# COI/CME Presentation Review Process

Version 1.10

*April 2024*

FOR PROFESSIONAL USE ONLY

# Table of Contents

## Summary of Document Changes

| Date | Modifications | Document Version |
|---|---|---|
| 11/11/2022 | Baseline document | 1 |
| 11/16/2022 | Added text on page 11: Notification mail template to presenter for a new presentation media item uploaded | 1.1 |
| 11/16/2022 | Updated image on page 11 for Notification mail template to presenter | 1.1 |
| 11/16/2022 | Added text on page 13: (Specific for CRF and EMMA) Any presentation that comes in from EMMA that is not a CME presentation will have the CME status set to “Not applicable” | 1.1 |
| 11/16/2022 | Updated image on page 13 for the Not applicable CME status | 1.1 |
| 11/17/2022 | Status “Approved with Changes” requires a comment by the CME Reviewer | 1.2 |
| 11/30/2022 | Added additional context for colors. Updated CME Notification mail template example setup image. | 1.3 |
| 12/13/2022 | Removing CRF identifiers | 1.4 |
| 12/16/2022 | Addition of Conflict of Interest (COI) terminology (no functionality changes) | 1.5 |
| 12/1/2023 | Added Portal CME Review Settings tab. Added configuring CME Review presentations and reporting updates | 1.6 |
| 12/8/2023 | Added optional CME Review Forms | 1.7 |
| 12/20/2023 | Updated CME Reviewer Portal actions. Deleting a presentation now moves status to Previously Approved. Updated pagination in CME Review listing in Portal | 1.8 |
| 1/17/2024 | Added “Qualified for CME” status to workflow | 1.9 |
| 4/8/2024 | Added the optional configuring section, “Assign CME Reviewers in Bulk by Session Type” | 1.10 |

## Function Summary

ACCME & ECME-accredited meetings are obligated to deliver educational and scientific content free from commercial bias and conflicts of interest. Organizers maintain compliance with ACCME and ECME guidelines by mitigating the impact of financial and organizational conflicts of interest that Speakers may have and by providing various levels of review for presentation materials. CTI’s CME Presentation Review functionality addresses the presentation review aspect of compliance.

cOASIS supports a COI / CME Reviewer role to access the content, provides workflow tools to allow presentations to be assigned to the COI / CME Reviewer role, grants permissions for that role to access Speaker (Presenter) content from the upload Portal, offers a mechanism to allow COI / CME Reviewers to classify Speaker content as compliant or not compliant with the guidelines, provides mechanisms to notify Speakers of a non-compliant classification, gives Speakers the ability to mitigate non-compliant content, notifies COI / CME Reviewers of such mitigation so that the content may be reviewed again, and allows an optional CME form assignment per CME Reviewer. This COI / CME Reviewer workflow may take place outside of the meeting’s Speaker Ready Room in the weeks and days leading up to the meeting and may also be accomplished on a Speaker Ready Room computer to open at the meeting. Reporting is available to meeting organizers and other users of the cAdmin module via the Presentation dashboard, Presentation details page, and the Report Builder, including advanced search functions to allow detection of presentations that have not passed COI / CME Review.

## Personas

Three personas are involved in the CME Presentation Review function: the Meeting Organizer, who configures workflow elements and assigns presentations to the CME Reviewer; the CME Reviewer, who reviews the presentations; and the Speaker, who uploads the presentation.

### Meeting Organizer Persona

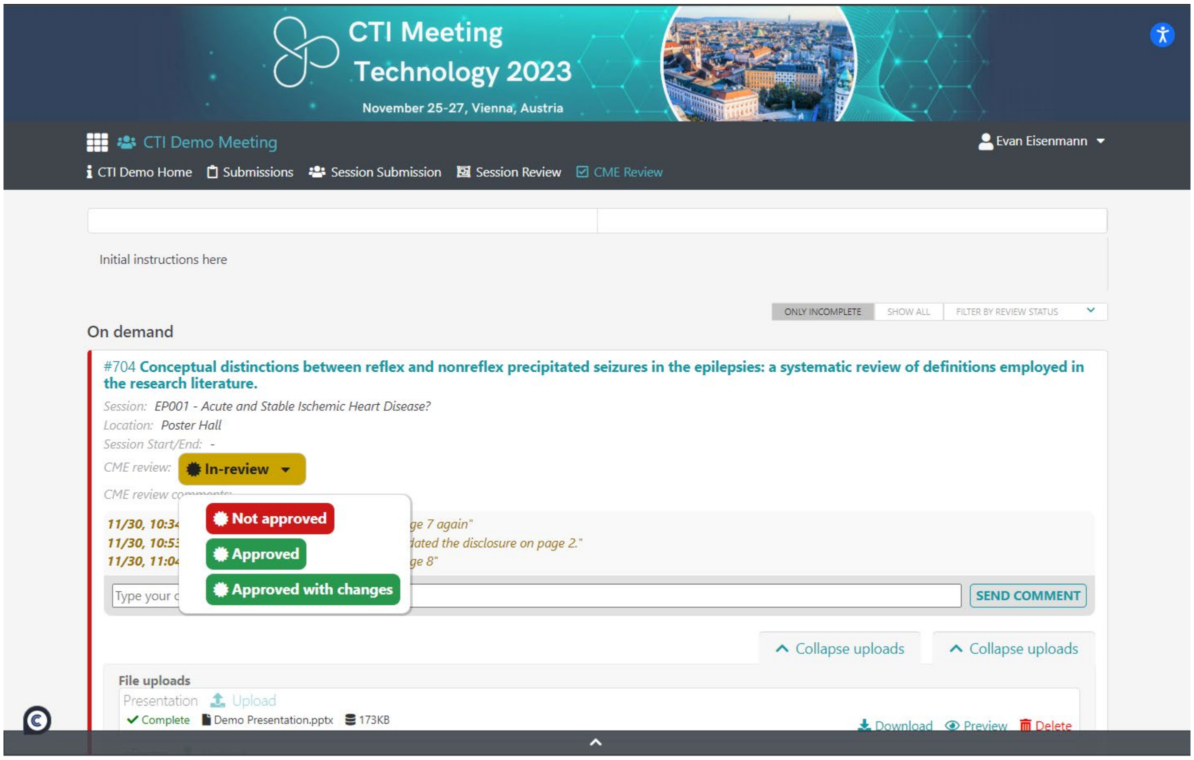
Meeting Organizers use an administrator account to access cAdmin, where they configure the workflow process, set up cPortal, and define reports they will use before and during the meeting. The meeting organizers will need to determine which sessions will be subject to the COI / CME Review functionality. Sessions can be designated as CME sessions by using the Session Types, Category, or the session extra data field to make the CME sessions quickly searchable via advanced search on the sessions and presentations dashboards.

The Meeting Organizer is responsible for:

- Setting up the Activity Type(s) that will hold Presentations to be reviewed for CME compliance
- Adding CME Reviewers as a role and assigning People to be CME Reviewers
- Setting up the campaign mail template for campaigns to invite the assigned People to be CME Reviewers
- Assigning Sessions from the Sessions dashboard to the individual CME Reviewers
- Configuring CME Review Forms (optional)
- Configuring the status to “Review Required” in the Presentation dashboard
- Setting up Portal Settings, including the email messaging to be sent to Presenters and CME Reviewers when the CME Review status of a presentation changes
- Reviewing CME Review Statuses in the Presentation dashboard
- Managing cAdmin CME Review Status changes in the Presentation details
- Running CME Review Status reports from the Presentations dashboard and/or Report Builder
- Running CME Form reports (optional)
- Verifying the Configuration Checklist
- Verifying the Operational Checklist

