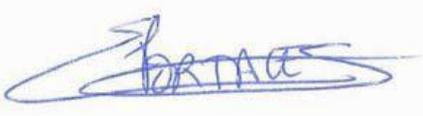


## Standard Operating Procedure: Onboarding a Regional Hub Administrator

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### Document History

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3	Change of legal name and logo from BC AHSN to Health Research BC	March 18, 2022

Approver Name	Approver Signature	Date
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## 1. PURPOSE

- 1.1. To outline the procedure used for onboarding a new Regional Hub Administrator (RHA).

## 2. SCOPE

- 2.1. This procedure applies to the Health Research BC Data Management (DM) team, and the Regional Hub Administrators from the BC SUPPORT Unit.
- 2.2. A long-term goal of Health Research BC REDCap is to make the management of the software sustainable, by having RHAs manage the REDCap users within their region.
- 2.3. This procedure explains what is needed to onboard and successfully train a new RHA. It also explains what level of access the new RHA receives.

## 3. RESPONSIBILITIES

- 3.1. The Health Research BC DM team is responsible for overseeing the onboarding of a new RHA.
- 3.2. The RHA is responsible for reviewing all Health Research BC DM team documentation found in the Health Research BC Life Cycle project file repository and Documentation Plugin, including SOPs, How-To's, and Policies.
- 3.3. The responsibilities of the RHA will be similar to the responsibilities of the Health Research BC DM team, as described in the related SOP's. RHAs will be responsible for training and supporting projects that belong to their Region.
- 3.4. The RHA and DM team are both responsible for communicating with each other throughout the onboarding process and regarding their support activities.
- 3.5. The Health Research BC DM team is responsible for communicating with the BC SUPPORT Unit about the new RHA.
- 3.6. The RHA attends regular Health Research BC DM team meetings and can request as needed, from the Health Research BC DM team, support related to their activities.

## 4. RELATED SOPS/DOCUMENTS

- 4.1. SOP 100 – Health Research BC REDCap New Project Request

## 5. DEFINITIONS

- 5.1. **Health Research BC Data Management (DM) team:** team that is responsible for managing projects in Health Research BC REDCap and assisting research teams in conducting research studies.
- 5.2. **BC SUPPORT Unit:** Team responsible for determining whether a project is POR.

- 5.3. **Patient-oriented research (POR):** Research done in partnership with patients, answers research questions that matter to patients, and aims to improve health care (See <http://www.cihr-irsc.gc.ca/e/44000.html#a1.1>).
- 5.4. **Population Data BC:** Population Data BC (PopData) is a multi-university, data and education resource facilitating interdisciplinary research on the determinants of human health, well-being and development. The Health Research BC REDCap database server is located here.
- 5.5. **Regional Hub Administrator (RHA):** person that is responsible for managing regional projects and their users in Health Research BC REDCap, and assisting these teams in conducting research studies.
- 5.6. **Health Research BC Life Cycle project:** REDCap project used to track the lifecycle of requested REDCap projects and to assist in REDCap data management.
- 5.7. **Documentation Plugin:** where all the Health Research BC REDCap documentation is stored, under Applications in REDCap.

## 6. PROCEDURE

- 6.1. The Health Research BC DM team identifies a potential RHA, who must be an experienced REDCap user and familiar with the system.
- 6.2. Upon identification of the new RHA, the Health Research BC DM team meets with them to explain the responsibilities and processes involved in being a RHA. These responsibilities are described below.
- 6.3. This includes review of the Health Research BC Life Cycle project and documentation.
- 6.4. Upon acceptance of the role of RHA, the Health Research BC DM team will update the RHA's user profile, allowing the RHA to request new projects. The Health Research BC DM team will also grant the RHA access to view and edit the Health Research BC Life Cycle project.
- 6.5. When a project request is made for a region, the RHA will follow the Health Research BC Standard Operating Procedures to get approval from the SUPPORT Unit and create the project in Health Research BC REDCap.

RHA responsibilities for managing projects:

- Reviewing project requests. When a request is received for their region, the RHA connects with BC SUPPORT Unit for final approval (for POR projects).
- Sending the Service Agreement, managing the progress of the Service Agreement and documenting the outcomes in the Approval and Payment form in the Project Life Cycle.
- Upon acceptance of the Service Agreement, the RHA request the creation of the new project according to the data in the "Request a New Project" form.
- The RHA completes the data entry form "Approval and Payment" with details of the new project.
- In the newly created REDCap project, the Health Research BC DM adds the RHA to the project and notifies her/him.

- The RHA emails the PA/PI from redcap@healthresearchbc.ca with instructions on how to access their project. The RHA also adds the PA/PI's PopData username to the new project in the appropriate user roles (*See SOP 101*).

Additional responsibilities are:

- Providing ongoing training and support.
- Provide support or training for the PI/PA on user accounts as necessary

## 7. REFERENCES

- CIHR definition of Patient-Oriented Research: <http://www.cihr-irsc.gc.ca/e/44000.html#a1.1>