Isuggest

MGH Kick-Off

MGH Research Council
March 7th, 2016

Agenda

What is Isuggest – *Basic Overview*

Isuggest Portal - *Demo*

Forming Actionable Ideas/Suggestions – *Tips and Guidelines*

Questions

Isuggest

What is ISuggest
Basic Overview

BWH · PARTNERS® HEALTHCARE · MGH 1811
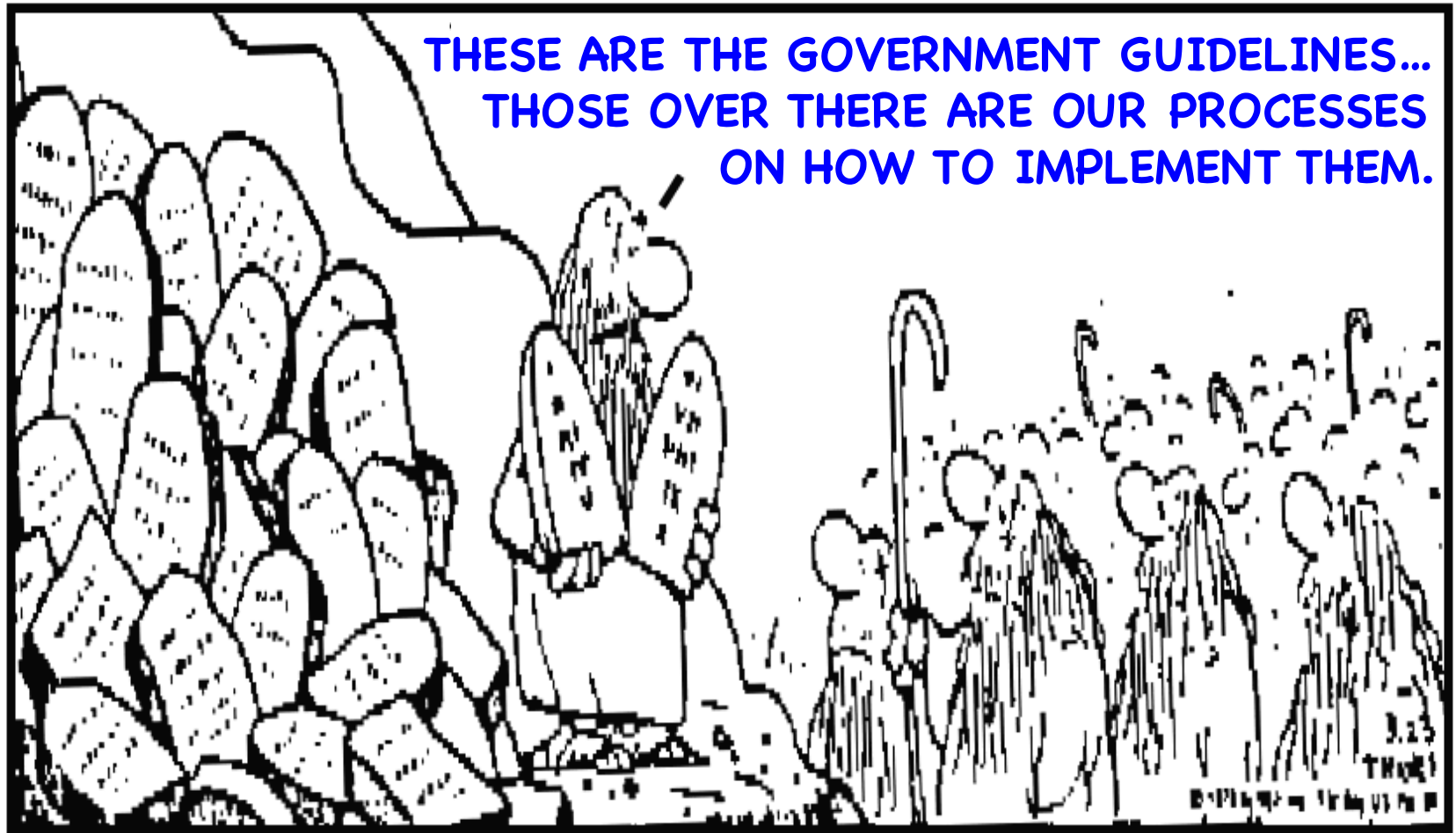
What is Isuggest?

