Rethinking Approaches to Research Integration at NYU Langone Medical Center

Webinar Q&A

Presenters

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If you have additional questions, please submit them to Nick Stier at nstier@huronconsultinggroup.com. We will do our best to ensure all queries are answered as fully and promptly as possible.

1. **Q: Does NYU have in house data storage or do you use cloud storage?**
   A: NYU's solution is housed onsite. Huron offers both cloud hosting and on-premises options for all Click® products.

2. **Q: Can you address how research manager might interact/interface with a non-Click grants application?**
   A: Click Research Manager is capable of integrating to 3rd party applications, such as a grants system, through a variety of methods, which include standard web services, intermediate database connections, SQL Server Integration Services, etc. The chosen approach is dependent upon the capabilities of the 3rd party application and institutional guidance.

3. **Q: How do you determine that an IRB study is being created vs. an IACUC study?**
   A: When we create a new study, the system asks us what kind of study it is, and that's when the branching to the correct set of questions occurs.

4. **Q: Is Huron going to offer that front end "study" module for other institutions?**
   A: Huron is examining feature options for our Research Manager solution. Options for adding a "study" cover sheet are currently possible using the product's development toolset.

5. **Q: Has any of this influenced Huron's product strategy—common process flows, etc.?**
   A: Since the launch of the new IRB solution two years ago, we continue to study and refine the application of common automation approaches that are reusable across solutions. This will continue as we find more commonalities.

6. **Q: If you have two modules, say IRB and IBC or IBC and IACUC that have needs for identical data how can that data be 'integrated'? It would seem particularly challenging if the different submissions (IRB and IBC or IBC and IACUC) are started and reviewed at different times or, after the submissions are approved, the PI wants to submit an amendment to revise the data.**
   A: It's all about what the integration layer is between modules. If it's one-way, one-time sharing of data, that becomes problematic. If you can have this be an update feature, then it's not so problematic. Enabling this data sharing boils down to a tight partnership between operations and IT and, in our case, Huron.

7. **Q: How applicable is this approach to integration to institutions that have less biomedical research but more behavioral studies or basic research?**
   A: How you structure functionality may change, but interplay between offices is still critical and the overall strategy would be similar.

8. **Q: What has NYU learned thus far that it would not repeat if you had to do it all over again?**
   A: First, you can't erect modules in isolation. You do need to have your strategy in place. Otherwise you may find yourself going back and redoing certain things. Second, we had to start the tool before we had our standardized person and organization lists completed. If we had it to do over again, I'd force this to be done more quickly. That would have greatly enhanced this whole process.

9. **Q: Why wasn't sponsored programs administration or COI in the first phase of the vision and what difficulties do you foresee bringing them into it?**
   A: Early on, well before we had this larger vision, we purchased Click COI and Grants software and launched grants separately. We are now progressing to Stage 2 of the current effort, which will integrate Grants. The lesson here is the importance of having a road map of when and why you do things.

10. **Q: How was this system, plans for its integration and time line communicated to the end users (i.e., to the faculty)?**
    A: We started by branding the system as "Research Navigator." We then had a fair amount of upfront, this-is-coming, teaser communications, after which we began adding more detail along the lines of here's what this new system can do for you, followed by information sessions that included movie-trailer like vignettes showing how the product would work. We also developed online training, which we began two weeks before we launched the product and which broke the system down into components, each with a training module lasting two to nine minutes. Total training time was approximately 20-30 minutes, and you could complete it in segments.