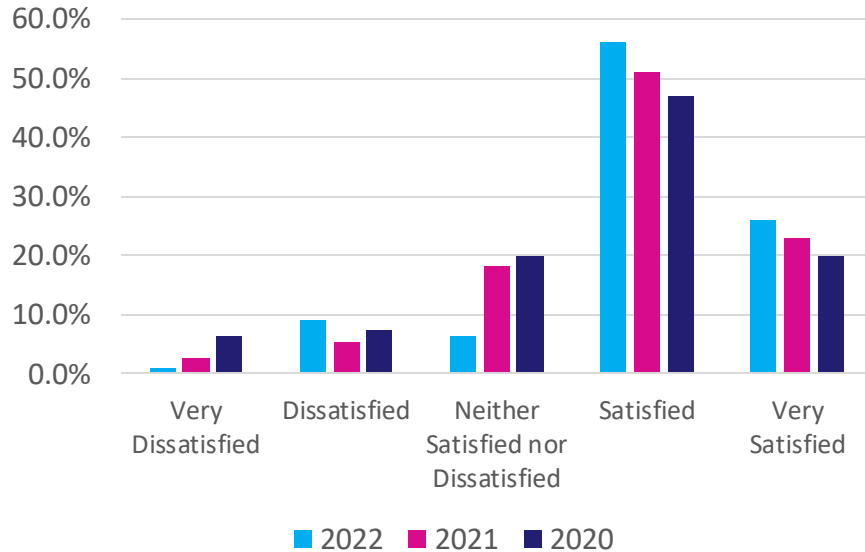
Project Manager  
User Engagement

# eRAP Recent Accomplishments since Dec. 2022

- ▶ Migrated room scheduling projects to Robin
- ▶ Migrated equipment scheduling projects to iLab
- ▶ Remove the ability for some MSSM campus users to login without using Active Directory
- ▶ Released a self-service support model and assigned self-support Admins designated by principal investigators
- ▶ Improved project administration process and automate support as much as possible
- ▶ Decommissioned 15 inactive projects
- ▶ Issued user survey in January 2023

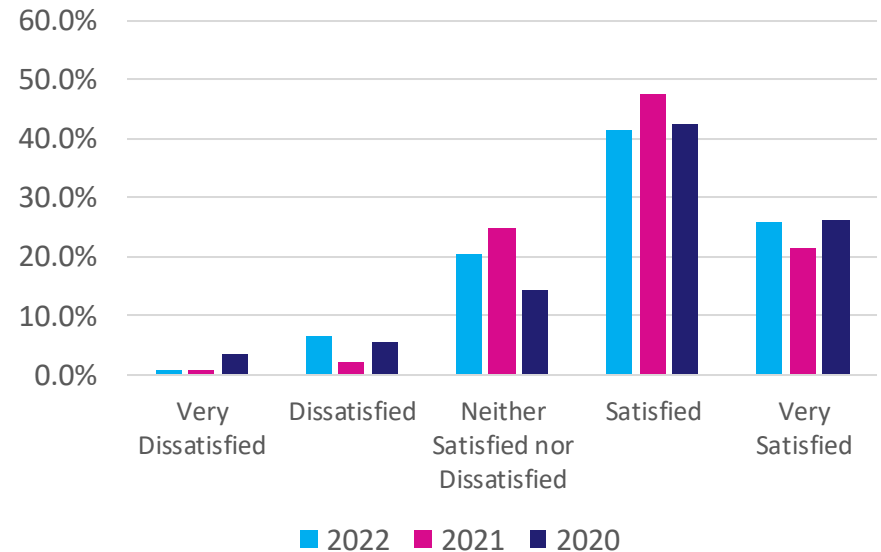
# eRAP 2022 User Satisfaction Survey Results – Percentages

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



In 2020, n=111; 66% of respondents reported satisfied or very satisfied  
 In 2021, n=149; 73% of respondents reported satisfied or very satisfied  
 In 2022, n=123; 82% of respondents reported satisfied or very satisfied

How would you rate your satisfaction with eRAP support?



