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### **ECRI Research Recruitment and Study Support Services**

Embedded Clinical Research and Innovation (ECRI) provides a comprehensive suite of services tailored to meet the evolving needs of academic research endeavors. From initial study development to ongoing operational support, we offer flexible solutions designed to enhance the success of your projects. Our team is dedicated to collaborating closely with researchers to deliver personalized services that optimize efficiency and outcomes.

One of our standout offerings is our expertise in research recruitment utilizing CareConnect tools. We work closely with Research CareConnect team to customize every tool using UCLA's EHR system to seamlessly identify your study cohort using discrete data fields that meet your study's criteria. Researchers consistently report enhanced recruitment success and cost savings compared to traditional methods, as our tools minimize reliance on coordinator time and resources.

Explore our customizable range of services below and discover how ECRI can help with your research initiatives.

Partner with us to transform your ideas into impactful achievements together!

For any ECRI research recruitment and other study service area(s) questions you can contact us at [ECRIrequest@mednet.ucla.edu](mailto:ECRIrequest@mednet.ucla.edu).

To inquire about ECRI recruitment services [click here](#) to submit a Qualtrics request form and our team will reach out with next steps. Or scan QR code:



To learn more on all the services ECRI offers please click from the options below:

- [Study Development and Support](#)
- [Recruitment Services](#)
- [Research Recruitment Registries](#)
- [REDCap Support](#)

Last updated: 11 Jun 2024

## Study Development and Study Support

From protocol inception to IRB consultation and compliance management, we offer comprehensive support to shape robust study frameworks. Our expertise spans workflow design for recruitment and the creation of compelling communication materials to engage participants effectively.

Our suite of services encompasses study coordination, whether on-site or online, alongside meticulous recruitment coordination. We provide on-site assistance, routine metrics and reporting, and optimization of recruitment procedures, supplemented by tailored staff training to ensure seamless study execution.

ECRI is proud to be the managing team over patient related and regulatory operations for the following long-lasting projects and initiatives:

- [Universal Consent for Biological Samples](#)
- [Athena Breast Health Network](#)
- [Wisdom Study](#)
- [Depression Grand Challenge](#)
- [Institute for Precision Health/ATLAS](#)
- [Center for Smart Health](#)

If you are interested to collaborate with these programs, email us at [ECRI@mednet.ucla.edu](mailto:ECRI@mednet.ucla.edu) to schedule a discussion around the available opportunities.

Last updated: 4 Jun 2024

## Recruitment Services

ECRI Research Recruitment Services in conjunction with our partners at Research CareConnect offer services to the UCLA Research community that include using CareConnect recruitment tools and other innovational platforms to help reach your study recruitment goals. This initiative represents a significant milestone in our ongoing mission to enhance the capabilities and effectiveness of research recruitment services at UCLA. Please use link below for project requests. The link also offers comprehensive information on available tools and updated CareConnect build rates. Please note that for Robocall services or utilization of our recruitment registries, a consultation is required to ensure accurate estimates of our support efforts.

Our services include:

- MyChart recruitment
- Workbench reports
- Real-time alerts/notifications
- Automated robo-calls
- Emails and text messages

To place a request with our team visit: [https://uclahs.az1.qualtrics.com/jfe/form/SV\\_8G7IHnOQEbYONaS](https://uclahs.az1.qualtrics.com/jfe/form/SV_8G7IHnOQEbYONaS)

Contact us at: [ECRIrequest@mednet.ucla.edu](mailto:ECRIrequest@mednet.ucla.edu)

## Explore Frequently Asked Questions

### General Information on CareConnect Research Recruitment Tools

#### What are CareConnect research recruitment tools?

Tools available to UCLA's Epic to provide research recruitment assistance that streamlines and enhances the process of identifying, recruiting, and managing participants for clinical studies. These tools are integrated within the Epic EHR system, leveraging existing patient data and clinical workflows.

#### What are the available CareConnect research recruitment tools?

Please reference this document for more detailed information:

[https://uclahs.az1.qualtrics.com/CP/File.php?F=F\\_7ZKLq6DUREtfY7I](https://uclahs.az1.qualtrics.com/CP/File.php?F=F_7ZKLq6DUREtfY7I)

**MyChart Messages:** Send secure messages directly to patients' MyChart accounts, inviting them to participate in studies. This tool is efficient for reaching large candidate populations.

**Reporting Workbench Report:** Generate a list of patients within CareConnect to identify patients who qualify for a study based on provided eligibility criteria.

**Real-Time Notification:** Receive email, page, or InBasket messages when patients meet eligibility criteria for a study, suitable for time-sensitive enrollments or interventions.

**Provider-Facing BPA:** Display on-screen alerts to clinicians during clinic visits, notifying them of patient eligibility for research studies.

