**Mobilization of Clinical Research Services (CRS) – Pilot Project**

**Rationale**

## This pilot stems from the 2012 awarded project of ‘[Improving CRS performance through application of Lean/6 sigma](http://accelerate.ucsf.edu/forums/improveresearch/idea/7041)’, intended to maximize the efficiency and impact of CTSI’s Clinical Research Services (CRS) program across UCSF and other affiliated institutions. Current CRS Services are restricted by the locations and often higher-than-needed skillset to serve researchers across campus, resulting in low utilization of resources towards serving research (<50% of research utilization for Nursing services). “Mobilization”, or training a number resources to apply their skillset at any clinical location across campus, will not only maximize the utilization of CRS services, but will also maximize the number of researchers and studies serviced across UCSF. This project will focus on building the training, legal, and technological infrastructure for mobilizing CRS resources that includes nurses, nurse practitioners, and phlebotomists, across clinical settings found under UCSF.

**Plan**

* Survey of existing mobile outpatient team concepts to leverage best practices.
* Based on CTSI/CRS strategy and current needs for research studies, identify the appropriate department(s) across UCSF campus where the mobilized resources will be piloted. The preference is to identify two departments/groups, one of which is already affiliated with CRS.
* Perform a gap-assessment on the requested skillsets by researchers and available skillsets under CRS to meet the research demand.
* Select the appropriate number of CRS resources to enroll in the mobilization program, along with modifying their respective job descriptions and legal contracts (i.e. union).
* Identify the system for requesting, scheduling, and billing for the mobilized resources.
* Select the appropriate technology (if needed) for the mobilized resources to record and complete needed documentations as requested by study teams.
* Identify the process for mobilizing medical supplies as needed based on their availability at the studies’ clinical site(s).
* Measure the utilization, impact, and ROI on the project throughout the pilot period to determine its success and potential expansion to remaining CRS resources or other programs.

**Criteria and metrics for success**

The anticipated success for this project is to increase the research utilization of the mobilized resources by study teams when compared to their pre-mobilized performance. This success will also be coupled with the increase in satisfaction of serviced PIs/study teams and patient participants. Below are few metrics that will be measured to gauge the performance and success of the project throughout its lifecycle:

* Number of departments under UCSF serviced by CRS mobilized resources
* Number and type of studies serviced by CRS mobilized resources
* Number and title of PIs serviced by CRS mobilized resources
* Satisfaction of PIs/Study Teams/ and Patient Participants
* Capacity and utilization of CRS mobilized resources

**Approximate cost and very brief justification ($50K max)**

The anticipated cost of this project is $50K to support a Project Lead at ~ 50% of her/his effort

**Collaborators**

From PET: Fabrice Beretta, Adel Elsayed, and from CRS: Eunice Stephens (ops manager), Kathy Burkart (finance manager), Deanna Sheeley (Research Nursing Core Dir).