In 2020, n=111; 74% of respondents reported satisfied or very satisfied  
 In 2021, n=149; 71% of respondents reported satisfied or very satisfied  
 In 2022, n=123; 67% of respondents reported satisfied or very satisfied

# eRAP 2022 User Survey:

2022 Num. surveys sent: 1,059

2022 Received: N=123

2021 Response Rate: 11.6%

Which project integrations are you interested in implementing for your eRAP project:

Top users answers:

- ▶ Project Dashboard through Tableau
- ▶ Epic Data Population
- ▶ Other (didn't specify)

Most respondents did not answer this question.

# Selected Comments from 2022 User Survey:

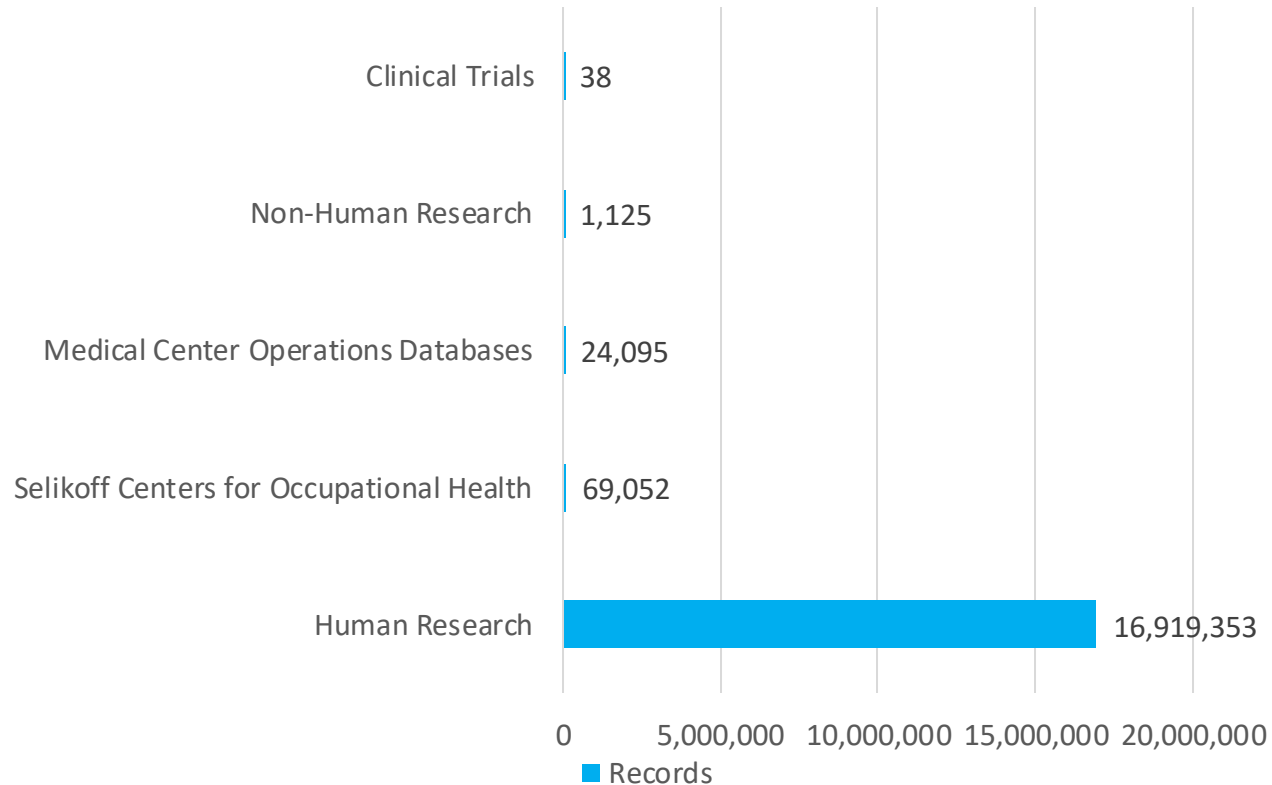
- ▶ “I don't have any complaints. The eRAP team responded to my issue and the problem was taken care of right away.”
- ▶ “The interface is slow and very clunky. I think working on the UI to make it as intuitive as possible and streamlined would be helpful.”
- ▶ “Still experiencing long lag time when processing new patient.”
- ▶ “The website seems a bit outdated.”
- ▶ We didn't include calendar comments because we no longer support calendars.

