ClinicalTrials.gov Modernization Public Meeting

Tuesday, April 25, 2023 12:30–3 p.m. ET







Acting Director of ClinicalTrials.gov and Today's Moderator

Housekeeping Items and Agenda

Housekeeping Items



The meeting is being recorded, and the recording will be made available with the slides.



All participants will be muted but will have the opportunity to interact via polls, moderated chat, and open chat during the breakout sessions.



If you have technical issues during the meeting, please contact Tech Support via the chat.



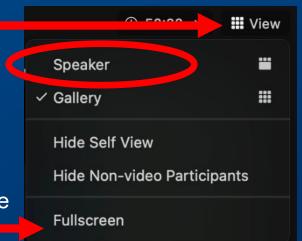
Housekeeping Items—Continued

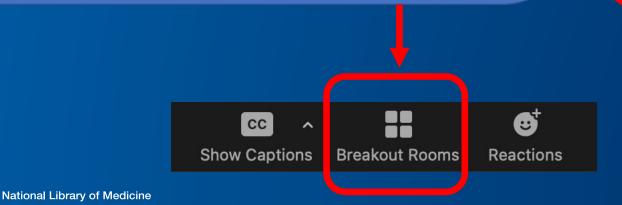
To make the most of your experience, we recommend the following:

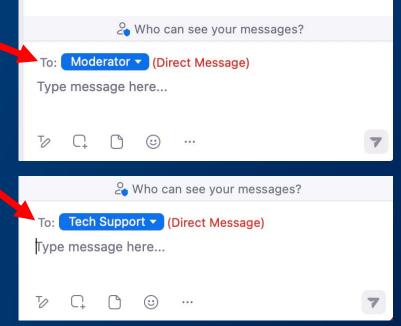
- Use the Esc key (at top left of keyboard) to exit the Fullscreen mode.
- Select "View," then "Speaker" or "Speaker Side-by Side" mode in the top right corner of your Zoom window.
- To ask content-related questions, select "Moderator" in the Chat box at the lower right.
- For technical questions, select "Tech Support" in Chat.
- Look for Breakout Rooms in your Zoom tool bar. You will be prompted later to select the room that interests you.

Change to Speaker mod in top right of Zoom window.

Use **Esc** key to exit Fullscreen mode to view chat.







Agenda

Description	Time	Presenters
Housekeeping Items and Agenda Welcome and Introduction to the NLM Board of Regents Public Service Working Group on ClinicalTrials.gov Modernization Orientation to the ClinicalTrials.gov Modernization Effort	12:30–1:05 p.m. (35 min.)	Anna Fine Patricia Brennan Lourdes Baezconde-Garbanati Anna Fine
The Children's Inn at NIH How We Got Here: A Summary of Our User- Centered Process for the Design and Development of the ClinicalTrials.gov Website Get to Know ClinicalTrials.gov Beta Get to Know PRS Beta Break	1:05–2 p.m. (55 min.)	Jennie Lucca Wendy Harman Catherine Kihara Christina Robinson Nachiket Dharker
Breakout Rooms 1. ClinicalTrials.gov Beta 2. PRS Beta Summary	2–3 p.m. (60 min.)	Steven Woloshin Christina Robinson Carrie Dykes Nachiket Dharker Anna Fine





Patricia Brennan

Director of the National Library of Medicine

Welcome



National Library of Medicine

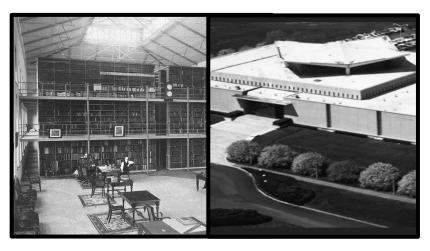
The National Library of Medicine (NLM) was founded in 1836 and is the world's largest biomedical library. Its mission is to enable biomedical research, support health care and public health, and promote healthy behavior.



National Library of Medicine Bethesda, MD

Serving Science and Society Since 1836

Research Enterprise for Biomedical Informatics and the World's Largest Biomedical Library







1836–1968

1968–2000

2000-2036

A Collection of Books and Journals

NLM began in the office of the United States Army Surgeon General until Congressional authorization moved NLM to the Public Health Service. NLM opened its doors on the NIH Campus in Bethesda, MD, in 1965.

Foundation of a Modern Library

Expansion and impact in the Information Age:



Lister Hill National Center for Biomedical Communications



National Center for Biotechnology Information (NCBI)

The 21st Century Library

Lead innovative research to accelerate the mission of NIH and reach scientists and society with trustworthy health information.

ClinicalTrials.gov Modernization

To ensure that ClinicalTrials.gov continues to be a trusted and valued premier public health resource that provides maximum value to the public and serves its mission well into the future

Goals of the Public Meeting

- Present an overview of the modernization effort.
- Share information about the new ClinicalTrials.gov website and Protocol Registration and Results System (PRS) features that are coming soon.
- Provide an opportunity for users and stakeholders to ask questions.



NIH Natcher Conference Center Bethesda, MD

National Library of Medicine Board of Regents

The NLM Board of Regents was established in 1956 by the same Act that created the National Library of Medicine.

Serves as an advisory body to the Secretary of Health and Human Services, the Assistant Secretary for Health, and others

Meets three times a year

Forms various smaller working groups that address topics of importance to NLM





Summary of the Working Group's Charge

The NLM Board of Regents Public Service Working Group on ClinicalTrials.gov Modernization is charged with exploring topics related to ClinicalTrials.gov modernization such as, but not limited to, ways that NLM can:

Maintain the *integrity* of ClinicalTrials.gov as a trusted resource

Maximize the *utility* of the growing corpus of information

Connect with stakeholders through *engagement* to ensure that evolving needs are understood and considered

Reports regularly in open session to the NLM Board of Regents





Lourdes
BaezcondeGarbanati

Working Group Chair

Introduction to the NLM Board of Regents Public Service Working Group on ClinicalTrials.gov
Modernization

NLM Board of Regents Public Service Working Group on ClinicalTrials.gov Modernization



Lourdes Baezconde-Garbanati University of Southern California



Carrie DykesUniversity of Rochester



Anna Fine
National Library of Medicine, NIH



Alissa Gentile
Dana-Farber Cancer Institute



Sally Gore
University of Massachusetts
Medical School



Lyric JorgensonNIH Office of Science Policy



Pamela Kearney
NIH Office of Extramural Research



Barbara Kress Merck



Jennie Lucca
The Children's Inn at NIH



Seth MorganNational Multiple Sclerosis Society



Omolola (Lola) Ogunyemi Charles R. Drew University of Medicine and Science



Stephen Rosenfeld
North Star Review Board and Freeport
Research Systems



Joseph Ross
Yale School of Medicine



Nancy Smider Epic



The Dartmouth Institute

Icebreaker Question

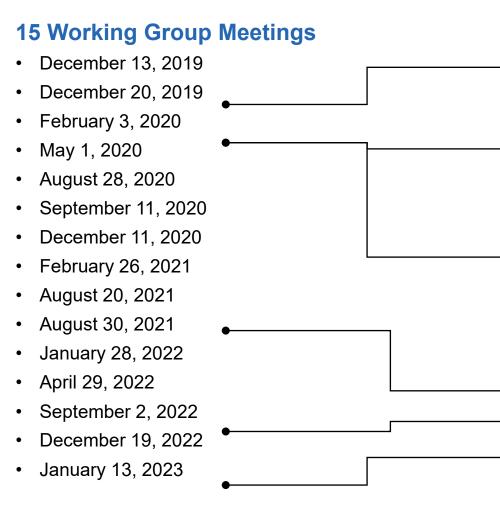
What perspective do you represent today?

- A. Patients and their advocates
- B. Data researchers
- C. Academia, data submitters
- D. Industry, data submitters
- E. Government, data submitters
- F. Information specialists/librarians
- G. Regulators or regulatory affairs staff
- H. Other





Working Group Efforts To Date



Public Activities and Events

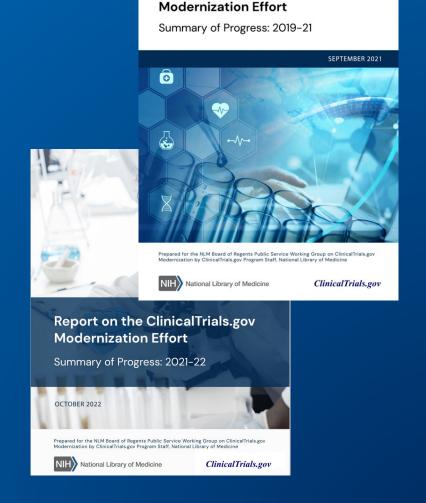
- Request for information (RFI) on ClinicalTrials.gov modernization accepted comments between December 30, 2019, and March 14, 2020.
- Summary of RFI responses, reported on April 28, 2020, provided a high-level summary of the 268 responses received, by RFI question, and described the main themes of suggestions for modernizing ClinicalTrials.gov.
 - **First virtual public meeting**, on April 30, 2020, was hosted by NLM to discuss topics of interest identified by the RFI and to provide opportunities for virtual interaction and clarification of key topics with stakeholders.

