

Background

Our cancer center recently achieved designation as a comprehensive cancer center, a milestone that necessitated a review of our existing research support infrastructure. In particular, we recognized the importance of aligning our informed consent processes with the best practices observed at other leading comprehensive cancer centers. A key gap was the lack of timely, centralized support for staff navigating complex informed consent situations, leading to procedural inconsistencies. To ensure consistent, high-quality, and ethical research practices, we implemented an informed consent hotline. This provided research staff with immediate, real-time access to expert consultation for complex consent scenarios, enabling efficient and compliant procedural application.

Goals

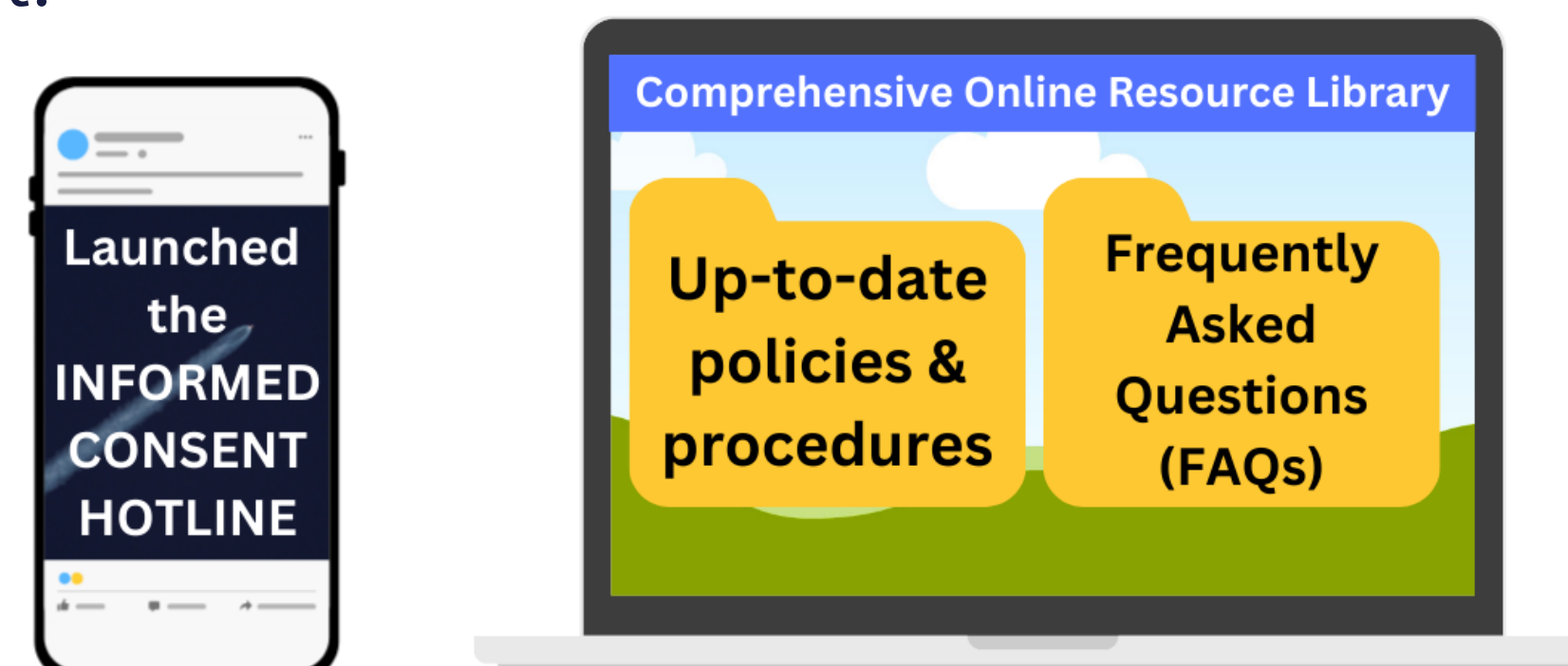


Implementation Timeline



Solution & Methods

The QAE team launched a dedicated consenting hotline for immediate research staff support to facilitate efficient and expert real-time guidance. A structured rotational schedule among QAE team members ensures consistent, expert-level hotline coverage and minimized response times for real-time support.