# Total number of records in eRAP

# of Records Jan. 2022-Dec. 2022	# of Records Dec. 2022 -Apr. 2023	Application
2,617,946	19,728,418	Human Research
1,238,572	1,300,733	Selikoff Centers for Occupational Health
811,434	833,584	Medical Center Operations Databases
32,957	34,348	Non-Human Research
13,345	13,364	Clinical Trials
<b>4,714,254</b>	<b>21,910,447</b>	<b>Total Records</b>



# eRAP New Donor Records – Past 6 Months



17,013,663 total  
new donor  
records

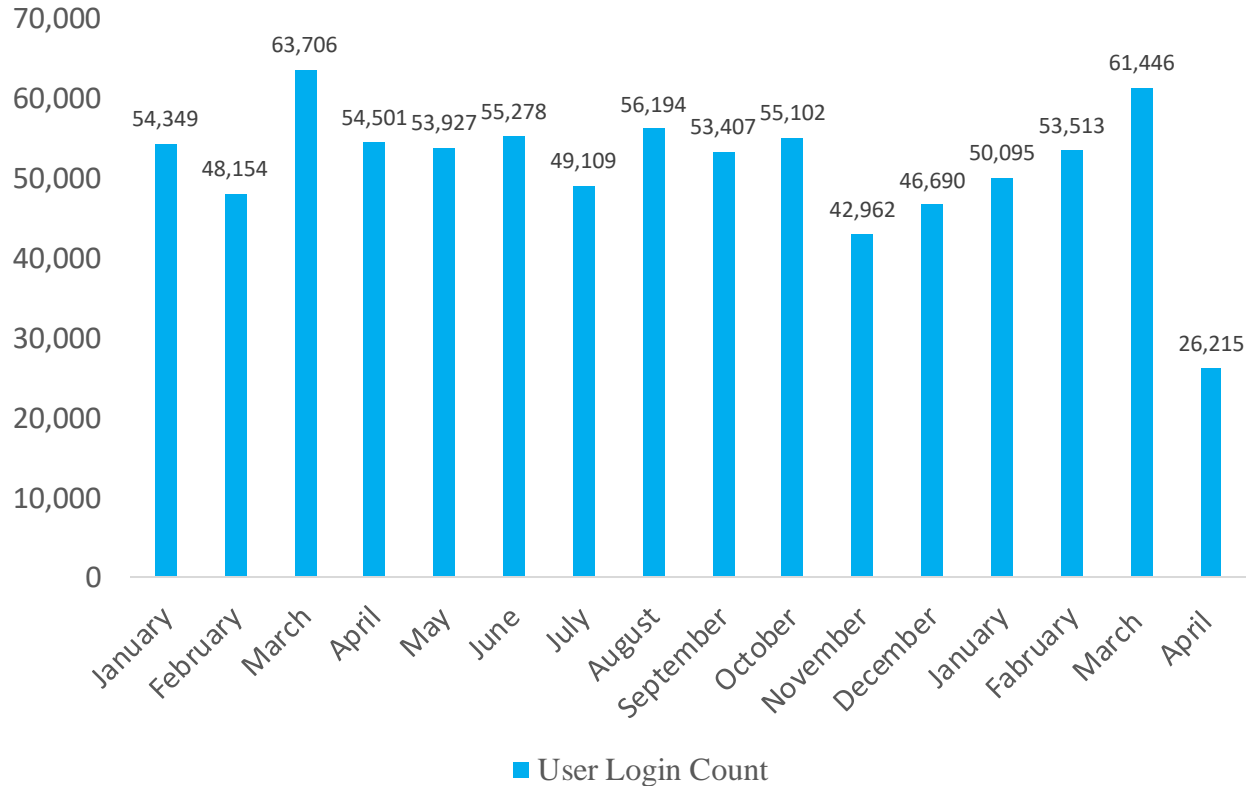
# eRAP Active Databases

Top 5 PIs according to the number of projects

Project Type	# of projects
Clinical Trial	5
Human Research	18
Non-Human Research	8
Healthcare Operations & Compliance	13
WTC Health Program Clinical Center	7
<b>Total:</b>	<b>51</b>

