

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

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BACKGROUND

Due to the lack of a suitable platform, the Clinical Research Quality Assurance (CRQA) unit at Memorial Sloan Kettering Cancer Center (MSK) used a cumbersome process for drafting audit reports that was repetitive, time-consuming and involved manual steps. 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.



Audit Report Generation:

Manual Steps Time Consuming Repetitive



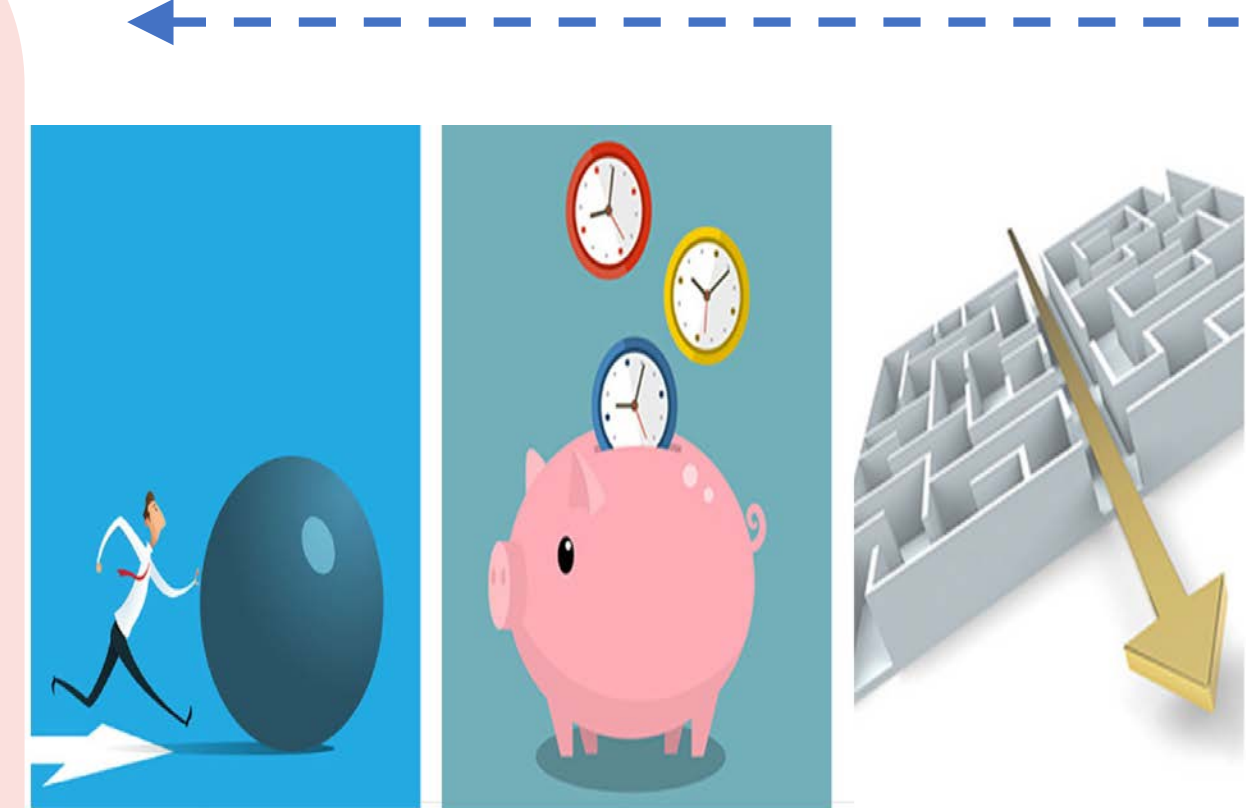
GOALS

- Design a more practical solution for generating audit reports.
- Ensure the design included automated areas.
- Improve efficiency in finalizing audit reports for distribution to Principal Investigators (PIs) and research staff.



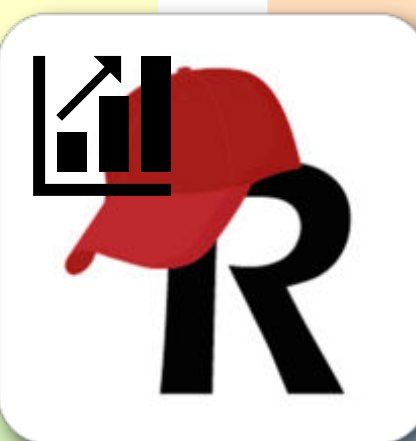
RESULTS

Project management was primarily spent on 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 incorporated into the database design, 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.



