



Quality

Improvement

Project

March 2005



OUR MISSION

To promote research and improve health by:

- *Providing high quality services to investigators*
 - *Fostering new research initiatives*
 - *Translating discoveries into public benefit*
-

Now



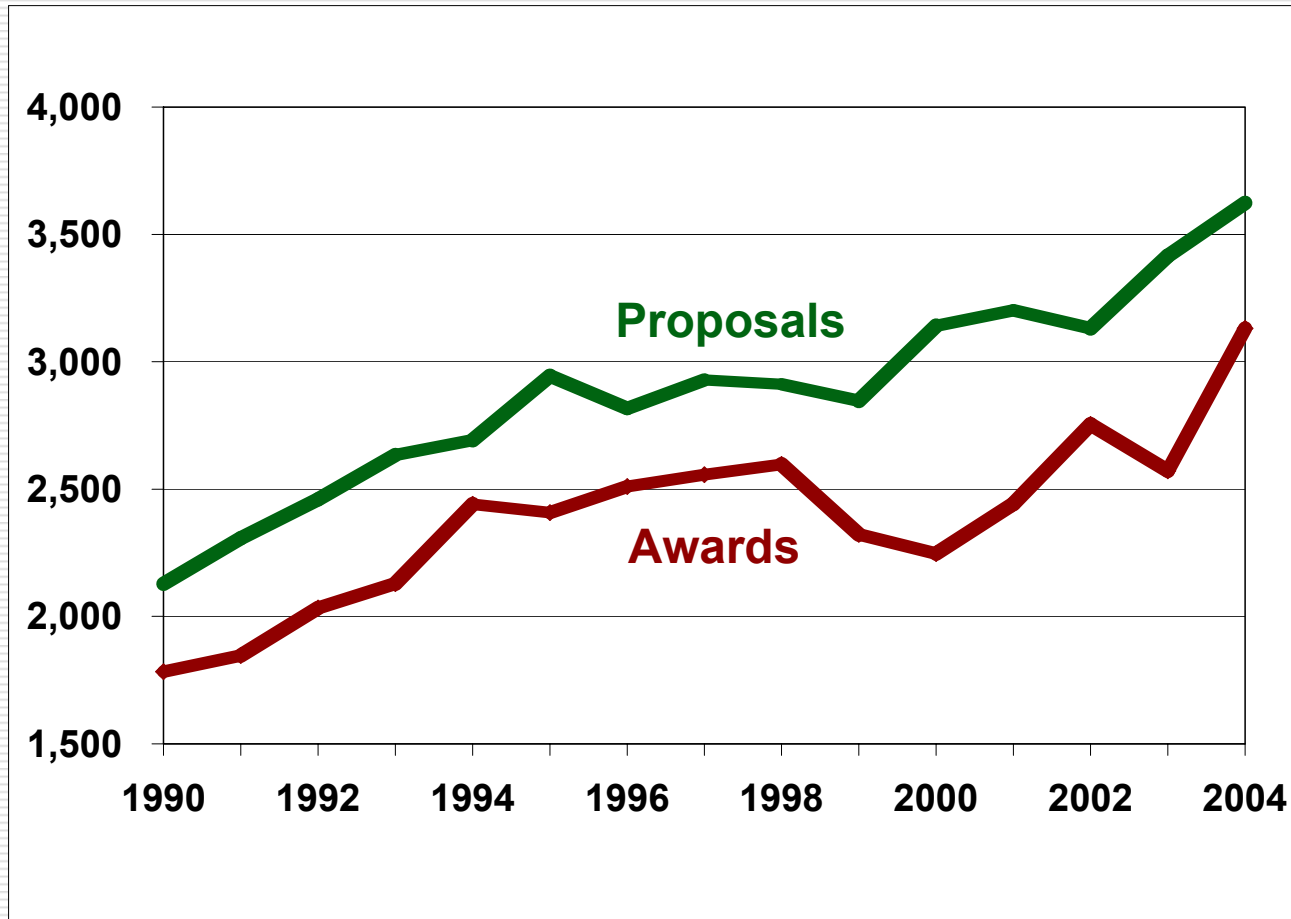
Future



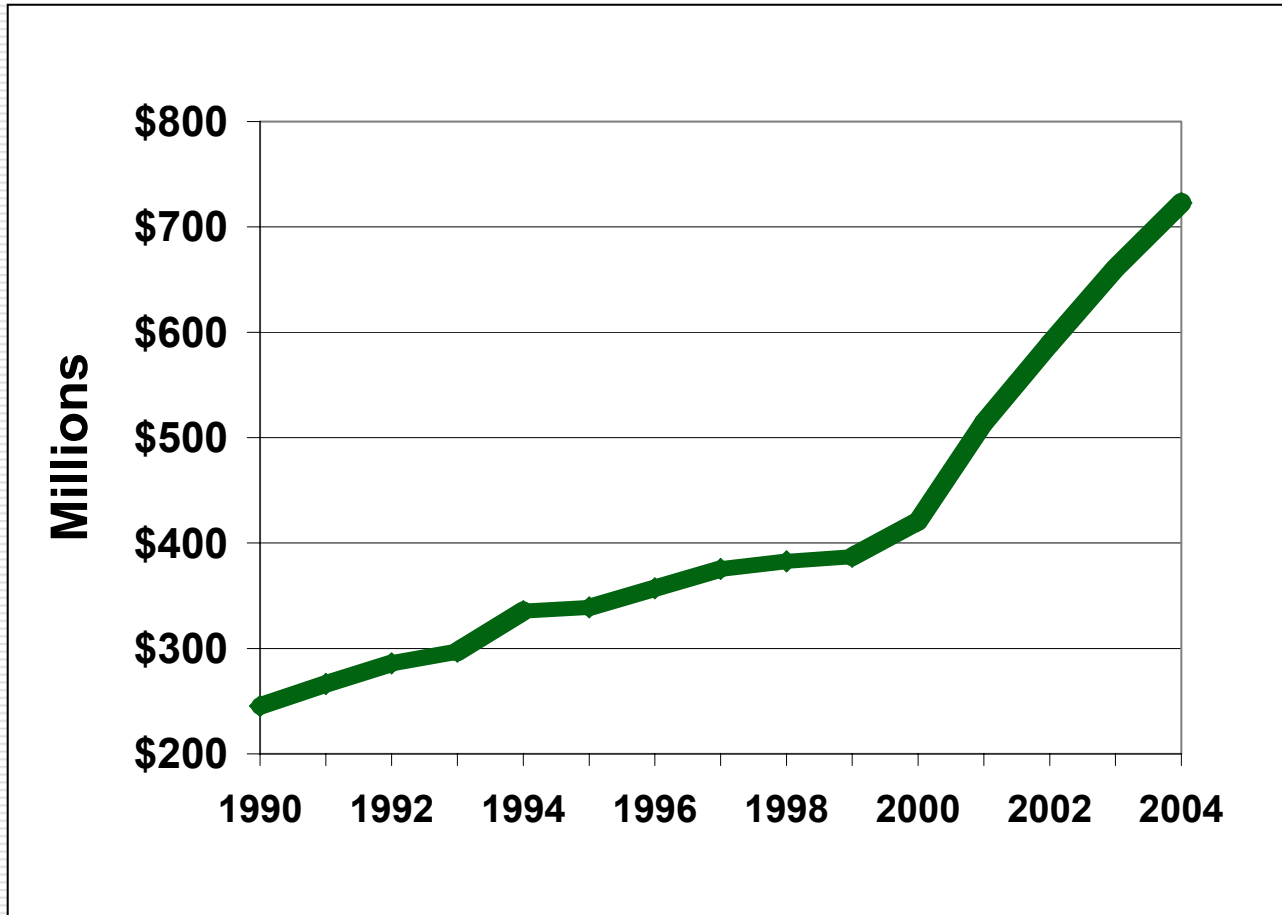
Vision

Provide timely, efficient and investigator-focused services through the use of fully integrated administrative systems and state-of-the-art technological tools

