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 inservice sessions
Learn by doing and listening to feedback
Enhance as we go

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"
Ranging from $500 - $2000 depending on relationship and frequency

Elements of JMC RSC Process
• New RSC Handbook developed
• Annual planning and certification
• Annual in-service
  • Session documentation process
  • COI resolution (initiated in July 2005)
  • Commercial Support tracking via the LOA
  • Quarterly reporting of participation
  • Annual evaluation process
  • RSC monitoring

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?
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The Session Registration Database (SRD)
RSC sessions are managed through SRD
Required Web-based Session Registry
All RSC assigned code
End User enters session date, speaker name using this code
End users submit COI information
initially on paper, now via web-based COI database
CME reviews COI and determines resolution actions needed
RSD used to record actions needed and taken
Recent changes based on experience and feedback include
User enhancements
Process more transparent to users
they can track progress through COI process
Email reminders at various points through the COI process, as needed
Administrative enhancements
System adjusted to generate automatic reminders to users
Link established between the RSD and the COI databases
Move away from paper input to electronic input

Pre-ACCME RSC Policy
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

What are we planning for the next RSC cycle ?
Revisions to the RSC Handbook underway
Tighter linking between RSD and COI database
Increased use of web-based intake of data
Ongoing training of users as processes evolve
Ongoing learning from experience to enhance process and compliance