PI Name	Department / Institute	Projects	Fields
Jonathan Cohen	Comparative Medicine and Surgery / Medicine	7	570
Michael Crane	Environmental Medicine and Public Health	6	4,150
Rachel Brody	Pathology, Molecular & Cell Based Medicine	4	3,337
Nina Bhardwaj	Hematology & Medical Oncology / Urology	3	1,840
John Levine	Hematology & Medical Oncology	3	11,613

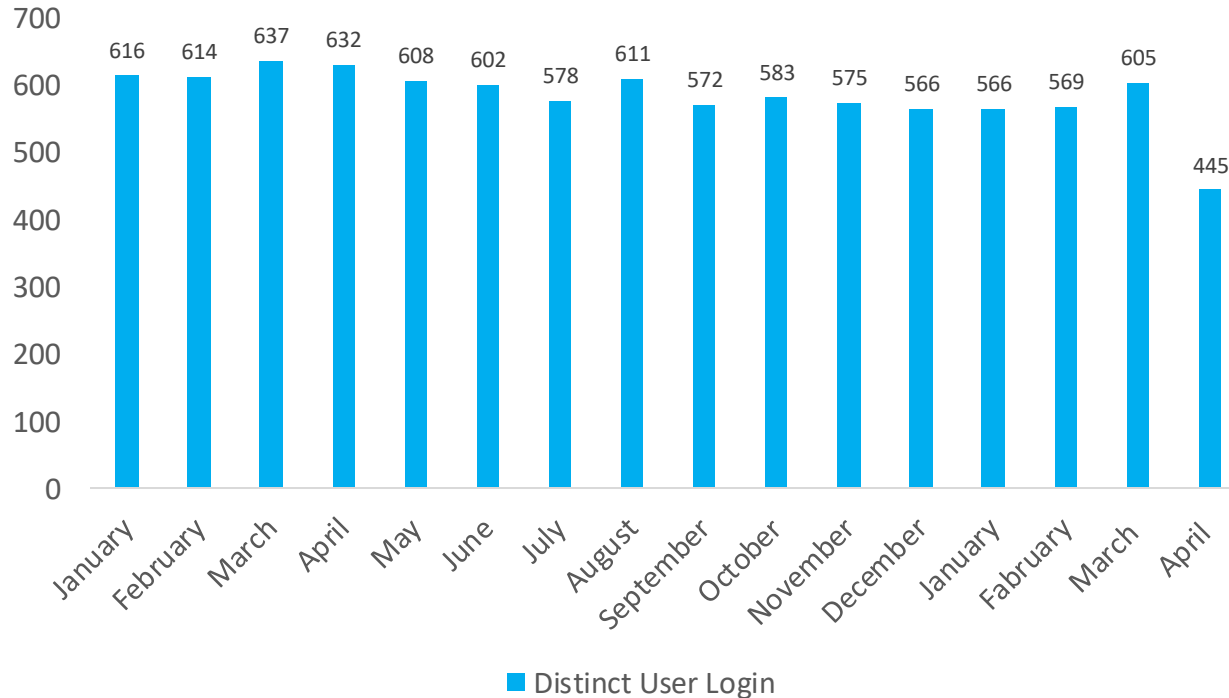
# eRAP User Logins from Jan. 2022 – Apr. 2023



193,071 total  
logins  
(December 2022 to  
April 2023)