## What are the benefits of using CareConnect Research Recruitment tools?

- **Integration:** Seamless integration with EHR ensures that all relevant patient data is easily accessible and current.
- **Efficiency:** Automates many aspects of the recruitment process, saving time and resources.
- **Accuracy:** Reduces errors and enhances the precision of patient selection through automated matching and comprehensive data analysis.
- **Engagement:** Improves patient engagement through direct communication channels like MyChart.
- **Compliance:** Ensures that recruitment processes comply with regulatory requirements by using secure and validated systems.

Overall, Epic's research recruitment tools provide significant advantages in terms of efficiency, accuracy, and patient engagement, ultimately facilitating more effective and streamlined clinical research efforts.

## Who can send out MyChart recruitment messages?

For research recruitment ECRI is the only dedicated team that is approved by IRB to send out MyChart blasts. This is required to ensure that ethical guidelines are followed when contacting potential participants for research recruitment. To utilize MyChart for research recruitment, approval must be received by the CareConnect Research Recruitment Committee.

## How many UCLA patients are active on MyChart?

82% of our 4.8 million patients are active on MyChart.

## My study has more than one cohort, can I use these tools for both populations?

Yes, we can accommodate more than one cohort for an additional fee.

## What response rate can I expect with using MyChart standard Research Recruitment tool?

Up to 5% of patients contacted will enroll.

## What response rate can I expect with using MyChart direct InBasket messaging?

Up to 10% of patients contacted will enroll.

## **For my real-time alert, can I receive a page while my coordinator receives an email?**

Yes, we can configure the messages to come to each user in any of the three formats (page, email, CareConnect InBasket message).

## **Who can use CareConnect Research Recruitment tools?**

CareConnect research recruitment tools are available for use by UCLA researchers conducting studies involving UCLA patients. These tools cannot be used for non-UCLA patients or healthy cohorts. If a study team is a part of a multi-site study, as long as a Principal Investigator (PI) is affiliated with UCLA Health, the study team can utilize CareConnect research recruitment tools.

## **What criteria can be used for recruitment?**

The common search criteria include demographic factors such as age, race/ethnicity, language, and marital status, as well as diagnosis codes (ICD-9 & ICD-10), visit types, encounter departments, admission status, lab result values, and medications. However, it's important to note that the tools cannot search through free text documentation or scanned documents.

## **What if the Principal Investigator (PI) or study contact changes?**

Contact ECRI right away to assure that services are not canceled at [ECRIRequest@mednet.ucla.edu](mailto:ECRIRequest@mednet.ucla.edu)

## **Approval Process, Timeline, and Fees**

### **What is the process to get approval for using CareConnect research recruitment tools?**

1. Submitting a Qualtrics form.
2. A feasibility consultation with ECRI.
3. Submitting for IRB approval.
4. ECRI presents on behalf of the project to get approval from the CareConnect Research Recruitment Committee.
5. Signing a Statement of Work (SOW) with ECRI.
6. Submitting a ticket for tool building.
7. Completing a Data Use Agreement if needed.
8. A tool handoff meeting with the CareConnect analyst.

If interested in using CareConnect research recruitment tools, fill out:  
[https://uclahs.az1.qualtrics.com/jfe/form/SV\\_8G7IHnQQEbYONaS](https://uclahs.az1.qualtrics.com/jfe/form/SV_8G7IHnQQEbYONaS)

### **Are there fees associated with using CareConnect research recruitment tools?**

Yes, there are estimated fees associated with tool requests. Each standard tool request is an estimated one-time fee of \$2,500, while custom/advanced builds can increase up to \$5,000 per tool. Additionally, there's a one-time project management setup fee of \$438. For MyChart tools, there's a \$91 fee per message blast. *For MyChart Non-Standard*

*Messaging tool only, there is an additional \$91 per month fee for managing patient inquiries.*

## **At what point in the process will the team be billed?**

After the tool is built out, the ECRI team will send out an invoice. Study team will need to provide contact information for their finance manager for payment processing.

## **What is Needed from Study Teams**

### **What do we need from you to process your request?**

Submit an intake form prior to the feasibility consultation:

[https://uclahs.az1.qualtrics.com/jfe/form/SV\\_8G7IHnOQEbYONaS](https://uclahs.az1.qualtrics.com/jfe/form/SV_8G7IHnOQEbYONaS)

You will be prompted to attach your study protocol, study IRB application (if approved at time of submission), and study Informed Consent Form as well as other basic study information such as inclusion/exclusion criteria, expected recruitment dates, challenges recruitment, etc.

### **How do you prepare for the feasibility consultation with ECRI?**

Review the information sent out via email prior to the consultation and discuss which tool might be the best fit for your needs.