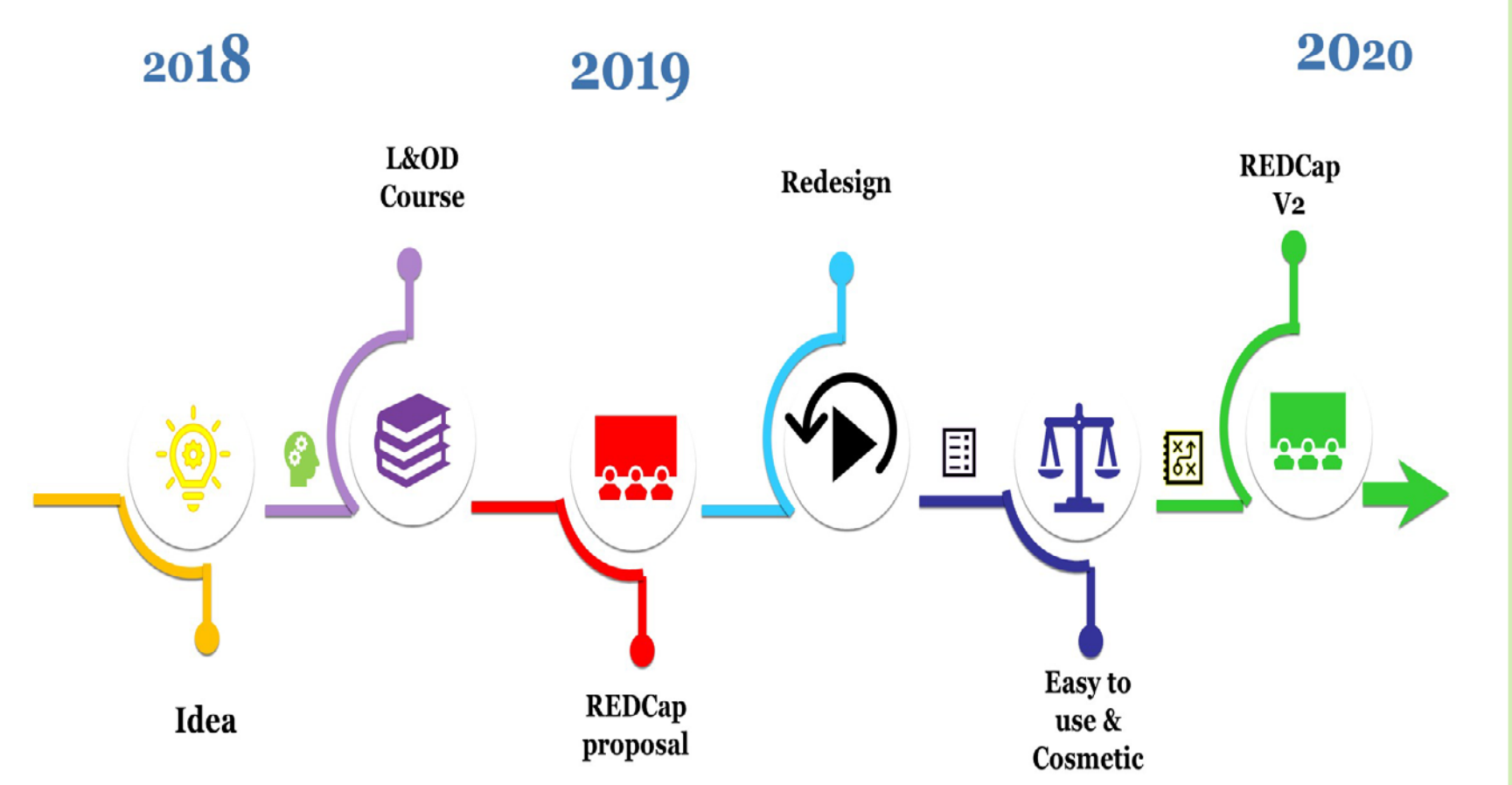
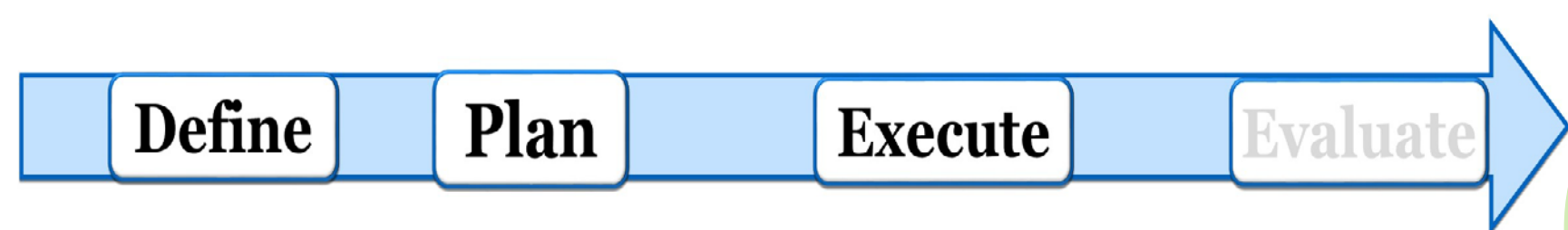
Change Audit Report Generation:

Easy to Use Time Saving Streamlined



MSK CLINICAL RESEARCH QA: PROTOCOL COMPLIANCE AUDIT REPORT
Record ID: Q 4 2019 (Follow Up Audit) Page 5

Participant Case Review:	<input checked="" type="checkbox"/> Completed With Findings
ELIGIBILITY	
Sub-Category / Deficiency	<input checked="" type="checkbox"/> Eligibility / Eligibility checklist unsigned by MD, PhD or investigator in the EMR
Result / Rating	
Sub-Category / Deficiency	<input checked="" type="checkbox"/> Eligibility / Wrong version of eligibility checklist used, no impact on eligibility
Result / Rating	
EVALUATIONS	



METHODS

Systematic approach was utilized for effective resource allocation and skills acquisition to create an efficient project breakdown.

- MSK Learning and Organization Development (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 reviewing existing templates.
- Surveys were completed by end users (i.e., Clinical Research Auditors responsible for generating audit reports) to gather useful insights on individual auditing styles that influence how the database was built.
- User-friendliness of REDCap was assessed together with the database building using mock audit finding data.



CONCLUSION

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 is 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 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.

