



VA REDCap: An Introduction for the IRG

Bonnie Paris, PhD

Data Knowledge Analyst & VA REDCap Project Manager

VA Information Resource Center (VIReC)

07/05/2018



Session Objectives

- What is VA REDCap?
 - Benefits
 - Limitations
- How VIREC's VA REDCap Support Team Uses VA REDCap for Continuous Improvement
 - VA REDCap HelpDesk Ticket System
 - VA REDCap Feature Presentation Survey
- What resources are available?
 - Training & Support

What is REDCap?



- Secure web application for research data collection developed by Vanderbilt University with NIH funding
- Primary data collection tool supports compliance with:
 - 21 CFR Part 11
 - FISMA
 - HIPAA
- Used world-wide



What can VA REDCap do?

- Build online surveys and databases quickly
 - Multiple templates to get you started
 - Ability to copy your projects.
 - Save your data collection instruments as a PDF to print
- Share your project with your team
 - Control permission to data by user and project
 - Track changes to your project instruments and data
- Export data to common data analysis packages
 - Includes: Microsoft Excel, SAS, Stata, R, and SPSS

What are the basic steps to creating a project?

- Main project settings
- Design your data collection instruments
- Enable optional modules and customizations
- Set up project bookmarks (optional)
- User Rights and Permissions
- Test your project thoroughly
- Move your project to production status



VA REDCap Terminology



- **Data Collection Form**

- Must be logged into VA REDCap with permission to enter data into the form



- **Survey**

- Anyone connected to the VA intranet with the survey link can enter data
- May be anonymous

Data Collection Instruments

Survey options:

[Survey Queue](#)
[Survey Login](#)

[Survey Notifications](#)

Instrument name	Fields	View PDF	Enabled a survey	Instrument actions	Survey-related options
VA REDCap Feature Presentation Questionnaire	7			Choose action ▾	Survey settings + Automated Invitations

Examples of Survey Data Collection in VA REDCap



- Paper (Mailed or in person)
 - VA staff member enters on Data Collection Form



- Verbal (Phone or in person)
 - VA staff member enters on Data Collection Form



- Electronic (on a VA device)
 - Veteran responds on Survey
 - VA employee responds on Survey

Some more advanced REDCap Features

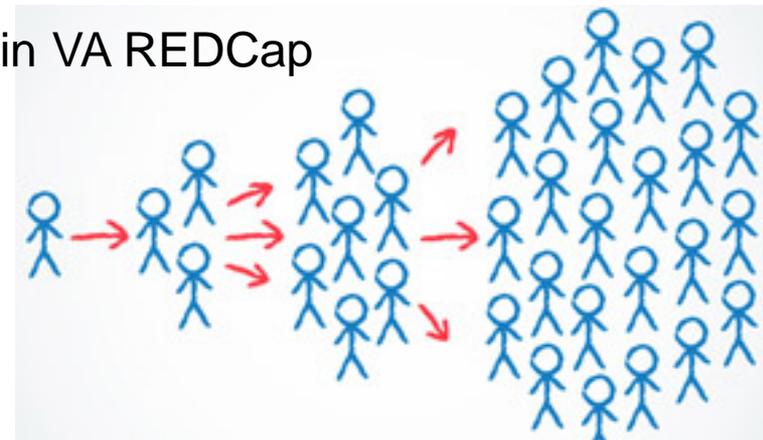
- Longitudinal data collection
- Automated survey invitations
- Randomization
- Auto-validation
- Branching/skip logic
- “Piping” in data to customize question labels, survey invitation emails, etc.
- & Much More!.....

VA REDCap Benefits

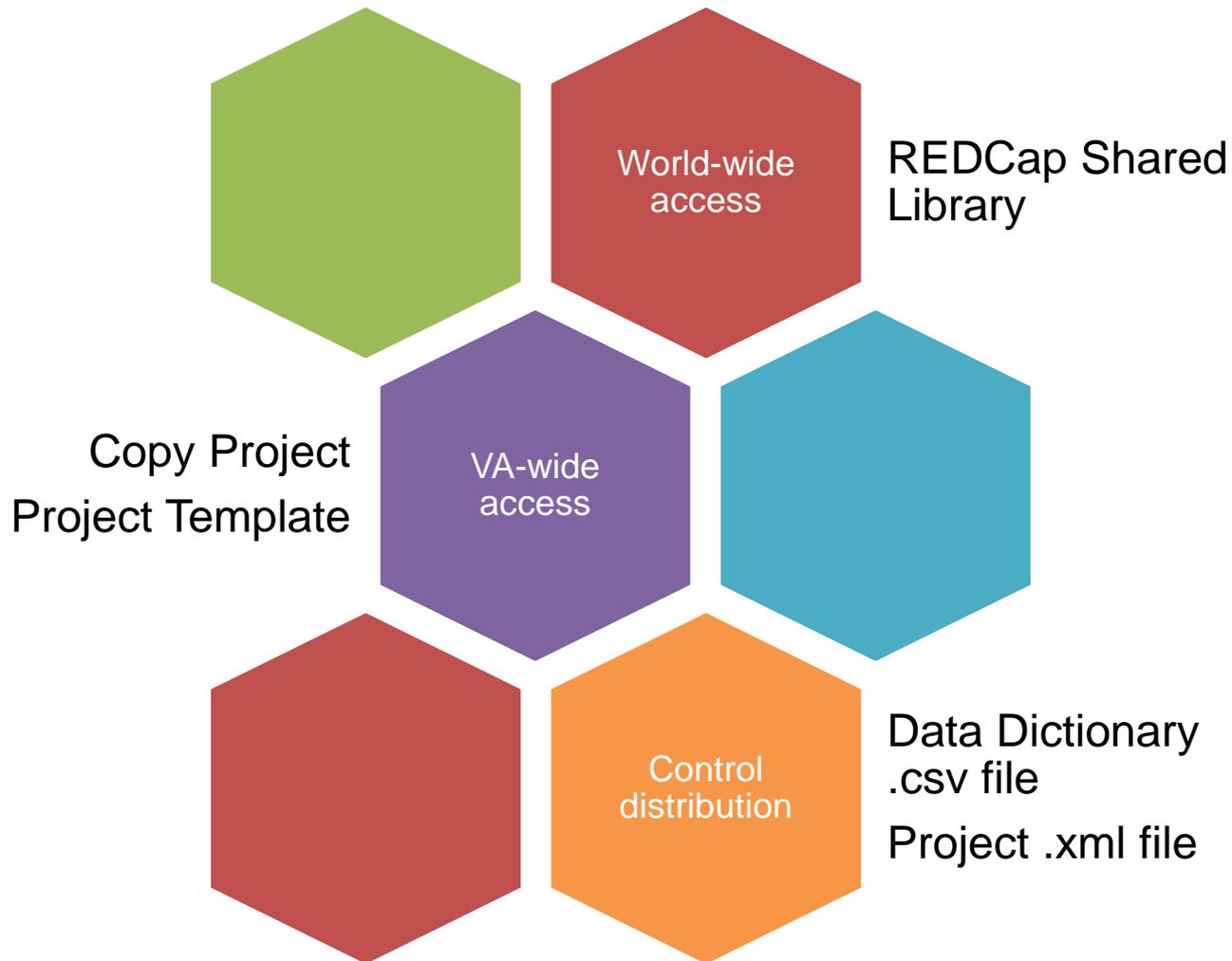
- Available for free to all VA employees (including WOC appointments)
 - Centrally managed by VIREC
 - Hosted by VINCI
- Provides researchers with a flexible primary data collection tool
 - Easy to get started
 - No programming experience required
 - Many advanced features available

