Government of **Western Australia**
Department of **Health**

**RGS
Newsletter

January 2018**

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What's new in RGS? – *January 2018 changes*

Stage 2 (Release 2A) changes were deployed to RGS on **19 January 2018**. Look out for updated Help Wiki pages & training manuals in the coming weeks!

These enhancements are a combination of Stage 2 ongoing development by the RGS Project Team, and user feedback captured through **RGS.Support@health.wa.gov.au**, user experience workshops and Business User Group (BUG) representatives. A list of all Stage 2 changes are available from ***What's new in RGS?***. **The following features have been added to RGS:**

1. Complaints – lodge, action and finalise

The ability to lodge a complaint related to a project, HREC or RG Office is now available within RGS. This replaces the current **WA Health Research Complaint Form** which will be removed from the RGS website.

Once logged onto RGS, users will be able to access this form through their left menu and submit it to the relevant HREC or RG Office. Researchers and administrators can complete this form on behalf of a complainant (e.g. patient) if they wish to remain anonymous. This section will contain all documents, letters related to the complaint which is only accessible to those 'invited' to view the complaint (e.g. chief executive).

| Home | Research Information | Meeting Calendar | Document Templates | Contacts | Help Wiki |

Complaints

| | My Complaints | | Complaints Received | | | | | |

Search

ID	Nature	PRN	Submission Date	Submitted To	Status	Finalisation Date	Select
102	HREC	N/A	27/11/2017	G3_Child and Adolescent Health Service HREC	Submitted		☐

- Tasks
- My Projects
- Create Project
- Projects Search
- Profile Management
- Administration
- Reports Management
- **Complaints**

| New | View |

1

If you wish to complete this form and remain anonymous, you will have to contact the HREC or RG Office to complete this form on your behalf.

2. Sign up

- Confirmation of New User's primary email address to prevent typos.

3. Inviting / Un-inviting

- Members tab – Ability to un-invite an invited user from a project
- Administration – Authorisation tab – Ability to un-invite an invited CE / Delegate from a Project *(RGOs only).*