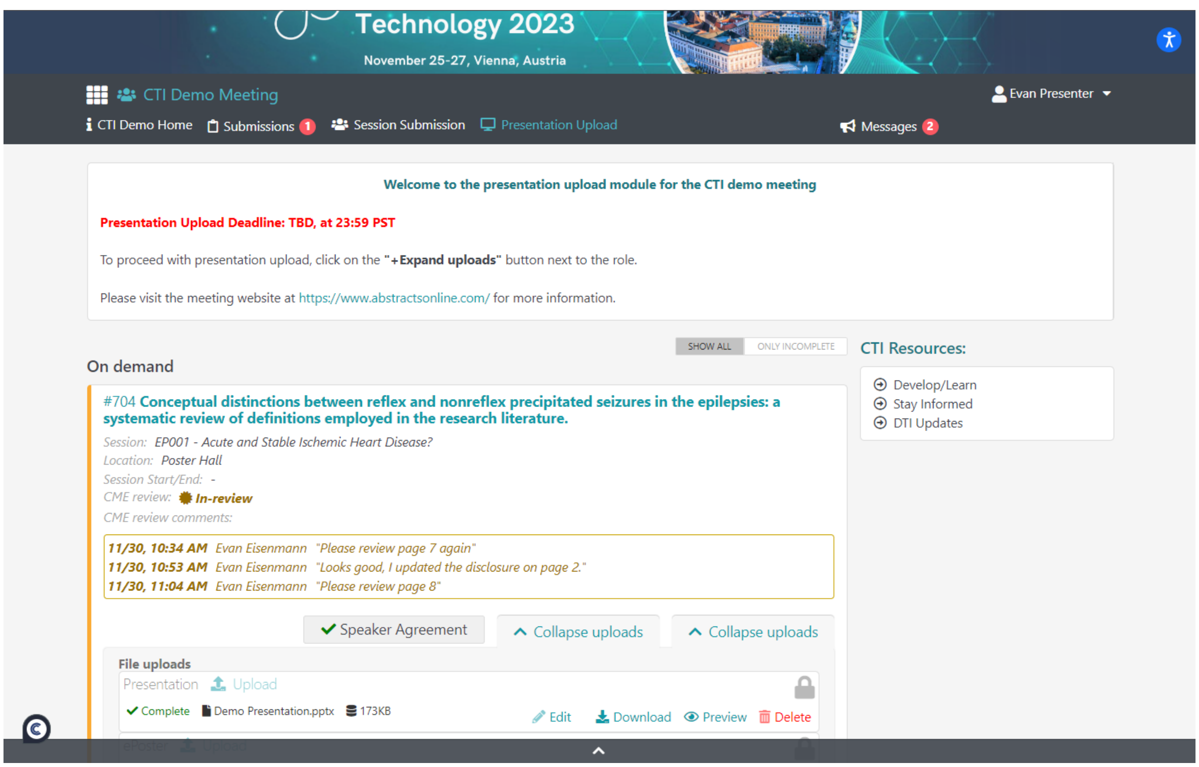
### COI / CME Reviewer Persona

The COI / CME Reviewer (e.g., Evan Eisenmann) is the CME expert responsible for checking for commercial bias, compliance, and conflicts of interest. The COI / CME Reviewer is notified via email of a speaker’s presentation upload and will log into the Portal to review presentations, change review statuses, and optionally add comments. Below is a Portal screenshot of a COI / CME Reviewer viewing details of presentations they have been assigned. Optionally, the COI / CME Reviewer may be assigned a CME Form they must complete before conducting the CME review.




## Presenter Persona

The Presenter (e.g., Evan Presenter), designated for the virtual or on-site session, uses the Portal to upload presentation files after receiving acceptance notification for the meeting. Upon uploading, the Presenter awaits notification from the reviewer regarding compliance with CME guidelines.



# Workflow Details

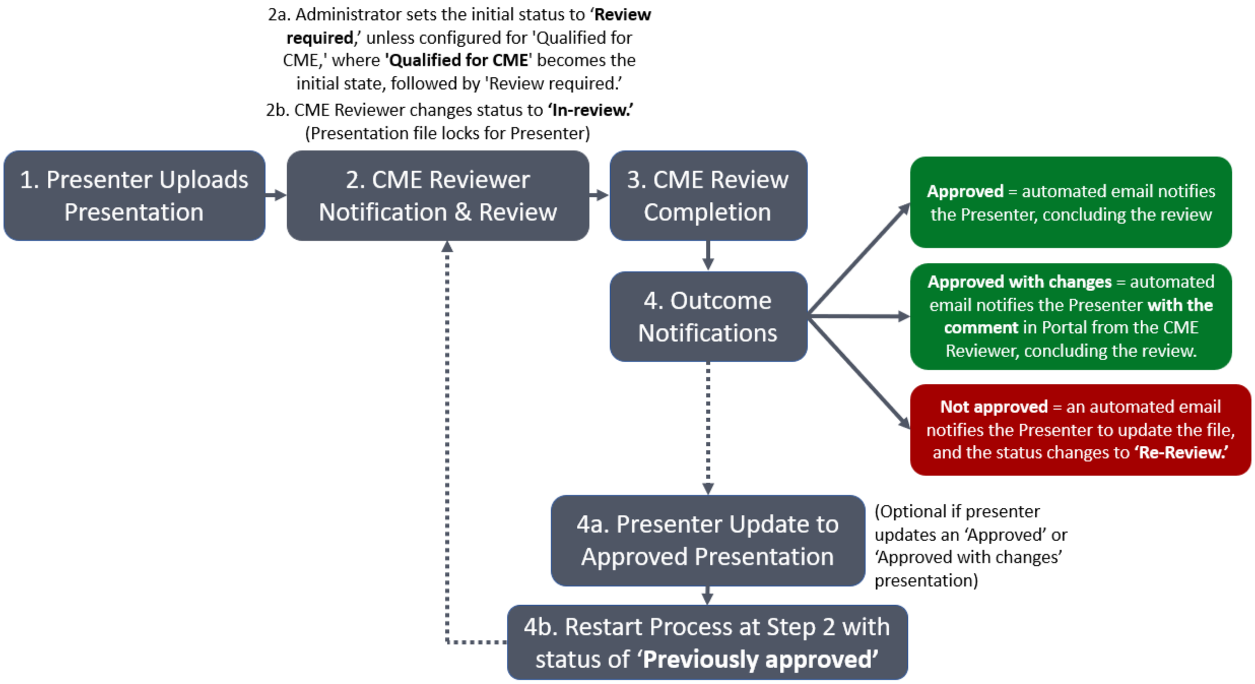
## Complete Workflow

1. **Presenter Uploads Presentation:**
   - Presenter logs into the Portal and uploads the presentation.
2. **CME Reviewer Notification and Review:**
   - CME Reviewer receives an email about the uploaded presentation.
   - CME Reviewer logs in, may complete an optional form, and changes CME status to "Qualified for CME" (ONLY if the previous step was "Qualified for CME," otherwise, the initial status is "Review Required").
   - CME Reviewer then locks the file by changing the status to “In-review,” preventing further updates by the presenter.
3. **CME Review Completion:**
   - CME Reviewer updates status to "Approved," "Approved with changes," or "Not approved."
4. **Outcome Notifications:**
   - If "Approved," an automated email notifies the Presenter, concluding the review.
   - If "Approved with changes," an automated email notifies the Presenter with the comment in Portal from the CME Reviewer, concluding the review.
   - If "Not approved," an automated email notifies the Presenter to update the presentation, and the status changes to "Re-Review."

   **(Optional)**

   **4a. Presenter Update to Approved Presentation:**
   - Presenter may delete and upload a new file.
   - CME status changes to "Previously Approved," notifying the CME Reviewer.

   **4b. Restart Process:**
   - The CME Review workflow restarts from step 2.



## Color Status Workflow Details

A universal feature in the Portal is the left bar color that signifies role-specific actions for all uploaded presentations. This applies to both presenters and Session Editors/Reviewers accessing presentations. Hovering over the left bar color next to a presentation reveals the specific action required based on the user's persona. For instance, a presenter hovering over a red bar receives a popup: "You need to upload a file." Conversely, a reviewer would see a red bar with a popup: "You need to review this presentation and update the CME review status." These messages are customizable for each role in every meeting. Throughout the CME review process, the presentation's left bar color indicates the necessary action for either the presenter or CME reviewer. The color hierarchy key in the upper right-hand corner below summarizes the color statuses:

- Gray – No action is needed
- Green – All actions completed
- Yellow – Another role needs to take action
- Red – You need to take action

| | | | | |
|---|---|---|---|---|
| **CME workflow** | | | | |
| | **Presenter view** | Not complete | <ignore CME status> | Red |
| | | Complete | Review required | Yellow |
| | | | In review | Yellow |
| | | | Approved | Green |
| | | | Approved with changes | Green |
| | | | Not approved | Red |
| | | | Re review | Yellow |
| | | | Previously approved | Yellow |
| | | <No uploads required> | Not applicable | Gray |
| | | | | |
| | **Reviewer view** | Not complete | <ignore CME status> | Yellow |
| | | Complete | Review required | Red |
| | | | In review | Red |
| | | | Approved | Green |
| | | | Approved with changes | Green |
| | | | Not approved | Yellow |
| | | | Re review | Red |
| | | | Previously approved | Red |
| | | <No uploads required> | Not applicable | Gray |

The left bar color in the presentation may differ from the CME Review Status and comment text color. For instance, in the Reviewer view, red "Not approved" text pairs with a yellow left bar, indicating the presenter needs to resubmit the CME presentation.

