

Midwest Regional Peer Review



**Midwest
Regional**
CHILDREN'S ADVOCACY
CENTER

2019 Peer Review



Peer Review

User Manual

Last Updated November 2018

Midwest Regional Peer Review

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Program Highlights:

Continuing and new exciting features include:

Affordability: The cost is staying at the same price of \$150 per CAC. This single fee allows members of the CAC staff and multidisciplinary team to participate in a variety of initiatives:

- Forensic Interview Peer Review
- Medical and SANE Peer Review
- Spanish-speaking Forensic Interview Peer Review
- Interviewing Individuals with Disabilities Peer Review

Choice: Sessions are scheduled on a variety of days and times so you have lots of options when making your session selection.

Community: This year you will select your core community, with whom you will meet on a consistent day and time throughout the year. Core communities create safe environments to share cases and feedback as well as engage in open discussion.

Responsiveness: We have initiated a number of new efficiencies to eliminate monthly registrations and paperwork. You're virtually a click away!

Quality: Your experience is secured and fostered through a HIPAA-compliant platform with experienced moderators.

Accreditation alignment: This program meets the NCA Accreditation standard for both forensic interview and medical peer review requirements.

Technical support: For those who are able to share files via Box.com, video conversion can be delegated to the Midwest Regional CAC

For more information, please visit www.mrcac.org/peer-review or contact Kim Martinez at 952-992-5278/cell 612-759-9344 or kim.martinez@childrensmn.org.

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Online Peer Review Overview & Timeline:

Online Peer Review is a national peer review program including Forensic Interview Peer Review, Spanish Speaking Forensic Interview Peer Review, Individuals with Disabilities (DD) Forensic Interview and Medical Peer Review, including a separate SANE Peer Review. The online peer review program is offered via a Webex HIPAA compliant platform.

Moderators: Michelle Hawley, Jenna Spagnuolo, Megha Sardana, Amanda Liebl, Rebecca Patterson, Julie Stauffer, Catherine Guzman, Cassandra Chavez, Micki Lane, Michelle Sainsbury, Maggi Hutchason, Mindi Brown, Kim Duffy, Colleen Brazil, Amy Scarmon, Michele Fischer, Jodi Kaplan, Alyssa Layne, Emily Rivera-Nunez, Kristen Kastner, Patricia Salazar, Mark Hudson, and Alice Swenson.

Length: Medical Peer Review/SANE Peer Review each last for one hour with two cases presented/call; Spanish/DD/Forensic Interview Peer Review calls last for 1.5 hours each.

Cost: \$150.00 per site. The charge is per child advocacy center, not per individual. This means that once your site pays the \$150, all MDT members are able to participate in any or all of the peer review calls offered each month at no additional charge.

Online Peer Review Timeline

Timeline	Tasks
November/December 2018	Emails are sent out that include the core community sheets, peer review manual, presentation schedule and calendar for the 2019 Peer Review Session
Day before peer review call	A reminder email will be sent out with links to join call (including electronic confidentiality form and Webex link), updated agendas, interview protocol being used for shared interview for forensic interview/Spanish/DD peer review calls, disclosure forms for medical/SANE peer review calls and links for evaluation and certificate of attendance.
End of call	An email is generated with a link for the online evaluation and certificate of attendance
Ongoing	Practice calls to make sure the video for forensic interview/Spanish/DD peer review is in the correct format and audio/video quality is sufficient for peer review
Quarterly and Annually	Review evaluations and annual survey; making adjustments as necessary

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Equipment Requirements:

Below is a list of requirements you will need to successfully participate in a peer review:

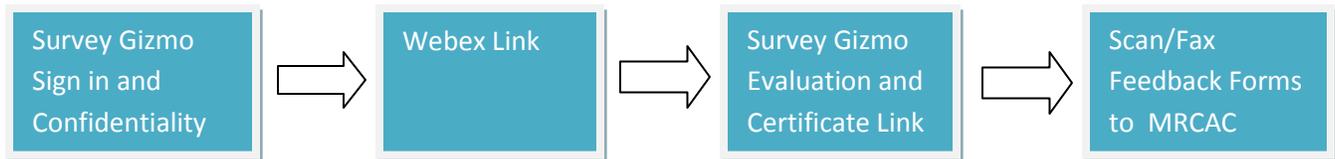
- ✓ A computer with Internet access (Ethernet connection is preferred over wireless)
- ✓ Microphone (Built in to your computer or plugged in)
- ✓ Speakers (Built in to your computer or plugged in)
- ✓ Webcam (Built in to your computer or plugged in – Note that most webcams also have a microphone)

The Midwest Regional CAC Peer Review program is conducted via Children’s Minnesota’s WebEx account.

