

Q&A Coffee Sessions

with EDGE super users



Super User Q&A: March 2025

“EDGE is my single source of truth for managing the portfolio of the Human Health Research Services Platform. At its most basic level, it serves as a controlled, well-organized registry of studies under my purview, providing me with good oversight of our portfolio’s growth and governance.” – Katie Borroz, Clinical Research Services Manager, University of Auckland, New Zealand



USER PROFILE

Name: Katie Borroz
Organisation: University of Auckland
Job Title: Clinical Research Services Manager
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EDGE user since: 2021

01

Hi Katie, lets kick things off with the first question, how and why did you move into your current role within clinical research?

I had been working remotely in New Zealand (before COVID and before it was common) for a consortium of research projects in the US when COVID hit. I was doing that alongside some grant writing during lockdown, but the funding was drying up. I was reflecting on “what’s next” when I received a call from a recruiter at the University of Auckland about a newly created position that required extensive knowledge of the

research life cycle. The timing and role description were serendipitous.

02

What does your role as Clinical Research Services Manager at Liggins Institute, Auckland, New Zealand, entail on a typical day?

Some days, I meet with so many people that I feel like I haven’t “done” anything. But other times, I get to create and implement things that feel more tangible. In a nutshell, I am responsible for facilitating the availability of research services for human health research projects. This includes allocating resources and personnel, as well as the strategic development of the Human Health Research Services Platform to ensure it grows and aligns with the University’s research goals and the needs of its researchers.

03

How does the patient and research landscape currently look at your site/organisation?

The Human Health Research Services Platform is hosted by the

Liggins Institute (as research infrastructure needs a base), but it operates as a University-wide platform. We offer a wide range of research support services, including data management, statistics, health economics, clinical research coordination, nursing, follow-up assessments, and EDGE access for any researcher who needs it. We operate on a cost-recovery basis to maintain accessibility and affordability, particularly for early-career researchers. With limited funding in New Zealand, we have to be flexible, compassionate, and clever in how we deliver our services. We manage hundreds of participants across dozens of studies, mainly in New Zealand and Australia.

04

You’ve been using EDGE for over 4 years. How do you utilise EDGE in your daily role?

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serves as a controlled, well-organized registry of studies under my purview, providing me with good oversight of our portfolio's growth and governance. I don't use EDGE daily for participant management, but I know that when I log in, it will have all the information I need. My staff and partners, who use it regularly, appreciate its flexibility and customizability.

05

As a Clinical Research Services Manager, what is your favourite functionality to use in EDGE, and why?

As I mentioned earlier, EDGE is perfect for managing a wide array of projects. It can be as simple or as detailed as the user requires, providing a flexible tool for project management. It's available for researchers or project managers to dive deeper into the platform if needed.

06

You are officially confirmed to speak at the upcoming EDGE Conference in June, in celebration of 25 years of EDGE! Could you provide a sneak peek into your topic? What can delegates expect from your talk?

I presented last year on the history of clinical research in New Zealand and how EDGE is playing a role in the evolving clinical trials landscape. This year, I hope to provide updates on our progress in implementing EDGE more widely across New Zealand.

07

What is your favourite thing about attending the EDGE Conference?

I enjoy meeting people at various stages of using EDGE, learning their tips, tricks, and what works (or doesn't work) for them. It's been great to meet people from other countries working on building platforms and research infrastructure. There's no one-size-fits-all solution, but we can

learn from others and adapt what works for us.

08

What is one quick and simple magic EDGE hint/trick that you've discovered to assist you in your clinical research services?

For me, it's about having visibility on what researchers are doing and where. EDGE acts as a single source of truth, which is invaluable for keeping track of everything.

09

What are your/site's plans for using and developing EDGE over the next 6-12 months?

We're currently in a holding pattern. Our partnerships, especially with the health system, are critical. We're evaluating the potential for wider adoption of EDGE within the health system, which could shape how we expand our use and adoption as an academic research organization.

10

What is your "bigger picture?" That is, what do you find most fulfilling about your job?

My bigger picture is that research doesn't happen in a vacuum. It requires a lot of people doing many different things - some of which are not glamorous - in order to move science forward. I find fulfilment in remembering that everyone plays a role, and when those roles come together, they contribute to the larger goal of improving health and well-being.

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One clinical research superpower that you wish you possessed:

I'm a logistics guru - it's just how my brain works. I'm really good at managing large amounts of information and thinking strategically about it. It also means I'm excellent at planning complex holidays!

12

One thing that inspires you:

My son. I never set out to become a parent, so it's wild to me. He's amazing - watching how his brain works (or doesn't sometimes) and how pure and unbothered he is. I try to take that on board.

13

One thing that people might not know about you:

I grew up in the United States, but I have never been to Disneyland.

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