In the **Non-CME workflow**, red signals the presenter needs to upload, green indicates completion, and gray signifies no action required.

In the **CME workflow**, both the presenter and CME reviewer see distinct left bar colors at various stages. After the initial upload, the presenter awaiting review sees yellow for "Review required" or "In review," while the CME reviewer sees red, signifying a need for review. If "Approved" or "Approved with changes," the border turns green for both. For "Not approved," the CME reviewer sees yellow, and the presenter sees red, prompting resubmission.

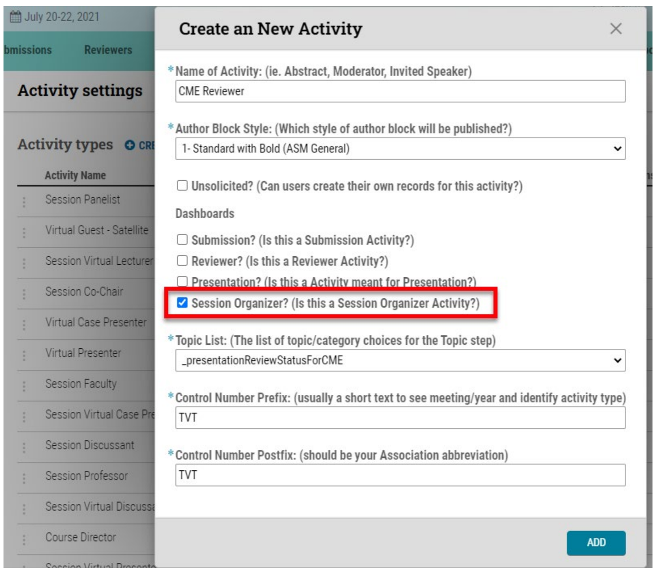
Associations can provide custom instructions on the Portal page to guide users through the color-coded process.

## Configuring the COI / CME Reviewer Functionality

The meeting organizer is responsible for assigning presentations that require CME review to CME Reviewers and, therefore, needs to identify which sessions are designated as CME sessions. Giving careful consideration during the meeting configuration on how to identify CME sessions will simplify the process of assigning presentations to CME Reviewers. Sessions can be designated as having CME presentations in several ways, including the use of cOASIS classifications by Session Type, Category, or Session Extra Data fields (SED). This allows for CME sessions to be quickly searchable via advanced search on the sessions and presentations dashboards.

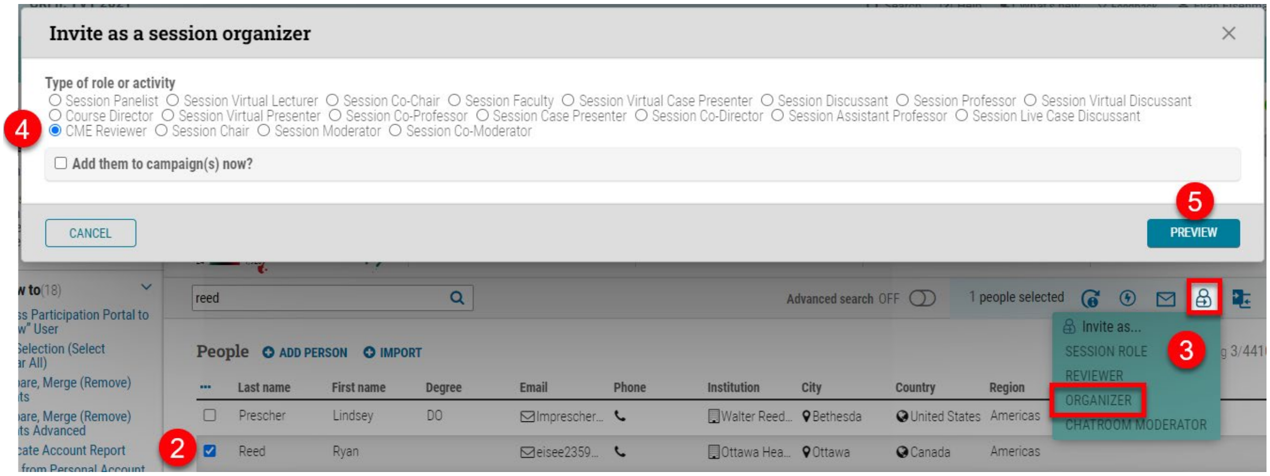
## Setting up the Activity Type(s) that will hold Presentations to be reviewed for CME compliance

1. Create a new activity under Settings -> Meeting set-up -> Collection activities & roles
2. Click “Create a New Activity”
3. Name the activity, choose an Author Block Style, and check “Session Organizer.” Fill out the rest of the activity information
4. Click “ADD”




## Adding CME Reviewers as a role and assigning People to be CME Reviewers

1. Go to the People dashboard and search for the person (e.g., CME Reviewer Ryan Reed)
2. Select the person(s), click the bulk action “Assign”
3. Select “Organizer” from the dropdown
4. Click “CME Reviewer”
5. Select “Preview” and “Continue”



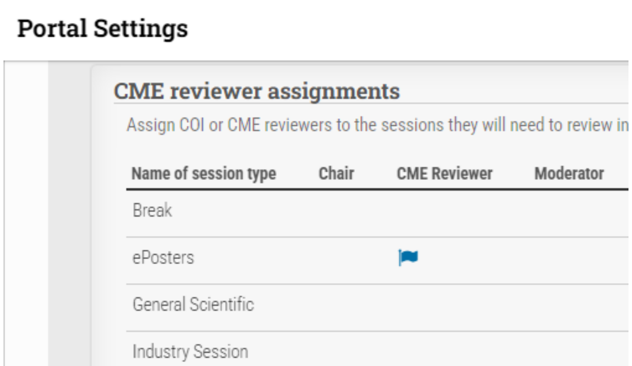

## Setting up the campaign mail templates to invite the assigned People to be CME Reviewers

A client may want to send a campaign to CME Reviewers that they should be ready for new CME presentation reviews. We have a Trainual course, Campaigns, and How-to's on the left under the Campaigns tab for setting up campaigns.

