InteleOrchestrator

Peer Review Training Curriculum

Program Overview

Target Audience

This training program is designed for:

- Clinical Administrators: To manage and configure Peer Review settings.
- IT Support Staff: To provide technical support for the Peer Review module.
- Quality Assurance Teams: To monitor and analyse Peer Review data.

Duration

The training session is structured over 2 hours

- Introduction to Peer Review and Configuration
- Peer Review Rules and User Management
- Peer Review Workflow and Analytics
- Client-specific workflow and configuration

Training Curriculum

Introduction to Peer Review

- **Objective: Understand the purpose and benefits of the Peer Review module in InteleOrchestrator.**
- Content:
  - Overview of Peer Review workflows in InteleOrchestrator.
  - Importance of Peer Review in clinical practice.

Peer Review Configuration

- **Objective: Learn how to configure Peer Review settings.**
- Content:
  - Navigation to Peer Review Management.
  - Configuring Peer Review Ratings:
    - Activating and deactivating ratings.
    - Customizing rating names and adding new ratings.
    - Setting eligibility for Evaluation or Arbitration.
  - Configuring Peer Learning Ratings.
  - Setting up Classifications and Categories for detailed reporting.
  - Configuring Reasons for Manual Peer Reviews.
  - Assignment Reasons and their non-configurability.
  - Note Configuration:
    - Activating/deactivating note fields.
    - Setting default values and required fields.
    - Previewing the Peer Review note.

Peer Review Rules

- **Objective: Understand and configure different types of Peer Review rules.**
- Content:
  - Ongoing Rules:
    - Limiting exam eligibility.
    - Credentialing and practice-specific settings.
    - Deleting pending Peer Reviews.
    - Setting assignment frequency (daily, weekly, monthly).
    - Defining exam eligibility period.
  - Focused Rules:
    - Creating rules for specific users or subspecialties.
    - Adjusting criteria for rule effectiveness.
  - Prompting Rules:
    - Configuring prompts for historical case reviews.
  - Peer Review Alerts:
    - Configuring alerts and notifications for Peer Review assignments.

Peer Review User Management

- **Objective: Manage user roles and permissions for Peer Review.**
- Content:
  - Creating and assigning Peer Review User roles.
  - Setting permissions for Peer Review Users and Admins.
  - Configuring Peer Review worklists for different user roles.

Peer Review Workflow

- **Objective: Execute and manage the Peer Review workflow.**
- Content:
  - Navigating the Peer Review worklists.
  - Performing Peer Reviews:
    - Assigning Peer Reviews to self or others.
    - Reviewing and rating procedures.
    - Handling Peer Review evaluations and arbitrations.
  - Manually running or deleting Peer Review assignments.

Peer Review Analytics

- **Objective: Analyse Peer Review data and generate reports.**
- Content:
  - Using Peer Review Analysis to track reports and ratings.
  - Utilizing Peer Review Scorecard Widget.
  - Analysing error rates by time of day.