Sharing Your Project Structure

- Sharing instruments
 - REDCap Shared Library
 - Data Dictionary .csv files
- Sharing a collection of instruments & project settings
 - Within VA REDCap
 - Copy and share it as needed
 - Have it added as a project template within VA REDCap
 - Project .xml files

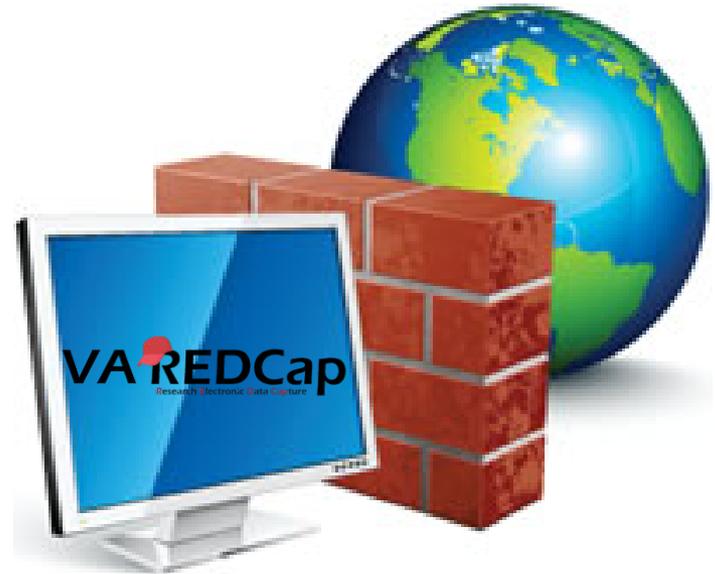


Which approach is best? Consider combining...