How to Join The Peer Review Call:

Pathway

The pathway should be as follows:



STEP 1: Open the email you received confirming your registration in a peer review on the scheduled date. Click on the provided link and sign in via SurveyGizmo

Step 2: Please enter in Full Names and Email Addresses of each individual attending. This serves as everyone’s attendance and confidentiality agreement. This is also for auditing purposes of credits being offered.

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1. I/We agree to keep confidential any and all case information presented during this peer review session. This information is to be used as a part of the professional consultation process and is not to be shared outside. *

 Edit

Full Name of the Participating Organization/CAC

 Edit

First Name

 Edit

Last Name

 Edit

Email Address

2. Are there other people from your site who are participating in today's session?

*If they are watching via a different computer/off site, please mark no as they will have to sign in on their own. **

- Yes
 No

Thank you for completing this sign in form, which serves as your attendance and your confidentiality agreement.

Please click on the following link to access your peer review session: [CLICK HERE](#)

To access your session, remember to input the password: Peerreview1

Following the peer review session, please fill out the online evaluation. You will receive a link for that evaluation via email following the session. Also, please remember to complete and return the written feedback tool. It can be scanned and emailed to Kim.Martinez@childrensmn.org or faxed to 992-952-6907.

The Midwest Regional Children's Advocacy Center receives it's funding from the Office of Juvenile Justice, Delinquency and Prevention



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Step 3: Once you get to the childrensminnesota.webex.com website, enter in your name and email address

****If you get to this screen shown below, this means you are early to the call. The system allows entry into the room 10 minutes before start time.**

Peer Review

Monday, October 1, 2018 | 6:40 pm Central Daylight Time (GMT-05:00) | 1 hour | ● Not started

Host: Kia Kehrer [Add to my calendar](#)

[▶ More information](#)

Join

Time remaining until you can join: **01:35**

If you are the host, [start your meeting](#).

By joining this meeting, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

****If you sign on at 10 minutes before the call, this should be the screen you see:**

Peer Review

Monday, October 1, 2018 | 6:40 pm Central Daylight Time (GMT-05:00) | 1 hour | ● Time to join

Host: Kia Kehrer [Add to my calendar](#)

[▶ More information](#)

Your name:

Email address:

Join

[Join by browser](#) **NEW!**

If you are the host, [start your meeting](#).

By joining this meeting, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

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Enter in your **Name – Location**, ex: **Kathy Thomas, New York**

Peer Review

Monday, October 1, 2018 | 6:40 pm Central Daylight Time (GMT-05:00) | 1 hour | ● Time to join

Host: Kia Kehrer [Add to my calendar](#)

▶ [More information](#)

Your name:

Email address:

| [Join by browser](#) **NEW!**

If you are the host, [start your meeting](#).