Hotline Operates

7 days a week, 7:00 AM to 7:00 PM

Awareness
Informational flyers placed in clinical and research areas

Promotion
Monthly reminders at all-staff meetings (verbal and written)

Informed Consent Hotline

Purpose: To help with questions about consenting a patient for an Oncology Research Study

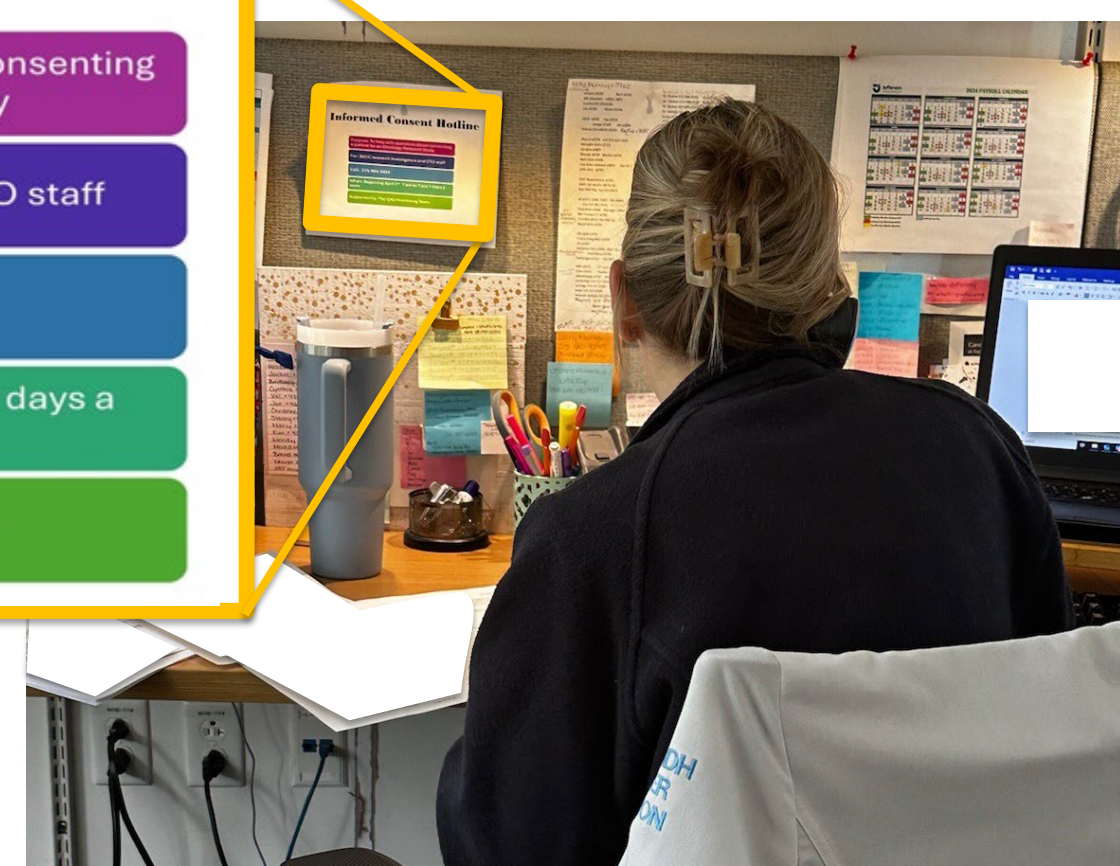
For: SKCC research investigators and CTO staff

Call: 215-964-3424

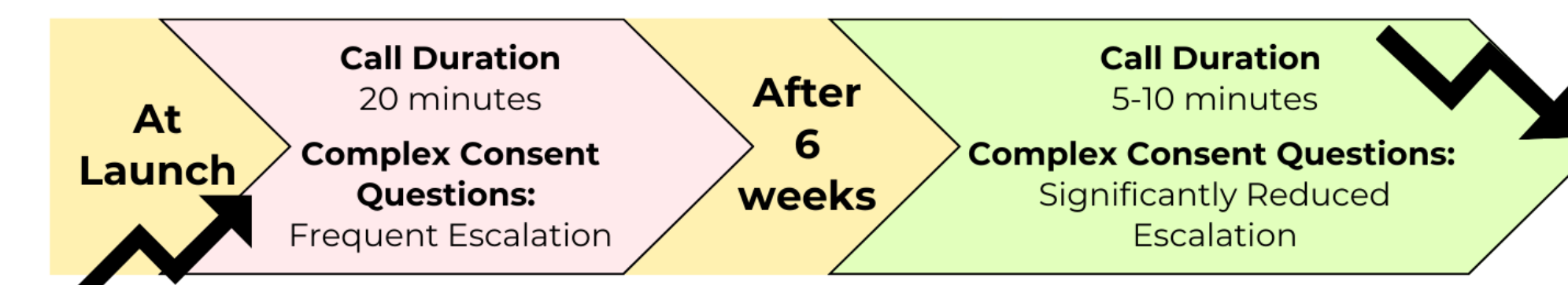
When: Beginning April 1st 7 am to 7 pm 7 days a week

Supported by: The QAE Monitoring Team

Our first official hotline call on 29-May-2024.