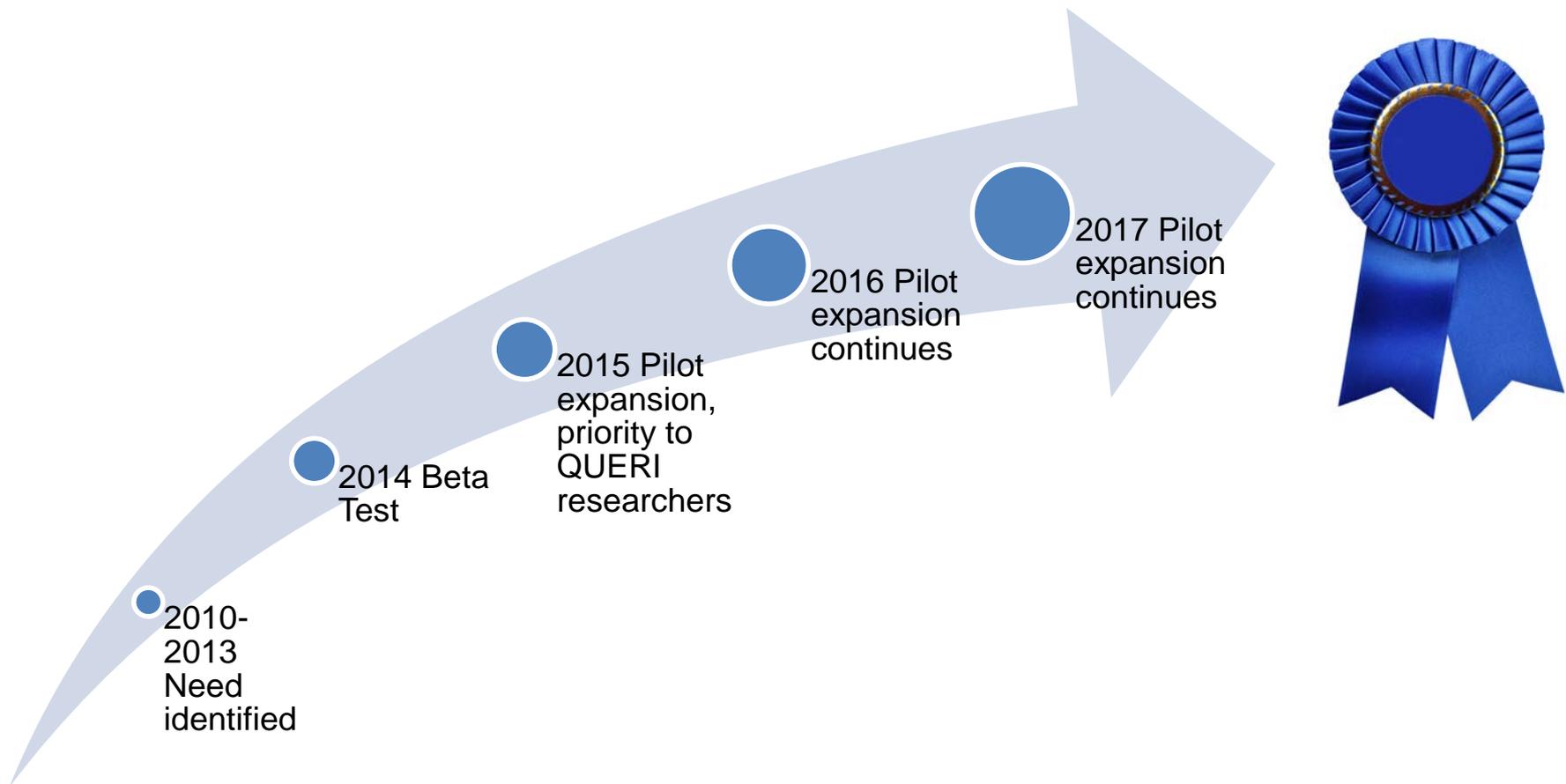
VA REDCap Limitations

- VA Intranet Only
 - Survey respondents must be logged into an active VA network account to respond to a VA REDCap survey
- Not approved for storage of Personally Identifiable Information (PII) or Protected Health Information (PHI).



Supporting Primary Data Collection: VA REDCap Growth

2018 Pilot → Production



0 users → 30 users → 600 users → 2004 users → 2224 users → 2316 active users

VIReC VA REDCap Operational Support



Help
Desk



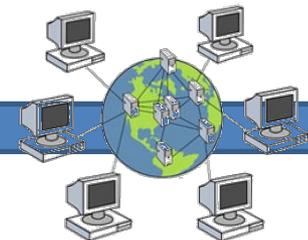
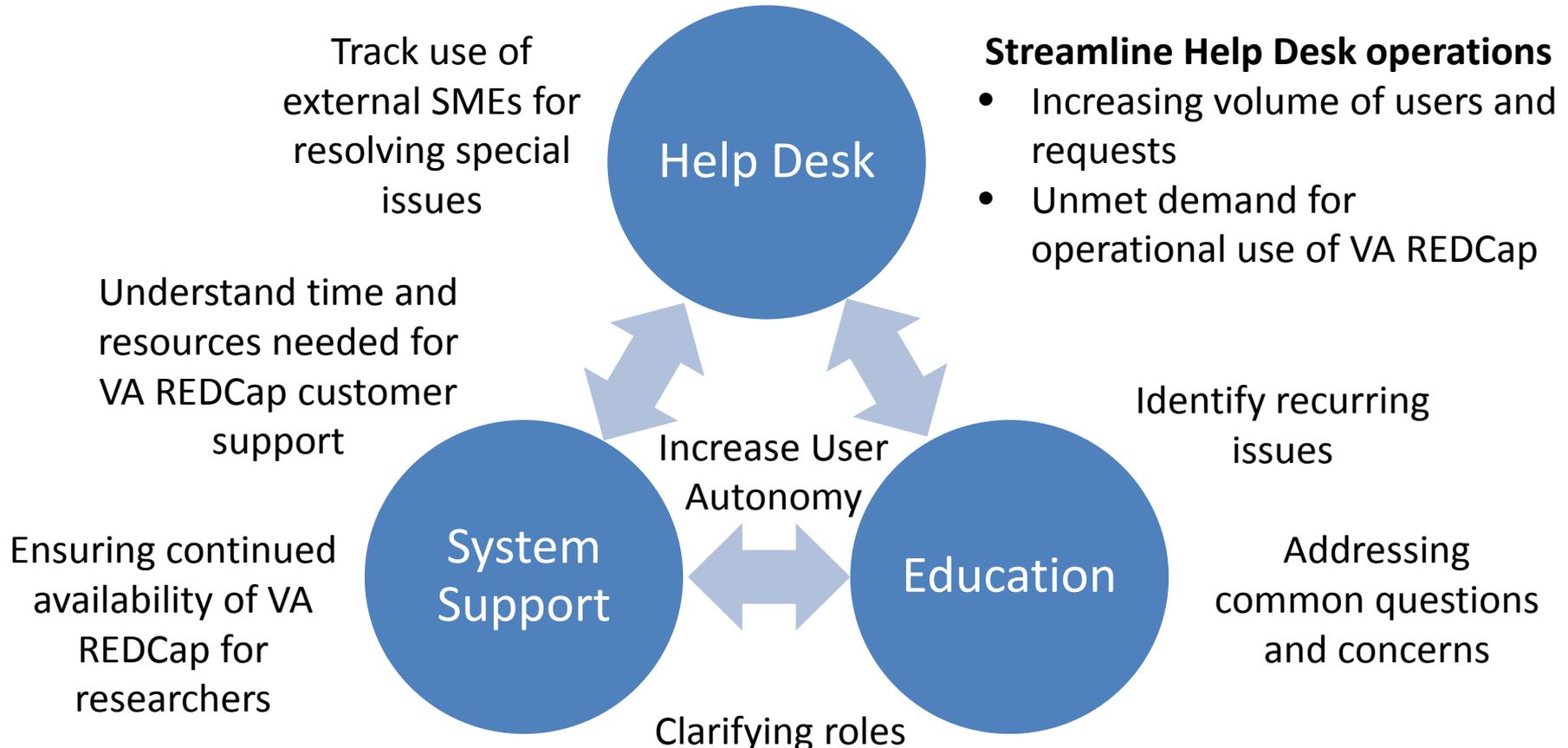
Education