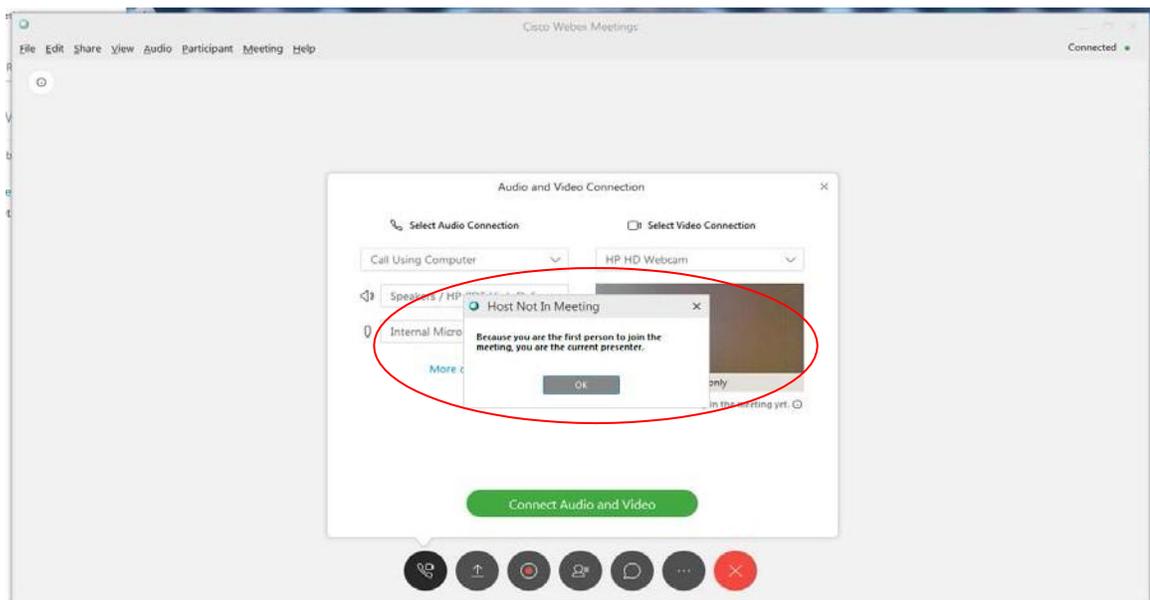
By joining this meeting, you are accepting the Cisco Webex Terms of Service and Privacy Statement.

Step 4: Enter in your **Email address**

Step 5: Enter in password *if* it prompts you to

Step 6: Join Meeting

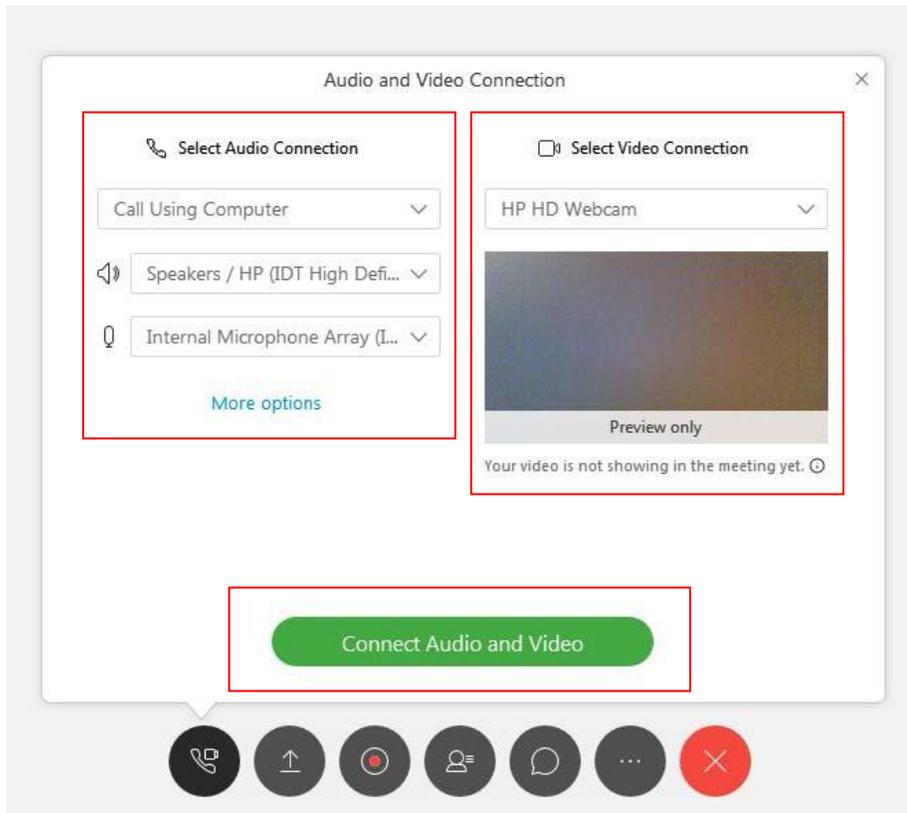
****If you are the first person to enter room, this is what you will see:**



