Objectives

Provide a status update for Maestro Care Clinical Research:

- Training and Education
  - Course Offerings
  - Numbers of Training Sessions and Trainees
  - New offerings

- Help Desk Service Now Tickets
  - Time to response for Service Now Tickets
  - Most frequently requested – Top 5 Service Now Ticket Requests

Objectives

Provide a status update for Maestro Care Clinical Research:

- Improvement in Linking Encounters
- Maestro Care Upgrade 2014
  - Dates for upgrade
  - Enhancements and new features
- PRMO status update
- Identify recent best practices
Training 2014

<table>
<thead>
<tr>
<th>Class</th>
<th>Description</th>
<th>Length</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maestro Care Clinical Research 100</td>
<td>Introduction to Maestro Care, New to Duke. General 100 level class serves also as Refresher for current users.</td>
<td>2.5 Hours</td>
<td>Active</td>
</tr>
<tr>
<td>Maestro Care Clinical Research 200</td>
<td>Course offering for Maestro Care users provides additional training in best practices. Course includes financial reconciliation of research patient charges.</td>
<td>2.0 Hours</td>
<td>Fall 2014</td>
</tr>
<tr>
<td>Maestro Care Clinical Research Super User</td>
<td>Advanced Maestro Care users provide additional training in best practices. Course includes troubleshooting and scenario-based training.</td>
<td>3.5 Hours</td>
<td>August 2014</td>
</tr>
</tbody>
</table>

Help Desk

- **500 Research Support Tasks per month**
  - Average 250 Maestro Care incidents per month
  - Average 240 Maestro Care tasks per month

- **Most frequently requested “Help” topics**
  1. Billing questions
  2. How-to do a MC research workflow task *(How do I enroll a patient?)*
  3. Order set build question or requests *(What is the status of my order set? My order set is wrong and we need to fix)*
  4. Policy questions
Help Desk

- The majority of Service Now Tickets are initially addressed within 1 hour
- The majority of Critical /Urgent requests are addressed in less than 1 hour
- Be specific and include all details including attachments (screen shots)

PRMO

Seven Day History By Dollar Amount

30 Day Trending of Number of Accounts on Hold: Trending Down
Numbers fluctuate daily
approximately $11-12 million on hold daily for Research
Linking Encounters
• **Continued improvement in Linking Encounters**
  – Continue to identify tools for linking
  – Linking Failure Report
  – Trend metrics
    • CRU
    • Users failing to link
    • Successful linking
  – June total linking failures for all CRUs
    • 463 linking failures

Maestro Care Upgrade 2014

Maestro Care 2014 Upgrade
• **When**
  – Upgrade August 10, 2014
  – Upgrade Beaker September 2014
• **Upgraded features:**
  – Log in screen sleeker look
  – Enhanced and Improved Reporting capabilities
  – Updated activities for charting
  – In basket makeover
  – Titles on Activity tabs changed
  – Improvements to order management
  – Beacon (Oncology) improvements
  – Enhanced clinical capabilities for providers
DOCR Satisfaction Survey

• Please fill out the Duke Office of Clinical Research (DOCR) Satisfaction Survey. We welcome your opinion!

• Your response will help us improve the quality of our services.

• Your response will remain anonymous, unless you choose to include your name.

• Register for a prize!

https://redcap.dtmi.duke.edu/redcap/surveys/?s=ugGeBG

Question & Answer

Maestro Care Panel of Experts

Terry Ainsworth  
Cory Ennis  
Julie McCauley  
Jason Crawford  
Patrick Barrera  
Angie Padget  
Chris Chin  
Nicole Mortrude  
April Feickert  
Andrew Corcoran