Reports on the ClinicalTrials.gov modernization effort:

- Summary of Progress: 2019–21, issued in Sept. 2021
- Summary of Progress: 2021–22, issued in Dec. 2022
- This virtual public meeting, on April 25, 2023, is being hosted by NLM to provide a detailed look at the current beta websites, progress updates, and an opportunity to hear from modernization team members and other stakeholders.

Issued Two Summaryof-Progress Reports

- Summary of Progress: 2019–21 report and Summary of Progress: 2021–22 report both present:
 - ClinicalTrials.gov modernization overview and updates on the current phase of the effort
 - Working Group and other stakeholder input



Report on the ClinicalTrials.gov

ClinicalTrials.gov Modernization Team

- Stacey Arnold, ClinicalTrials.gov Results Subject Matter Expert (SME)
- Ben Babics, PRS Beta Engineering Lead*
- Eric Babin, PRS Beta Back-End Team Lead*
- Ram Basava, ClinicalTrials.gov Beta Developer*
- Gunnar Baskin, PRS Beta Business Analyst*
- Steven Bedrick, PRS Automation Support Developer*
- Annice Bergeris, ClinicalTrials.gov Information Research Specialist, Acting Deputy Director, and Operations Team Product Owner
- Landon Bressler, PRS Beta Business Analyst*
- Monica Corley, PRS Beta Business Analyst*
- Vinod Danam, PRS Beta Developer*
- Mandy Davis, ClinicalTrials.gov User Experience (UX) Researcher*
- Austin Devereux, PRS Beta Developer*
- Nachiket Dharker, PRS Beta Product Owner*
- Sergey Dikunov, ClinicalTrials.gov Beta Technical Lead*
- Sarah DiPasquale, ClinicalTrials.gov UX Researcher*
- Kayode Enwerem, PRS Beta Developer*
- Madhurima Gade, ClinicalTrials.gov Beta Developer*
- Rithika Ganni, PRS Beta Developer*
- · Jenn Glas, PRS Beta UX Designer*
- Elisa Golfinopoulos, ClinicalTrials.gov Policy Analyst and PRS Automation Support Team Product Owner
- Jesus Mendiola Gomez, ClinicalTrials.gov Beta Developer*
- Slava Gorelenkov, ClinicalTrials.gov Technical Program Manager
- Eugene Gribov, ClinicalTrials.gov Developer*
- Karen Hanson, ClinicalTrials.gov Technical Writer*
- Wendy Harman, ClinicalTrials.gov UX Lead*
- Jimithy Hawkins, ClinicalTrials.gov Product Strategist/Business Analyst
- Brad Henry, PRS Beta Developer*
- Sam Hirapara, PRS Beta Developer*

- Rafis Ismagilov, ClinicalTrials.gov Beta Developer*
- Catherine Kihara, ClinicalTrials.gov UX Research Lead*
- Janine Lewis, PRS Automation Support Project Manager*
- Russell Loane, PRS Automation Support Developer*
- John Lopez, ClinicalTrials.gov Technical Lead*
- Hibah Nazir, ClinicalTrials.gov Product Manager*
- Ngoc Nguyen, ClinicalTrials.gov Developer*
- Ken Ni, ClinicalTrials.gov Beta User Interface (UI) Designer*
- Justin Pallini, PRS Beta UI Designer*
- Hardik Parekh, PRS Beta Technical Lead*
- Chris Pemberton, PRS Beta Developer*
- Alison Powell, ClinicalTrials.gov Communications Specialist*
- Rupinder Randhawa, ClinicalTrials.gov Modernization Project Manager*
- Christina Robinson, ClinicalTrials.gov Beta Product Owner
- Mary Sanders, ClinicalTrials.gov Project Director*
- Michael San Gabriel, PRS Beta Developer*
- Gurdeep Sayal, ClinicalTrials.gov Technical Consultant*
- Max Shestopalov, ClinicalTrials.gov Scrum Master*
- Stephen Shoemaker, ClinicalTrials.gov Content Strategist/Information Architect*
- Colin Small, ClinicalTrials.gov Beta UX Lead*
- Scott Smith, PRS Beta Product Manager*
- Maureen Strange, ClinicalTrials.gov SME*
- Tony Tse, ClinicalTrials.gov Analyst
- Maria Vargas, ClinicalTrials.gov Beta UX Designer*
- Susan Wimmer, ClinicalTrials.gov Senior Editor
- · Tirsit Wondemu, PRS Beta Developer*
- Allison Yu, ClinicalTrials.gov Developer*
- Rici Yu, ClinicalTrials.gov Developer*
- Chris Ziegler, PRS Beta UX Designer*
- Maya Zuhl, PRS Automation Support Technical Lead*



ClinicalTrials.gov



Anna Fine

Acting Director of ClinicalTrials.gov

Orientation to the ClinicalTrials.gov Modernization Effort

ClinicalTrials.gov Modernization Effort

To ensure that ClinicalTrials.gov continues to be a trusted and valued premier public health resource that provides maximum value to the public and serves its mission well into the future



Improve the user experience.



Upgrade the technical infrastructure and processes to enhance sustainability.



Support the existing legal, regulatory, and policy framework.

Who Is Being Served by Modernization?

External Stakeholders



Patients and Their Advocates



Data Submitters



Data Researchers

Internal Stakeholders



Policy and Oversight Teams



Information Specialists, Reviewers, and Developers



ClinicalTrials.gov Modernization Overview



YEAR 1 Initial Engagement Activities

- Engaged stakeholders to determine and validate approach and specifications
- Enhanced internal business processes
- Developed modernization roadmap



YEAR 2
Development

- Developed new product experiences
- Launched first release of ClinicalTrials.gov Beta
- Communicated availability of the beta release to stakeholders



YEAR 3 Implementation

- Launched first release of PRS Beta and released updates
- Conducted usability research and made iterative improvements to the beta sites
- Released updates to ClinicalTrials.gov Beta



Where we are now

YEARS 4-5

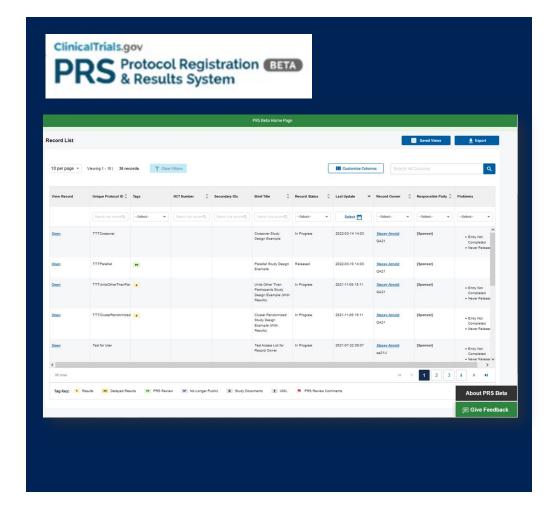
More Releases and Refinements

- Continue releasing updates and refinements to the beta sites until they can stand alone
- Continue engagement, usability testing, and evaluation
- Make ClinicalTrials.gov
 Beta the primary
 landing page
- Release PRS Beta protocol registration and results reporting components



Meet Our Beta Websites







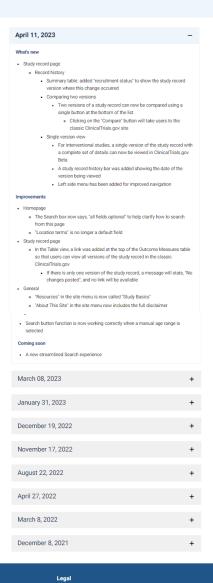


Home > Release Notes

Release Notes

Give us feedback

Terms and Conditions



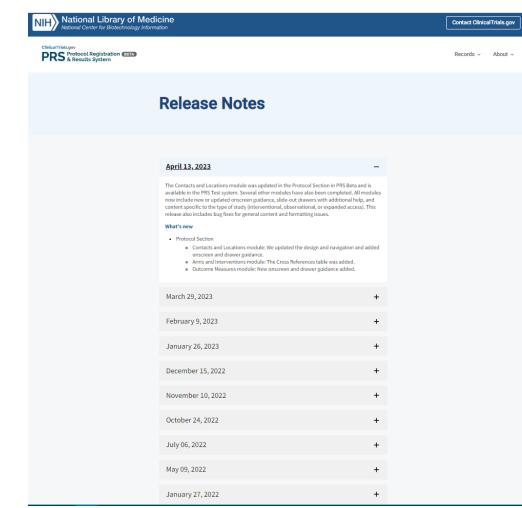
Release Notes Are Publicly Available

ClinicalTrials.gov Beta Release Notes

https://beta.clinicaltrials.gov/about-site/release-notes

PRS Beta Release Notes

https://prstest.clinicaltrials.gov/prs/beta/public/release-notes



Coming Up . . .