## Assign CME Reviewers in Bulk by Session Type

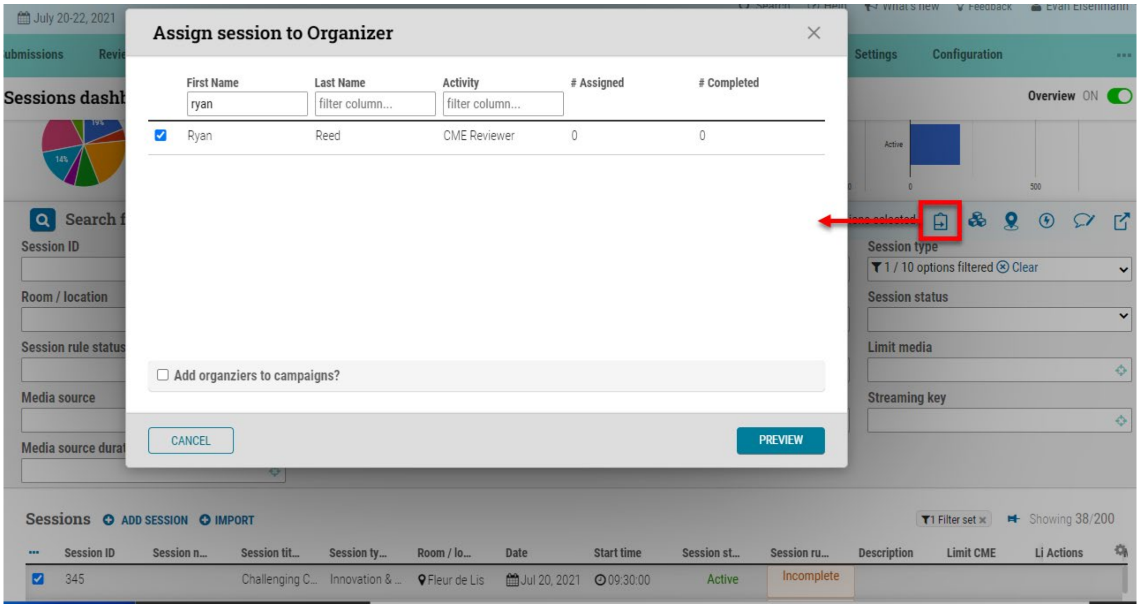
Streamline the process by assigning CME Reviewers based on session type for efficiency, or opt to assign each session individually in the following section. If bulk assignment is preferred:

1. Navigate to cAdmin > Settings > Workflow applications > cPortal > CME Review
2. Under 'CME reviewer assignments,' choose the flag matching the session type (e.g., select the flag for CME Reviewer – ePosters)



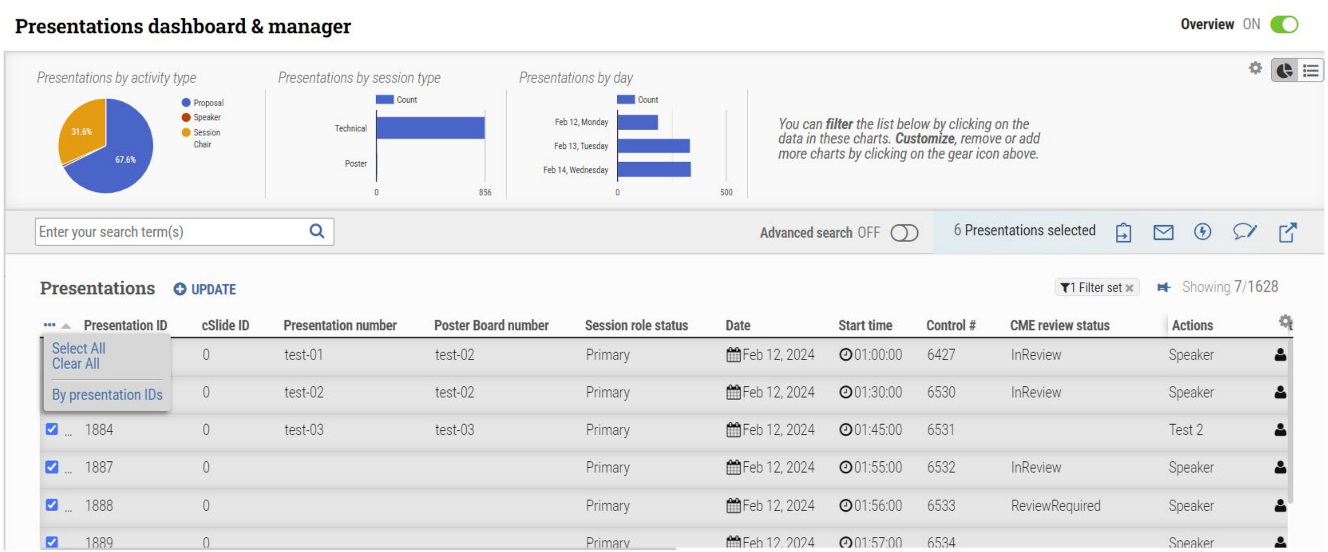

## Assigning Sessions from the Sessions dashboard to Individual CME Reviewers

1. Use advanced search functionality to search for CME sessions by either session type, category, or extra session field
2. Assign those sessions to the CME Reviewer. Filter by CME sessions, select the sessions, and click the assign icon shown below
3. Search for the CME Reviewer (e.g., Ryan Reed) and assign

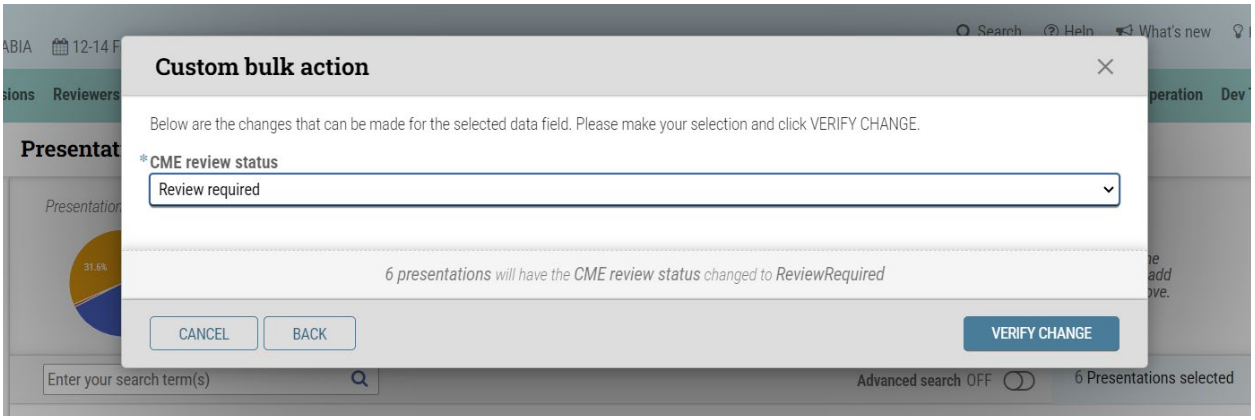


## Configuring the status to “Review Required” in the Presentation dashboard

1. Use advanced search functionality to search for CME sessions or presentations by either Session type, Session title, Category, Room, Date, Presentation Id, Control #, or extra session field
2. After applying filters, use the "Select all" button to choose all presentations on the list. Click the lightning bolt icon labeled "Change data" and select "CME review status."



3. Change the blank CME review status to “Review Required.” Click on Verify Change.




## Configuring CME Review Forms (Optional)

CME Review Forms are an optional component of the CME Presentation Review process. Reviewers initiate the process by selecting the customizable Review Form button on the Portal before updating the CME Review status. The CME Review Form is both customizable and editable via the cAdmin dashboard, enabling CME administrator staff to manage questions and answers.

It is designed as a singular form attached to all presentations flagged as CME, promoting standardized questions applicable to all presentations assigned by the session type and activity type (flagged as “Is Presentation”). Importantly, caution is advised against altering form fields after reviewer submissions have begun, emphasizing the importance of completing the form before the Portal opens to ensure data integrity and consistency across reports.

To configure CME Review Forms (Optional), follow these steps:

1. Navigate to Forms > CME Review Forms.
2. Click on "ADD NEW FORM."
3. Complete the "Name" (internal) and "Display Name" (Portal button name) fields.
4. Assign the CME Review Form to all session types and activity types (flagged as “Is Presentation”) under Settings -> Workflow applications -> cPortal -> CME Review. Scroll to the bottom and find

"CME review forms assignments."

**Portal Settings**

**CME review forms assignments**

Assign presentations to the forms on the Portal that the assigned reviewers will need to complete.