System
Support

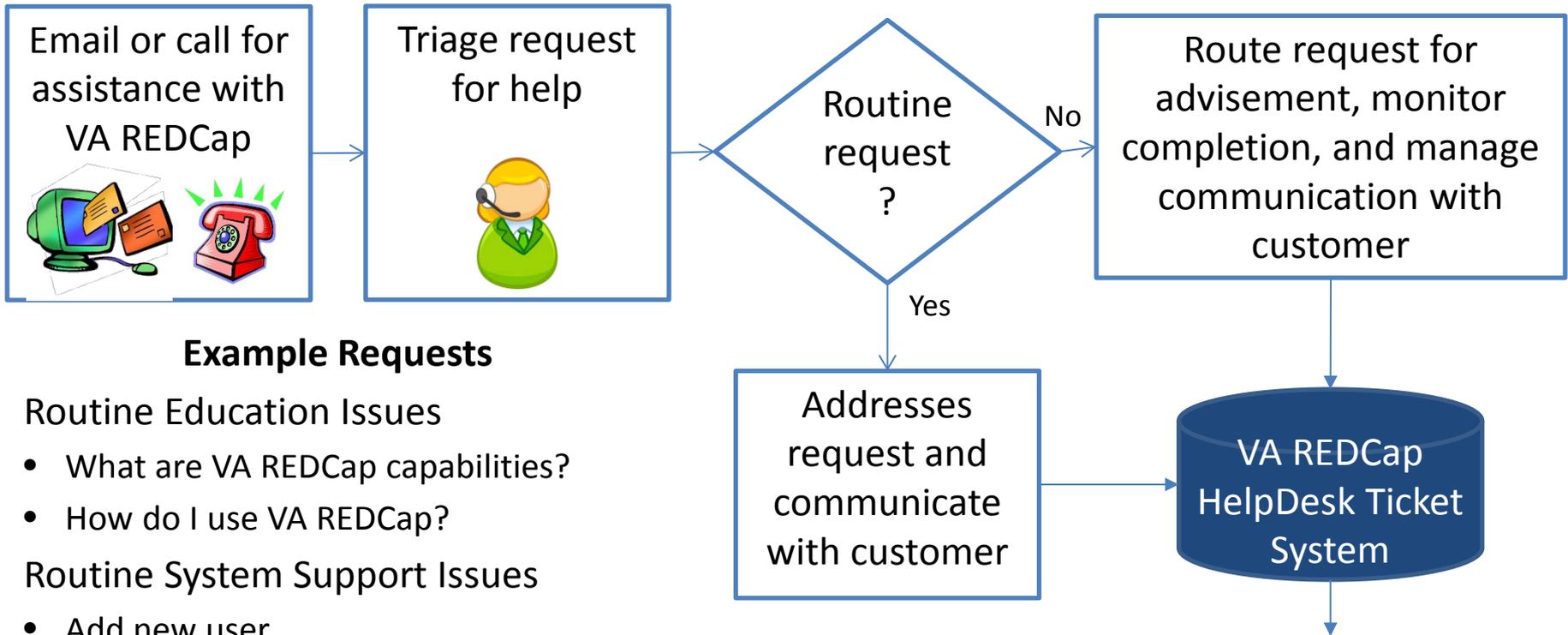
Participation in the REDCap Consortium by VIReC staff and VA REDCap SMEs

VIReC VA REDCap Operational Support Improvement Project





Help Desk



Example Requests

Routine Education Issues

- What are VA REDCap capabilities?
- How do I use VA REDCap?

Routine System Support Issues

- Add new user
- Reset password

Special Issues

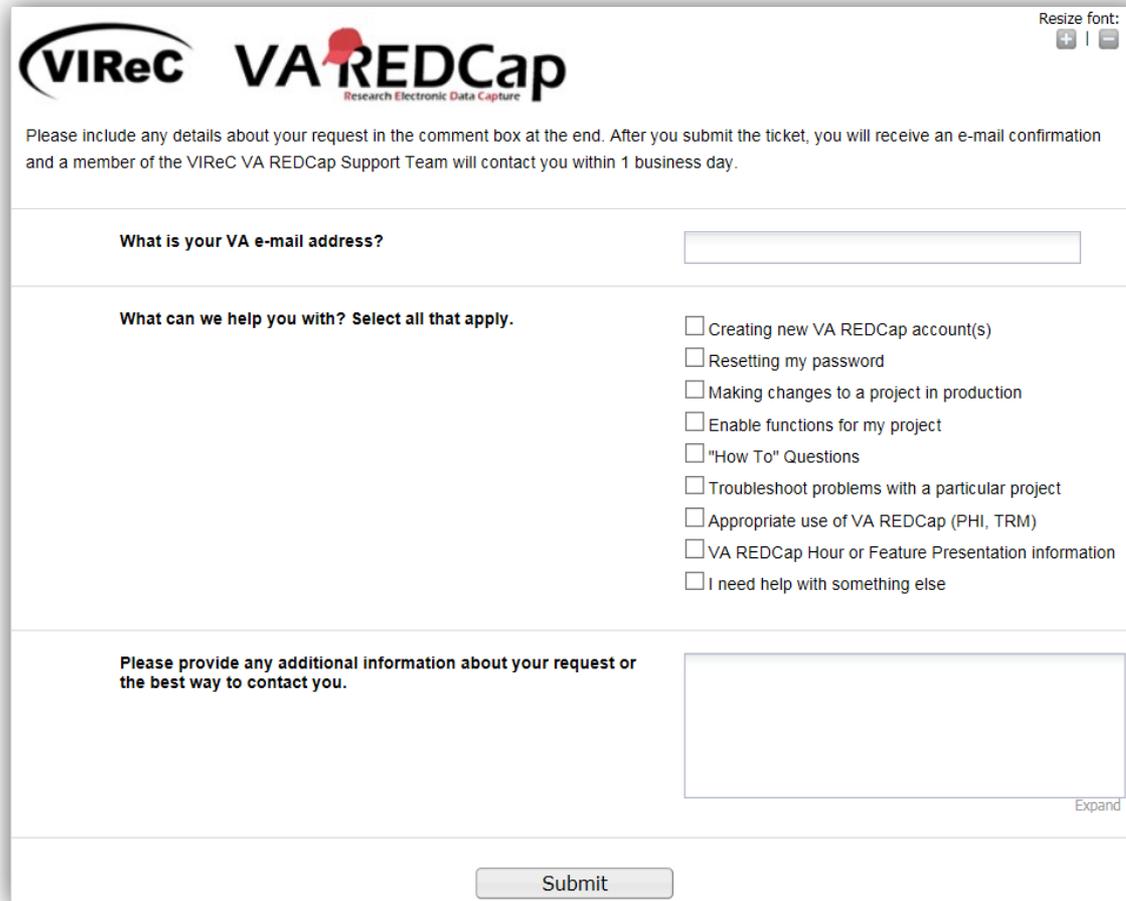
- Advanced project design consultation
- Data recovery
- Non-research use of VA REDCap