1:05–2 p.m.

The Children's Inn at NIH

Jennie Lucca, The Children's Inn at NIH

How We Got Here: A Summary of Our User-Centered Process for the Design and Development of the ClinicalTrials.gov Website

Wendy Harman, ClinicalTrials.gov UX Lead

Catherine Kihara, ClinicalTrials.gov UX Research Lead

Get to Know ClinicalTrials.gov Beta

Christina Robinson, ClinicalTrials.gov Beta Product Owner

Get to Know PRS Beta

Nachiket Dharker, PRS Beta Product Owner

Break





The Children's Inn at NIH

Jennie Lucca NLM Board of Regents Public Service Working Group April 25, 2023









The Inn's Mission

Everything we do strives to reduce the burden of illness on families, make childhood possible, and help advance NIH clinical research.





IN OUR 32 YEARS OF SERVICE:

537

Children and young adults ages 0–29 participated in 537 clinical trials, representing advances in treating cancer, bone and growth disorders, mental illness, genetic conditions and other serious health issues.



of Inn families felt a greater sense of community thanks to our enriching activities





Making Childhood Possible

















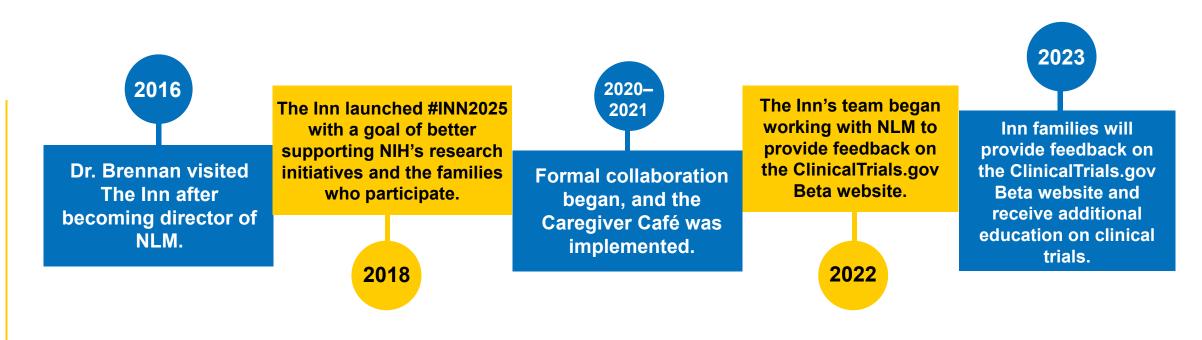
A PLACE LIKE HOME

The Inn of the Future



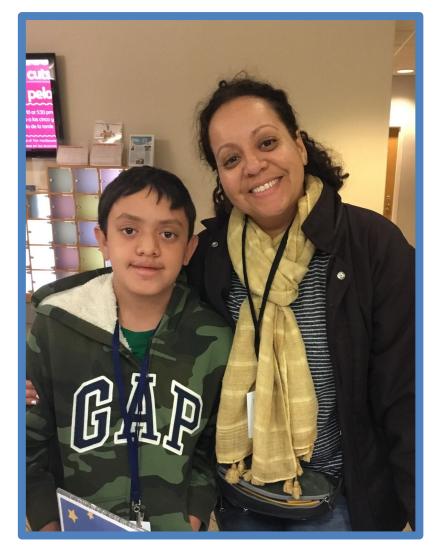


The Children's Inn and NLM





Billy and Gabriela



- 16 years old
- From El Salvador and have been coming to The Inn since 2018
- Billy is diagnosed with Job's syndrome and is participating in a clinical trial led by NIAID.





Autumn





A PLACE LIKE HOME

Thank you!



Wendy Harman
ClinicalTrials.gov UX Lead

and

Catherine Kihara

ClinicalTrials.gov UX Research Lead

How We Got Here: A Summary of Our User-Centered Process for the Design and Development of the ClinicalTrials.gov Website

Modernization is a user-centered process. Today we will share how we are using stakeholder input to design and develop the new ClinicalTrials.gov public website and PRS.

1,000+

Comments with ideas for improving the public site and PRS from an RFI in 2020

70

Hour-long interviews with data submitters, data researchers, and patients in 2020

1,800+

Feedback comments submitted by users of the beta public site **15**

Working Group meetings to provide expert user input to the design and development process







How We Got Here

(2 of 2)

I want to understand more of the information in my search results and study record.

I want advanced search on the home page.



I want search to be as easy as Google.

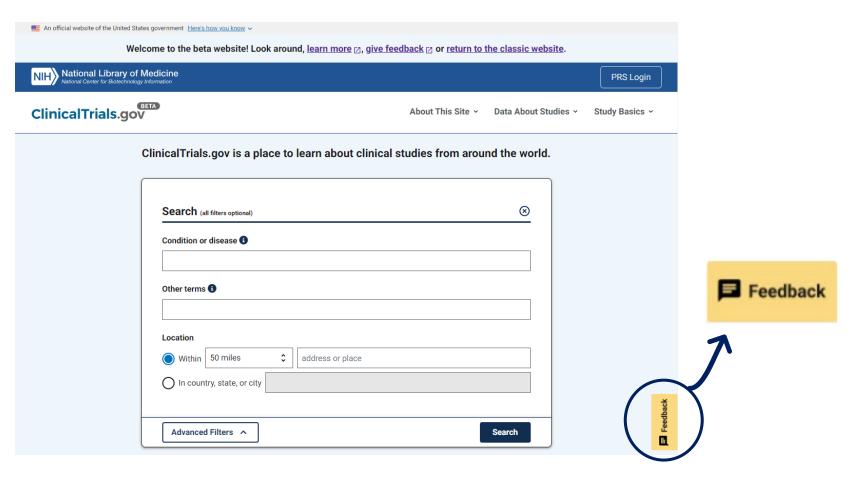


I want to see as much study data in as small a space as possible on the search results page.



I want to enter my trial data as fast and as easily as possible, even if it means that the information available in the API and on the public site isn't as complete as it could be.

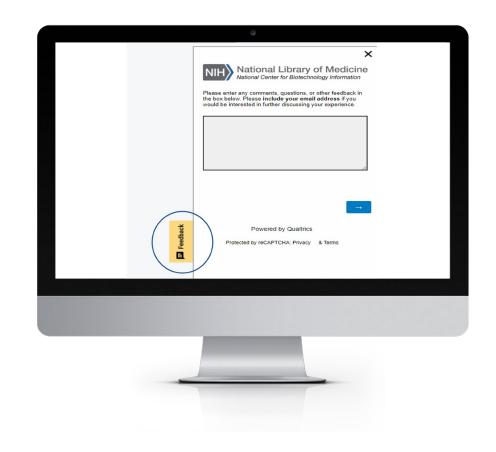
ClinicalTrials.gov Beta User Feedback Process

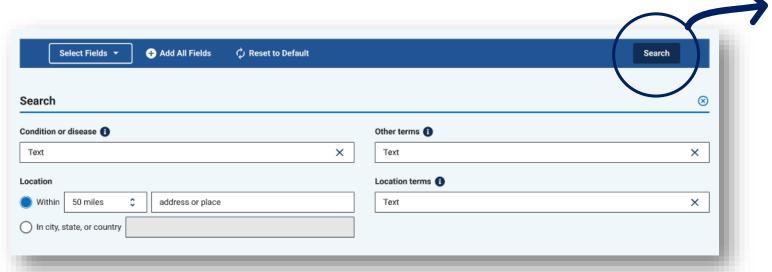


- We read every single comment.
- We analyze the feedback continuously to identify bugs and issues or requests that come up repeatedly and warrant changes.
- Users who provide an email address with their comment are often invited to participate in Zoom sessions or other activities (e.g., a survey) to provide additional feedback.

