

1. Improvement Details



Title:	Research Application process
Date:	23-24 November 2017
Venue:	Cambridge
Sponsor:	ODT
Team Leader:	Janine Stockdale
Facilitator / Sensei:	Janine Stockdale

Scoping Complete?

Yes

Initial Risk Assessment

Please see Risk Assessment in Controlled Documents, under CC/8533

Outcome of Assessment:

Needs Improvement

Change Control (CC) Required?

Yes. Number CC/8533

Team members:

Gavin Pettigrew, Vicky Gauden, Cat MacDonald, Liz Armstrong, Maggie Stevens, Janine Stockdale, Maria McGee, Nick Watson, Yomi Adegbaaju, Mick Stokes, Kourosh Saeb-Parsy, Jenny Mehew, Alia Rashid, Bill Scott

Post Activity Reviews

First Sustainment Review Date: dd/mm/yy

Second Sustainment Review Date: dd/mm/yy

Final Sustainment Review & Closure Date: dd/mm/yy

Completion Details:

Sponsor Confirms Activity Cycle Complete?

Sign off: Closure Date: __ / __ / __

On closure:

Have you achieved what you set out to do? Y / N

Yes – when will you return to review this process?

No – what are you planning to do as part of PDCA? *Eg another Improvement A3*

2. Reason for Action



Context:

The ODT research application process has been extensively reviewed and changed over the last 2 years. Changes to internal and external application processes resulted in some unforeseen delays.

Following internal and external stakeholder feedback, the application process is now to be subject to lean review.

Link your performance issues to the relevant improvement themes below with a short general statement. Where themes are not applicable consider potential negative impact.

A) Impact on people

Delays for researchers starting projects due to lengthy application processes.

Impact on donor families who are asked for consent for the research.

Internal stakeholders are impacted by an inconsistent approach being sought for advice and guidance.

B) Quality of products or services

Application process needs to be streamlined and consistent to ensure the quality of the application process service.

C) Cost or productivity

Productivity is affected by the complexity and length of time that each research project takes to facilitate.

Costs can be occurred by the researchers due to delays in starting.
Funding may be revoked.

D) Delivery or timeliness

Delays starting projects due to lengthy application processes resulting reputational issues for NHSBT.

In scope:

Entire application process

Out of scope:

External approvals process:

HRA

HTA

REC

Local Trust

MoU for researchers

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3. Current and Target Performance



CURRENT

A) Impact on people

Delays for researchers starting projects due to lengthy application processes.

Impact on donor families who are asked for consent for the research.

Internal stakeholders are impacted by an inconsistent approach being sought for advice and guidance

B) Quality of product or services

Application process needs to be streamlined and consistent to ensure the quality of the application process service.

C) Cost or productivity

Productivity is affected by the complexity and length of time that each research project takes to facilitate.

Costs can be occurred by the researchers due to delays in starting. Funding may be revoked.

D) Delivery or timeliness

Delays starting projects due to lengthy application processes resulting reputational issues for NHSBT.

TARGET

A) Impact on people

No delays

Positive experience for researchers and internal stakeholders

B) Quality of product or services

Consistent quality throughout the research application process.