Data used to inform improvement efforts:

- *Routine performance monitoring*
- *Type of assistance needed*

VA REDCap HelpDesk Ticket System

- Complete the VA REDCap Intake Form at:
<https://vhacdweb05.vha.med.va.gov/surveys/?s=W7Y9ACRKKX> (VA Intranet only)



The screenshot shows the VA REDCap HelpDesk Ticket System intake form. At the top left is the VIREC logo, and next to it is the VA REDCap logo with the tagline "Research Electronic Data Capture". In the top right corner, there is a "Resize font:" option with plus and minus icons. Below the logos, a paragraph of text reads: "Please include any details about your request in the comment box at the end. After you submit the ticket, you will receive an e-mail confirmation and a member of the VIREC VA REDCap Support Team will contact you within 1 business day." The form is divided into three main sections. The first section asks "What is your VA e-mail address?" and has a text input field. The second section asks "What can we help you with? Select all that apply." and lists eight options with checkboxes: "Creating new VA REDCap account(s)", "Resetting my password", "Making changes to a project in production", "Enable functions for my project", "'How To' Questions", "Troubleshoot problems with a particular project", "Appropriate use of VA REDCap (PHI, TRM)", "VA REDCap Hour or Feature Presentation information", and "I need help with something else". The third section asks "Please provide any additional information about your request or the best way to contact you." and has a large text area with an "Expand" link at the bottom right. At the bottom center of the form is a "Submit" button.

VIREC **VA REDCap**
Research Electronic Data Capture

Resize font: + | -

Please include any details about your request in the comment box at the end. After you submit the ticket, you will receive an e-mail confirmation and a member of the VIREC VA REDCap Support Team will contact you within 1 business day.

What is your VA e-mail address?

What can we help you with? Select all that apply.

- Creating new VA REDCap account(s)
- Resetting my password
- Making changes to a project in production
- Enable functions for my project
- "How To" Questions
- Troubleshoot problems with a particular project
- Appropriate use of VA REDCap (PHI, TRM)
- VA REDCap Hour or Feature Presentation information
- I need help with something else

Please provide any additional information about your request or the best way to contact you.

Expand

Submit

Please include any details about your request in the comment box at the end. After you submit the ticket, you will receive an e-mail confirmation and a member of the VIReC VA REDCap Support Team will contact you within 1 business day.

What is your VA e-mail address?

Tim.Doe@va.gov| 

What can we help you with? Select all that apply.

- Creating new VA REDCap account(s)
- Resetting my password
- Making changes to a project in production
- Enable functions for my project
- "How To" Questions
- Troubleshoot problems with a particular project
- Appropriate use of VA REDCap (PHI, TRM)
- VA REDCap Hour or Feature Presentation information
- I need help with something else

Please complete the following steps:

1) *Right Click* on the link below and select "Save target as..." to download the account request table.

Attachment:  [REDCap Account Request Template 7.22.14.csv](#) (0.01 MB)

2) Fill the Excel table and save it as a .csv file.

 [Upload document](#)

3) Upload the completed request form by clicking the link to the right.

Please provide any additional information about your request or the best way to contact you.

[Expand](#)

Submit

Once you click “Submit”

- Notification e-mail is sent to VIReCREDCapSupport@va.gov



Support Team View of Ticket

REDCap

Logged in as **vhahinparisb** | [Log out](#)

[My Projects](#) or [Control Center](#)

[Project Home](#)

[Project Setup](#)

Project status: **Production**

Data Collection

[Manage Survey Participants](#)

[Record Status Dashboard](#)

[Add / Edit Records](#)

[Record ID 977](#) [Select other record](#)

Data Collection Instruments:

Ticket

Response

Closeout

Customer Service Questionnaire

[Lock all instruments](#)

Applications

[Calendar](#)

[Data Exports, Reports, and Stats](#)

VA REDCap HelpDesk Ticket System

Actions: [Download PDF of instrument\(s\)](#) [Share instrument in the Library](#)

[VIDEO: Basic data entry](#)

Ticket

Survey response is editable [Edit response](#) [Survey options](#)

Response was completed on 02/28/2018 8:17am. You have permission to edit this survey response from its original values. In order to begin editing the response, you must click the Edit Response button above. **1 person (the survey respondent)** has contributed to this completed survey response. **No one** has contributed to it since its time of completion.

Record ID **977**

Record ID

977

First Method of Contact

* must provide value

- E-mail to VIReCREDCapSupport@va.gov
- E-mail to main VIReC helpdesk
- E-mail to VIReC staff member
- Phone call
- In person
- Follow-up to question during Thursday session
- Skype IM
- online intake form

Support Team Member:

- Updates ticket information
- Resolves customer issue
- Communicates with customer
- Tracks time and activity
- Enters date ticket is closed
 - System automatically sends customer survey invitation

Customer Receives Notification E-mails

- Automatic system message:

From: VIReCREDCapSupport@va.gov

Sent: Wednesday, January 17, 2018 9:32 AM

To: Doe, Tim <Tim.Doe@va.gov>

Subject: REDCap access granted

[This message was automatically generated by REDCap]

A REDCap account has been created for you in which your REDCap username is "VHAHINDOET". Click the link below to set your new password and log in.

[Set your new REDCap password](#)

- VIReC REDCap Support welcome message:

I have set up your VA REDCap account. If you have not received your notification email with login information, please let me know.

Learn More about VA REDCap:

<http://vaww.virec.research.va.gov/REDCap/Overview.htm>

Important: Please ensure all REDCap users have thoroughly reviewed the following:

[VA REDCap User Guidelines](#) (includes description of PI/project owner's roles & responsibilities)

[VA REDCap FAQs](#)

[Updated Overview of REDCap](#) (14 min video)

[Training Resources](#)

Please note that these links will only work when connected to the VA intranet.