⊟ Invited

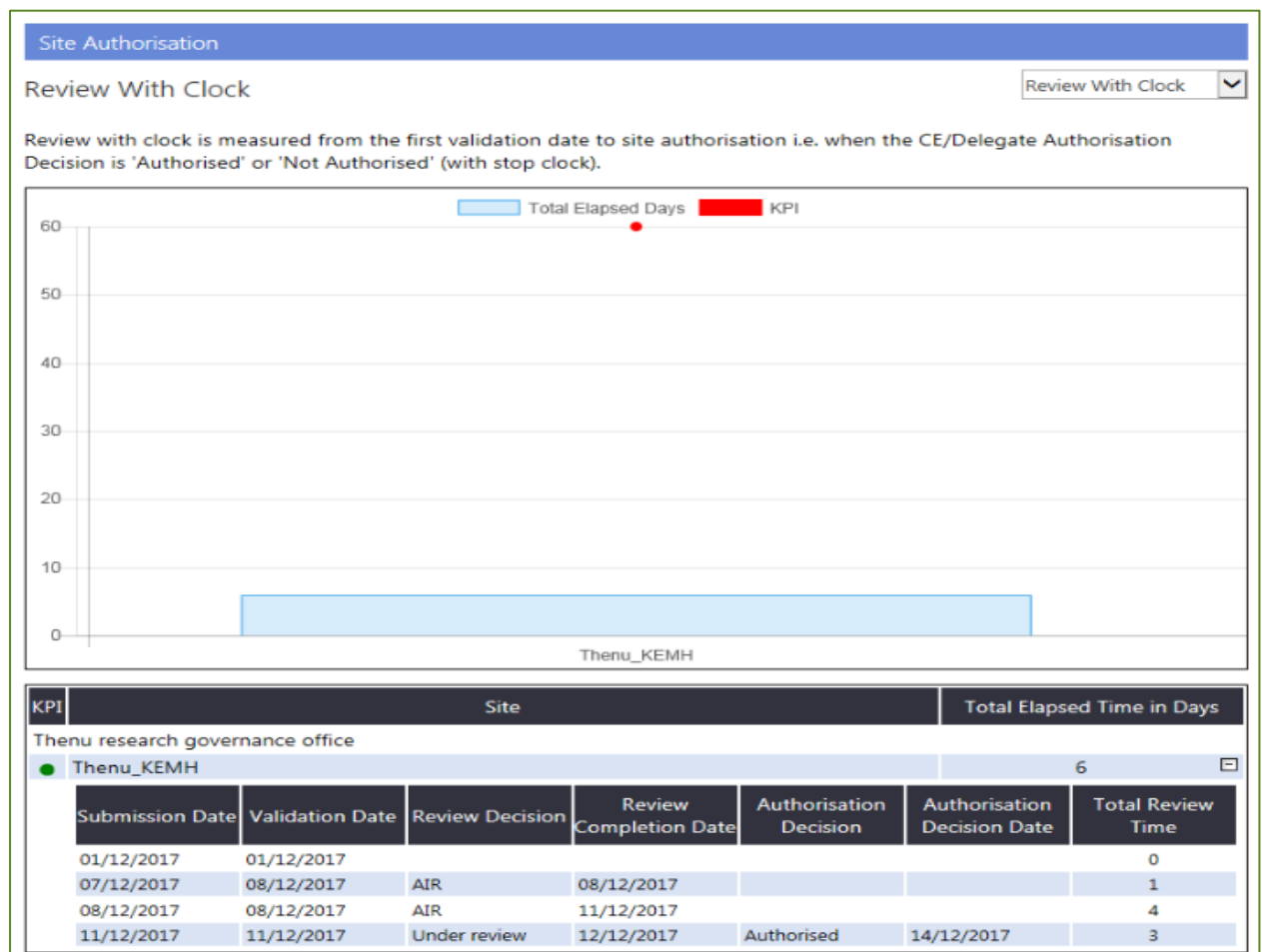| Name	P.H.O.	Position	Current Organisation	Project Site	Date Added	Status Change Date	Select
Leanne Greenham	WA	AI	G3_Department of Health	Perth Children's Hospital	5/01/2018	5/01/2018	☑
RGS UX RGO	WA	RGM	G3_Perth Children's Hospital	Perth Children's Hospital	1/12/2017	1/12/2017	☐

Un-invite

⊟ Declined

Name	P.H.O.	Position	Current Organisation	Project Site	Date Added	Status Change Date

4. Timelines

- Improvements to ethics and governance timelines for validation and review 'with' and 'without' stop clock to monitor adherence to 60 day KPIs. Refer to the definitions to see how these are calculated!
- Additional key dates to enable tracking of project reviews.

Site Authorisation

Review With Clock

Review With Clock ▾

Review with clock is measured from the first validation date to site authorisation i.e. when the CE/Delegate Authorisation Decision is 'Authorised' or 'Not Authorised' (with stop clock).

Total Elapsed Days ▢   KPI ▮

Thenu_KEMH

KPI	Site	Total Elapsed Time in Days
	Thenu research governance office	
●	Thenu_KEMH	6

Submission Date	Validation Date	Review Decision	Review Completion Date	Authorisation Decision	Authorisation Decision Date	Total Review Time
01/12/2017	01/12/2017					0
07/12/2017	08/12/2017	AIR	08/12/2017			1
08/12/2017	08/12/2017	AIR	11/12/2017			4
11/12/2017	11/12/2017	Under review	12/12/2017	Authorised	14/12/2017	3

5. Forms & Documents Tab

- On-screen message to Forms & Documents tab to alert users that authorisation is required for all forms and documents before they can be submitted.
- All columns sortable by clicking on yellow arrow.

6. Tasks

- Moved the action button and renamed 'finish task' to 'archive task'. On-screen message for guidance.
- Archived tasks will be deleted after 6 months.
- PRN and form names added to the task description.
- The initiator of a Project General Task will receive an email when the task is complete.
- Committee Members tasks and emails now contain the meeting date instead of the meeting ID.