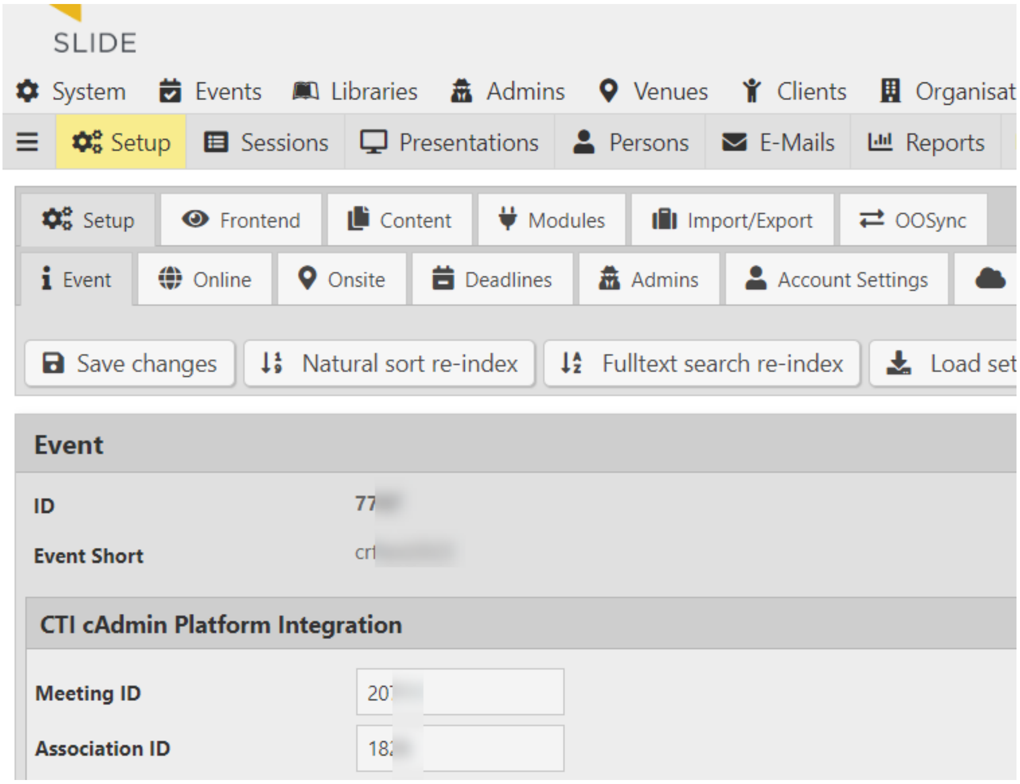
| Name of session type | Invited Speaker | Late-Breaking Abstract | Regular Abstract | Video Abstract | Young Investigator Award Application |
|---|---|---|---|---|---|
| Break | Speaker Agreement | | Speaker Agreement | | |
| ePosters | Speaker Agreement | | Speaker Agreement | | |
| General Scientific | Speaker Agreement | | Speaker Agreement | | |
| Industry Session | Speaker Agreement | | Speaker Agreement | | |
| Panel | Speaker Agreement | | Speaker Agreement | | |
| Plenary | Speaker Agreement | | Speaker Agreement | | |
| Podium Session | Speaker Agreement | | Speaker Agreement | | |
| Poster | Speaker Agreement | | Speaker Agreement | | |
| Scientific Session | Speaker Agreement | | Speaker Agreement | | |

5. Utilize the "How-to's" under "Forms -> Pre/Post team forms" on the left side of the page for form setup guidance.
6. Exercise caution against altering form fields after Portal CME Reviewer submissions begin, emphasizing the importance of completing the form before the Portal opens to ensure data integrity and consistency across reports.

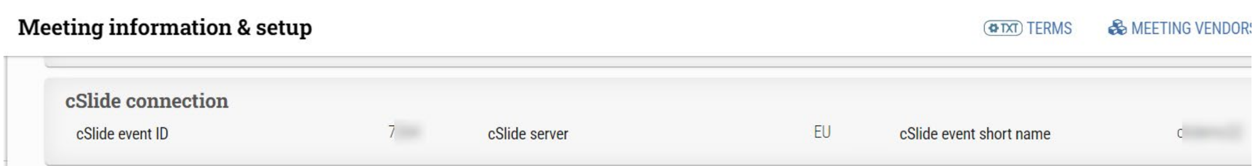
## Configuring a cSlide Connection (Only necessary if using Forms)

Configuring the cSlide connection to cAdmin is required to complete the setup process of forms on the Portal. To configure the cSlide connection to cAdmin, an administrator must:

1. Have already created or create a new cSlide event.
2. Go to cSlide -> either create a new event and then navigate to Setup -> Event. Leave this window open and proceed to step 3 in a new window.




3. Go to cAdmin -> Settings -> Meeting information -> Overview. Then, fill in the cSlide event ID, cSlide server (EU or US), and cSlide event short name from the other window.

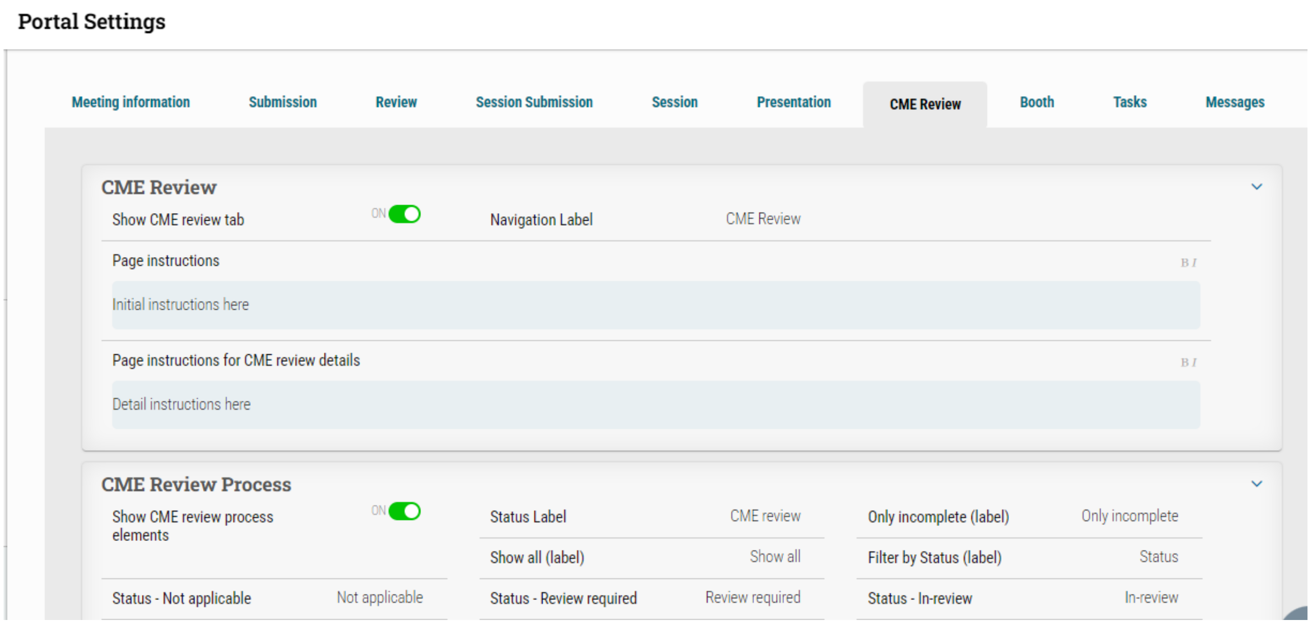



## CME Presentations Review Setup in Portal Settings

Go to Settings > Workflow applications > cPortal > click the CME Review tab

The following need to be **ON:**

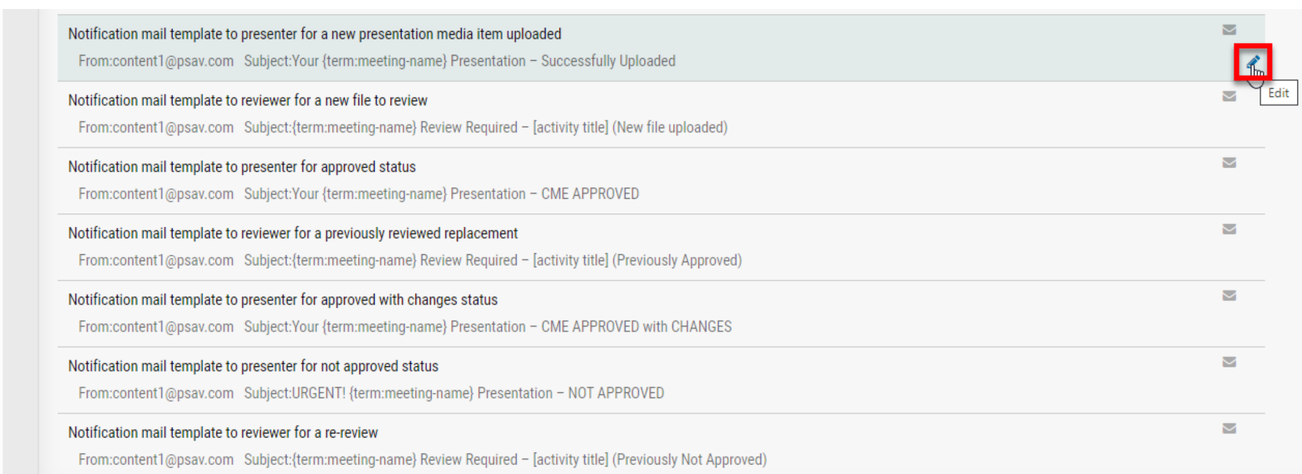
- **Show CME review tab**
- **Show session tab**
- **Show CME review process elements**




Leave the status terms as default, or change them if you prefer.