If there are additional people who need to have a VA REDCap account for your project or if you just have a question about VA REDCap, please click [here](#) to submit a VA REDCap HelpDesk ticket.



Logged in as [vhahinparish](#) | [Log out](#)

[My Projects](#) or [Control Center](#)

[Project Home](#)

[Project Setup](#)

Project status: **Production**

Data Collection

[Manage Survey Participants](#)

[Record Status Dashboard](#)

[Add / Edit Records](#)

[Record ID 184](#) [Select other record](#)

Data Collection Instruments:

[Ticket](#)

[Response \(3/3\)](#)

[Closeout](#)

[Customer Service Questionnaire](#)

[Lock all instruments](#)

Applications

[Calendar](#)

[Data Exports, Reports, and Stats](#)

[Data Import Tool](#)

[Data Comparison Tool](#)

[Logging](#)

[Field Comment Log](#)

[File Repository](#)

[User Rights and DAGs](#)

[Record Locking Customization](#)

[E-signature and Locking Mgmt](#)

[Data Quality](#)

[API and API Playground](#)

Reports

[Edit reports](#)

1) Open Tickets

2) Closed Tickets

VA REDCap HelpDesk Ticket System

Actions: [Download PDF of instrument\(s\)](#) [Share instrument in the Library](#)

[VIDEO: Basic da](#)

Save & Exit Form

Save & Go To Next Form

-- Cancel --

Response

Current instance: [3/3](#)

[Editing existing Record ID 184 \(Instance #3\)](#)

Record ID 184

Ticket opened on 11-01-2017 for kristin.degroot@va.gov

Team Member

* must provide value

Puling Peter Bonnie Hira Denise Retired - AZ

reset

Date of Response

* must provide value

Today M-D-Y

Number of Minutes

* must provide value

Comments about work performed

Expand

Form Status

Complete?

Incomplete

Save & Exit Form

Save & Go To Next Form

-- Cancel --

Delete data for THIS FORM only

NOTE: To delete the entire record (all forms/events), see the record action drop-down at top of the [Record Home Page](#).

Completion Date → Satisfaction Survey



Logged in as **vhahinparish** | [Log out](#)

[My Projects](#) or [Control Center](#)

[Project Home](#)

[Project Setup](#)

Project status: **Production**

Data Collection

- Manage Survey Participants
- Record Status Dashboard
- Add / Edit Records

Record ID 184 [Select other record](#)

Data Collection Instruments:

- Ticket
- Response
- Closeout**
- Customer Service Questionnaire

[Lock all instruments](#)

Applications

- Calendar
- Data Exports, Reports, and Stats
- Data Import Tool
- Data Comparison Tool

VA REDCap HelpDesk Ticket System

Actions: [Download PDF of instrument\(s\)](#) [Share instrument in the Library](#) [VIDEO: Basic da](#)

Closeout

Editing existing Record ID 184

Record ID	184
Completion Date	<input type="text"/> Today M-D-Y
Form Status	
Complete?	Incomplete <input type="button" value="v"/>
Lock this record for this form?	<input type="checkbox"/> Lock

If locked, no user will be able to edit this record on this form until someone with Lock/Unlock privileges unlocks it.

[Save & Exit Form](#) [Save & Go To Next Form](#)

[-- Cancel --](#)

[Delete data for THIS FORM only](#)

NOTE: To delete the entire record (all forms/events), see the record action drop-down at top of the [Record Home Page](#).

[Save & Exit Form](#)

[Save & Go To Next Form](#)

[-- Cancel --](#)

Customer Receives Survey Invitation

The VA Information Resource Center (VIReC) recently provided you with information related to VA REDCap.

Please take 30 seconds to answer 1 question and provide any comments about your experience with the VIReC VA REDCap Helpdesk.

Your feedback will help us serve VA researchers better in the future.

You may open the survey in your web browser by clicking the link below:

[Customer Service Questionnaire](#)

If the link above does not work, try copying the link below into your web browser:

<https://vhacdwwweb05.vha.med.va.gov/surveys/?s=b5krwVexampleRpHX>

This link is unique to you and should not be forwarded to others.



Resize font:



Customer Service Questionnaire

Excellent

Above Average

Below Average

Very Poor

1) How would you rate the overall customer service you received?

[reset](#)

2) Additional comments:

[Expand](#)

