ITCR Training and Outreach Working Group

August 9, 2018
David Hanauer

University of Michigan
hanauer@umich.edu

ITCR Tool: EMERSE
electronic medical record search engine

project-emerse.org
ITCR TOW survey

• July 11 – Aug 3, 2018
• 13 responses (7 anonymous)
• Tools represented by respondents:
  – THRIVE
  – CHASM / NG-CHM
  – HemOnc.org ontology
  – UCSC Xena
  – TOPAS - radiotherapy simulation
  – EMERSE
### Additional topics of interest

<table>
<thead>
<tr>
<th>Topic</th>
<th>Bar Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tools for creating/hosting user documentation</td>
<td>8</td>
</tr>
<tr>
<td>How to know if training is effective</td>
<td>8</td>
</tr>
<tr>
<td>How to interact with users and get/manage feedback</td>
<td>7</td>
</tr>
<tr>
<td>Merits/priority/best practices for outreach videos (video &quot;infomercials&quot;)</td>
<td>7</td>
</tr>
<tr>
<td>Tools/resources for making videos</td>
<td>7</td>
</tr>
<tr>
<td>ITCR publication/special issue -- should this be done again? How often? What are the logistics?</td>
<td>7</td>
</tr>
<tr>
<td>Who is the audience? Who do you have to market your software to gain adoption (e.g., enterprise software requires institutional leadership buy-in)</td>
<td>6</td>
</tr>
<tr>
<td>How to manage software release announcements</td>
<td>6</td>
</tr>
<tr>
<td>Use of mailing lists, google groups, listservs, etc to interact with users.</td>
<td>6</td>
</tr>
<tr>
<td>How to get people to cite the tool (related to how to get credit for the work, and providing validation of the value of the tool).</td>
<td>6</td>
</tr>
<tr>
<td>Presentation venues: ITCR, Webinars, conferences, etc.</td>
<td>5</td>
</tr>
<tr>
<td>Datasets for demonstrations -- developing, finding, etc.</td>
<td>4</td>
</tr>
<tr>
<td>Role that the NCIP hub could play in supporting ITCR activities</td>
<td>2</td>
</tr>
<tr>
<td>Is ITCR website a good landing page? Can or should it be improved?</td>
<td>1</td>
</tr>
</tbody>
</table>
Additional Survey Questions

• Willing to provide a presentation?
  – 1 Yes
  – 3 Maybe

• Other comments:
  – Roundtable format desirable over ‘lectures’
  – Archives of prior materials
My personal observations/issues

• This is like running a software company
  – Customer outreach
  – Support plans
  – Advertising (I’m designing logos!)
  – Reputation
  – Resource allocation (lots beyond “R&D”)
  – Software distribution model
  – Managing updates
  – Documentation
  – Web site design
  – (software development too)
My personal observations/issues

• Documentation is difficult
  – Different audiences
    • Developer
    • Sys admin
    • User
  – Keeping it up to date, updating screen shots, etc.
  – Cross linking between components, checking links, etc
  – Level of detail
  – Software/system to handle documentation
My personal observations/issues

• Different kinds of software
  – User downloads on their own, uses as individual
    • Lower bar for adoption/testing
  – Centralized installation and support
    • Higher bar for adoption
    • Often requires C-suite approvals
    • Incorporation of identifiable patient data increases challenge
My personal observations/issues

- Convincing early adopters is difficult
- “NIH” syndrome – not invented here
- Credit is important (citations of tool)
  - Promotions
  - As evidence of software use
Lots of heterogeneity

- Members of the TOW group come from multiple backgrounds
  - Clinical
  - Research
  - Software development
    - Research
    - Health system (security, security, security)
  - Other?

- ITCR software also very variable
  - Capabilities
  - Level of maturity
  - Awareness among the community
What are your issues/challenges?

• What has worked well for you?
• What has not worked well for you?
• How can this WG help you?
• What do you want to learn more about?
• What experiences/knowledge can you share with the rest of the WG?
• What should be the scope of the WG? (how do we define the scope of training and outreach?)