Click **OK**

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Step 7: Connect your Audio and Video - The audio settings are already set to default

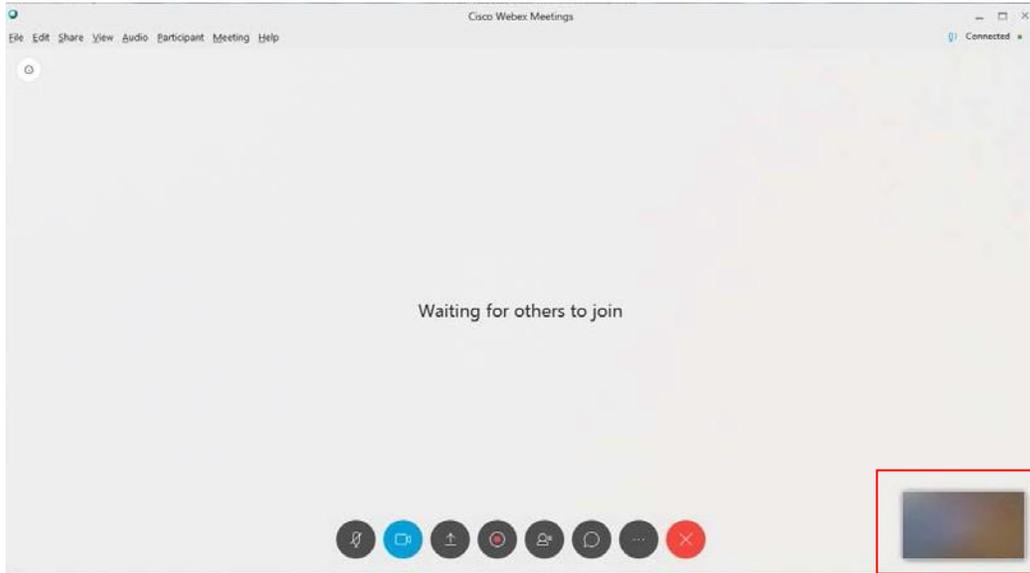


**The "More Options" allows you to test your speaker and microphone.

**If you don't have a video connection, it will not show any options. Same with the microphone.

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Step 8: This is the screen you will see after you connect Audio and Video



This box appears if you are sharing your video- this shows your image. You can drag it around the screen to whichever area you'd prefer.

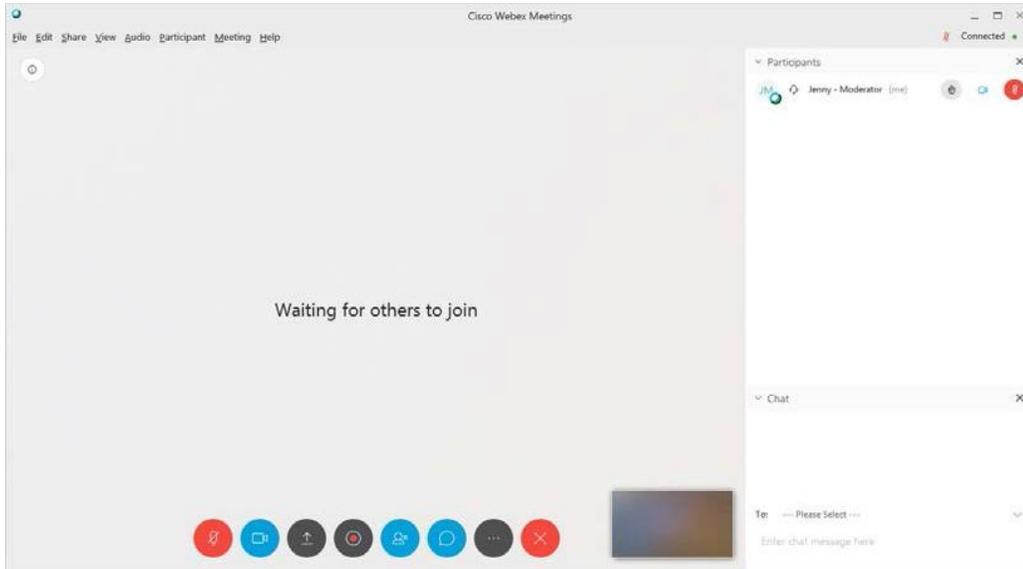
This new toolbar is where you can control your microphone, video, share screen or file, see participants list, chat with others, and leave the meeting. *This toolbar hides itself after several minutes of inactivity.*