7. Authorising Forms

- SSA Form – Principal Investigator (PI) Delegate can now authorise the SSA Form. When the user clicks 'Unauthorise', signatures are no longer removed.
- SSA and WAHEAF forms – The unlock button has been removed from the declarations page. The unlock button can still be accessed from the other pages to re-enter edit mode. Pop-up message warning that selecting 'Unlock' will remove signatures.
- Pop up message when users select 'Authorise' to notify the user that when they have authorised a form or document it can now be submitted to ethics or governance.
- Budget Form – PI Delegate can now authorise the Budget Form. The 'Authorise' button is now available on all pages in the Budget Form. The authorisation button on the 'Forms & Documents' tab directs the user to authorise from within the form.

8. User Profile Changes

- Users CV and GCP certificate are now viewable by RGS Admin, and relevant EEO, RGO and Committee Members. Saves submitting CV to HRECs.
- Ability to add an ORCID ID to User Profile with a link to website.
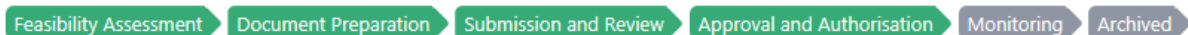
9. RGS Administration Changes

- Utilities - 3 pages created for Support Functions *(RGS Application Support only)*
- Home - Users will be notified of unexpected system outages *(all users)*
- Manage Users –Records who has made an update to a User *(RGS Admins only)*
- Profile Management - Close Account has been removed as no longer required, as RGS Support will deactivate users *(all users)*
- Manage Sites - RGS Admins have the ability to deactivate a site in RGS but now have the ability to check which projects are active against this site before deactivating a site. *(RGS Admins only).*
- Letters – NHMRC amendments have been made to the HREC approval letter *(EEO only)*
- SSA & Budget Form Bundle – Must now mark both the SSA and Budget as not valid if relevant (cannot have separate not valid/valid statuses). On screen guidance added. *(EEO and RGO only).*
- Administration – Ethics and Governance tabs – Ethics approval and governance authorisation status changes and associated dates are now captured to provide a HREC Approval History and Site Decision History e.g. when a project is Temporary Halted. *(EEO and RGO only)*

10. User Experience/Guidance improvements

- Home – RGS Help Quick Links added, including **RGS Quick Start Guide for New User.**
- Project Header - Chevron now has blue text guidance to click on arrows for Help Wiki link step by step guidance.

PROJECT | G3_Letter Project 02_NMA Internal_With specialist

Click on the arrows below to get step by step guidance.

Feasibility Assessment ▸ Document Preparation ▸ Submission and Review ▸ Approval and Authorisation ▸ Monitoring ▸ Archived

- Administration - Authorisation tab – CE/Delegate review – The CE governance forms/documents status changed from 'approved' to 'authorised'. Sign and Finish button combined. The 'Authorisation Decision Date' is based on when the CE/Delegate clicks finish for an authorised project. This is the date reflected for the authorised forms and documents.
- Add Project Forms screen – Pop-up guidance for scenario where the user has submitted a form to 2 HRECs, and one HREC marks a form as 'not valid' and the other HREC has a validation 'pending'. The user must wait until all validations are complete before submitting to another HREC.
- Add Project Documents screen – On-screen guidance to name documents correctly.
- On-screen guidance regarding using Chrome for document download.
- RGS Footer - Created Helpful Links for Glossary/Definitions and Help Wiki.
- Announcements - Outage Notifications will now be displayed in red text.
- Project Details - Red Warning Banner will only show the permissions warning if the user does not have the correct permissions.
- Project Details - Specialist HREC changes– On-screen guidance and changed field to show 'Select if required'.
- Project Header - Added Specialist HREC if applicable.
- Create Project – Notify users that someone other than the CPI can create the project.
- Public pages – Copies of WAHEAF and SSA forms (with all questions) are now available on the RGS public pages.

11. Access Request Form

- Automatically puts form into 'edit' when form is ready to be 'Marked Complete' so that it can be signed by Principal Investigator (PI).
- Pop-up message to remind the PI to Mark Complete after the HoDs have given their authorisation.