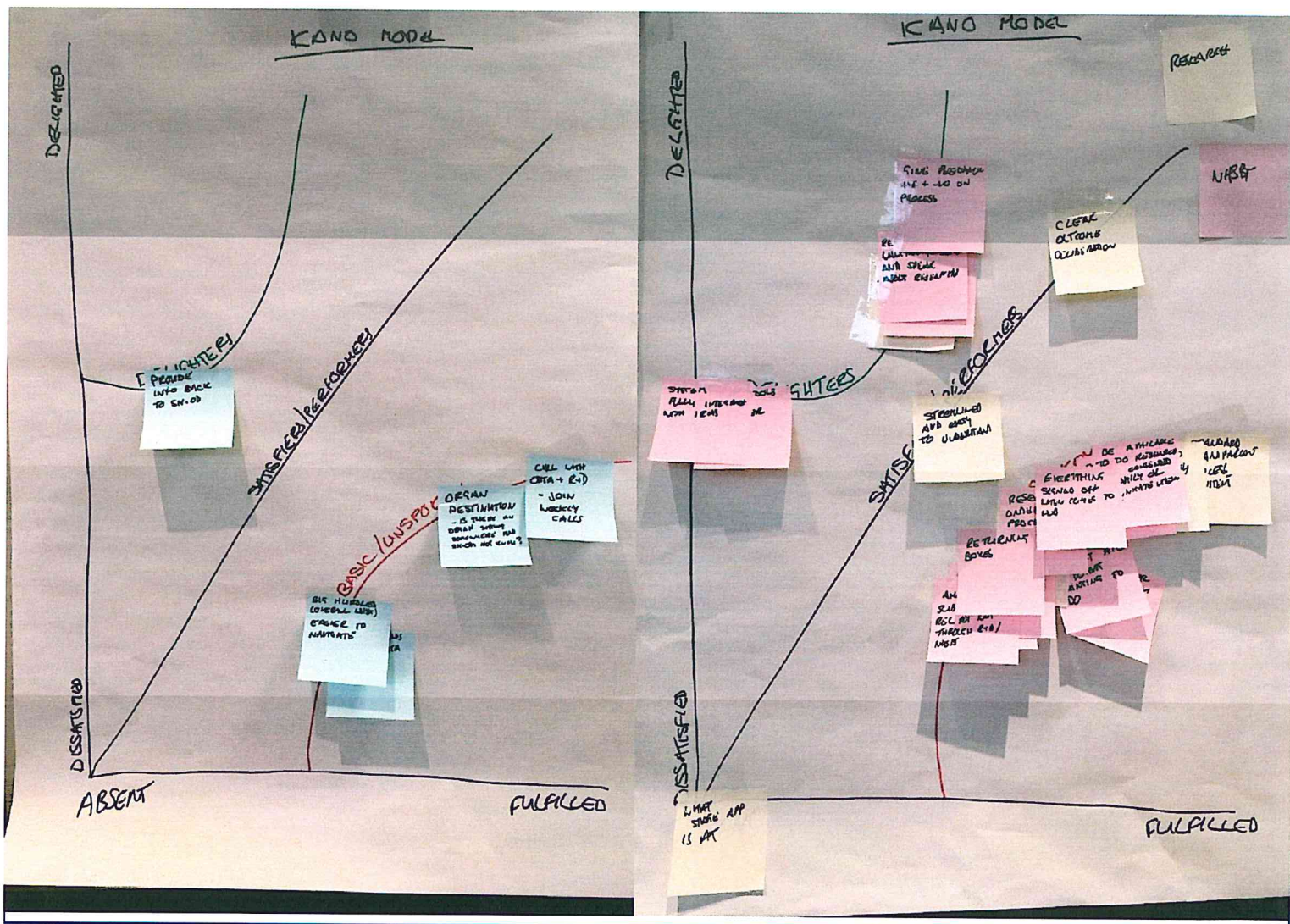
C) Cost or productivity

Productivity increases due to streamlined processes.

D) Delivery or timeliness

Delivery is improved and timely.

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INITIAL ~~DISC~~ CONTACT FORM

PROJECT
TITLE:

RESEARCHER
NAME:

BRIEF OUTLINE OF
PROPOSAL:
SCOPE + DURATION

SITES:

APPROVAL TIME:

☐ REC ☐ FUNDING
APPROVED ☐ HRA ☐ LOCAL
APPROVAL
REQ.

