It can help researchers understand the variety of COVID 19 outreach among the CTSA continuum.

521

Supporting research through the development of self-service tools and operational transparency.
Larisa Rodgers[1], Brian Ostasiewski[1], Lindsay Trost[1], William Ford[1], Michael Horvath[1], Irina Viviano[1] and Wendell Futrell[1]
[1]Wake Forest School of Medicine

OBJECTIVES/GOALS: The Informatics Program in the Wake Forest CTSI is experiencing rapid growth. To accommodate an influx of both staff and clinical investigators this program Invests resources in self-service tools to increase researcher capabilities Automates resource intensive activities Creates transparency of operational processes for researchers. METHODS/STUDY POPULATION: Self-service tools (immediate/automated) The i2b2 tool queries clinical data for feasibility numbers and cohort identification; and provides demographic breakdowns of patient sets The Data Puller tool pulls identified patient data (with IRB approval) The SKAN NLP tool pulls aggregate numbers from over 3 million clinical notes Automation A custom-built tracking system automates parts of tracking requests for data and checking IRB protocols Operational transparency The Data Request Dashboard shows requesters information about their request and where it is in the process of being fulfilled The Data Quote tool was constructed leveraging the integrated CTSA informatics network and uses details of the request to estimate how long it will take to complete. RESULTS/ANTICIPATED RESULTS: i2b2 has had over 300 unique users each year; 80% are faculty or research staff, 20% are clinicians or students. From 2017-2021 there have been an average of 300 i2b2 queries and 45 Data Puller pulls each month. SKAN has had 58 unique users since its implementation in late 2020, averaging 5 new users per month. The automated data request tracking system took approximately 30 staff hours to create and saves an average of 4 hours of staff time per week. It also decreases human error by pulling/pushing information directly between systems. The Informatics program has received positive feedback from researchers who use the Data Request Dashboard. The Data Quote Tool is being used to give standardized quotes to researchers. DISCUSSION/SIGNIFICANCE: Investing resources in developing and implementing self-service tools and operational transparency ultimately reduces overall resource consumption, saving staff and investigator time and effort. This enables the Informatics program to maintain a high standard of service while experiencing rapid growth.

522

Recruitment Optimization: A Strategic Approach to Integrating Recruitment Services through a Coordinated Multidisciplinary Team
Brenda L Hudson[1], Gina Claxton[1], Carmel Egan[1], Emily Hardwick[1], Michelle Shwery[1], Jason Bork[2], Waqas Amin[2], Angela Anderson[1], Sarah Wiehe[1] and Sharon Moe[1]
[1]Indiana Clinical and Translational Sciences Institute and [2]Indiana Clinical and Translational Sciences Institute, Regenstrief Institute

OBJECTIVES/GOALS: Provide recruitment support via a coordinated application of strategic operations, participant engagement practices, and informatic capabilities best practices. Improve study success through the discovery of optimal recruitment practices, development of needed services, leverage of existing resources, infrastructure and guidance. METHODS/STUDY POPULATION: The optimization effort utilized a variety of methods for engaging participants and obtaining information related to the recruitment needs of study teams. Information was collected from an advisory board and through surveys of a diverse group of investigators and research coordinators examining recruitment barriers as well as current and possible future recruitment services. A workflow of the investigative teams recruitment experience was created to identify strengths, gaps and areas for improvement. This information was used to develop a set of recommendations for the Indiana CTSI leadership. Three pillars were tasked with tackling specific areas through an integrative and collaborative approach: (1) study planning and operations, (2) informatics, and (3) participant engagement and health literacy. RESULTS/ANTICIPATED RESULTS: Key resulting recommendations included: creating a recruitment navigator to direct clients to the most appropriate service(s), adding a community engaged staff member and a digital public engagement specialist to the recruitment services team, redesigning the website navigations, creating participant payment guidelines, creating participant engagement principles guidelines, improving informatics support, and continual evaluation of best practices and innovations in recruitment support. An intake and follow-up survey were created for clients to assess services offered, those used, and ultimately the success of those services in improving recruitment measures. DISCUSSION/SIGNIFICANCE: The optimization efforts have shown a positive response from study teams demonstrated by an uptick of support requests. By taking an intensive strategic planning approach to streamlining recruitment services, the Indiana CTSI has leveraged existing resources to better serve clients in need of critical recruitment assistance.

523

The Development of an Institutional Study Start-up Tracker for Industry Sponsored Clinical Trials
Derek Jones[1] and Lindsey Spangler[1]
[1]Duke University

OBJECTIVES/GOALS: Duke University developed a Project Tracker system to provide transparency into the complex study start-up process for Industry sponsored clinical trials. Partnering with process owners, investigators, research teams, and IT developers, we aimed to reduce timelines for IRB approval, Contract Execution, and Billing/Calendar setup. METHODS/STUDY POPULATION: In 2019, a partnership of administrative stakeholders and IT developers began engaging with the primary populations involved in study start-up: research study teams (STs) and research administrators (RAs). A series of workgroups and feedback sessions revealed common themes with a slightly different scope: STs were interested in the progress of individual projects awaiting approval whereas RAs needed an aggregate view of start-up metrics over time and a way to help troubleshoot delays for individuals. Both groups were hindered by data captured across multiple systems, limited understanding of the entire approval process, and an absence of reliable indicators for delays or outstanding requirements. RESULTS/ANTICIPATED RESULTS: In mid-2021, we delivered a Project Tracker system