
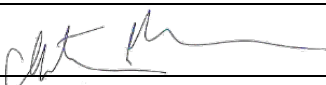


Standard Operating Procedures		
SOP #107.4 Revision 4	TITLE: HRPP Quality Assessment Program	Effective Date: 7/1/2023
Approved By: OIRB Director	Signature 	Date 7/1/2023
Approved By: IRB Chair	Signature 	Date 7/1/2023

PURPOSE

To define Human Research Protections Program (HRPP) quality assessment procedures at the University of New Mexico.

REVISIONS FROM PREVIOUS VERSION

Updated to reflect current practices

POLICY

Quality assessment (QA) is an evaluation of whether or not activities meet defined standards. The UNM HRPP is committed to strengthening human participant protections and engaging in continuous quality improvement. The goal of the QA program is to identify strengths and weaknesses of protection efforts that can be used to improve the quality, efficiency, and integrity of our research activities and continue UNM’s tradition of excellence.

The QA program includes assessing the HRPP at varying levels, increasing institutional awareness of existing processes, operating procedures, educational programs, and acquiring information necessary for enhancing protections. The program allows the HRPP to ensure that both our research community and the IRB adhere to federal regulations, state law, and institutional policies. The program is designed to continually evaluate, educate, and improve research processes, ultimately providing a higher degree of safety to our research participants.

QA activities include providing researchers, OIRB staff, IRB members, and the community the opportunity to provide input to help improve the HRPP. Education, training, and outreach conducted by the OIRB will be tailored based on the responses from the various components of the QA program (described below). Additionally, QA data will be used to make improvements to the IRB review process and increase compliance in human research and IRB review.

RESPONSIBILITIES

Execution of SOP: HRPP Director, OIRB Staff, Researchers

PROCEDURE

Post Approval Monitoring

Post approval monitoring (PAM) of active human research is routinely conducted according to SOP 409. Directed audits and full assessments are conducted according to SOP 406.

HRPP Quality Improvement

1. OIRB Quality Assessment Reviews: OIRB staff conduct routine QA assessments of internal processes and IRB determinations and records. These are conducted monthly by a random selection of submissions. The purpose of the reviews is to determine adherence of staff and IRB members to

standard operating procedures and maintenance of IRB records in accordance with federal regulations, state law, and institutional policies governing human research. Any problems that are identified during a QA review are corrected, noted and discussed in staff meeting and used to identify and rectify training deficiencies.

2. IRB Review Metrics: Submission metrics are collected and analyzed for the length of time from submission to approval, detailed by stage of the review process. These monthly stats are combined to create an annual trend of turnaround times. Annual trends of number of submissions per month is also tracked. This data is used to identify areas of the review process to target for improvement as well as staff planning so that office initiatives and staff leave are not planned during busy times.
3. Customer Service Survey: A short online survey is sent to researchers at designated times via the IRB listserv. The survey covers a variety of topics including the quality of the submission experience, adequacy of resources and the quality of IRB review. Responses from this survey are used to identify the areas of excellence as well as potential areas for improvement.
4. Participant Feedback Survey: A short online survey is available on the OIRB website that collects information regarding participants' experiences being in a research study. Results of this survey are used to identify and resolve any participant questions or concerns, areas of improvement for the HRPP, as well as areas where researchers may need additional education.
5. Annual Targeted QA: At the time of annual employee evaluations (beginning of the calendar year), there is a concurrent department evaluation and goal setting process. The HRPP Director with input from OIRB staff and IRB Chairs evaluates the previous year's goal(s) and establishes the current year's goal(s). OIRB initiatives are planned based off of the specified goals.
6. IRB Member and Chair Evaluations: Evaluation of IRB members is conducted every two years according to SOP 102 in order to assure a well-functioning HRPP and IRB. Evaluations serve to validate performance, identify areas for improvement and to make changes in membership and/or training when appropriate.
7. IRB Minutes QA: Routine monitoring of IRB minutes is conducted to ensure that minutes include all of the necessary requirements as well as to verify that the appropriate reviews were conducted for requested modifications. The results of the assessment will be shared with the executive committee so that changes can be implemented if necessary.

HRPP Resources Evaluation

1. The Institutional Official, IRB Chairs, and HRPP Director meet every other year (or more often if needed) to review HRPP metrics, resources and staffing to ensure that the program has sufficient resources to protect the right and welfare of research participants.
2. This review will include analysis of equipment, budget, space, and personnel. It will also include an evaluation of resources needed for the HRPP including, but not limited to:
 - HRPP Educational program
 - Legal counsel
 - Conflict of Interest
 - Quality improvement plan
 - Community outreach
 - IRB membership and number of IRBs