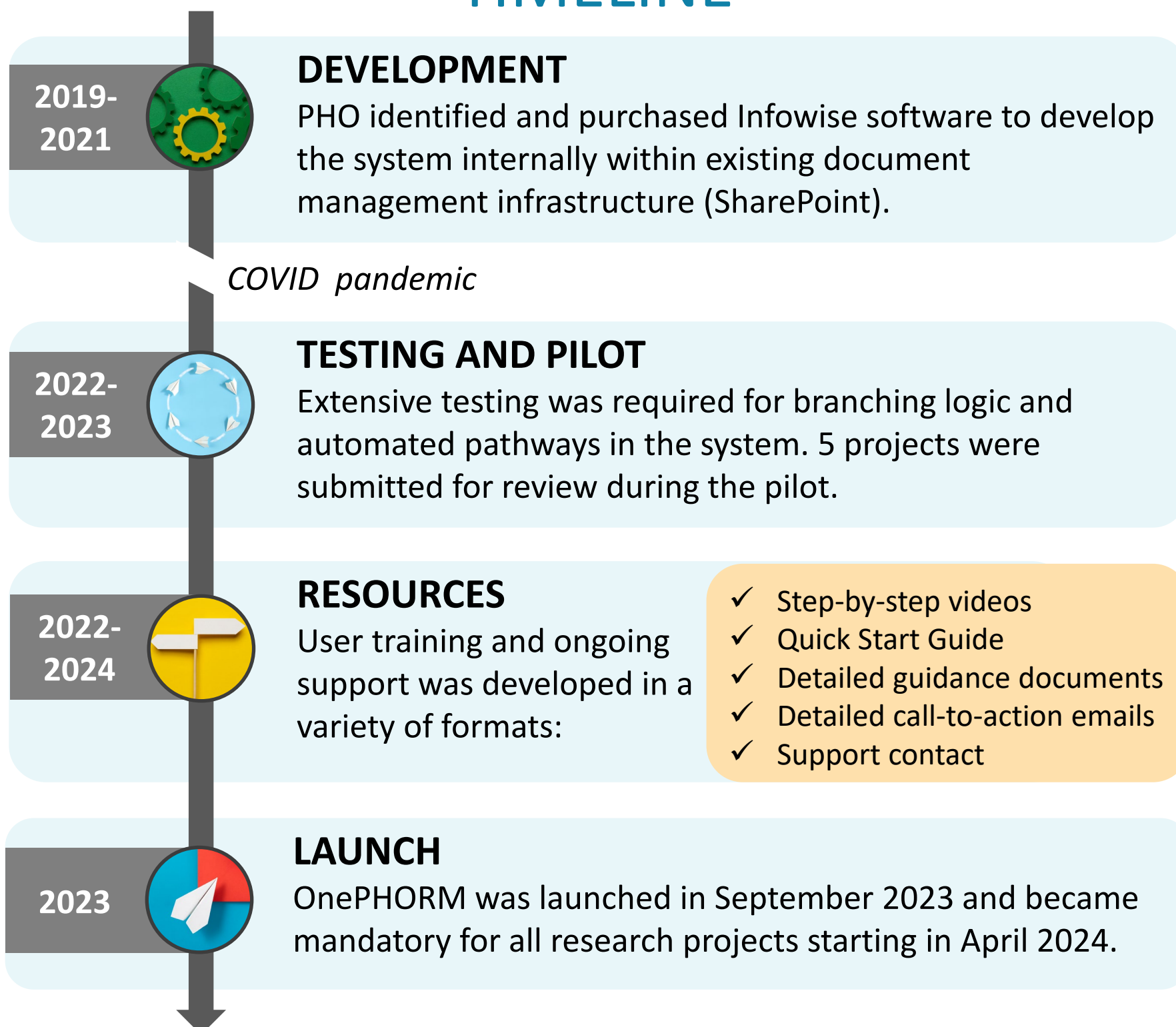


BACKGROUND

- Organizational approval of research projects involves reviews across different departments, including completion of multiple and sometimes redundant forms, leading to concerns about administrative burden on researchers and reviewers and delays in project implementation.
- Additional challenges include uncertainty about applicable review processes for a given project, inconsistency in project submissions across review processes, and incomplete submissions.
- The One PHO Review Manager (OnePHORM) was launched in 2023 to streamline internal review processes.