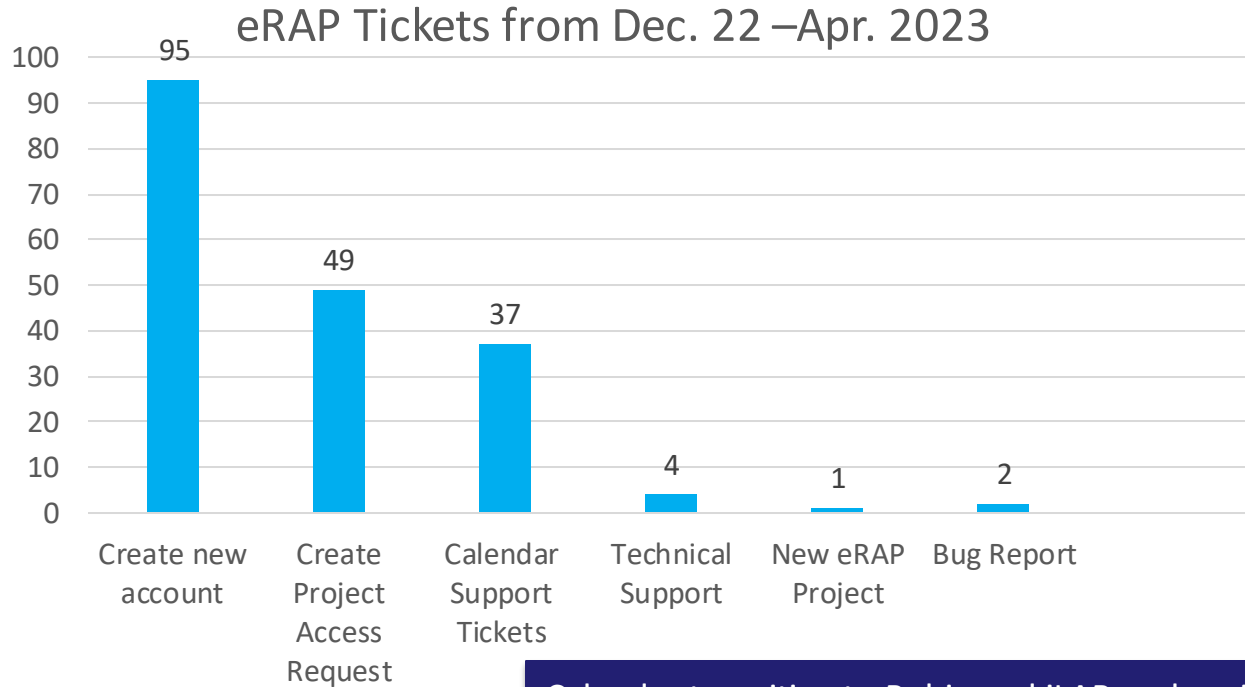
# eRAP Distinct User Logins from 2022 – Apr. 2023