- Status Terms are used on the Portal for both the reviewer and presenter to change and view

Click “Edit” to update the following email notifications for different Portal status actions taken:

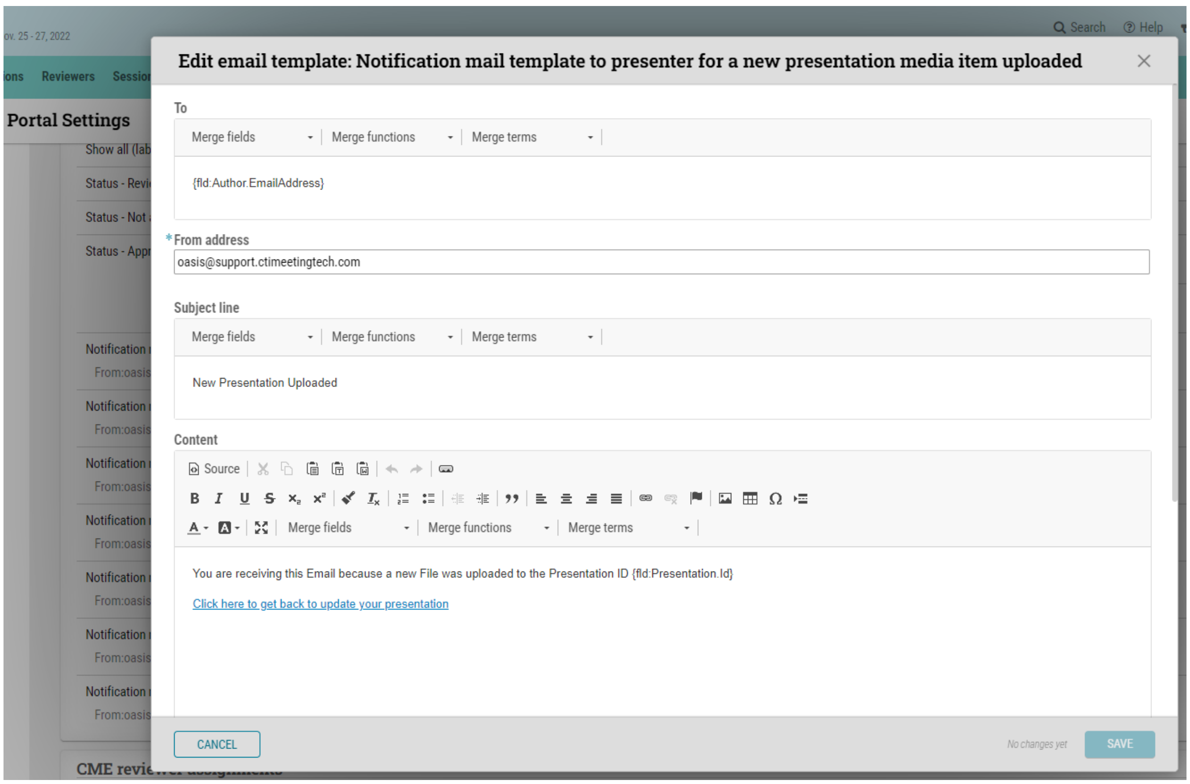



- **Notification mail template to presenter for a new presentation media item uploaded:** Sends a confirmation email to the presenter when they have uploaded a new presentation media item
- **Notification mail template to reviewer for a new file to review:** Sends an email to the reviewer when the presenter uploads a new file
- **Notification mail template to presenter for approved status:** Sends an email to the presenter about their approval status
- **Notification mail template to reviewer for a previously reviewed replacement:** Sends an email to the reviewer that a file has been updated
- **Notification mail template to presenter for approved with changes status:** Sends an email to the presenter that their presentation was approved with changes

- **Notification mail template to presenter for not approved status:** Sends an email to the presenter that their presentation is not approved
- **Notification mail template to reviewer for a re-review:** Sends an email to the reviewer that they need to re-review a presentation

## CME Notification mail template example setup (email templates)

1. Click the "Edit" icon of the notification email you wish to customize.
2. Use the Merge field "{fld:Person.EmailAddress}" for Reviewers and "{fld:Author.EmailAddress}" for Presenters in the "To" field. Note that both may be “Person” depending on the meeting’s data.

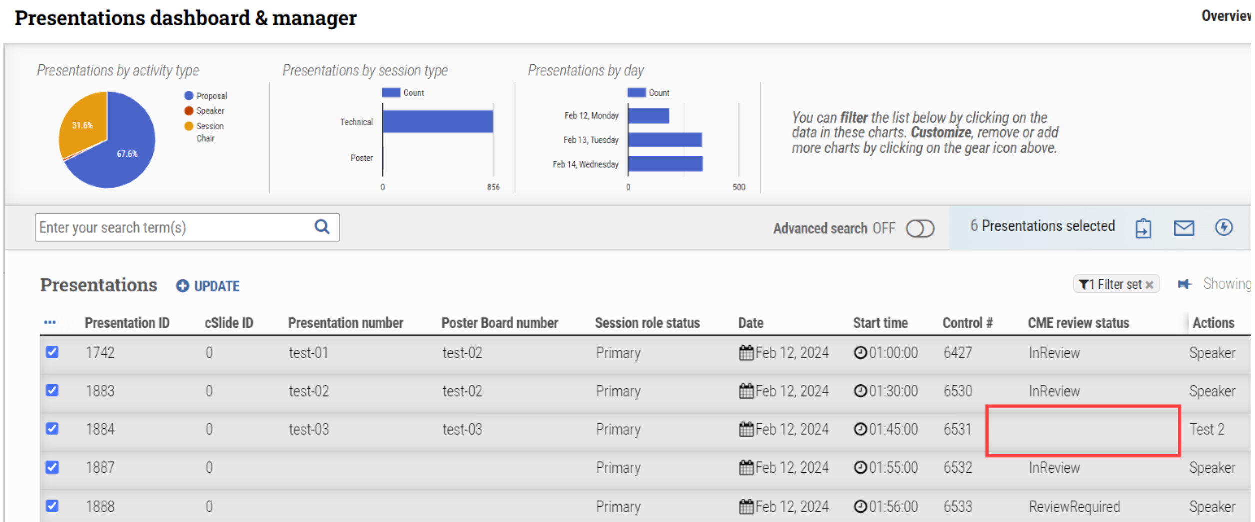



3. Fill in the "From address" customized for each association.
4. Customize the Subject and Content using different formatting and images, following the style of Campaign emails. Utilize Merge fields and Merge terms to personalize the email message for individuals.

Use the "How-to's" on the left side of the Portal Settings to learn how to insert customized images and utilize the merge fields and terms. Please note that there is no HTML access to the Subject Line, From address, CC list, and BCC list.