12. Summary tab

- Ethics approval and governance authorisation status changes and associated dates are now captured to provide a HREC Approval History and Site Decision History e.g. when a project is Temporary Halted.
- Contains a budget summary, viewable by the same project members that have access to site specific Budget Forms.

Past enhancements – 2017

Stage 1 of RGS was launched in December 2016 with the knowledge that it would continue to be updated with multiple Stage 2 releases to refine the system and capture the monitoring component of research projects. Release 1A (March) and Release 1B (September) were deployed in 2017.

If you do not use the system frequently, a list of all Stage 2 changes are available from ***What's new in RGS?***

Help Wiki – Help, User Guides and User Videos

The Help Wiki has now separate pages for Help, User Guides and User Videos. The Help contains links to 'Popular Actions' and the on-line guidance pages. User Guides contains the RGS User Guides (formally known as Training Manuals).

User Videos contains a series of training videos which will be uploaded as they are developed in the next 6 months. The first one is available by clicking on the link below:

Video 1 - System Requirements - This video outlines the minimum system requirements your computer must have in order to run the RGS.

User Experience Workshops

In December 2017, the Department of Health and Health Support Services (HSS) conducted 5 RGS User Experience workshops for 29 users across WA Health and Telethon Kids Institute to provide feedback on RGS. Users consisted of researchers, hospital administrators, committee members, Research Governance Officers (RGOs) and Ethics Executive Officers (EEOs).

The satisfaction ratings averaged 7/10 with none of the participants indicating support to return to the previous paper system. Positive comments included:

- "Great once you get used to it"
- "Entering Information Once is Good"
- "Would NOT want to go back to paper"
- "As good as the UK equivalent system".

Many identified issues have already been implemented in the January 2018 release. Additional issues will be addressed in future enhancement releases in March and June where possible.

Report on Business User Group activity

A RGS Business Users Group (BUG) was formed In November 2017 and meets every 2 months. Membership consists of representatives from the Department of Health, HSS and 3 representatives from each Health Service Provider (HSP), including Directors of Research, researchers, administrators and committee members.

The BUG is a forum to discuss issues raised by users which has been collated from feedback via RGS support, user experience workshops and HSP feedback. Proposed solutions and timeframes for possible implementation are then discussed in collaboration with the RGS Project team. Communication regarding the BUG activity will be a standing item in the RGS Newsletter.

To identify who your BUG members are to provide feedback to the RGS Project team, contact your Research Ethics and Governance Office. Alternatively you can provide feedback through **RGS.Support@health.wa.gov.au**

National Mutual Acceptance FAQs

Where can I find further information on NMA?

The **WA Health NMA Guidelines December 2017** provides guidance on how the scheme works within WA Health and additional NMA guidance documents (August 2017) are located on the **RGS Multi-centre Research page**.

No NMA retrospective approval - what does that mean for my project?

NMA is not retrospective; projects that already have ethics approval must remain under their approving HREC and apply the conditions of approval that were applied by the reviewing HREC. However, in accordance with the **Standard Principles for Operation,** additional sites from WA may be added to projects approved under the NMA process, by way of amendments. Follow the process in the **WA Health NMA Guidelines December 2017** to add your site to a NMA approved project.

If the project is changing to the NMA scheme and has already been created in RGS but not yet submitted to a WA Health HREC, there may be changes that need to be made:

- Members tab - If the CPI is outside WA, the CPI for the project will need to be changed, refer to Help Wiki **'Change the CPI'.**
- Section 2 of Project Details - question 3 the 'Type of ethical review' should be updated to 'National Mutual Acceptance single ethical review'.
- Section 1 of Project Details - The Internal & External HREC may have to be changed, refer to Help Wiki **Complete Project Header for National Mutual Acceptance (NMA).**

Collaboration with other researchers

If investigators are wishing to collaborate on research projects that they can either search on the **Investigator Speciality List** on the RGS Public Pages or use Project Search within RGS and then click on the Coordinating Principal Investigator (CPI) name to find their contact details.