Distinct User Login Count in 2022



130 new users  
1,018 active users  
5,992 deactivated  
users

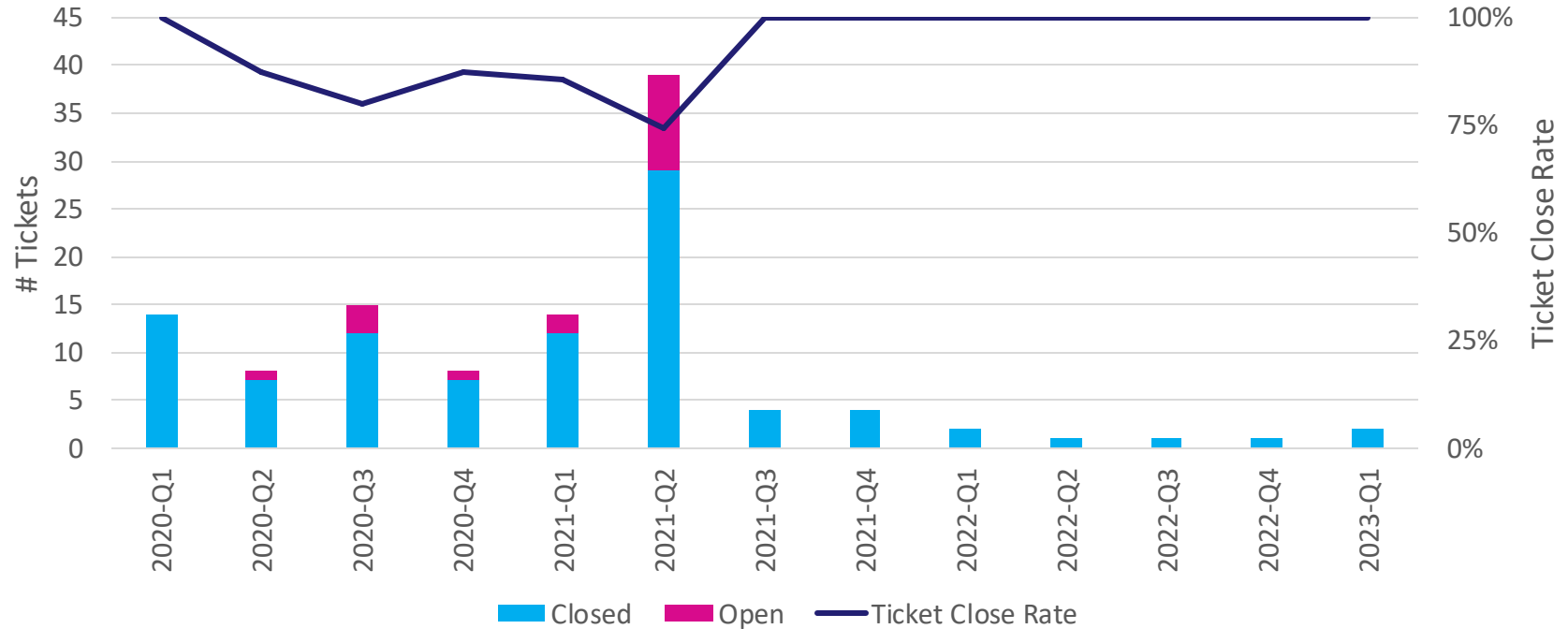
# eRAP Ticket Breakdown by Request Type



188 total tickets  
(Dec.22 to Apr. 23)

Calendar transition to Robin and iLAB and project self-support will eliminate 99% of future support tickets

# eRAP Reported Bugs



# Data Retention Policy

- We propose to deactivate eRAP projects that have been inactive for six months.
- The process, to be introduced July 1, 2023:
  - We will notify the PIs and project users monthly if the project is close to the six month limit.
  - We will communicate to the PIs and project users of the impending project decommissioning.
  - We will delete the project at the one year mark from the project creation date.

# Chargeback Rates

## ▶ Current Billing Policy

- Custom projects can be created at a fee of \$140 per hour
- Maintenance of existing projects is currently “free”

## ▶ Pricing Model to Be Introduced July 1, 2023

- New eRAP projects and custom work to existing projects will continue to be billed at \$140 per hour
- All eRAP projects will be charged an annual \$500 fee per project to cover maintenance costs, including:
  - User support
  - Bug fixes
  - Server and network maintenance
- All projects that started July 1, 2023 or earlier will be invoiced \$500 per project per year
- Any projects that started after July 1, 2023 will be invoiced \$500 after 90 days on a rolling basis



# Q2 - Q3 Plan Summary

- ▶ Integrate Cancer Biorepository with eRAP
  - Reflect eConsents from REDCap to eRAP
- ▶ Investigate and address performance problems with eRAP
  - Review database indexing and performance
  - Archive audit tables
  - Identify common forms that could be speed-up opportunities

# Q2 - Q3 Plan Summary (cont'd)

- ▶ Create a plan for improving the user interface and performance of eRAP
  - Next Steps:
    - Listening tour from key users to gather ideas for the user interface
    - Document a new design and architecture for eRAP
  - New projects, features, and change requests to existing projects will continue while the new platform is under development (subject to standard billing rates)
    - This includes both changes to the legacy platform and changes desired in the new platform

**Thank you!**