### **Does my study team need CareConnect access to use these tools?**

Ideally, at least one person on the study team would have CareConnect access. However, ECRI can forward interested messages from the MyChart Recruitment Messaging tool, but fees may be associated. CareConnect access is required to use Reporting Workbench Report, Real-Time Notifications, and Provider-Facing BPA tools.

### **How would I get CareConnect access?**

You must be affiliated with UCLA Health to receive CareConnect access. Complete the required live trainings, submit an access request form, and get sign off from a PI and manager.

## **Changes/Modifications Once Tools are Built**

### **How can changes be requested for already built-out tools?**

If changes or modifications are required for a built-out tool, the team needs to submit a Change Request Form. Depending on the request, associated fees may apply. The ECRI team will review the request and notify the study team of any costs involved. Please see the following link to find the Change Request Form:

[https://uclahs.az1.qualtrics.com/jfe/form/SV\\_eQagI4PNIHhcB9Q](https://uclahs.az1.qualtrics.com/jfe/form/SV_eQagI4PNIHhcB9Q)

## **What if there are staff changes and access to tools need to be updated?**

If there are other staff changes, please ensure that new staff members are IRB-approved and submit a Change Request Form here: [https://uclahs.az1.qualtrics.com/jfe/form/SV\\_eQagI4PNIHcB9Q](https://uclahs.az1.qualtrics.com/jfe/form/SV_eQagI4PNIHcB9Q)

## **Committees Involved**

### **What is the ECRI team?**

**Embedded Clinical Research and Innovation (ECRI) Unit** (CTSI) manages intake process for all requests, feasibility review, point of contact for research teams for all Research Recruitment build requests in CareConnect. Designated group to send out MyChart research recruitment bulk messaging blasts.

### **What is the CareConnect Research Recruitment committee?**

The committee is responsible for reviewing and approving requests to use CareConnect Research Recruitment tools, ensuring that all requests comply with IRB guidelines and are feasible with the CareConnect Research team.

### **What is the CareConnect Research team?**

Works with ECRI and study teams to build each customized study specific recruitment tool so that it meets inclusion and exclusion criteria, RCC test/validates tool and pushes it to production.

## **Other General Terms**

### **What is CareConnect?**

CareConnect is UCLA's electronic health record (EHR) program, that is also known as Epic. The system offers several tools for research recruitment that utilize the EHR data stored here.

### **What is a DUA?**

DUA: Data Use Agreement. A Data Use Agreement (DUA) is a legally binding contract that outlines the terms and conditions under which data can be accessed, used, and shared. It governs the use of data that may contain sensitive or confidential information, such as personal health information (PHI) or proprietary research data. It is necessary for CC tools that utilize electronic health record (EHR) data.

### **What is an SOW?**

SOW: Statement of Work. A Statement of Work is a signed agreement to outline scope, deliverables, and resources needed for a project. Typically, the ECRI team will generate an SOW document for both parties to sign prior to the build of the tool, but after IRB approval of the tool.

## What are smart data fields?

Smart data fields in Epic/CareConnect are structured data elements that capture key clinical information, such as vital signs, medications, allergies, and lab results. They integrate seamlessly within the EHR, supporting real-time clinical decision-making, reporting, and data analysis. They do not capture free-text clinician notes nor scanned documents.

For any further inquiries or assistance, please contact the ECRI team at [ECRIRequest@mednet.ucla.edu](mailto:ECRIRequest@mednet.ucla.edu).

Last updated: 26 Aug 2024

## Research Recruitment Registries

ECRI manages a diverse portfolio of research recruitment registries, meticulously curated to align with specific diseases or health conditions. Collaborating with UCLA Marketing, we've achieved remarkable success in advertising these registries. Our patients, students and broader studies show that engaging patients from our recruitment registries yields recruitment rates 4-6 times higher than other remote methods. Our services extend to developing new registries, leveraging existing ones such as:

*Click on each registry to be routed to the patient front end REDCap study site.*

- COVID-19 Registry
- [Mental Health and Smart Health Technology Registry](#)
- [Diabetes Registry](#)
- [GI Registry](#)
- Women's Health Registry

*To request research registries recruitment services for your project or department please contact us at [researchregistry@mednet.ucla.edu](mailto:researchregistry@mednet.ucla.edu).*

Last updated: 7 Jun 2024

## REDCap Support

For streamlined data collection and management, our team provides expert support in building REDCap surveys and study tracking mechanisms. Whether building surveys or configuring study tracking systems, we ensure seamless integration to support your research objectives.

To request REDCap services for your project please contact us at [ECRIrequest@mednet.ucla.edu](mailto:ECRIrequest@mednet.ucla.edu).

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