## Searching CME Statuses in the Presentation dashboard

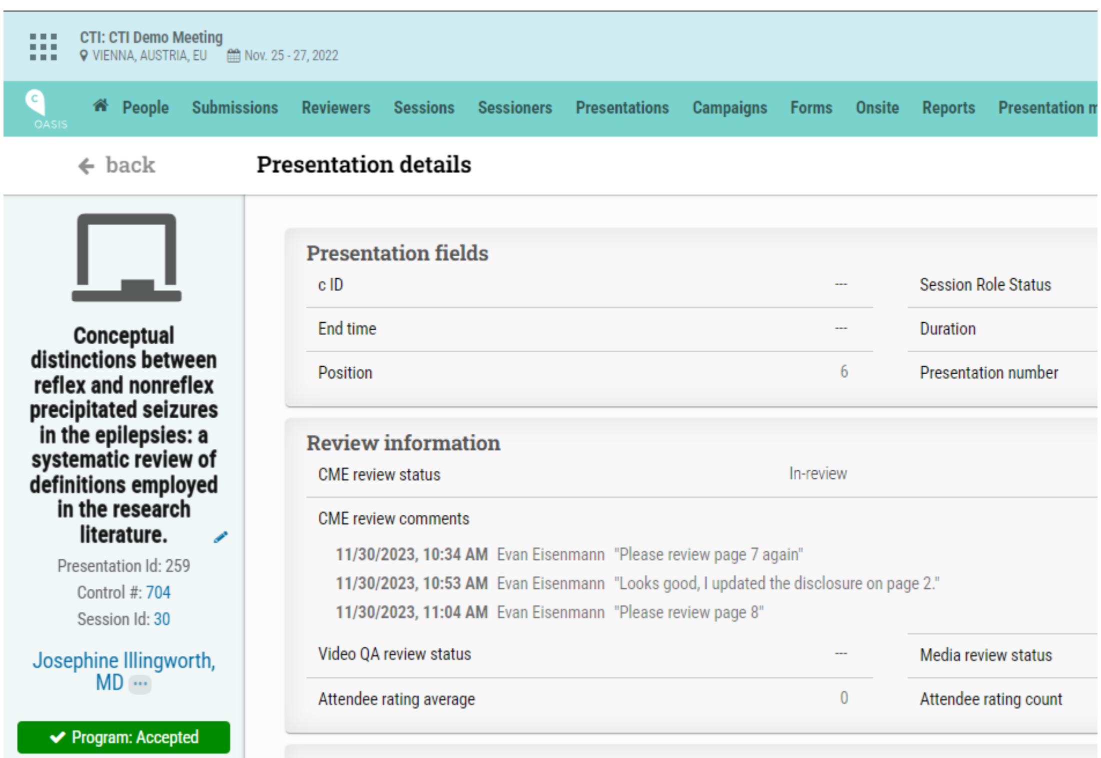
The CME review status is accessible on the Presentation dashboard, enabling meeting organizers to filter presentations based on specific CME review statuses and track the progress of CME presentations.




Any presentation not manually designated as “Review Required” will display a “blank” CME review status. Further details on this can be found in the section above titled “Assigning Presentations from the Presentations Dashboard to the CME Reviewer."

## Managing cAdmin CME Status Changes in the Presentation details

A Meeting Organizer can navigate to the Presentation details, modify the CME review status, and include a CME comment if necessary. The altered CME review status triggers the sending of a customized, automated email to the presenter or reviewer. The system does not enforce or remind an administrator to add a CME review comment upon a CME review status change. Editing comments is not available.

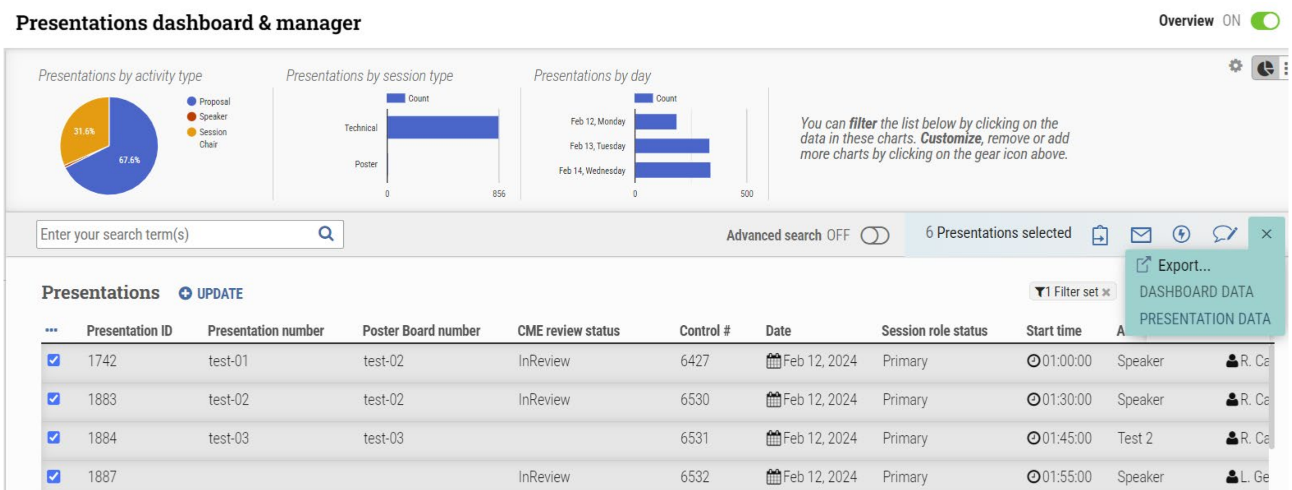


## Running CME Review Status Reports

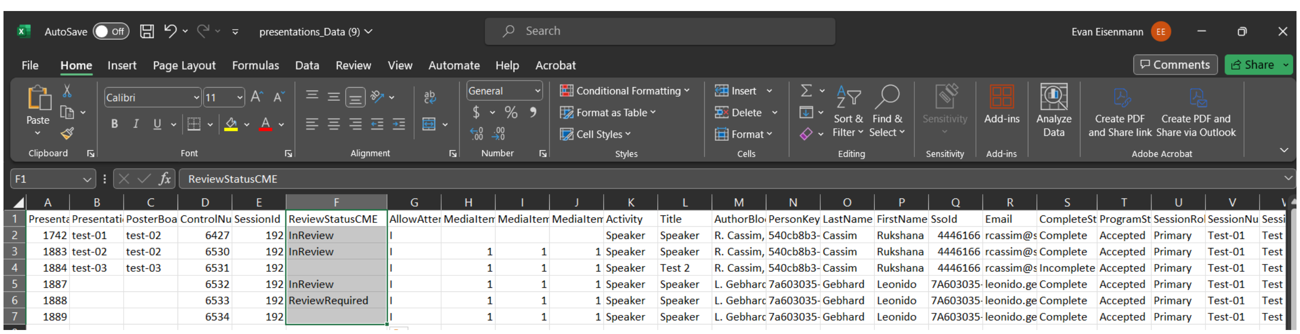
Both the Presentations dashboard and the Report Builder provide options for running CME Review Status Reports, utilizing the same data source.

**Presentations dashboard:**

1. Utilize the advanced search functionality to locate CME presentations based on Session type, Session title, Category, Room, Date, Presentation Id, Control #, extra session field, etc.
2. Once filters are applied, click the "Select all" button to choose all presentations on the list. Click the export icon labeled "Export" and select "DASHBOARD DATA."



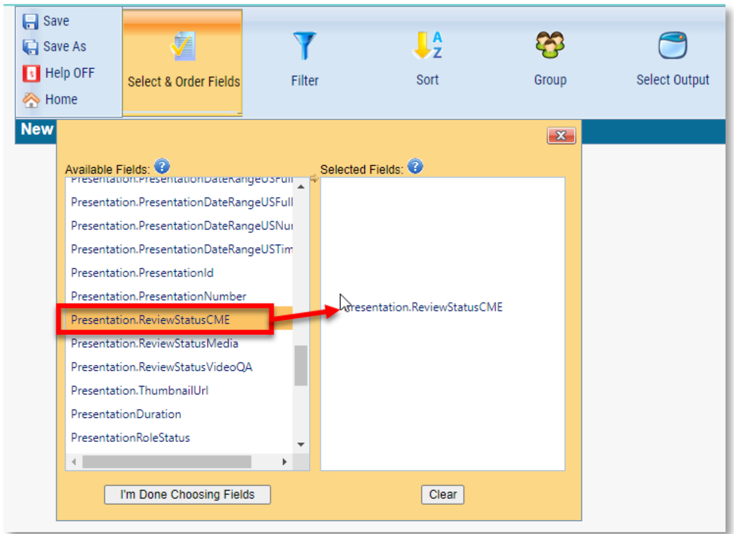

3. Download the data from the search to a CSV file on your computer. Open the document and remove unnecessary columns (such as ControlKey, SessionKey, etc.) to focus on checking the CME Review Statuses.




