

Mount Sinai Data Warehouse (MSDW)

2020 User Survey Feedback and Response

Scientific Computing

Guidance on locating MSDW data

- “Please add a decision tree diagram that allows researchers to quickly identify what is the best way to get the type of data they need.”
 - [Here is a brief outline of research services and their details:](#)

	Custom Queries	Cohort Query Tool	i2b2	TriNetX
Data type	All MSDW	Facilities, Diagnoses & DRGs, Procedures, Meds, Labs, Orders, EKG reports, Rads and Path, BioME, Documentation, Patient demographics	Providers, Diagnoses, Procedures, Meds, Labs, Documentation, Patient demographics	Same as i2b2
Cost	\$180/hr	Free	Free	Free
PHI	Yes	Yes (if Approved)	No	No
Turnaround	Weeks	Minutes	Minutes	Minutes
Imaging/BioMe	Yes	Yes	No	No

Delivery of custom reports is too slow

- “The turnaround time is too long.”
- “Reports are not delivered in a timely manner.”
- “Takes way too long to proceed a request.” “The data request processing time was much longer than anticipated. It made me feel like the MSDW holds data hostage from researchers.”
- “While I know DW is very busy working on requests, the timeline for delivery is always a major issue for study timelines and frequently is a main source of delays when starting up a new study.”
 - [In 2021, the MSDW team has added new staff to help support requests. If you have persistent difficulty with processing time, please submit a ticket at https://scicomp.mssm.edu/jira/servicedesk/customer/portal/4](https://scicomp.mssm.edu/jira/servicedesk/customer/portal/4)
- “The process to get a quote for services was frustrating. When grants are submitted an estimate of cost is needed, but this happens before IRB review is complete. Our team could not get a good idea of what the charges would be at the time it was needed to submit the grant.”

- We have now streamlined our process to get a price quotations more quickly for grant applications. An approximate estimate can be rendered in approximately two days.
- “I tried to query the database for an IRB approved retrospective study, and the directions were confusing.”
 - Please contact us through our ticket system, located at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/4> to set up a meeting with a MSDW specialist who can help work 1:1 with you to answer your questions. Please let us know which database you were using. For users of CQT, please watch the informational training video at <https://msdw.mountsinai.org/apps/cohort-query-tool> Users of i2b2 can review <https://msdw.mountsinai.org/apps/i2b2> for informational training. Finally, any user can join live meetings to receive direct assistance during Digital Concierge office hours, which take place every Wednesday at 3:30 PM, located here: <https://zoom.us/my/digitalconcierge>
- “There's no clear process of what is needed to actually get the data. I was sent back from one person to the next, until an IRB specialist told us I don't need any of that. This took lots of time & emails.”
 - The MSDW team has created tutorial videos that outline the submission process for your custom data request. The video can be found here: https://scicomp.mssm.edu/confluence/download/attachments/82772835/Submit_Data_or_Cost_Est_Request.mov If you are unable to find the answer to your specific question here, please contact us at msdw_group@mountsinai.org
- “Overall, the process feels massively inefficient and discouraging from ever trying to get the data again.”
 - We have continued to update and streamline our intake process, and part of the process involves clarifying with users the details and scope of the request. After meeting, one of our data analysts is equipped to provide a fair estimate for approval. We aim to complete the intake process with one meeting and provide an estimate within one week. We can discuss further optimizations in the process at msdw_group@mountsinai.org

Issues

- “We saw errors in the preliminary data output.”
- “Initial data abstractions were incorrect.”
- “There are missing patients, and the queries are incomplete.”
 - Although we check every custom data query before the data is delivered, meet with all users to review the completed data, and strive to exactly meet the requirements from the intake process, there can still be mistakes. Please contact us immediately by submitting a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/4/create/100> so we can understand the data quality issues and fix them.
- “The cohort query tool has not produced sufficient queries in some time - I cannot pull any lab or diagnostic data outside ICD 9-10 codes. Had to request corrections on certain fields.”

- We are sorry to hear you have had some difficulties with the data. MSDW is coded to render clinical domains using ICD 9-10 codes. You can receive direct, live assistance with your queries or query process during Digital Concierge office hours, which take place every Wednesday at 3:30 PM, located here: <https://zoom.us/my/digitalconcierge> If you are experiencing a technical error, please submit a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/4> so that any errors can be promptly addressed.

Feedback on MSDW customer service

- “I have sat on zooms where the team has tracked my issues on the back end to address but it’s never followed up on.”
 - It is the goal of the MSDW team to provide the research community with the most accurate data possible. In doing this we have added a few necessary steps to our data request process, including meeting with each requestor and having a data analyst review these meeting notes to provide a proper estimate. We understand this process is longer but helps eliminate issues with the data set we deliver.
- “I rely heavily on my data mart for my day-to-day work and unfortunately I have had less and less success with resolving issues about accessibility and functionality.”
 - We understand the importance of having consistent, reliable access. If there is a technical error regarding function or access, please submit a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/14> so that your access can be promptly addressed. There is also the option of joining Digital Concierge office hours every Wednesday at 3:30 PM, located here: <https://zoom.us/my/digitalconcierge> where you can speak directly to support staff regarding an issue.
- “I have two data marts - one I no longer have access to and have not been able to access for some time - the other does not have full functionality and I've been trying to receive help on for over 6 months.”
 - This user was able to submit a ticket regarding access, and this issue has been resolved. Others with similar requests, especially regarding data marts, can submit a ticket here: <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/4>
- “Overall it was a great experience working with DW team. I felt confident knowing that they're knowledgeable on the work they do on behalf of Sinai for researchers. Definitely truly appreciate their accommodations we saw errors in the preliminary data output.”
- “The people are very accommodating and always willing to help navigate the process.”