Researchers Should Take Advantage of the
CTSC Research Concierge Services
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How can we help you?
Reaching out for new ideas and collaborations!

Contact the RCS:
ctsc-research-concierge@case.edu
CWRU BRB-109
Setup appointment: Katie Sturgis; kls150@case.edu; 216 368-4669

The Research Concierge Service (RCS) is the “Front Door” or entry way to all elements of the CTSC program. Through this “Front Door,” researchers from all partner institutions can more easily identify and access the CTSC’s vast resources, both well-established but perhaps unknown and those newly developed. To the uninitiated researcher, and even to clinical research veterans, the complexities of modern clinical research present burdensome, ever-changing regulatory requirements and place ever increasing demands on the researcher and the researcher’s study team.

The RCS offers researchers a single point of contact to:
• Assist them, quickly and efficiently, at the initial project design stage and strategize the path forward
• Shorten the amount of time researchers spend searching for valuable information
• Match researchers with the CTSC cores where core personnel can identify specific research needs and connect the researcher with the person whose specialized expertise can best support the project
• Help identify non-CTSC resources
• Help researchers understand research study needs or navigate multi-disciplinary research processes
• Provide education about the CTSC, the research process, and proposal development to inexperienced researchers

Another key RCS component: Administration of CTSC pilot funding (e.g., CTSC Annual Pilot, CTSC Core Utilization Pilots, and CTSC Themed Pilots). Because of the special needs of pilot researchers, who often are just starting in research, we have a Pilot Grant Coordinator within the RCS. In her role as Pilot Grant Coordinator, Chris Olson works on a number of different levels to ensure the successful administration of the Pilot Grant Program. This includes working with researchers on their applications, navigating awardees through the funding process, conducting follow-up with awardees on their reportable outcomes, and serves as a resource for any program leader who would like assistance in running their own Pilot Grant Program. The RCS works closely with the leadership of the Pilot Program and the Scientific
Review Committee during the pilot proposal process and provides the CTSC leadership with the funding recommendations. Contact: ctsc-pilot-coordinator@case.edu

**Remote access to the RCS:** Since the CTSC of Cleveland involves multiple partners spread across the city, it was especially important to enable remote access to the RCS. To that end, the RCS collaborated with the BRIM to launch the Request Management System (RMS) in a staged fashion allowing for feedback from cores and researchers. A key function of the RMS is to facilitate appropriate responses based on the researchers’ needs. Requests to the RCS can either be specific, and so routed directly to the appropriate services, or unfocused, requiring consultation with the RCS. Researchers can easily submit basic requests and send more difficult ones to the RCS for assessment. In addition, the RMS tracks the processing of every request, and the RCS can monitor the progress of a request. If a request seems to be moving slowly, the RCS can reach out to the researcher and consultation expert to determine if alternate arrangements, including non-CTSC resources, might be more useful.

**The services of the RCS currently provided both in-person and virtually:**

- Answer questions about CTSC services
- Match research needs to core services
- Navigate inexperienced researchers on the nuts and bolts of getting a study underway (e.g., discussing formats and sections for protocols, data tools, managing data, locating needed data resources)
- Assist data flow design and identification of data tools for studies (not database development but help to find the appropriate database and support for this activity)
- Administer CTSC Pilot Funding Program
- Provide guidance on regulatory requirements as well as data safety and monitoring
- Provide education on the overall research process
- Respond to ad hoc requests from researchers, e.g.,
  - Identifying recruitment resources
  - Researcher assumes study responsibility due to researcher leaving institution – what to do next?
  - Researcher receives first NIH funding grant – what next?
- Link researchers across disciplines and institutions
- Create taskforces to better serve researchers
  - Facilitated IRB Review
  - Responsible Conduct for Research (RCR)
  - Survey and Analysis (BERD, CER, BSMR, Population Health/Outcomes Research Core)