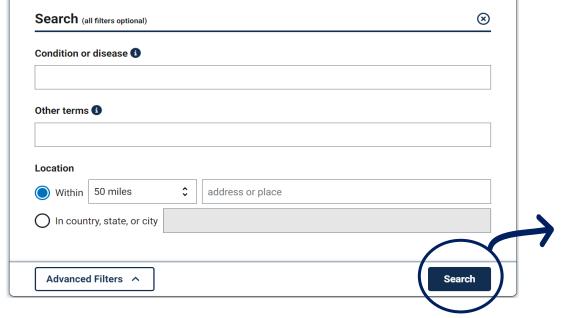
PRS Beta User Feedback Process

- We read every single comment, and we are currently working on refining our process.
- Users are encouraged to try PRS
 Beta and leave a comment using the site's Feedback button.
- We also encourage users to provide an email address with their comment, so we can contact them about opportunities to provide additional feedback.





Many users commented that the color scheme made the **Search** button hard to see and that it was confusing to go back to the top of the form to click on **Search**.



For the next release of the beta site, we increased the contrast between the **Search** button and its background; moved the button to the bottom of the form; and made it "sticky" so that it is always visible on the page, no matter how many search fields are added.

ClinicalTrials.gov

We Value Your Feedback!

"I'm really happy that you're reading [the comments]. Usually you leave a feedback and you never get a response. I was so happy, honestly . . . Reaching out to the person in two weeks, two months...makes you feel more connected, kind of feel more loyal to the system, that okay, they're also working on something."



—Data Researcher



"I think this is really, really important work. The easier you can make it for busy clinicians to find clinical trials, the faster we'll develop the field, and you know it's not often that you think about the design of a website as being life-saving. But I think it is. It is potentially life-saving. So it's important work, and I'm glad I responded positively to your invitation [to participate in the usability testing session]."

—Clinician/Data Researcher

Poll Question 1

How did you learn about ClinicalTrials.gov Beta?

- A. Word of mouth
- B. Referral from a health care provider
- C. Google search
- D. Social media
- E. A link on the classic website
- F. Hot Off the PRS! e-bulletin
- G. Other



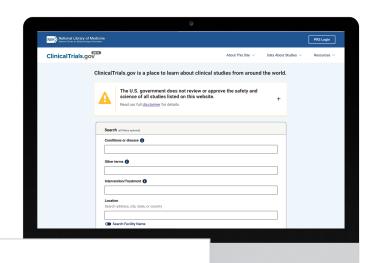


Christina Robinson

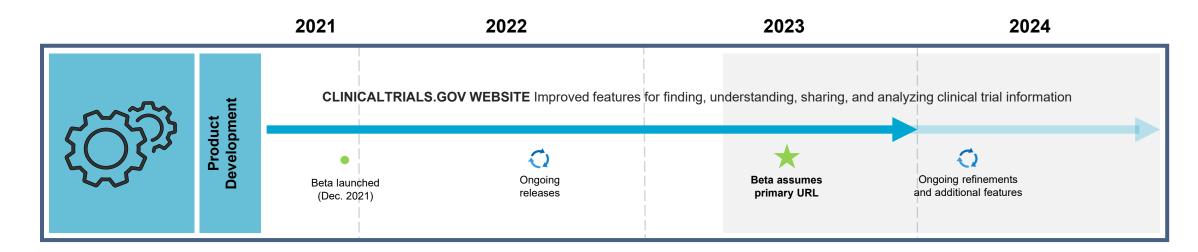
ClinicalTrials.gov Beta Product Owner

Get to Know ClinicalTrials.gov Beta

2021–24 Strategic Roadmap: ClinicalTrials.gov Beta



The finish line is in sight!





How Users See Change: ClinicalTrials.gov Website

----- Continuous Feedback ------



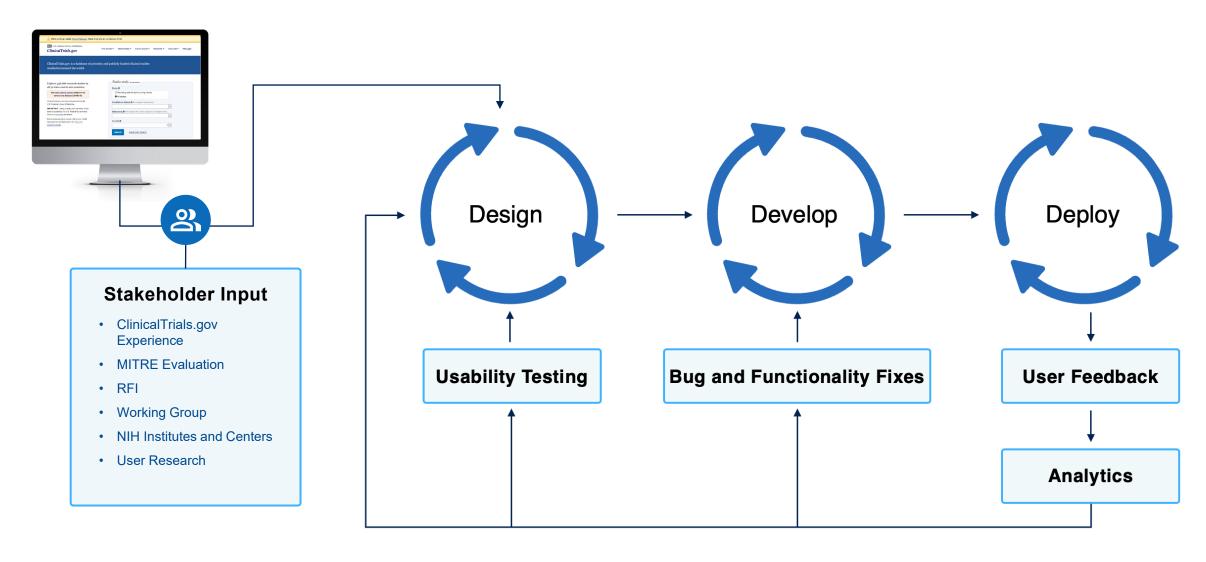
Beta site available in parallel to the classic site

Improving beta site until all needed features are included

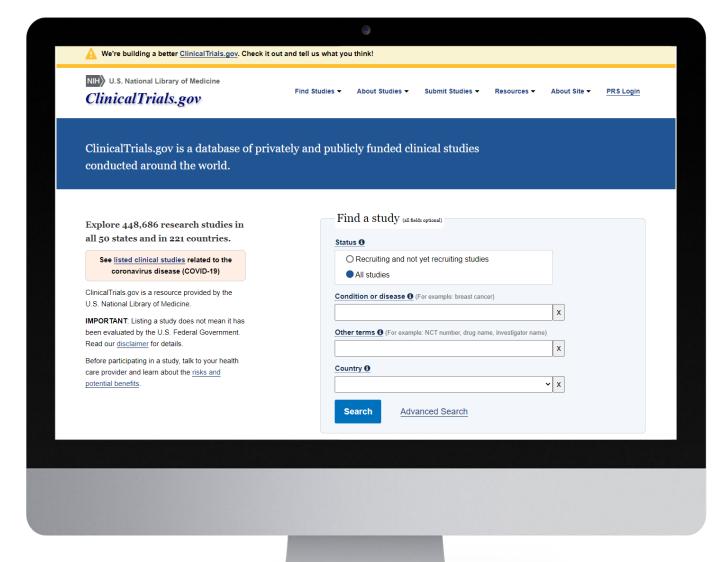
Classic site will still be available

Modernized ClinicalTrials.gov will be the only site; classic site will be retired (in 2024) Continue iterative improvements to the modernized ClinicalTrials.gov

