Program for the Protection of Human Subjects

The Human Research Protection Program at the Icahn School of Medicine at Mount Sinai is a comprehensive system to ensure the protection of the rights and welfare of subjects in human research.

The Program for the Protection of Human Subjects (PPHS) is a key component of ISMMS' efforts to ensure human subject protections.

It supports our researchers in assuring the ethical conduct of research and compliance with federal, state, and institutional regulations, and provides a professional office staff to assist both investigators, participants, and five Institutional Review Boards (IRBs).

In addition, the overall Human Research Protection Program at ISMMS includes additional organizational, administrative, and investigator components, and is based on all individuals fulfilling their roles and responsibilities. Essential aspects of the overall mission of human subjects protection are provided by the organized interaction of the PPHS with the Financial Conflict of Interest Committee, the Clinical Trial Office, the Office of Research Compliance, the Biosafety Program, and the Radiation Safety Committee.

Our Human Research Protection Plan describes Mount Sinai's plan to comply with ethical and legal requirements for the conduct and oversight of human research.

My role as an Application Support Analyst was to assist in continuing providing high-value customer service to the Application Support team, by; increasing customer support satisfaction and decreasing customer waiting time

provides value added support to our current customer base, is responsible for providing exceptional customer experience and support of all MedAllies' Health Information Technology (HIT) applications. This position provides value added support and an exceptional customer experience to staff of MedAllies,

As an EHR Application Support Analyst, I took part on lowering the ticket queue closing daily count from 1000 tickets to about 100 on an average week and assisted with new installs for new customers and upgrades to current customers. Also took part on A/B testing and worked closely with inhouse developers for future software upgrades providing feedback on performance and bugs, resulting on faster updated versions released.