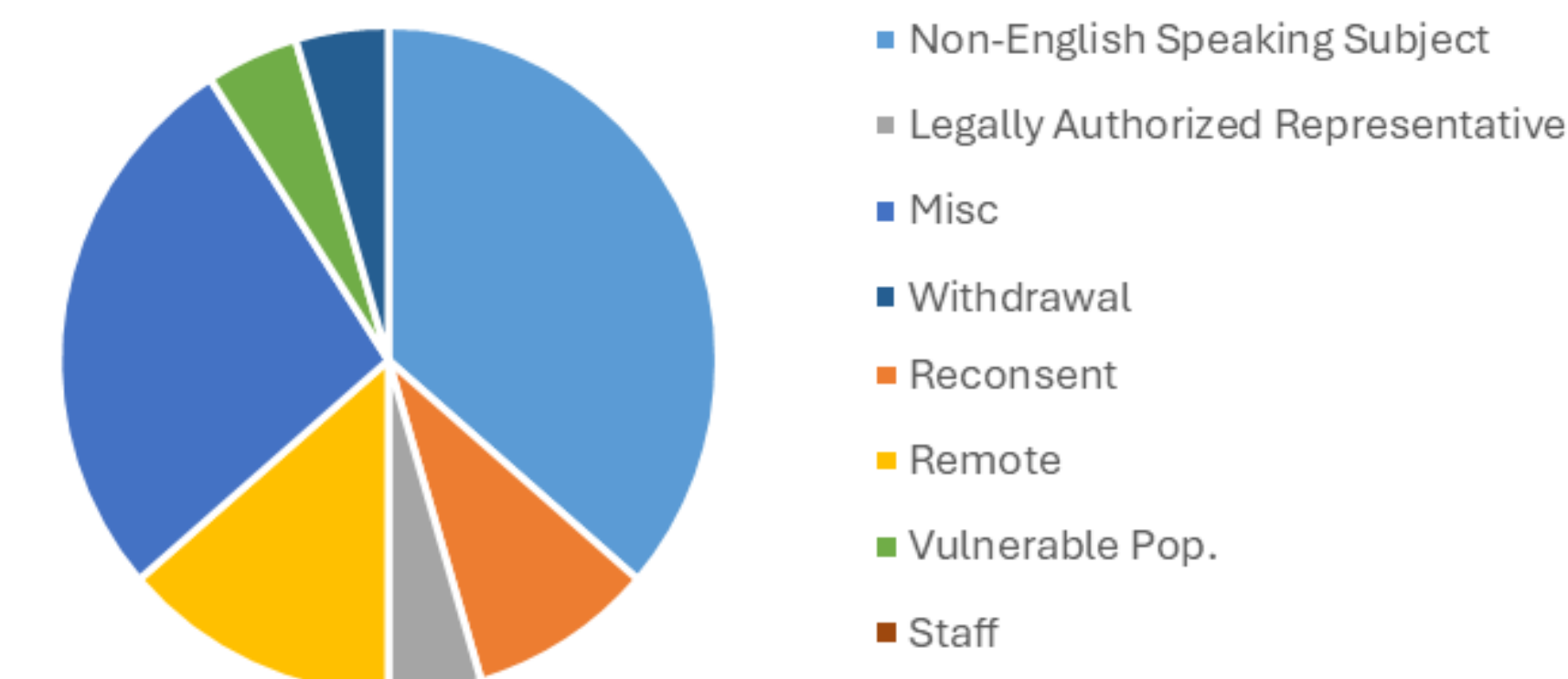


Outcomes



The informed consent hotline has achieved several general outcomes since its April 2024 launch, including addressing 23 inquiries, receiving positive user feedback, improving procedural consistency, and serving both central and regional research sites. Key data shows a policy impact with an updated remote consent and increased efficiency reflected in a decreased average call duration.

ICF Question Categories



Lessons Learned & Future Directions

Call volume analysis indicates a direct increase following monthly all-staff meeting reminders. Conversely, weekend utilization remains consistently low. To optimize service delivery, a survey will be conducted to assess staff satisfaction and determine optimal operational hours. This data will influence potential adjustments to the hotline's availability, ensuring alignment with staff needs. Future development will explore the integration of supplemental communication channels, such as email and/or text messaging, to enhance accessibility and efficiency.