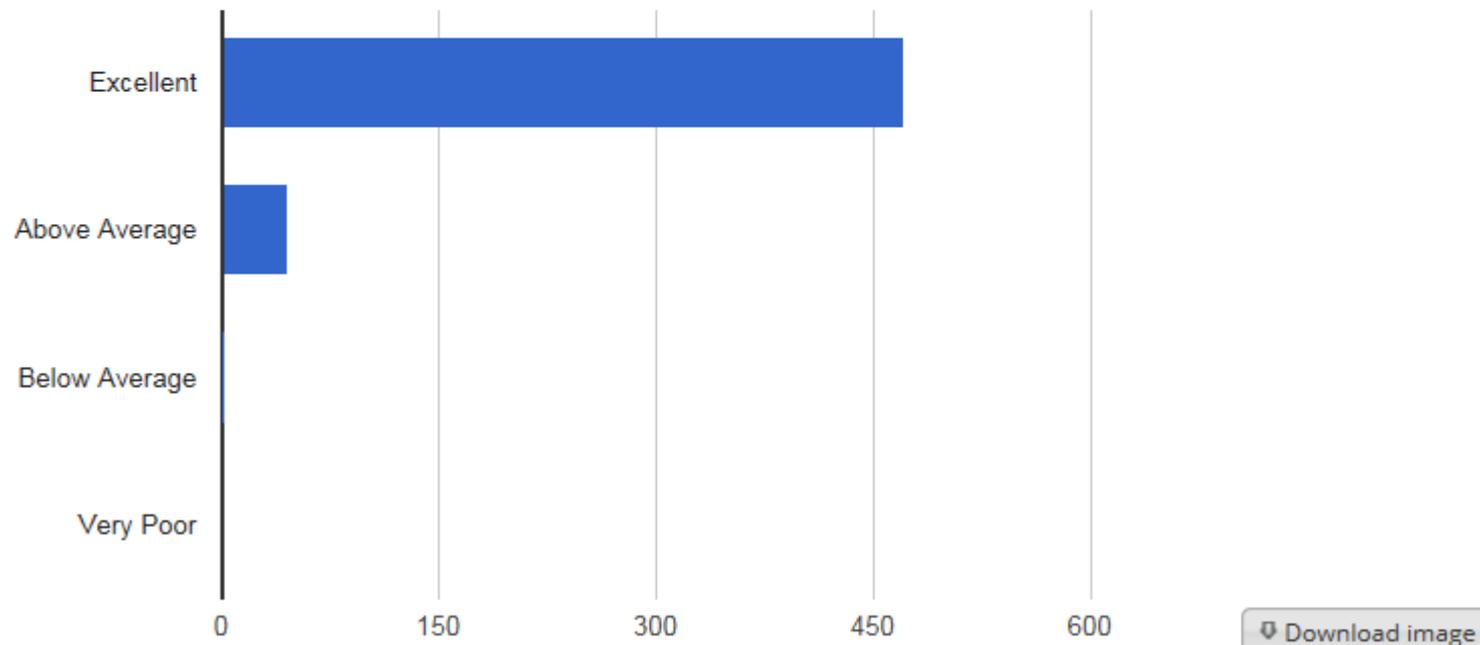
Support Team Receives Feedback

How would you rate the overall customer service you received? [Refresh Plot](#) |

View as Bar Chart ▾

Total Count (N)	Missing	Unique
520	0 (0.0%)	4

Counts/frequency: Excellent (471, 90.6%), Above Average (46, 8.8%), Below Average (2, 0.4%), Very Poor (1, 0.2%)





VA REDCap Feature Presentations

Research Electronic Data Capture

- Feature Presentation Archive available at <https://vhacdwwweb05.vha.med.va.gov/surveys/?s=83JAXH9P8P> (VA Intranet only)

A screenshot of a web browser window showing the VA REDCap Feature Presentation Archive. The browser's address bar displays the URL: https://vhacdwwweb05.vha.med.v... The page content is organized into sections. The first section is titled "Beginners" and contains two items: "VA REDCap Basics: What can it do? How is it different? When might I find it useful?" with an attachment "FOM VAREDCap Basics Slides- Paris - September 2016.pptx (1.42 MB)", and "Overview of VA REDCap Training & Support Resources" with an attachment "VA REDCap Overview 1-25-2018_Zarrieneh.pptx (5.67 MB)". The second section is titled "Everyone" and contains two items: "Study Design, Best Practices" with an attachment "VA REDCap Study Design Best Practices - Addy - October 2017.pptx (1.32 MB)", and "Project design: Using the Data Dictionary, Codebook, and Online Designer" with an attachment "VA REDCap Project design- Paris - January 2017.pptx (0.94 MB)". The browser's taskbar at the bottom shows several open applications, including "New", "Open Tickets", "W", "fepblue", "MD tracker", "ilx", "DAR", "VA VDL", "VHA - DSO (2)", "VHA - DSO", "PBM SharePoint", and "TMS".

https://vhacdwwweb05.vha.m... VA REDCap Feature Present...

Convert Select

New Open Tickets . feplblue tracker ilx DAR VA VDL VHA - DSO (2) VHA - DSO PBM SharePoint TMS

VA REDCap Feature Presentation Questionnaire

Thank you for sharing your feedback so that we may improve our educational offerings.

1) How would you rate the quality of the presentation?

Excellent

Very Good

Good

Fair

Poor

reset

2) Did the presentation provide the right level of detail?

