THREE PROJECTS – ONE GOAL

The Human Subjects Division (HSD) at the University of Washington has been operating with a paper-based system of complex forms since the office opened its doors in the late 1970's.

This year, HSD is undertaking a year-long portfolio of projects to better align our organizational structure, streamline our business processes and forms, and implement an electronic IRB system, named "Zipline".

This portfolio of projects, named "Compass", is a foundational component of the Researcher Portal: a long-term initiative to provide a single web portal where all research related activities are managed.

THE GOAL

Reduce administrative burden and create a positive experience for campus, while maintaining high compliance standards.

THE PROJECTS

**DELTA:** More experts, more expertise

**STREAMLINE:** Sensible simplification

**ZIPLINE:** A clear path

ACHIEVEMENTS

**DELTA:** Team Lead role has been created, and positions have been filled.

Consolidated new IRB teams have been identified and will begin operating on July 1st.

Hands-on all-staff training is underway.

UW departments have been redistributed across teams to balance workload.

**STREAMLINE:** Gap analysis completed.

HIPAA focused processes streamlined.

External IRB (WIRB) process updates nearly complete.

**ZIPLINE:** Configuration and customization iteration one completed, and planning for iteration two underway.

Zipline logo created.

Campus rollout recommendations complete.

**OVERALL:** All projects remain on schedule, including the implementation of Zipline in the first quarter of 2016!
"Zipline" is what HSD has named our electronic IRB system. Huron's Click IRB product was chosen as the most suitable to our needs. A well-tested and widely used IRB document and meeting management system, Click is used by academic IRBs across the country.

In addition to managing IRB documents such as research plans, consent, assent and parental permission forms, Zipline will have a series of smart forms that capture data about the researcher, the research team, any use of drugs or devices and external study sites. Researchers will have real time access to the status of their research proposal.

On the HSD and IRB side, reviewers will also have a series of smart forms that capture the review type (minimal risk, or full board), applicable regulations, waivers, and conditions of approval. Zipline will generate template approval letters based on information entered into the system, and deliver them to the researchers.

HSD is currently in the process of customizing Zipline to fit our specific needs for data capture. With clean and robust new data points, we will be able to produce clear and more accurate metrics which will assist in balancing work load for HSD staff, identifying inefficiencies and bottlenecks in work processes, and informing researchers of key milestones in the review and determination processes.

### STREAMLINE

Project Streamline aims to harmonize our current work flow with that of Zipline. A gap analysis has been completed, and changes are under way.

The main goal of Streamline is to do just that: Streamline our forms and processes! We are measuring the success of this project by a reduction in:

- the number of initial application forms;
- the length of our SOPs; and
- the number or regulatory decisions we ask the researchers to make.

### DELTA

Project Delta is in full swing. The restructuring of our office model will allow staff to become versed in every type of review and determination. Thirteen small teams have been combined into five large teams, each headed by a new Team Lead. New teams will begin operating on July 1st. Each team has been assigned a portfolio of campus departments.

Our goals for project Delta:

- Greater breadth and depth of expertise across review staff.
- Maintain a high level of review consistency.
- Effectively balance workload.

Review past updates at: [www.washington.edu/research/hsd/topics/Zipline+News](http://www.washington.edu/research/hsd/topics/Zipline+News)