Microphone **Video Camera** **Share** **Participants** **Chat** **Leave Meeting**

- When the **Microphone Icon** is gray- it means you are **Unmuted** and others can hear you.
- When the **Microphone Icon** is red- it means you are on **Mute**.
- When the **Video Camera Icon** is blue- it means you are sharing your video
- When the **Video Camera Icon** is gray- it means you are not sharing your video
- When **Participant Icon** is blue- you will see the list on the right side of screen
- When the **Chat Icon** is blue- you will see the chat bow on the right hand side of screen

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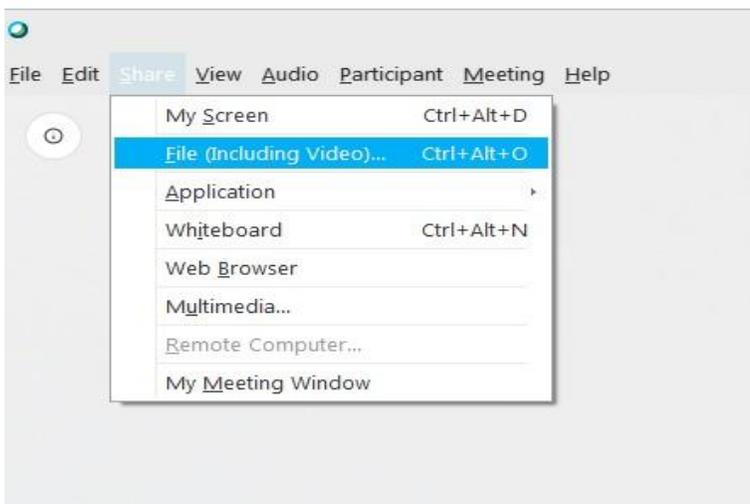


Other Helpful Tips

The **Up Arrow Icon** on the toolbar allows Presenting Site to Share their File Including Video or Share their Screen.

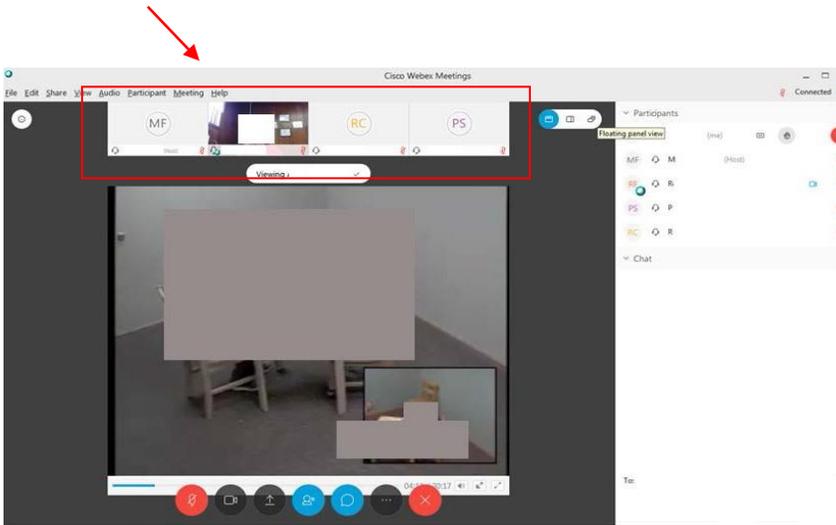


Or Participating Sites can Share their file or screen via the Toolbar in the top left of the screen:

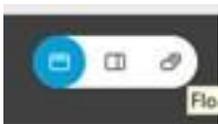


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When more people have joined the call and are sharing their video, you will see the videos pop up in a row in the top of the screen.