Contract and Grant Activity



Total Award Dollars

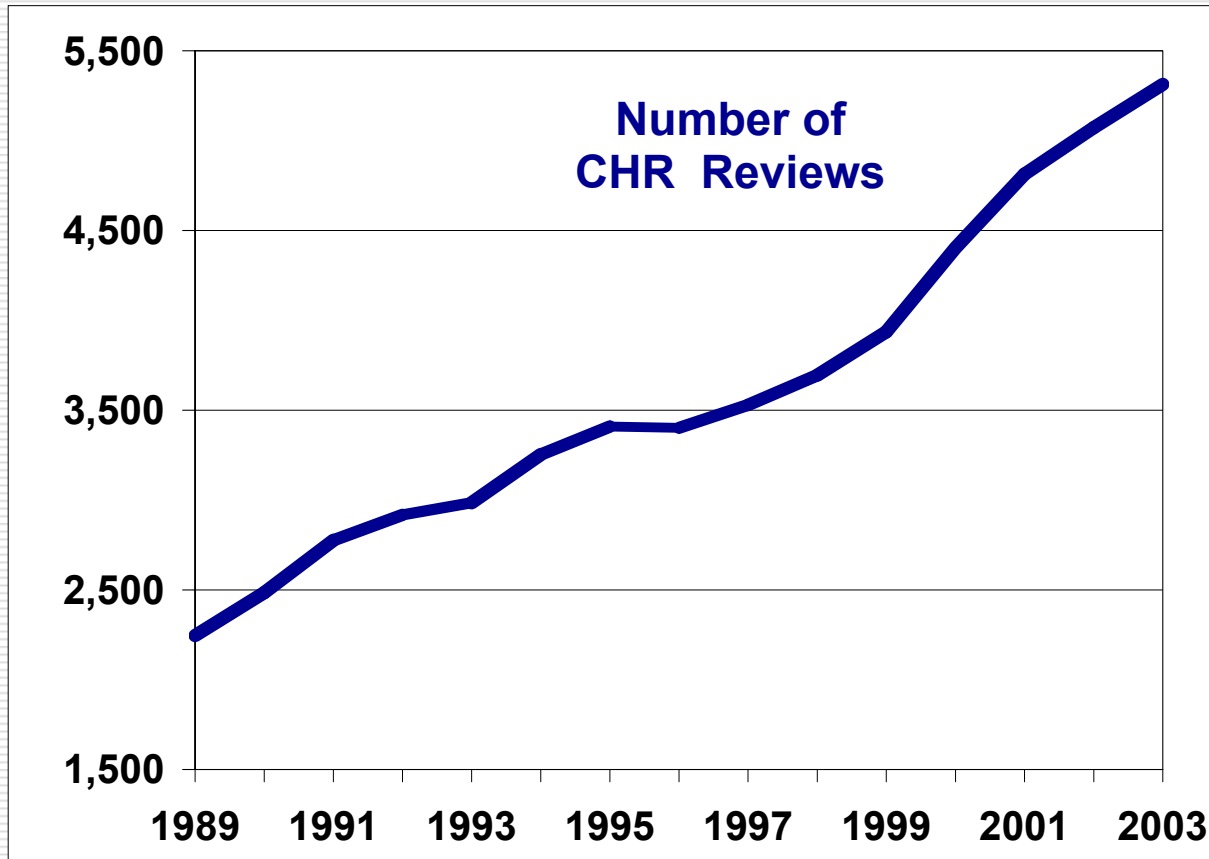


Implications of Growing C&G Volume

Increases in:

