

Evaluating Program Metrics Through Dashboard Utilization



Emily Nurminen, CCRC; Alyssa LaLanne

Background

The Helen Diller Family Comprehensive Cancer Center (HDFCCC) at the University of California San Francisco (UCSF) manages 18 oncology research committees, which are disease, modality and location specific. These committees vary in size from the number of research staff, study portfolio and accruals.

Each committee is evaluated on the same metrics, including study activation timelines, accrual, data completion and quality, and regulatory compliance. The data to support these metrics are housed in one system; however, it requires substantial manual effort to compile and interpret.

To address this, dashboards were created to synthesize data from multiple sources and provide centralized, accessible views of key metrics. The dashboards were developed with interactive functionality, allowing users to view Cancer Center wide data or filter to their specific committee data. Users can then drill down into more granular data and navigate directly to source systems for detailed review.

These dashboards have made it easier to access and view key metrics across the Cancer Center. However, they are not used consistently across committees, limiting their effectiveness. As a result, the dashboards are not being leveraged to identify areas for improvement and to support the development and implementation of focused action plans.

Objectives

To understand the benefit of these dashboards and inform next steps, these goals have been established:

- Define data sources used to develop dashboards
- Assess preliminary changes in key metrics following implementation

Dashboard Data Sources

All dashboards are built using data from the OnCore clinical trial management system. The data is then pulled into Tableau to generate each dashboard, which vary in complexity based on the type of data and level of detail required. On the back end, our Applications Programmer wrote extensive custom SQL code to generate the correct outputs, such as defining parameters to account for missing or incomplete data.

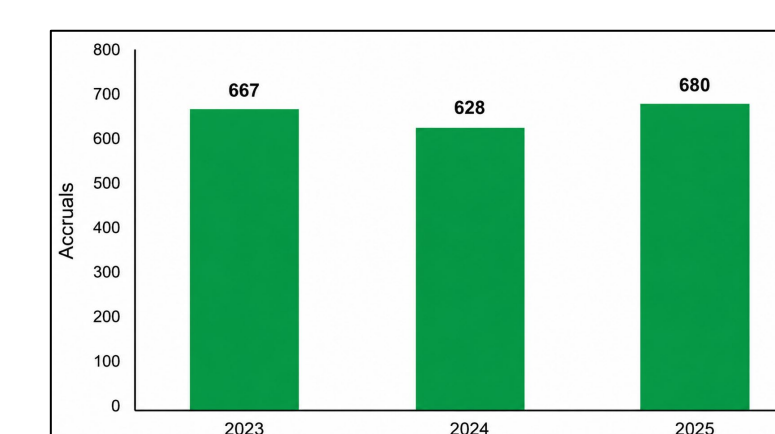
Dashboard Implementation

These dashboards went into production as follows:

- Pending Protocols – Dec 2020
- Treatment Interventional Accruals – Oct 2024
- Program Overview – Apr 2025

Preliminary Results

Accrual trends show an increase in both the number of studies enrolling at least one patient and the number of patients per study following implementation.



While accruals have slowly increased, the Pending Protocols dashboard gave insight into the volume of new studies and studies with zero or low accrual. We implemented a Protocol Prioritization Program in 2022 in which each committee was allocated a certain number of studies they can open. This program has shown an increase of the number of studies with at least one accrual from 48% in 2022 to 55% in 2025 and was reimplemented in 2026.

Key Insights

These dashboards have made it easier to see and access key metrics across the Cancer Center. However, we do not believe that these are consistently reviewed across committees, which limits their overall impact.

While causality cannot be established, improvements in select metrics were observed following dashboard implementation. One success to highlight is increased accrual from 63% in 2024 to 83% in 2025 for our Early Phase committee.

Future Directions

Over the next six months, the following plan will be put in place.

The first step will be promoting broader awareness across the Cancer Center. This will be accomplished through dashboard review at Site Committee meetings and established meetings for Clinical Research Managers, who have high level oversight of each committee, and Protocol Project Managers, who are responsible for the study activation pipeline.