Incorporating User Input

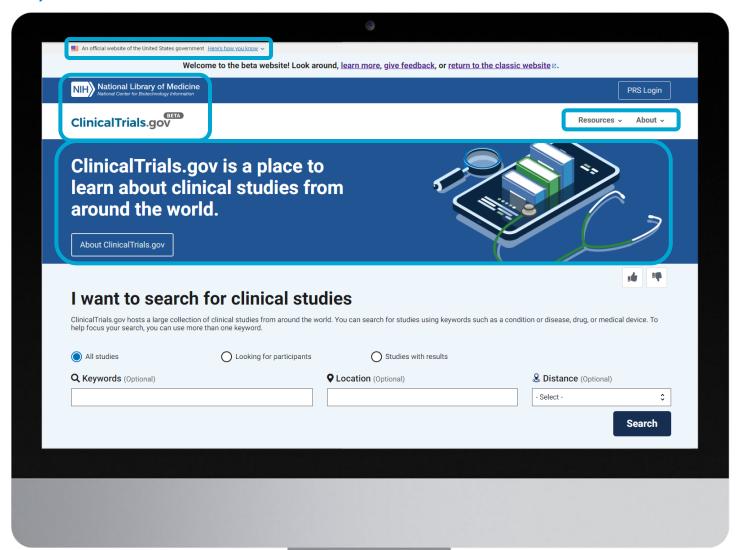


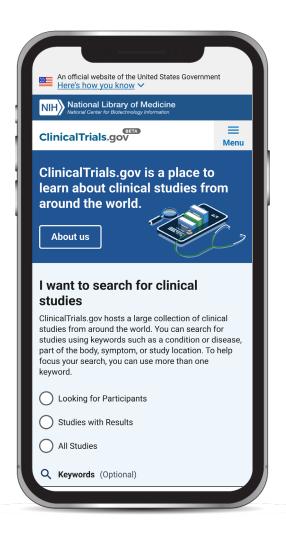
Classic ClinicalTrials.gov



ClinicalTrials.gov Beta at Launch

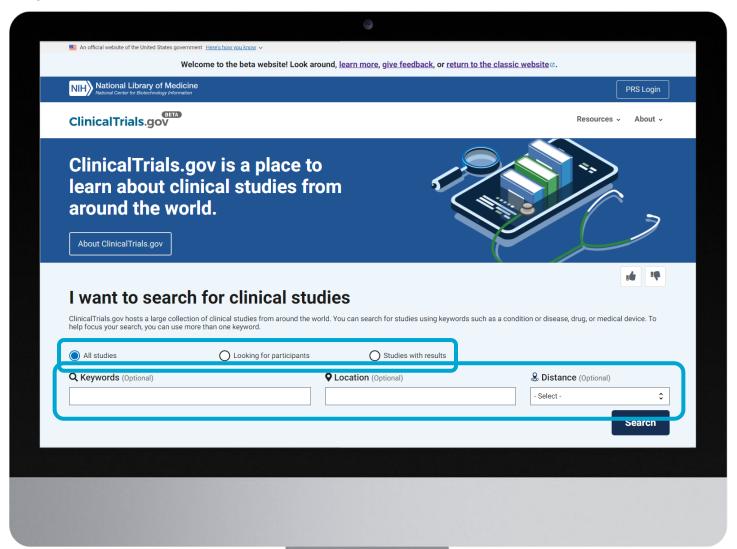
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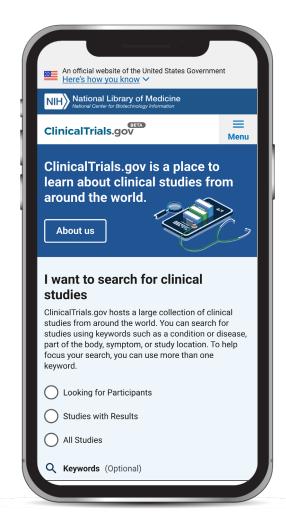




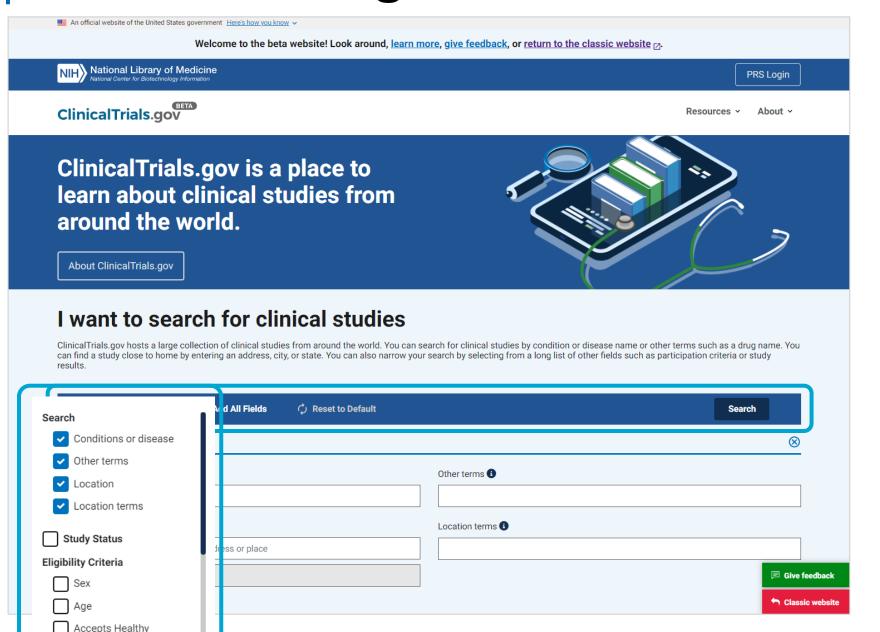
ClinicalTrials.gov Beta at Launch

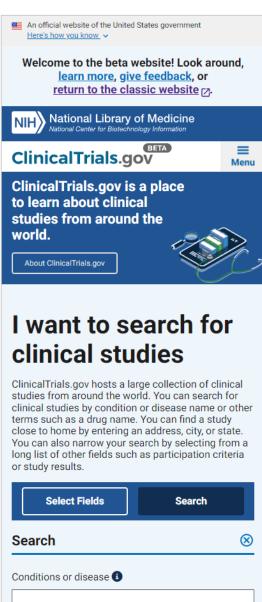
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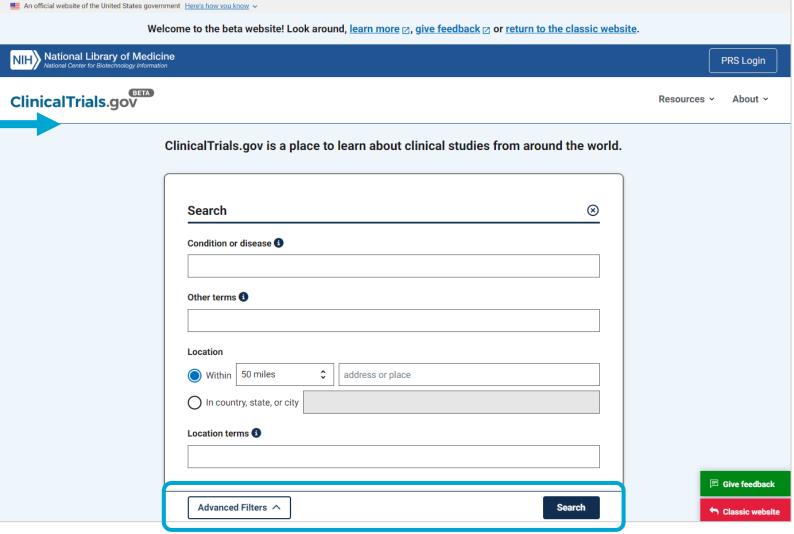