- Human subject protocols & reviews**
 - Conflict of interest disclosures**
 - Animal care and use**
 - EH&S services**
 - Space needs**
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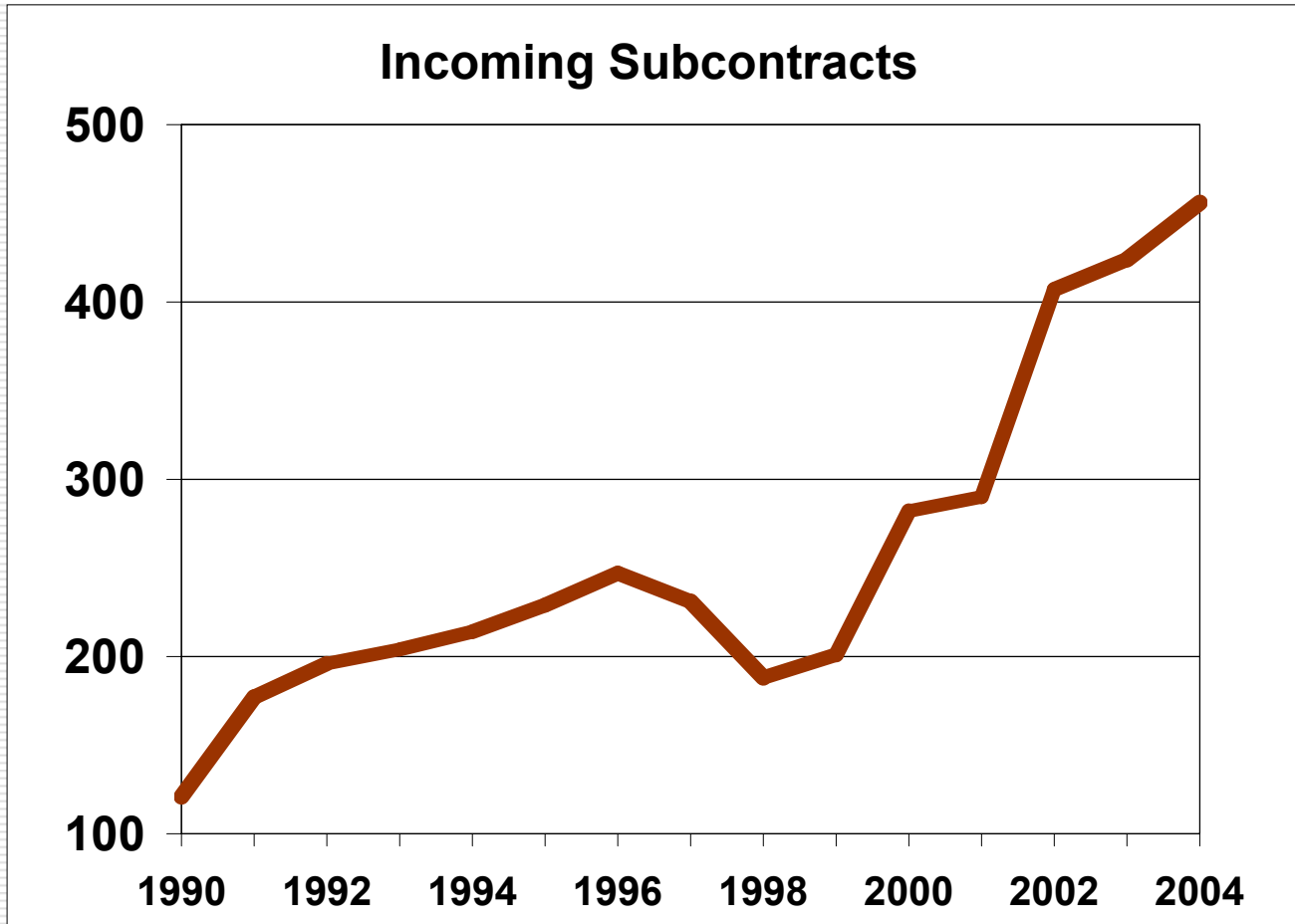
Implications of Growing C&G Volume