When a site is sharing their video file or screen, you will then see this icon pop up. This allows you to change the view from **Floating Panel View**, **Side by Side View** (old version of WebEx), or **Full Screen View**.



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HOW TO PRESENT CASES DURING A WEBEX PEER REVIEW:

Before the meeting starts:

- ✓ Make sure your computer and network are working properly to avoid any unexpected problems during the meeting (i.e. speakers work, your video and images can be shared and viewed on the computer screen, audio works)
- ✓ Place all of the files that you intend to share into a single folder so that it can be quickly located
- ✓ Log on to the meeting early so you can practice sharing the documents prior to the meeting so you can troubleshoot if the need arises

Sharing video files (Forensic Interview, including Spanish Speaking and Individuals with Disabilities:

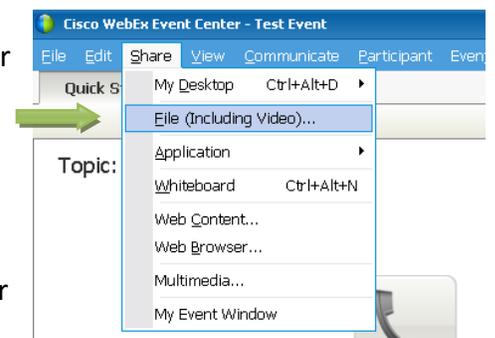
NOTE:

- ✓ Refer to the “How to Convert and Share Video Files” handout to learn how to convert your video file into the appropriate format for sharing (.wmv, .avi, .mp4, .mov,). **If your site permits, the Midwest Regional Children’s Advocacy Center can convert your video for you. You will need to be able to share your video via Box.com, a HIPAA compliant platform.*

STEP 1: Once the presentation ball  has been passed to you by the Meeting Host, you will have the ability to select your presentation and/or files you would like to share with the group.

STEP 2: Click on SHARE from the menu bar and select ‘File (Including Video)’. Select the file from your computer.

STEP3: Click the play button on the video once it has been loaded to your screen. **IMPORTANT:** Videos may play at slightly different speeds for attendees due to different internet connections and computer processing speeds.



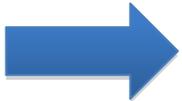
Sharing image files (Medical ,SANE)

STEP 1: Once the presentation ball  has been passed to you by the Meeting Host, you will have the ability to select the image files you would like to share with the group.

NOTE: When share your desktop, everyone can see what you have on your desktop. If you don’t want everyone to see your desktop, follow the instructions above for sharing image files.

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STEP 2: Click on SHARE from the menu bar and select ‘Share My Screen’. Select the file from your computer.



Prior to each annual cycle, a presentation schedule is sent out to all participating sites along with a calendar listing all of the peer review calls for the year and a contact list of all participating sites. Sites are responsible for being prepared to present a case on their scheduled date. If a site is not able to fulfill their presentation responsibility, it is the responsibility of the site to find another site to either trade with them or substitute for them.

CONVERTING VIDEOS TO THE PROPER FORMAT FOR FORENSIC INTERVIEW PEER REVIEW:

Before a center can show an interview for forensic interview peer review, the video must be saved in the proper format. If it is not recorded in one of the allowable formats, the video must be converted – you will need to purchase one of the video converting softwares available (approximate cost \$49). Wondershare and AnyVideoConverter both have good results. ****If your center is permitted**, they can share their video file with MRCAC via Box.com, a HIPAA compliant platform and the Midwest Regional CAC will convert the video file on your site’s behalf.

A practice call will also be required prior to a site’s scheduled presentation date. When it is your turn to present for the Forensic Interview Peer Reviews (including Spanish and Developmental Disabilities), you need to schedule a test call with Kim Martinez (kim.martinez@childrensmn.org).

**If your site uses encrypted video software that requires interviews to be played via a media player, you will not be able to convert your interview and will need to share it via your desktop with your speakers unmuted. There are times when the audio is then distorted, so it is imperative that a practice call be completed to make sure the audio quality will be sufficient for the interview to be heard when it is shared.