ClinicalTrials.gov Beta Enhanced Search



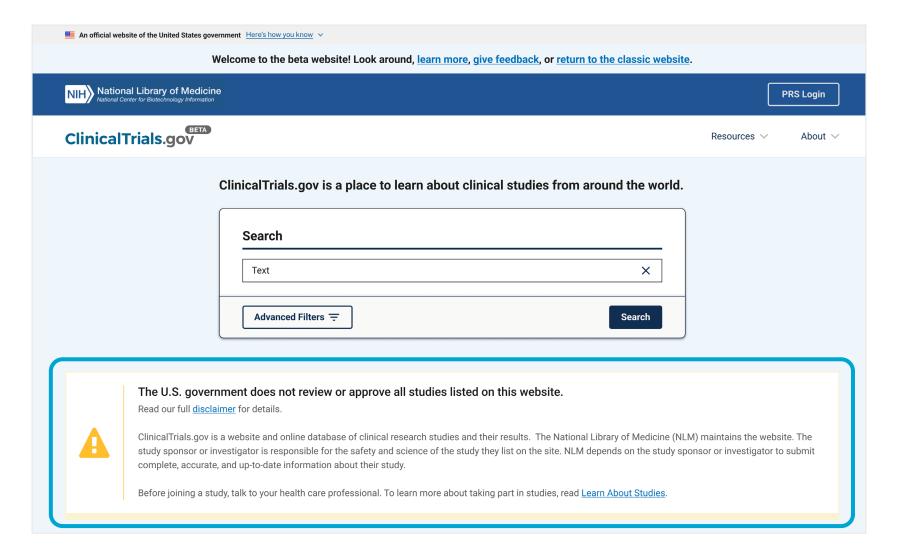


ClinicalTrials.gov Beta Streamlined User Interface

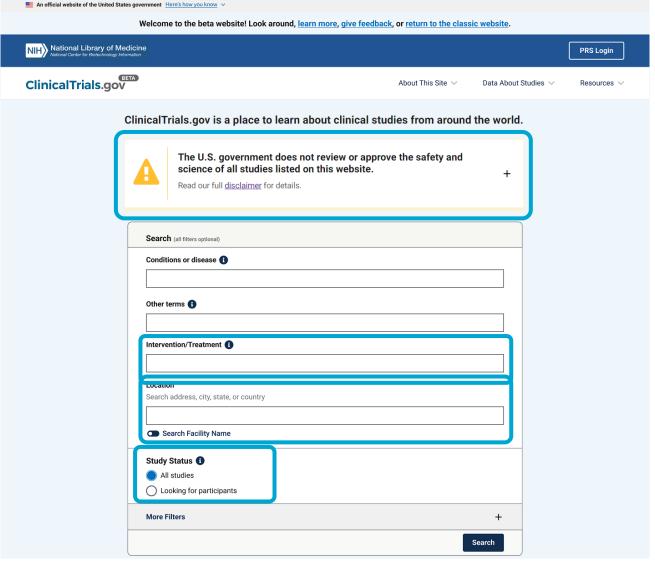


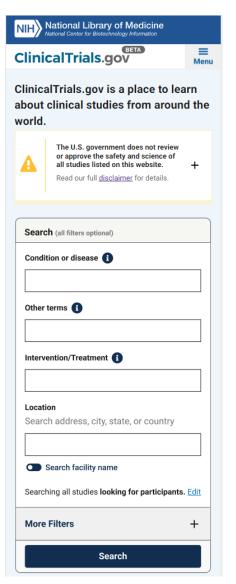
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Other terms	6			
Location				
Within	50 miles		\$	
address or	place			
O In country, state, or city				
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Advance	ed Filters	Search	5	

ClinicalTrials.gov Beta "Simple Search" Prototype



ClinicalTrials.gov Beta User-Preferred Search



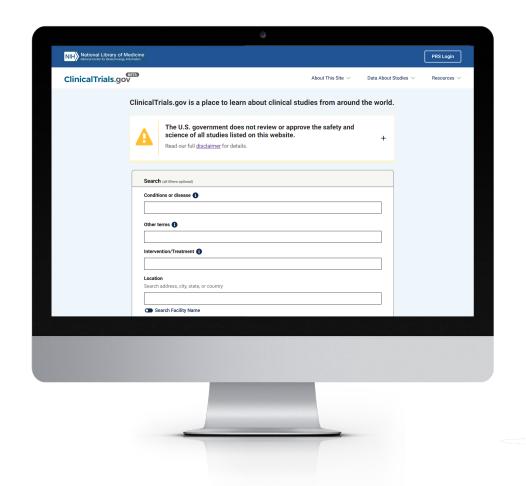


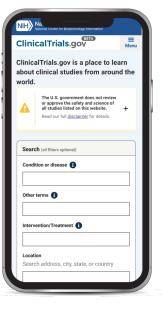
ClinicalTrials.gov Beta Features

	Search Experience	Study Record Experience	Easy-to-Find and Easy-to-Use Content
AVAILABLE	Download (JSON, CSV) Search v 2 Search Results—Table View Search Results—Table View v 2 Enhanced search UI Print view of search results Application programming interface (API) v 1	Expanded study record data Fast Healthcare Interoperability Resources (FHIR) API pilot Print view of study registration Table view of study record Study record history v 1 Study record history v 2	Learn About Studies About ClinicalTrials.gov Learn About FHIR Data About Studies API documentation
IN PROGRESS	Search v 3	Study record history v 3	Information architecture Content migration Support materials for using search Onboarding users
FUTURE	XML download Save search/get search updates API v 2 Rewrite ingest	Connections to trusted health information Next steps to join a study Save studies/get study updates	

ClinicalTrials.gov Beta Plan for 2023

- Currently available at beta.clinicaltrials.gov
- In June, it will be the primary website!
- In 2023, the classic site will remain available.





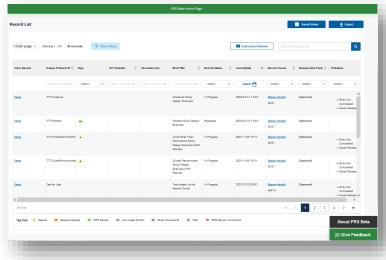


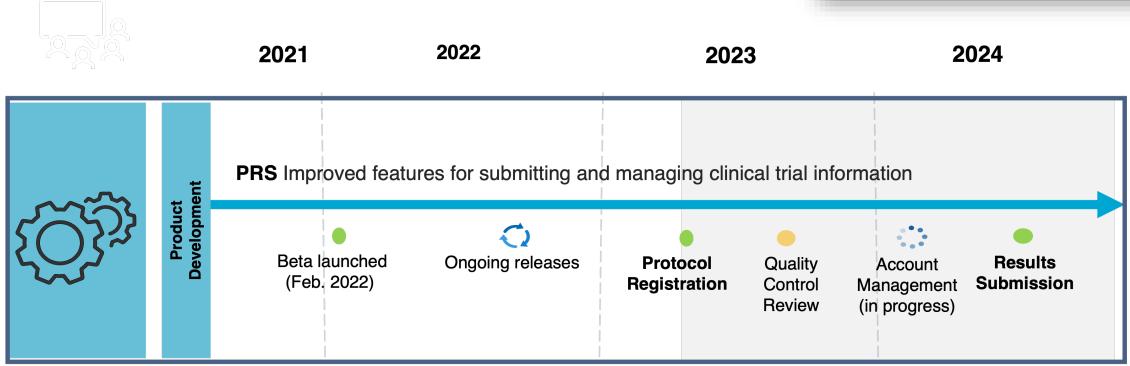
Nachiket Dharker

PRS Beta Product Owner

Get to Know PRS Beta

2021–24 Strategic Roadmap: PRS Beta

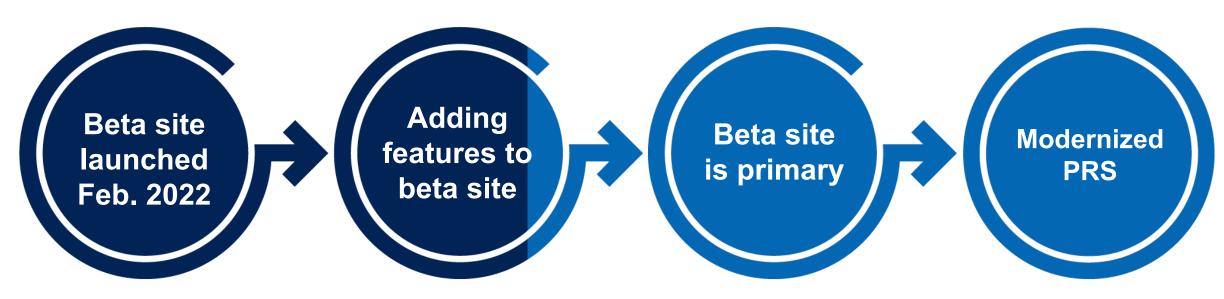






How Users See Change: PRS

Continuous Feedback -----



Beta site available in parallel to the classic site

Improving beta site until all needed features are included

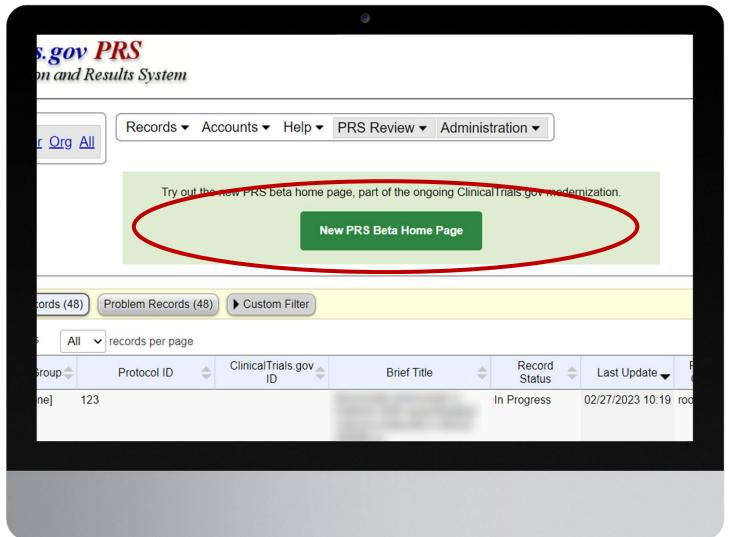
Latest features available in PRS
Test (sandbox environment)