RESOURCES REQUIRED:

☐ TISSUES ☐ ORGANS ☐ SWABS ☐ N/A ☐ ADVICE
ONLY

APPLICATION FORM

• ELECTRONIC

• TIED TO RELEVANT SECTIONS
OF 'HANDBOOK'

• FLOW CHART APPROACH

• DROP-DOWN BOXES

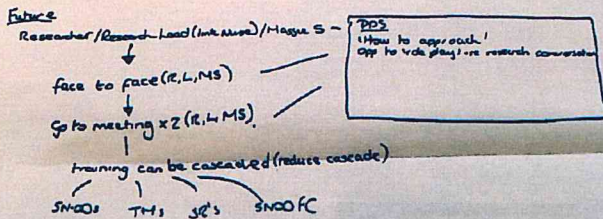
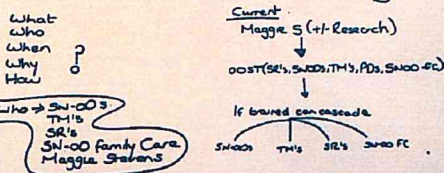
• STREAM-LINED

• PROGRESS REPORT

NEED AUTOMATIC RECORDING OF
ALLOCATED ORGANS / TISSUES

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Cascade of Training



Rank Complex Studies

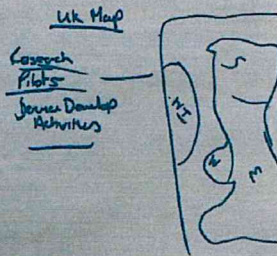
Order which studies to prototype when d/w.
'filming' requests in addition to research studies

↑ Confidence of SN-00's, 'Cultural Change', maintain confidence

Research Cohort Training / SPAC
Regular agenda item, 'SMT' → Team Mng → Team Managers → OOST Mng

Build Role Research Link Role

Learn success & REG Role.
'Expectations'
'Investment'



Raising the Profile of Research

PATIENT GROUP INVOLVEMENT - Learn from Gurn P
Pill experience

↳ Culture change steps

↳ Showcasing research successes

↳ Link nurse role development

↳ Elaborate on research aspect under
current HTA/QA training.

↳ AMD Comms.
or Quarterly update.

'Twitter' - 'R+D' Twitter feed

Outputs of event -

Q+A forum

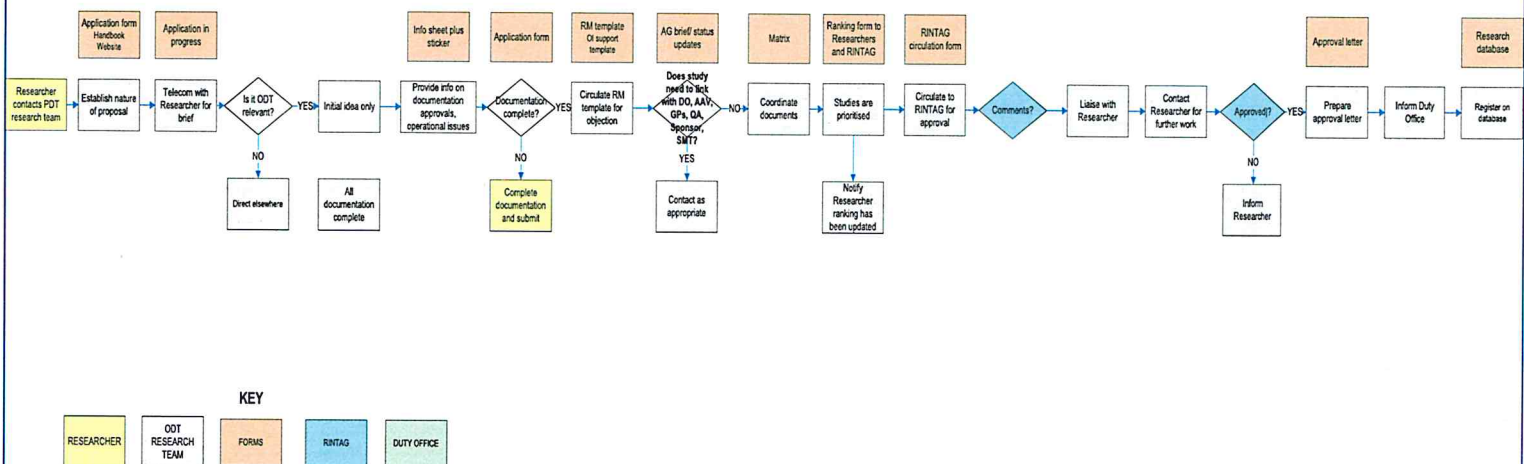
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4. Gap Analysis