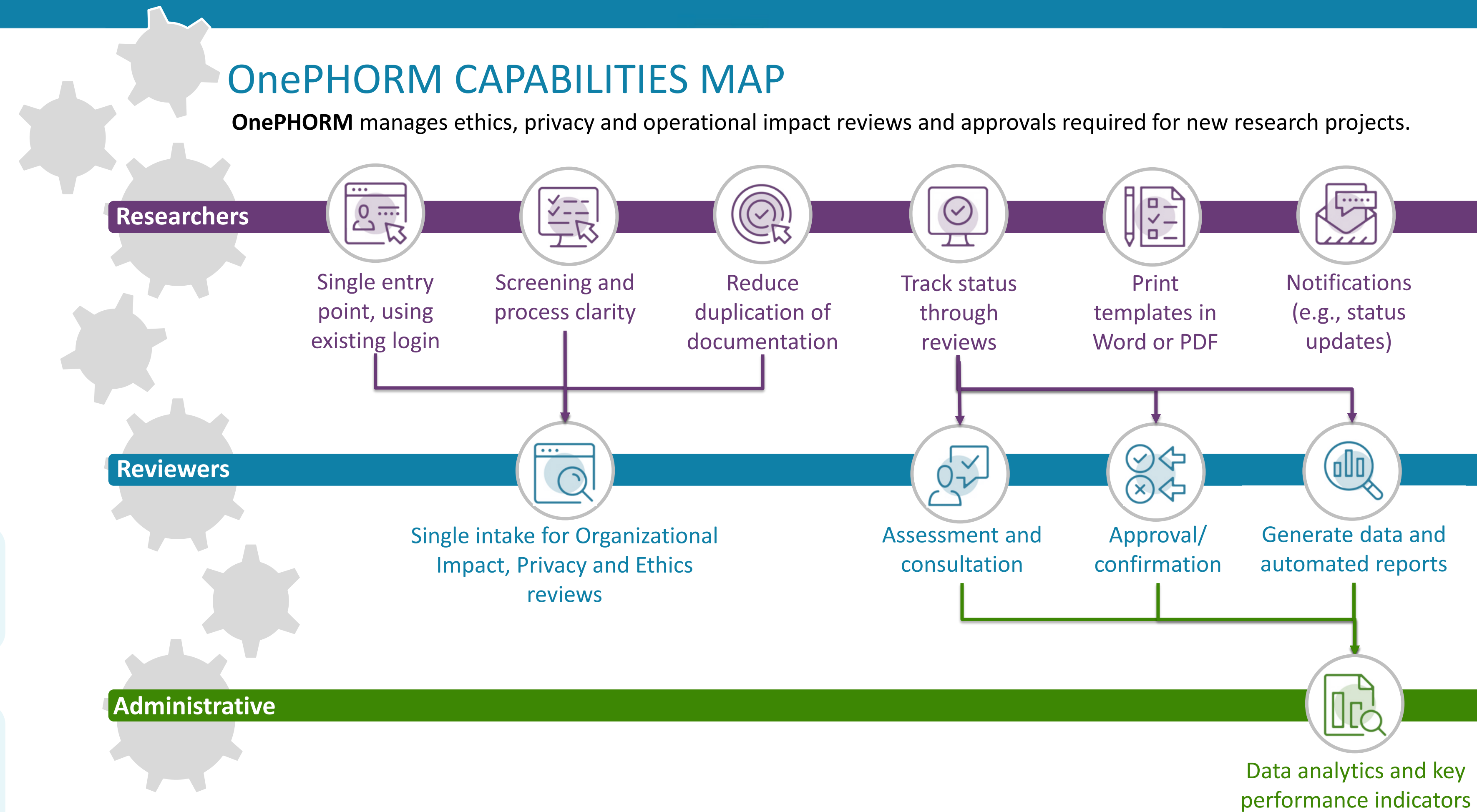
This poster describes the development, implementation and evaluation of OnePHORM at PHO.

TIMELINE



OnePHORM CAPABILITIES MAP

OnePHORM manages ethics, privacy and operational impact reviews and approvals required for new research projects.



EVALUATION

A formative evaluation was conducted to assess the usability of the system, including understandability of the intake assessment and ease of use of the system to inform future updates and development of further supporting resources.

Key Recommendations

- Understandability** of the intake assessment, areas for improvement:
- ✓ **Transparency:** Explain the purpose of the questions.
 - ✓ **Clarity:** Define technical terms and simplify questions.
 - ✓ **Customization:** More tailored/branching content.

Ease of Use of the OnePHORM system, recommendations:

- ✓ **Optimize OnePHORM layout** to create a sense of direction, support quick navigation (i.e., reduce clicks), and incorporate guidance to reduce the need to refer to instruction manual.
- ✓ **Integrate more processes fully into the form** (currently some content is still included as attachments)

CHANGE MANAGEMENT

A **phased approach** to implementation helped to ease researchers and reviewers into the new system, through gradual introduction of forms and reviewers.

Communication at multiple timepoints, targeting impacted staff, through a variety of formats (e.g., meetings, presentations, emails, internal website) to ensure widespread awareness.

LESSONS LEARNED

- ✓ **Consultations**, while extremely valuable, took up the most time in this process, and it was important to plan enough time for them.
- ✓ The **pilot** launch was essential for the success of OnePHORM. It would have been beneficial to more broadly test the new intake assessment algorithm outside the system prior to launch.
- ✓ The timing of launch was adjusted to avoid **change fatigue** related to other major technological updates happening in parallel.
- ✓ **Ongoing promotional activities** are proving helpful to support continued use and to help manage expectations.

CONCLUSION

Working with an in-house solution has demonstrated agility, responding to changing requirements and user needs without requiring substantial testing or time offline.

The feedback from the evaluation is currently being integrated into the system, where possible. Going forward, the scope of the system will be further extended to include continuing review processes and allow for more automation.