



It's imperative to be intuitive

How to lower the threshold for access to samples

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A strategic umbrella project

- Started in 2020 – finished mid 2021
- Two national project managers and a project team
 - Diverse professional and geographical representation
- Purpose?
 - Improve Biobank Sweden's processes and services and make the application process more intuitive
 - To answer needs and wishes from researchers

A strategic umbrella project

- Impact goals
 - Higher client satisfaction
 - Reduced number of support requests
 - More efficient internal administration

Engaging biobanks all
over Sweden

Primary targets:

1. Improve applications
2. Improve application
processes

Results from the project

- Many deliverables - from new services to improved processes, e.g.
 - A nationally approved recommended processing time for biobank applications
 - Harmonized work instructions for advisory services
 - A Research Guide on the web page for Biobank Sweden
 - A working group for document harmonization and optimization

Up to 10 days – newly collected samples

Up to 30 days for existing samples

Results from the project

- A working group for education
 - An updated e-course on the Swedish biobank legislation based on user feedback
 - New short e-courses for different target groups



Lessons learned

- Appreciated initiative (internally and externally)
- Increasing intuitivity needs to be a long term goal
- Difficult to measure impact; we need more and better KPIs and actions will not always have immediate results
- Communication and education is crucial
- Researchers are a heterogeneous group and we need to adapt to their variable needs

Sustainability perspectives

- Education, external communication and visibility
 - E-learning, educational material available for different target groups
 - Web page
 - Communication with other authorities, e.g. Ethical Review Authority
- Project is based on the clients/researchers needs - user perspective
- Intuitive application and application process - resources can be used in other ways
 - Checklists for reviewing applications + internal communication

Thank you!

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