

Approaching Goals With a Plan: Application of MSK Resources for Internal Audit Process Improvement

C. Duarte

Memorial Sloan Kettering Cancer Center

1. Background

The internal audit process, utilized by Clinical Research Quality Assurance (CRQA) unit at Memorial Sloan Kettering Cancer Center (MSK), due to the lack of suitable platform, incorporates tasks that are repetitive, time-consuming and involve manual steps for report generation. A project was initiated to design a more practical solution for generating automated audit reports. REDCap, a secure web-based application, commonly used for data capture and survey creation, was used to satisfy this goal.

2. Goals

The primary objective was to design a more practical solution for generating audit reports. Additionally, by ensuring the design included automated areas, the CRQA unit intended to improve efficiency in the review time of finalizing the audit reports for distribution to Principal Investigators (PIs) and research staff.

3. Solutions and Methods

A systematic approach was used for effective resource allocation and skills acquisition to create an efficient project breakdown. The MSK Learning and Organization Development's (L&OD) course, 'Introduction to Project Management', was attended to ensure a successful project management outcome for both designer and end users. Data elements were defined by review of existing templates. Surveys were completed by end users (i.e., Clinical Research Auditors responsible for generating the audit report) to gather useful insights on individual auditing styles that influenced how the database was built. User-friendliness of REDCap was assessed together with the database building using mock audit finding data.

4. Outcomes

Project management was primarily spent on the defining and planning phases, resulting in the gathering of necessary and significant skills from participation in the MSK L&OD course. Different viewpoints collected from the survey results contributed to the decision-making for the REDCap database architecture. Furthermore, over 200 formulas were added, where possible, for efficiency and accuracy. Achieving optimal balance between the cosmetics of the exported audit report and preserving ease of use was challenging, but time-worthy.

5. Lessons Learned

With the increasing number of clinical trials being conducted at MSK and the need to internally audit them to ensure high quality clinical research, it was important to automate processes to increase efficiencies with audit workflows and to reduce turn-around time for audit report distribution. Additionally, taking into consideration the needs of the end users, unique aspects were incorporated in the building of the database. Personnel seeking to cultivate efficiency in their processes could use

Category: Training and Quality Assurance – Work In Progress

resources, such as project management courses, software, like REDCap, and networking. The experience led to a coordination of perspectives and resources to achieve the goal of simplifying and streamlining audit report generation.