WEB-BASED RSC: MANAGING THE NIGHTMARES USING A UNIQUE TRACKING SYSTEM

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RSC @ JMC FACTS

Approximately 50 separate RSC certified – 50/50 split between directly and jointly sponsored

Decentralized administration

Annual application to document Essentials
- Global needs and objectives
- Evaluation based on global approach
- Electronic submission of participant data

In 1999, computer aided tracking was implemented to track RSC processing and compliance.

In 2003, electronic certificate/transcript retrieval was implemented, accessible from CME Homepage.

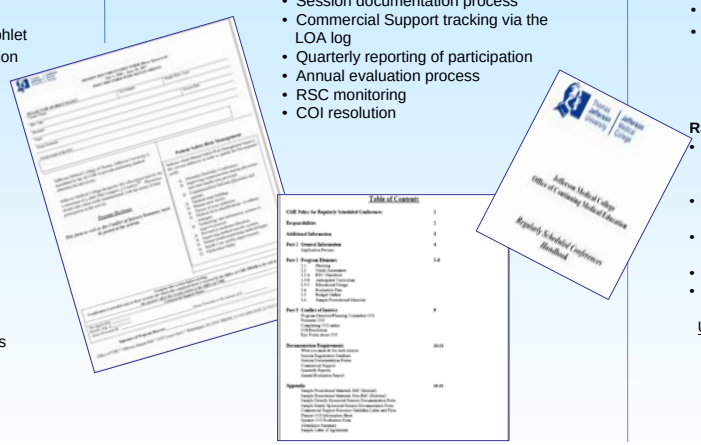
Web-based communications seen as a way to enhance service and administration

Pre-ACCME RSC Policy @ JMC

Administration
- Written policy/procedures pamphlet
- Paper based forms/data collection
- Quarterly or annual reports
  - sessions held
  - attendance
- Annual Evaluation
- Minimal user fees ($0 -$100)

Monitoring
- Peopleware® based tracking of compliance

Challenges in the process
- Disclosure process
- Documentation paper-chase
- Timeliness of awarding credits
- Availability of participant records
- Quality of evaluation



ACCME RSC Policy Published

Impact of ACCME RSC Policy

Processes restructured
- Documentation collected on paper and electronically
- Session documentation form (SDF) introduced
  - Addresses disclosure, required information
  - Required in-service for training
  - Dedicated person handles all RSC
  - Created need for increased interactions with users
  - Website repository for forms

Issues
- Retraining from the "old ways"
- Increased costs in administration

Higher fees
- Ranging from $825 - $2500 depending on relationship and frequency

Elements of JMC RSC Process

- ***NEW 2006 - Online RSC Application***
- RSC Handbook updated annually
- Annual planning and certification
- Annual in-service
- Session documentation process
- Commercial Support tracking via the LOA log
- Quarterly reporting of participation
- Annual evaluation process
- RSC monitoring
- COI resolution

New SCS Published

Major COI Nightmares for RSC

What needs to be done

- Review all RSC presenter COI AHEAD OF TIME
  - *1200-1500 presenters annually*
- Resolve any COI for RSC AHEAD OF TIME
- Document compliance actions

How do we make it happen?

Online is the only way to go!
- Design and implement web-based platform for management
  - *Must be easy and efficient*
  - *Must be user- friendly*
  - *Must be staff-friendly*
  - *Revise processes, forms, policies*
  - *Integrate with existing databases*

- Obtain CME Committee and University Leadership Support
- Revise handbook
- Train Staff
- Train end users
- New in-service sessions
- Learn by doing and listening to feedback
- Enhance as we go

What's evolved?

The Session Registration Database (SRD)

RSC sessions are managed through SRD
- Required Web-based Session Registry
  - All RSC assigned code from online RSC application
  - End User enters session date, speaker name + Web ID
- End user or Presenter submits COI information via web-based COI database
- COI process includes electronic scoring; score determines resolution actions needed
- SRD used to record COI resolution actions needed and taken
- Recent changes based on experience and feedback include

User enhancements
- Process more transparent to users so they can track progress through COI process
- *COI data automatically updates in SRD when COI has been completed by speaker (S appears)*
- User receives email reminders at various points through the COI process, as needed

Administrative enhancements
- System generates automatic reminders to users
- Link established between the RSD and the COI databases
- Move away from paper input to electronic input

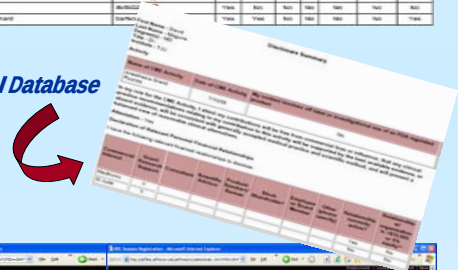
Managing the Nightmares

Managing the Nightmares

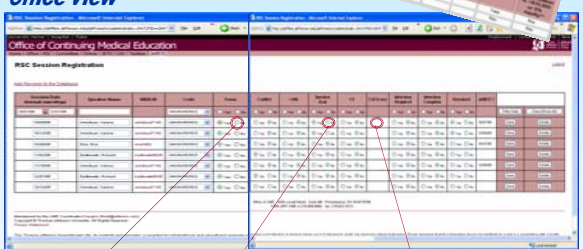
JMC's Session Registration Database

RSC Registry User View

S Links to COI Database



Office View



Automatic email reminder to user to obtain COI info

Automatic email reminder to program director to conduct COI evaluation

Automatic email to CME if score is above threshold and COI resolution is required

What are we planning for the next RSC cycle ?

- Increased use of web-based intake of data
  - Move SDF to electronic submission
- Annual update to the RSC Handbook
- Tighter linking between RSD and COI database
- Automatic uploading of presenters' credits
- Ongoing training of users as processes evolve

For more information go to:
http://jeffline.jefferson.edu/jeffcme/rsc/