Yes

No, Too Little Detail

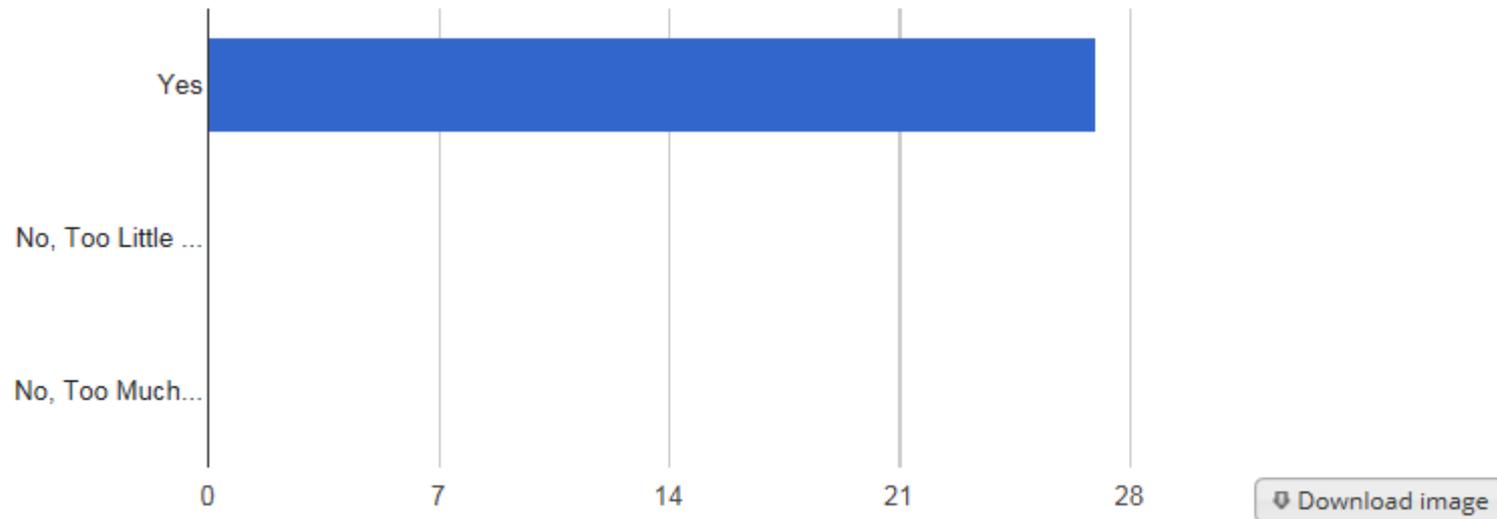
No, Too Much Detail

Feature Presentation Questionnaire Results

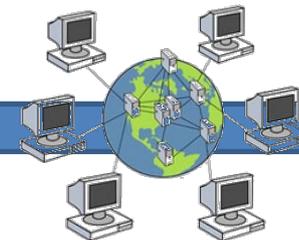
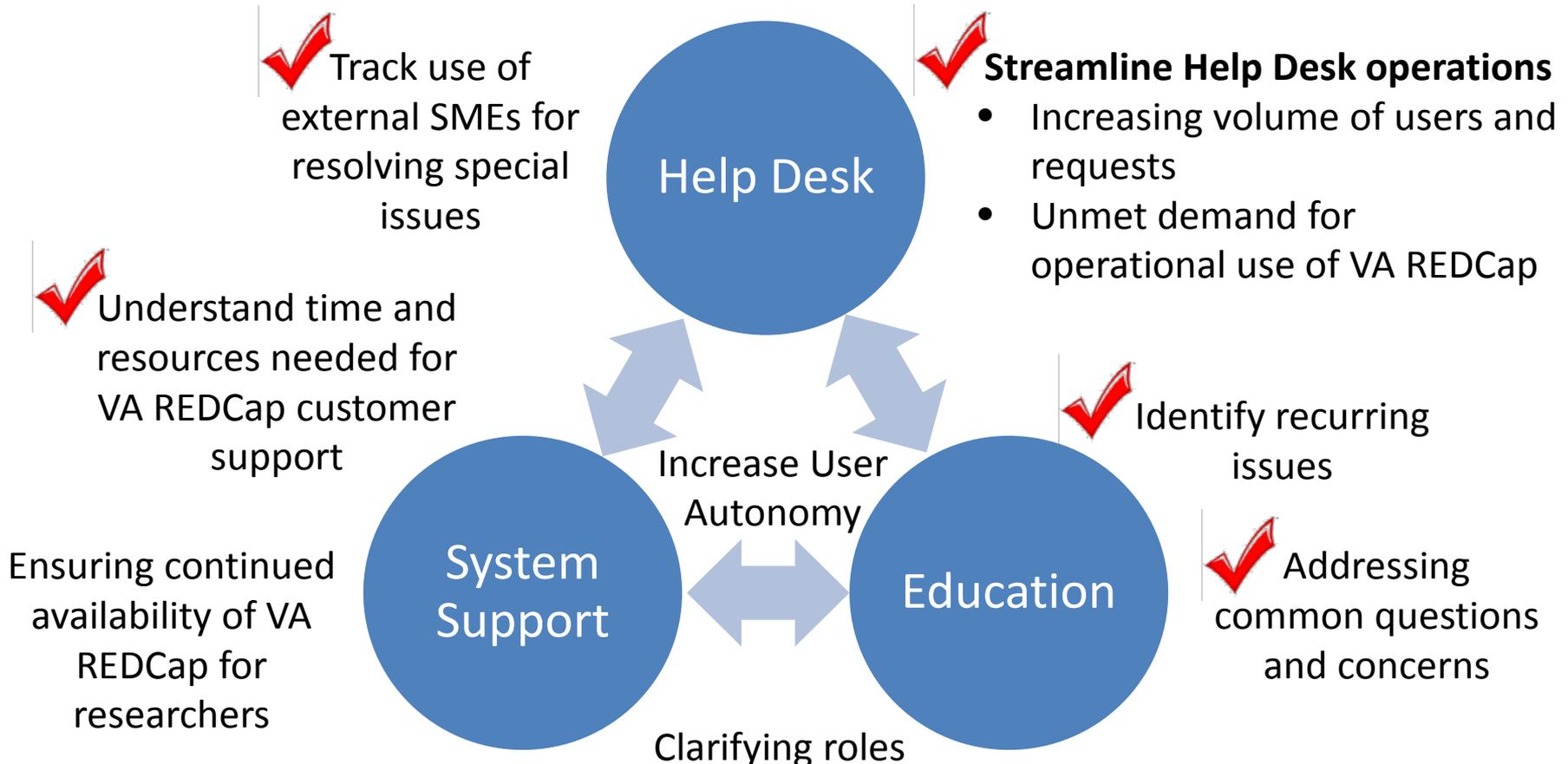
Did the presentation provide the right level of detail? [Refresh Plot](#) | [View as Bar Chart](#) ▼

Total Count (N)	Missing	Unique
27	0 (0.0%)	1

Counts/frequency: Yes (27, 100.0%), No, Too Little Detail (0, 0.0%), No, Too Much Detail (0, 0.0%)



VIReC VA REDCap Operational Support Improvement Project



VA REDCap Research Electronic Data Capture Introductory Cyberseminars

- **VA REDCap 101**

- Presentation provides some examples of how VA REDCap is being used to support research, quality improvement, and operations projects.
- Visit the HSRD archive to view the presentation or download slides https://www.hsrd.research.va.gov/for_researchers/cyber_seminars/archives/video_archive.cfm?SessionID=2444

- **Survey Data Collection Using VA REDCap**

- Presentation focuses on how VA REDCap can be used to support surveys that are administered on paper, verbally, or electronically.
- Visit the HSRD archive to view the presentation or download slides https://www.hsrd.research.va.gov/for_researchers/cyber_seminars/archives/video_archive.cfm?SessionID=2466

Need help with **VA REDCap**?

Research Electronic Data Capture



- Submit a HelpDesk Ticket
 - <https://vhacdweb05.vha.med.va.gov/surveys/?s=W7Y9ACRKKX> (VA Intranet only)



- Contact VA REDCap Support HelpDesk
 - VIRECREDCapSupport@va.gov
 - (708) 202-2413



- Weekly Q&A with VA REDCap support team
 - Thursdays from 3-4pm Eastern Time
 - Attendees can use their computer's speakers and microphone or dial into our VANTS line at 1-800-767-1750 Code 89026# for audio access.
 - Join us online at <http://va-eerc-ees.adobeconnect.com/redcap/>