Recruitment Services

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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_8G7lHnOQEbYONaS

Contact us at: 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_0eK27crRYBm5v7M

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

Sponsor Based Studies

How do I add ECRI recruitment services to a sponsor agreement?

Make sure to add ECRI recruitment services to your contract with the sponsor. This involves including the recruitment details as part of the agreement language and budget to reflect our services. Please consult with our team before you provide budget details to the sponsor. *We are working to add ECRI recruitment services to the budget templates as an electable service budget item in the near future.*

What if I already have an executed contract and need to add the recruitment tools?

Option 1: Update the Existing Agreement

You can add ECRI recruitment services to your current contract with the sponsor. This involves updating the agreement language and budget to reflect our services. Once revised, the contract goes through your usual internal processing steps. The turnaround time typically 1-2 weeks, depending on how quickly the forms are signed and assuming no financial conflict delays the process. ECRI can provide more detailed guidance on this as part of your feasibility consultation.

Option 2:

You can opt to cover the recruitment services outside of the Sponsor agreement by using your department's unrestricted funds. This approach avoids contract changes altogether, it has been used successfully by other study teams and is entirely acceptable.

Can I use any of the tools for Sponsor based studies?

This is dependent on the risk of the study. If your study is a trial intervention high risk study MyChart cannot be used. Make sure you connect with ECRI for MyChart tool for Cohort identification. Through our feasibility assessment we can let you know if your request is feasible from a technical perspective and which tool would be best suited for your recruitment needs.

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_8G7lHnOQEbYONaS

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 $440. For MyChart tools, there's a $92 fee per message blast. *For MyChart Non-Standard Messaging tool only, there is an additional $92 per month fee for managing patient inquiries.*

How do I estimate cost for MyChart or Research Registry bulk messaging?

Scenario: A study is looking to recruit participants and do not have any restrictions on how many participants can be processed per week/month. They want 500 messages to go out per blast. Given a 2% enrollment rate they will require

20 blasts to meet their recruitment goal. Each blast is $92.

- Recruitment Goal: 200 participants
- Enrollment Rate: 2%
- Blasts Required: 20
- Total Cost: $1,840

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_8G7lHnOQEbYONaS

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_eQagl4PNlEhcB9Q

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_eQagl4PNlEhcB9Q

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.

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