Go



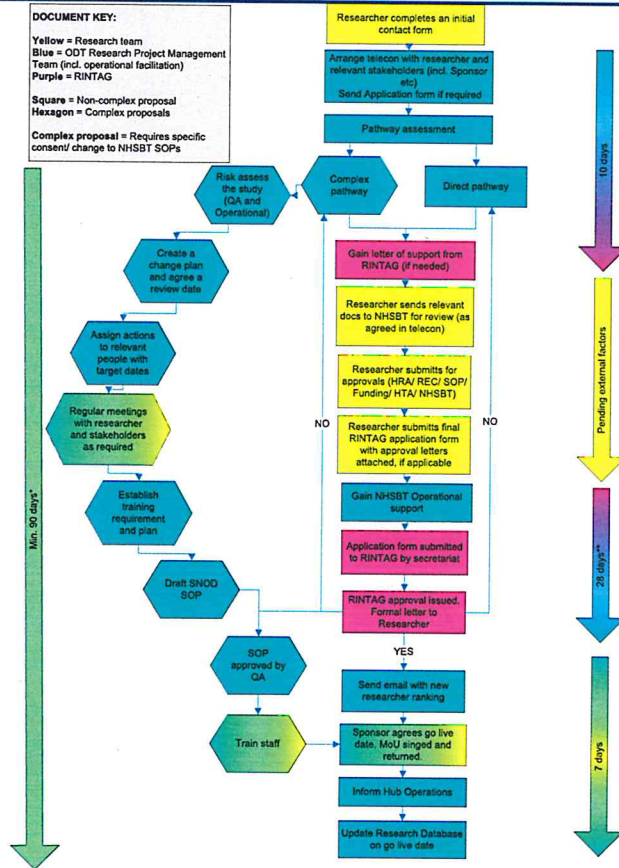
RESEARCH APPLICATION PROCESS – CURRENT PROCESS



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4. Gap Analysis

Go



*Pending on complexity
**Pending on timing with bi-monthly review cycle

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7. Actions to Implement Solutions

Last Updated: dd/mm/yy



Solution	Action	Who	By When	R/G
	New approach presented to and approved by RINTAG	MM	May 2018	
	Development of ODT Research KPIs	MM	May 2018	
	Develop and trial electronic forms	MM/ All	March 2018	
	Discussion w PDS team reg. roll out of training	MS	March 2018	G
	Website, showcase success	MM/ LA	May 2018	
	Communicate purpose of RINTAG and ODT Research	MM/ MS	May 2018	
	Create FAQs for RECs	BS/ K-SP	May 2018	
	Cost recovery business case	LA	May 2018	
	Communicate the new process, including instructions and a link to the Cognito forms, to external stakeholders (researchers and transplant surgeons, Sponsors)	MM	May 2018	
	Control the new process on QPulse and update the website with the new documents	MM	May 2018	
	Create an animation video for research community and put this on the website and circulate to RMs and SNODs for information	MM/ MS	March 2018	G
	Training on new controlled docs as appropriate (MPD1029)	MM	May 2018	
	Confirm Information Governance risk regarding the use of Cognito forms	MM/ LA	May 2018	

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9. Benefits and Lessons Learned

Go 

Benefits

What went well?

What would we do differently next time?