No Secret – we spend a lot of time on administrative activities related to our jobs

A recent study by the Federal Demonstration Partnership found that investigators spend 42% of their time on administrative activities
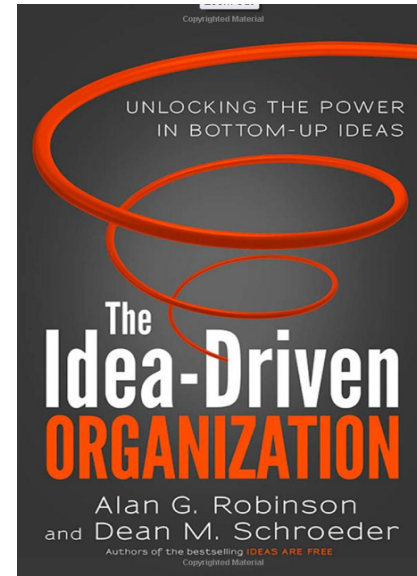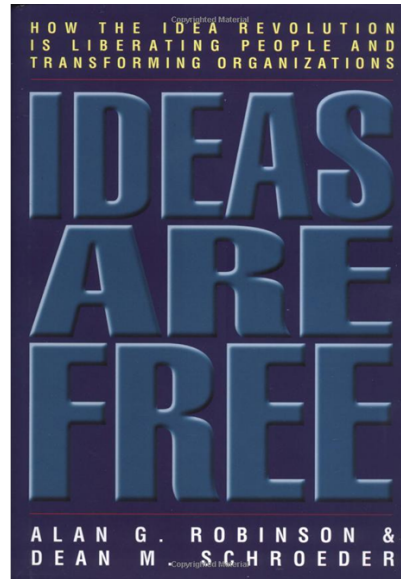
- IACUC & IRB proposals
- Grant proposals
- HR administrative functions
- Purchasing transactions
- Conflict of interest
- Etc.

Isuggest is **our** plan to reduce the administrative burden and improve organizational efficiency for the research enterprise at BWH, MGH and Partners

Necessary – yes, but need smart implementation

What is Isuggest?

Front-line workers* see a great many problems and opportunities that management does not.

* researchers and research support staff

What is Isuggest?

MGH Continuous Research Operations Improvement (CROI) – Oct. 2012
     582 Suggestions/Ideas Submitted
     286 Implemented

Impactful, Visible Examples
     Streamlined eCOI
       "No to all" button saves 100+ clicks

     Warning when InfoEd and Insight about to Time Out
       Prevents loss of unfinished applications and protocols

     Professional Staff Non-Clinical Appointments
       Annual re-credentialing no longer needed

     More Timely Vendor Pricing Updates
       Led to additional <u>research</u> contract specialist

CROI → Isuggest

What is Isuggest?

For all members of the research community at BWH, MGH and Partners

See an opportunity for improvement or see a problem with a research process or system

Submit ideas/suggestions electronically or by email

Ideas triaged and assigned to working groups in operational areas

Each working group is responsible for vetting suggestions for possible implementation

Senior leadership oversight

Research community engagement
- See and track progress of all suggestions
- Comment
- "Like"

Isuggest

Web Portal
https://isuggest.partners.org/

Forming an Actionable Idea/Suggestion
Tips and Guidelines

Forming an Actionable Idea/Suggestion

Tips

Ideas/suggestions - identify problems or opportunities with our research processes, policies, systems or make your work life easier. Propose solution.

Briefly describe the problem/opportunity and give your idea for improvement

Many small ideas can lead to big impact
    - Better chance of timely implementation

Tactics vs. strategies

Think about a actionable and/or measurable end point

Be brief, but specific

Forming an Actionable Idea/Suggestion

Guidelines

Remember – All ideas are posted on the portal

Not for transactional issues
   - My paycheck is wrong, my computer is frozen

One Idea per submission

Leave names out – unless positive

Leave emotions out

Ideas not related to research will be redirected or cancelled

Forming an Actionable Idea/Suggestion

I suggest

Examples of Actionable Suggestions

InfoEd times out too quickly and without warning. I propose extending the time out period and/or providing a warning. **IMPLEMENTED**

I recently submitted a request to the IS Helpdesk. I received a system generated email that said my request was resolved and if I had any questions to call the Helpdesk. The email did not include the phone #. I spent a significant amount of time locating the phone #. I suggest that the Helpdesk phone # be added to their system generated emails. **IMPLEMENTED**

Information necessary to compare health plans during open enrollment is only available behind the firewall. Since the choice of benefits may be a family decision, information necessary for comparing benefits should be available outside the firewall on the internet. **IMPLEMENTED**

Forming an Actionable Idea/Suggestion

Example – more strategic and challenging

Improve clinical research
- IDC too high
- Space inadequate
- Central source of information
- Better mentoring
- Internal mechanism for peer review
- Biostats support
- Research pharmacy core
- Flexible subject fee policy to promote recruitment

Final Thoughts

Final Thoughts

Carlsons Law
Top-down innovation is orderly but dumb.
Bottom-up innovation is chaotic but smart.
(Bottom-up innovation gets results but requires an organized vetting and implementation process)

Be creative or be simple or both

Don't be discouraged if your idea is not implemented

Problem Solving → Problem Finding
- Culture change
- Workouts
- Idea Mining

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HOW TO GET YOUR IDEAS TO US!

Web Page
https://isuggest.partners.org

Email
Isuggest@partners.org
Isuggest@bwh.harvard.edu
Isuggest@mgh.harvard.edu

Mobile Phone App (add in future)