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

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

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
- Repeated 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
  - System generates electronic reminder to users
- 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/