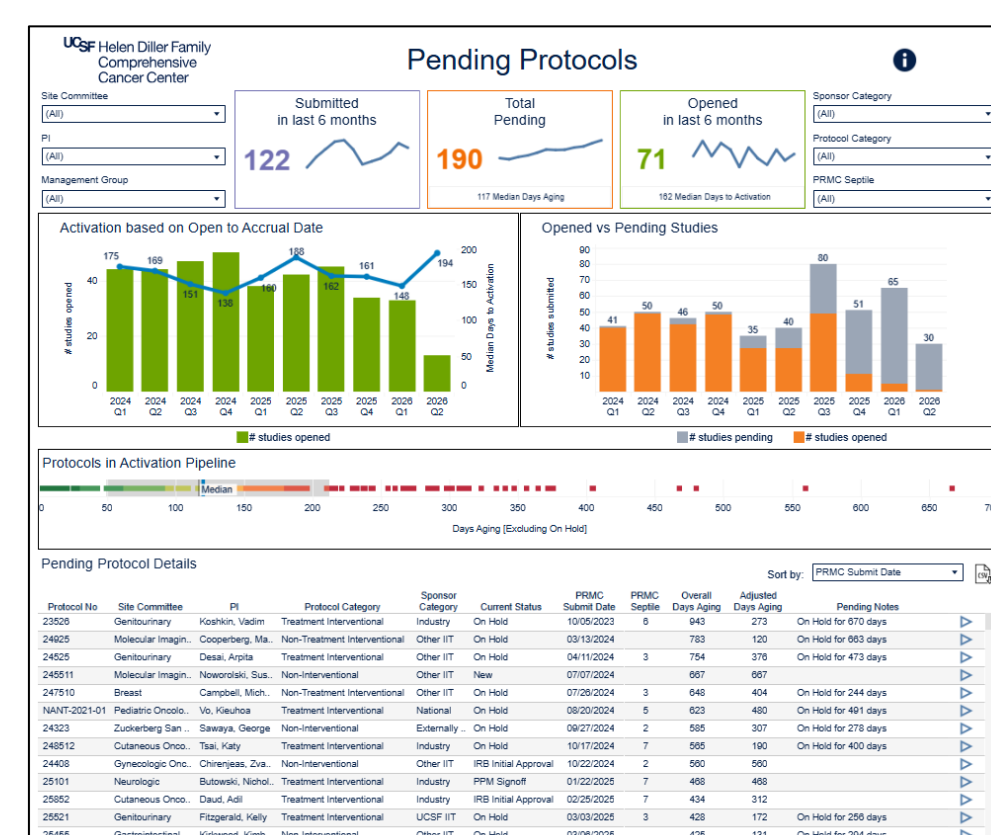
Focused feedback will be collected for the newly established Program Overview dashboard. While all three dashboards are important, the Pending Protocols and Treatment Interventional Accruals dashboards have already gone through several rounds of feedback since their implementation.

A multidisciplinary working group will be established to develop a standardized framework for the Program Overview to establish a framework, determine cadence of review, and clear assignment of responsibility for follow-up actions and reporting back.

Following development, the framework will be piloted and then implemented more broadly across the Cancer Center. Key metrics will be tracked over a defined period of time to evaluate and quantify the effectiveness of the dashboard and the supporting framework.