How to convert and share video files using Webex?

*****Participants sharing videos via Webex must complete the following test to ensure the proper video players are installed on their computer:** <https://webexhelp.webex.com/webexhelp/systemdiagnosis.php>

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Converting video files to share via Webex

- 1) In order to share a video for peer review you will need to make sure that the file type you are sharing is compatible with Webex. Webex supports the following video file types:

Media Object	Supported Media Format	File Name Extension	Required Player
Video	Windows Media Video	.wmv, .mp4	Windows Media Player
	Audio/Video Interleave (AVI)	.avi	
Video – QuickTime Movies	Apple QuickTime	.mov,	Apple QuickTime Player for Windows

- 2) If your video files are not included in the table above you will need to convert that file to one of the formats in the table above. Follow the steps below to convert your video file.

NOTE: The preferred file type is .wmv, mp4 or .avi

STEP 1: Download and install file conversion software such as AVS Video Converter, Wondershare Video Converter, Handbrake. **NOTE:** Contact your IT Department to see if they have a program available or on what you should use.

STEP 2: Open your file conversion software. (Steps from here on out may be specific to the software you have chosen to use) Click **Add Video** to select the files you want to convert. Select the video file format you would like to convert the file to (must be one of the formats listed in the table above). Make sure you have either highlighted both the audio/video files for AVC or clicked on the box “merge files” at the bottom of the Wondershare page (found bottom center). Click **Convert** and wait for the conversion to be completed. **NOTE: The preferred file type is .wmv, mp4 or .avi.** Before exiting out, make sure you rename the file and know where you are saving the file so you can find it again. It is easiest if you save it to your desktop.

STEP 3: Locate your converted file and follow the steps below for sharing the video via Webex.

Course Paperwork for Online Peer Review

Forensic peer review also has a written feedback form that is used to provide additional feedback beyond the verbal feedback. It is provided prior to each call in a fillable pdf document. Participants can take notes during the peer review and then following the call, the written form should be either faxed to Kim Martinez, Midwest Regional CAC at 952-992-6907 or scanned and emailed to kim.martinez@childrensmn.org.

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Sample:



Forensic Interview Peer Review Form

Name of Interviewer: _____ Child Age: _____ Date of Peer Review: _____ Peer Reviewer: _____

Interview Steps	Yes	No	N/A	Comments:
Introduction: introduce self; explain role/equipment				
Are interviewer and child seated appropriately for camera recording?				

Instructions (per the Ten Step protocol)

1. Don't know "It's ok to say 'I don't know...'"				
2. Don't understand "It's ok to say 'I don't know what you mean...'"				
3. You're wrong "You can say that I'm wrong..."				
4. Ignorant interviewer "I don't know what's happened to you..."				
5. Promise to tell the truth "Do you promise that you will tell me the truth?"				

Rapport Building/Practice Narratives (to develop rapport with the child while also practicing narrative-style question/responses.)

Narrative practice (Goals: sequencing, clarification, elaboration)				
Time spent (about 5-7 minutes)				

Transition into Allegation

How did the interviewer perform with the transition from rapport to allegation?				
Was/were the disclosure question(s) appropriate?				

Additional Comments:

Developed in partnership with Tom Lyon and the University of Southern California for use in the Midwest Regional CAC Ten-Step Forensic Interview Course.

**Please remember that everyone on the call is a professional. Feedback should be provided in a constructive format. If you feel that someone is operating outside of their professional scope of practice, it is your responsibility to address the issue with them. Peer review is a forum to learn from others and to share your knowledge and we strive to make sure that all voices are heard.

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Evaluation and Certificate of Attendance:

Once the call has finished, participants who have provided their name on the electronic confidentiality form will receive a link to complete an online evaluation. In addition, there will be a link to download and print off a certificate of attendance, which will be autofilled. Continuing medical education credits are available for medical professionals.

COURSE CONTACT INFORMATION: For questions related to the online peer review program, please contact Kim Martinez, CNP, MPH at 952-992-5278 or cell: 612-759-9344. Email: kim.martinez@childrensmn.org