**Report Builder:**

On the other hand, in the Report Builder, administrators can:

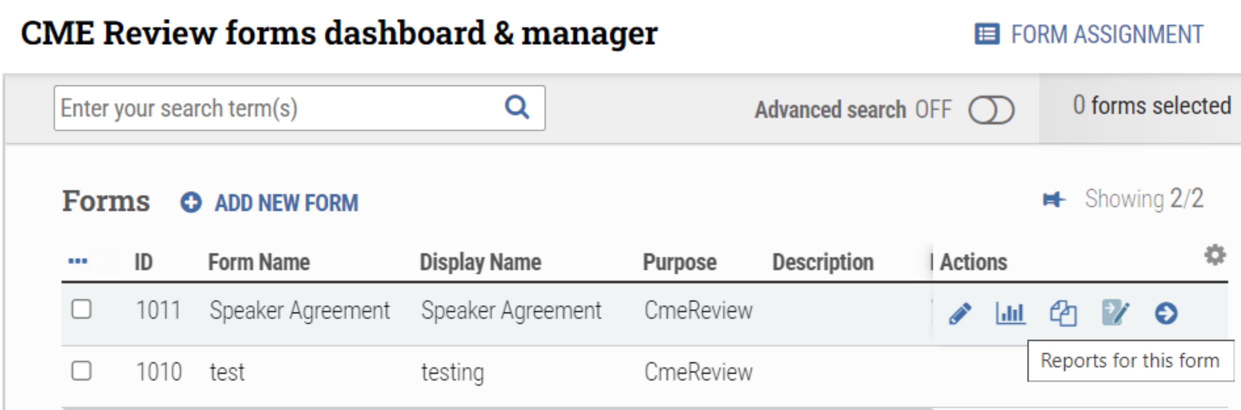
1. Navigate to cAdmin -> Reports -> Report builder
2. Click "Create New Report" under the Presentations card. Click "Select & Order Fields" and click and drag over the fields:
   - Presentation.ReviewStatusCME
   - Presentation.ReviewCommentsCME




Meeting organizers only need to use one of these reporting methods, but there are two options for your convenience. Both methods provide different approaches for extracting CME Review Status data from the same shared dataset.

## Running CME Review Forms Reports (Optional)

Accessing reports for the forms is achieved by navigating to cAdmin -> Forms -> CME Review forms, and selecting the “Reports for this form” action.




Administrators have 3 reporting options to choose from:

- **Distribution:** Ideal for pivot tables and Power BI due to its rectangular dataset. The download repeats the question for each answer. Distribution includes the Form Name, Each question, Each answer, the Correct answer, the Total number of form-takers, How many people selected each answer, and the Percent of each question selected divided by the total number of question-takers.
- **Distribution Handout**: Ideal for easy consumption as its layout is more like a traditional test. Presenters could be given a downloaded pre-test PDF to understand where to focus their attention in the session. It includes the same information as “Distribution.”

- **Selection Raw:** Includes a time stamp for each individual Person Key, Form Key, how each question was answered, and the correct answers.

## Configuration Checklist

Here are the things a meeting organizer needs to set up and check for the CME review process before releasing to the client:

☐ Setting up the Activity Type(s) that will hold Presentations to be reviewed for CME compliance

☐ **Only if you are using CME Review Forms**, create and connect a cSlide event ID, server, and short name with cAdmin under cAdmin Settings -> Meeting Information -> Overview

☐ Adding CME Reviewers as a role and assigning People to be CME Reviewers

Select one or both options:

☐ (Optional) Assign CME Reviewers in Bulk by Session Type

☐ (Optional) Assigning Sessions from the Sessions dashboard to the individual CME Reviewers

☐ Configuring the status to "Review Required" in the Presentation dashboard

☐ Portal Settings Setup

☐ Campaign mail template setup

## Operational Checklist

Here is a list of things for the Meeting Organizer to check as the meeting gets closer:

☐ Upload a test COI/CME presentation for a test Presenter to the Portal

☐ Check the email notifications for a test CME Reviewer by either logging into their email if available or going to their Person details page and clicking the Log > Communication Log. The CME Reviewer should have received a notification email that a CME presentation was ready to be reviewed

☐ **Only if using CME Review Forms**, log into the CME Reviewer Portal and check the red forms button. No actions (upload, preview, download, delete) should be functional until the CME Reviewer completes the red form button.

☐ Log into the CME Reviewer Portal and update the COI/CME review statuses to Approved, Approved with Changes, and Not Approved

☐ Check the email notifications for the Presenter by either logging into their email if available or going to their Person details page and clicking the Log > Communication Log. The Presenter should have received emails for Approved, Approved with Changes, and Not Approved.

☐ As the meeting gets closer, run a report on the CME review statuses in Report builder under the Reports tab. Under the Presentation card, click Create New Report. Select and drag over the field “Presentation.ReviewStatusCME” and optionally “Presentation.ReviewCommentsCME”

## FAQs

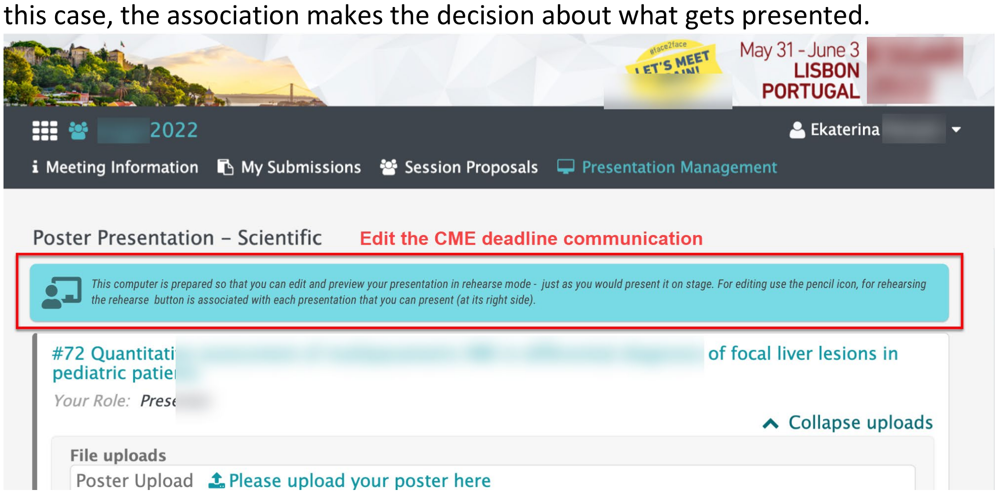
**Question: A reviewer can no longer perform the needed review. How do I replace the reviewer?**
Answer: The Meeting Organizer can either:

- Reassign the presentations to an existing CME Reviewer OR
- Assign a new CME Reviewer.

**Question: How can I change the sorting of Portal presentations to be in chronological order?**
Answer: Navigate to cAdmin > Sessions dashboard, click on a session, scroll to the bottom of the Session details, and update the dates and times for the Session Role (presentation).

**Question: What happens if a presenter uploads a presentation and then does not respond after a negative review?**
Answer: The CME presentation is not compliant. The responsibility is on the Presenter to take action at this point. The Meeting Organizer can run a report for Not Approved presentations as the meeting gets closer. Then send an email campaign reminder to Not Approved Presenters or an individual email to remind the Presenter to update their Not Approved presentation.

**Question: What happens when a presenter uploads a presentation last minute before the presentation time?**
Answer: The Reviewer would need to be ready to check their email often before the meeting, or refreshing the Portal before the meeting. Communication will need to be strong in the CME Review Process emails in Portal Settings > Sessions that reviewers may not get a chance to do a CME review. In this case, the association makes the decision about what gets presented.




**Question: How does the system operate in the Speaker Ready Room?**
Answer: People in the Speaker Ready Room can open as well as download and preview presentations.