Classic site will still be available as the secondary site

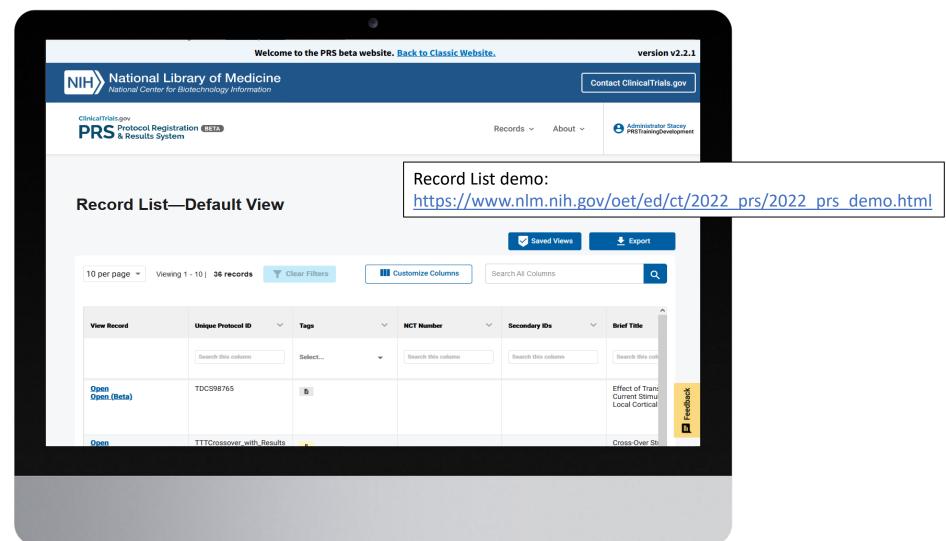
Modernized PRS will be the only site; classic site will be retired (anticipated in 2025)



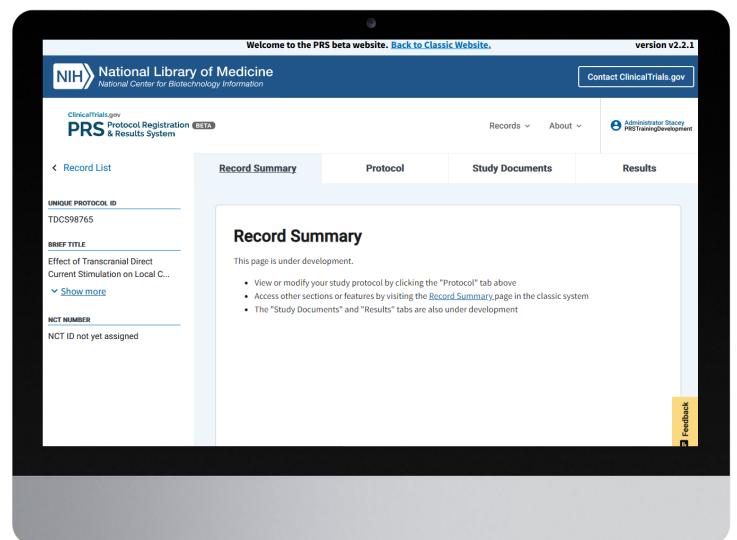
PRS Beta Orientation: Log-in Page and Link to PRS Beta



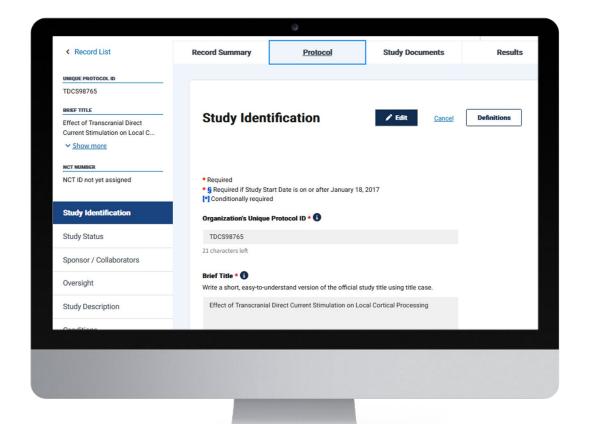
PRS Beta Orientation: Record List

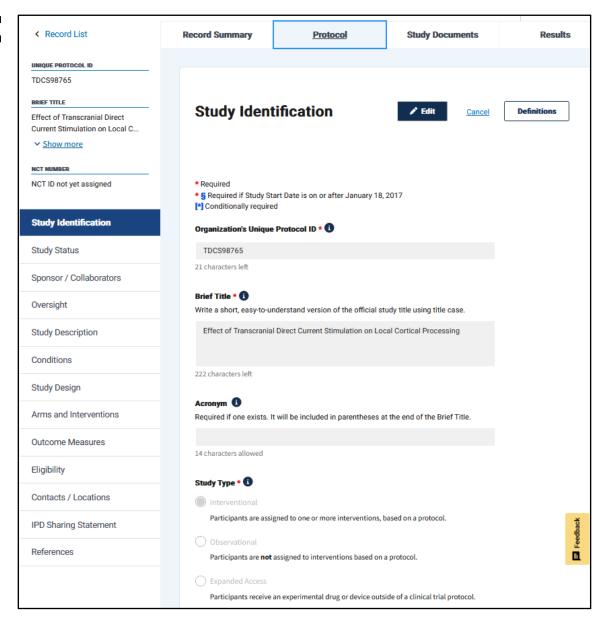


PRS Beta Orientation: Record Summary



PRS Beta Orientation: Study Identification

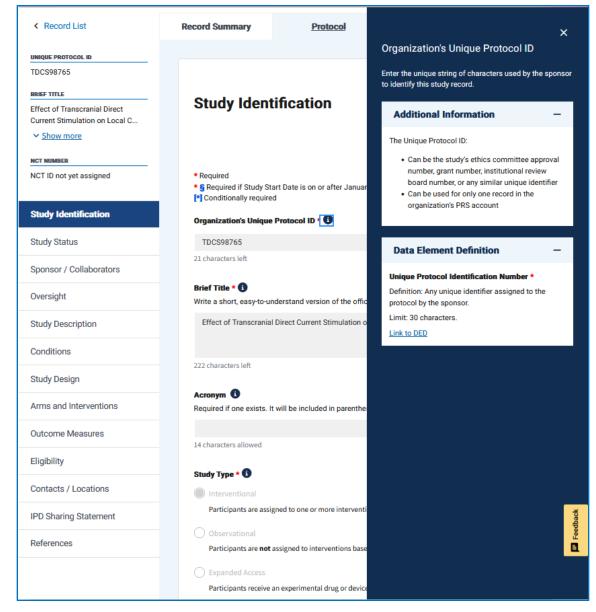




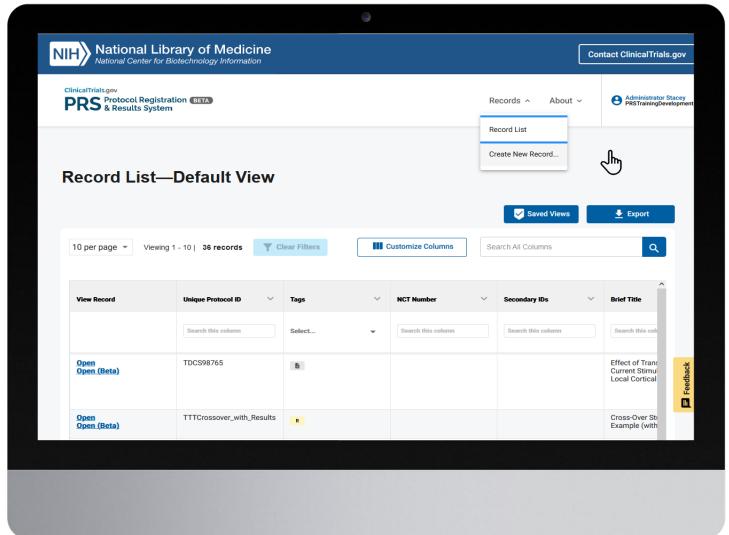
PRS Beta Orientation: Help Drawer

New Help Drawer

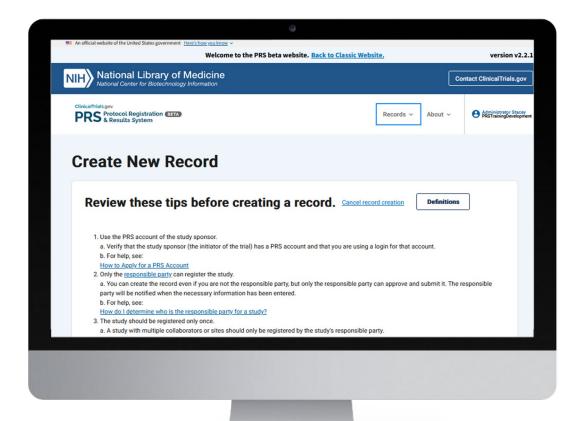
- Includes the following for each data element:
 - Brief guidance (plain language)
 - Additional information (plain language)
 - Data element definition (technical)
- Pop-out feature is easy to see while entering data anywhere on the page.
- Drawer is consistent with the ClinicalTrials.gov Beta glossary design.
- Definitions link is also provided at the top of the page.