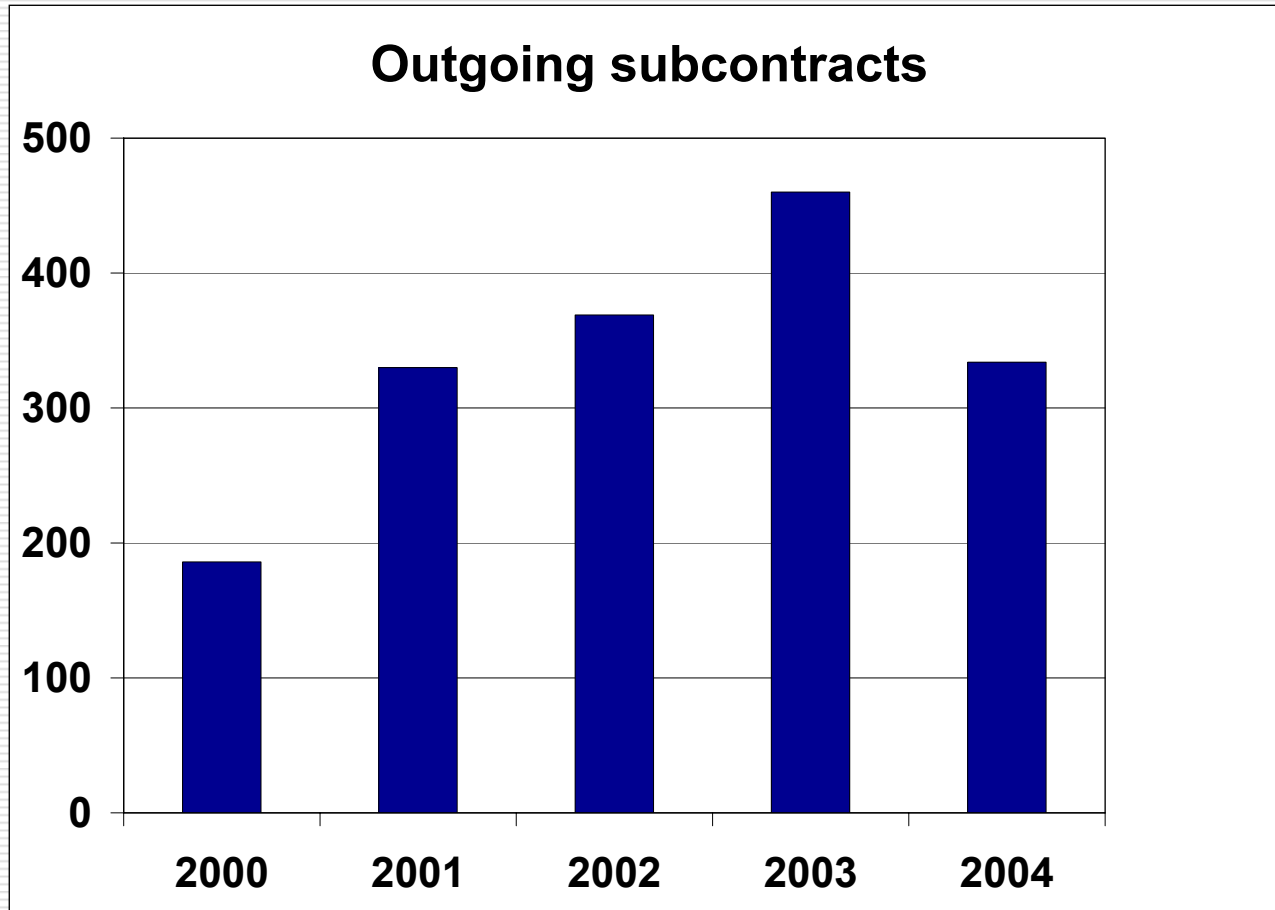
Increasing C&G Complexity

- More collaborative research (Center grants)
 - New regulations (HIPAA)
 - Shifting responsibilities (NIH → UCSF)
 - Technological requirements (eRA)
-

Subcontract Activity



Subcontract Activity



Implications of Increasing C&G Complexity

Subcontracts Aging Report, October 2004

	Outgoing	Incoming	<i>Months Old</i>
September	68	30	1
August	91	35	2
July	44	15	3
June	12	10	4
May	1	2	5
April	2	2	6
March	2	2	7
February	3	4	8
January	3	1	9

Total **226** **101**

Efforts already undertaken

- RAP pilot projects and training**
 - Staff investments**
 - Research Online (RIO)**
 - UCSF Link Proposal Express**
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What is QIP?

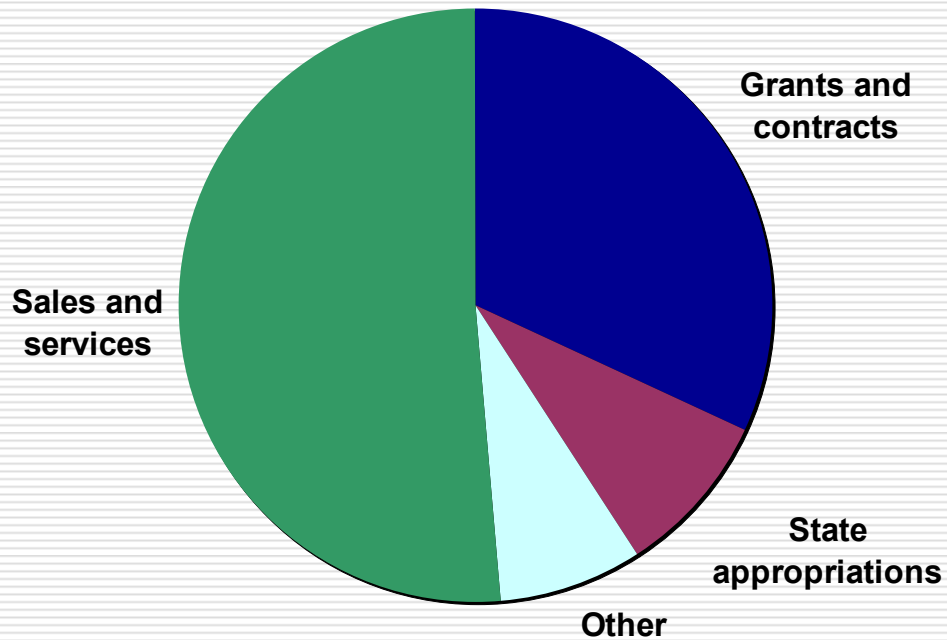
- Systematically analyze processes and outcomes to establish an effective quality improvement program**
 - Create performance standards, design measurement tools, incorporate technological advances, and begin monitoring and reporting**
 - Measurably improve quality of life for the people who do the work**
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Why QIP?