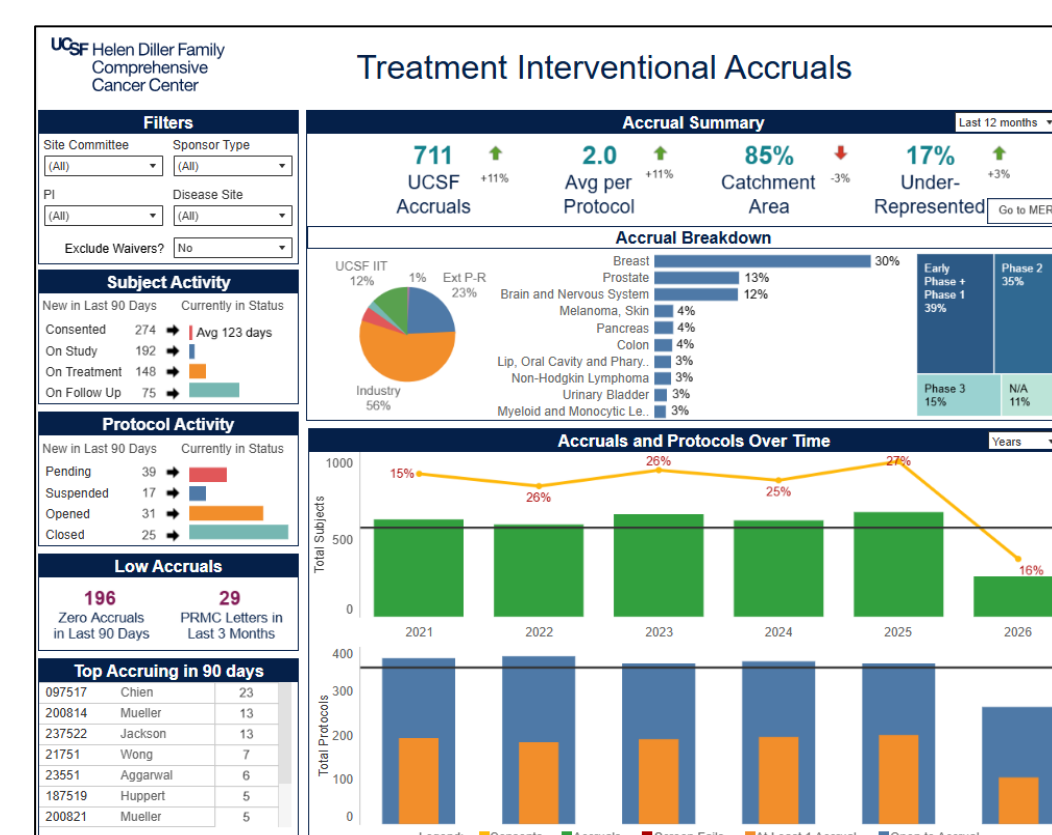
Dashboards

The following dashboards are in production and accessible to all Cancer Center staff.



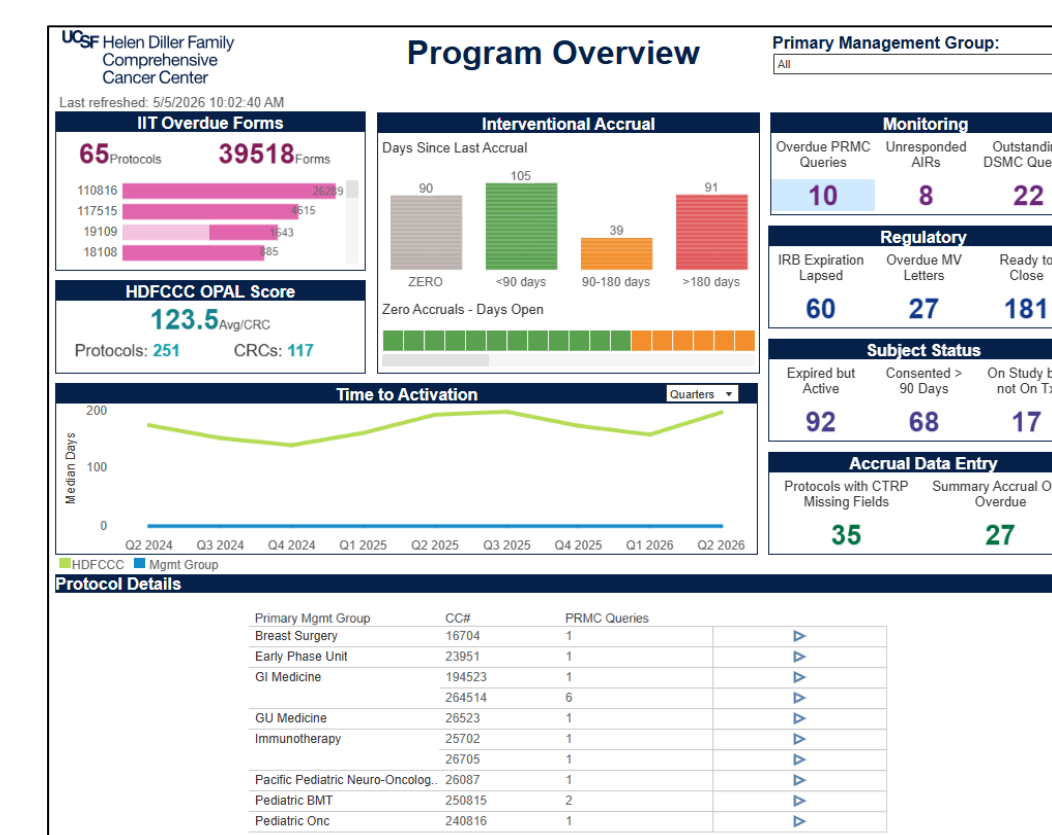
Pending Protocols

Monitors study activation timelines, providing quarterly metrics and ratio of studies entering the pipeline and opening to accrual



Treatment Interventional Accruals

Tracks annual accrual trends, highlighting both low and high accrual studies



Program Overview

High level overview of key metrics, such as data entry, regulatory compliance and study monitoring