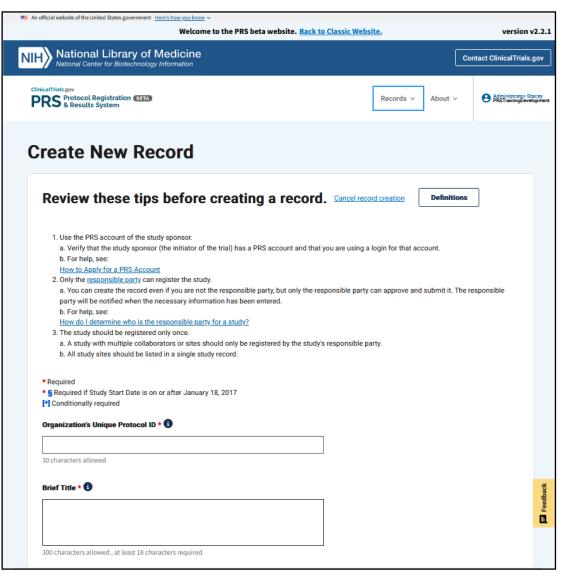


PRS Beta Orientation: Records Drop-down Menu



PRS Beta Orientation: Create New Record





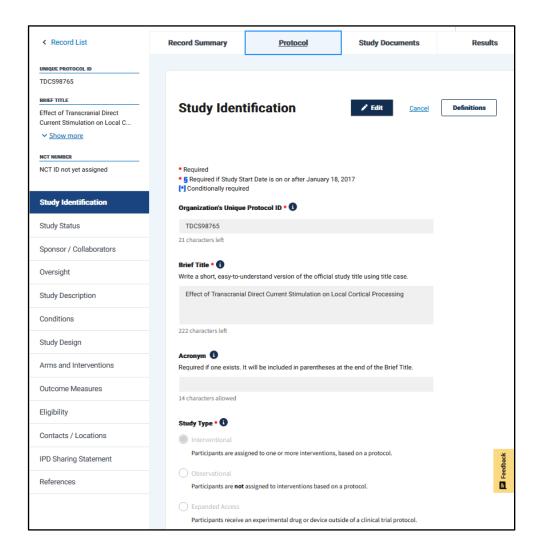
PRS Beta Plan for 2023–24

Protocol Registration Data-Entry Forms

- Currently available in PRS Test
- In May, will release to the PRS Beta production site

Coming in 2023–24

- Record submission workflow and Record Summary
- Protocol registration quality assurance (QA)/quality control (QC) processes
- Results submission





Up Next . . .

2-3 p.m.

Breakout Rooms

Room 1: ClinicalTrials.gov Beta
Steven Woloshin, The Dartmouth Institute
Christina Robinson, ClinicalTrials.gov Beta
Product Owner

Room 2: PRS Beta

Carrie Dykes, University of Rochester
Nachiket Dharker, PRS Beta Product Owner

Summary

Anna Fine, Acting Director of ClinicalTrials.gov

We are currently on a break and will resume at 2 p.m.



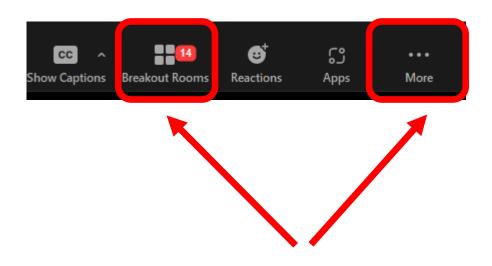


Breakout Rooms

Choose a room for 2-2:45 p.m.

Room 1: ClinicalTrials.gov Beta

Room 2: PRS Beta









Anna Fine

Acting Director of ClinicalTrials.gov

Summary

Starting at approximately 2:45 p.m., after the breakout rooms close



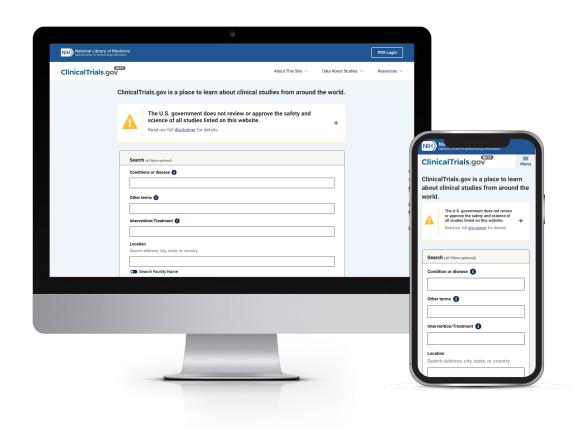
Recap of the Breakout Room Discussions

 The breakout rooms were recorded. The recordings and slides for both rooms will be made available.

Highlights from Room 1: ClinicalTrials.gov Beta

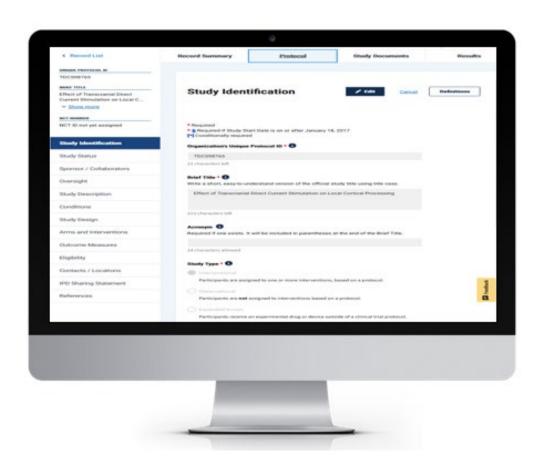
Highlights from Room 2: PRS Beta

ClinicalTrials.gov Beta Summary



- By June, the beta site will be the primary website!
 - In 2023, the classic site will remain available. (Will be retired sometime in 2024)
- Currently available at <u>beta.clinicaltrials.gov</u>
- Modern look and feel
- Ease of use on mobile devices
- Easy-to-understand informational content
- New cloud-based infrastructure

PRS Beta Summary



- In May, the protocol registration dataentry forms will be available in the PRS Beta production site.
 - Currently available in PRS Test
- Modern look and feel
- Results reporting module coming in late 2024
- Easy navigation, with integrated help content





ClinicalTrials.gov Modernization

Outreach and Engagement

Social media posts

sent from NCBI and NLM accounts to an audience of 850,000



1,800+

Feedback comments

submitted by users of the beta public site



Communications sent or posted,

including 25 Hot Off the PRS! e-bulletins, 26 What's New updates, 7 NLM Technical Bulletin articles, 5 NLM Announces, 1 NLM Musings from the Mezzanine: Director's Update, and 1 OER Open Mike to an audience of 50,000

100+

Interviews with data submitters, data researchers, patients, and patient advocates

Public meetings Webinars reaching 1,900+ attendees

Educational videos viewed 1,100+ times

Progress reports **viewed** 140 times

Blog posts

and 1 mention from Musings from the Mezzanine to an audience of 500,000 1,000+

Comments with ideas for improving the public site and PRS from an RFI in 2020 and comments received from an expert review

Working Group

meetings to provide expert user input to the design and development process



Poll Question 2

What's your preferred method for staying informed about the modernization effort?

- Social media (Facebook, Twitter, LinkedIn)
- Webinars
- Webpage postings
- Blog posts
- Office hours
- Training sessions
- e-Bulletins/newsletter (e.g., Hot Off the PRS!)
- Meetings like this



Next Steps

- **NLM** will:
 - Announce when the meeting recording and slides are available in Hot Off the PRS!
 - Announce when the protocol registration data-entry forms are available in the PRS Beta production site
 - Announce when ClinicalTrials.gov Beta becomes the primary public website
- Attendees will continue to provide their feedback on our modernized website and PRS!



Thank You!



About the modernization effort

https://clinicaltrials.gov/ct2/aboutsite/modernization



Stay up to date with the Hot Off the PRS! e-bulletin

https://bit.ly/33qcZBb



Contact us

register@clinicaltrials.gov