- Enhance our economic position
 - Improve quality of life for faculty & staff
 - Achieve excellence in research administration
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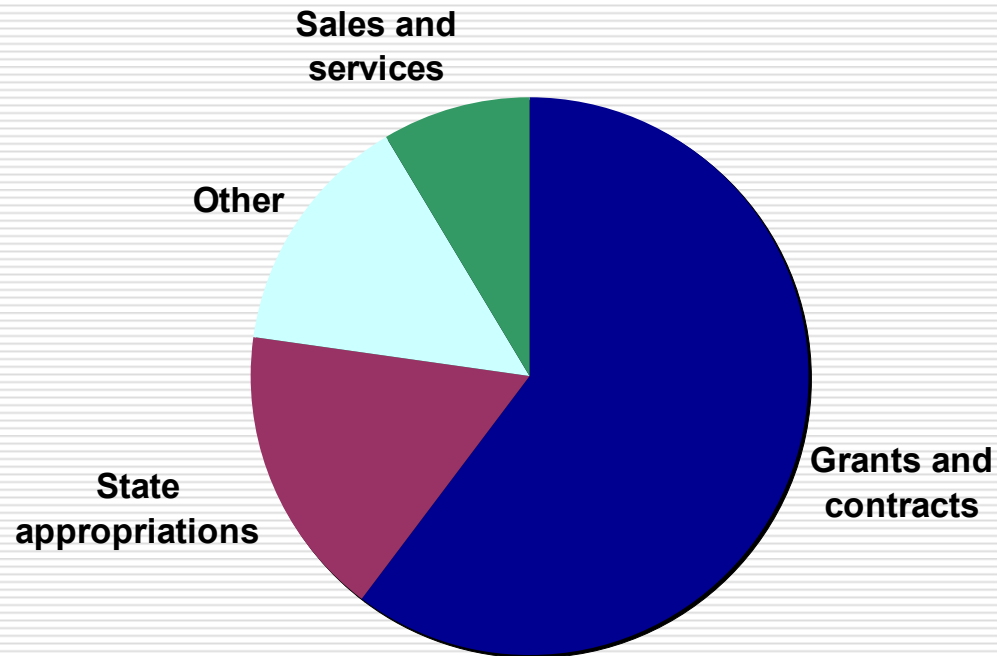
Economics

**2004 Revenues (including Medical Center)
\$2.3 Billion**



Economics

2004 Revenues (excluding Medical Center) \$1.2 Billion



QIP Phase 1 - Analyze

- Analyze procedures and identify opportunities for improvement
 - Quantify workload and time-to-completion
 - Identify issues and prioritize
 - Develop standards for performance
 - Evaluate resource requirements
-

QIP Phase 2 - **Re-Engineer**

- Define new processes**
 - Implement technological solutions**
 - Evaluate pilot projects**
 - Allocate resources appropriately**
 - Monitor improvements**
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QIP Phase 3 - Maintain and Improve

- Monitor performance**
 - Report outcomes**
 - Continually improve quality**
-

QIP Leadership

Office of Research Team

- ☐ Associate Vice Chancellor Ara Tahmassian**
- ☐ Assistant Vice Chancellor Joyce Freedman**

Research Administration Board

- ☐ Faculty and staff from schools, departments**
 - ☐ Provide input and ongoing communication**
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Think QIP!
