

Midwest Regional Peer Review



**Midwest
Regional**
CHILDREN'S ADVOCACY
CENTER

2021 Peer Review User Manual



Last Updated November 2020

Midwest Regional Peer Review

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PROGRAM OVERVIEW

Online Peer Review is a national peer review program including Forensic Interview Peer Review, Spanish Speaking Forensic Interview Peer Review, Interviewing 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 HIPAA-compliant platform.

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.

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

Community: You will participate with 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.

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.

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TIMELINE

Timeline	Tasks
Late November/ December 2020	Emails are sent out that include the core community sheets, peer review manual, presentation schedule and calendar for the 2021 Peer Review Session. Orientation sessions are held.
Day before peer review call	A reminder email will be sent out with links to join call (including electronic confidentiality form and HIPAA compliant platform 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 are held 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	MRCAC staff review evaluations and the annual survey and adjust as necessary.

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.)

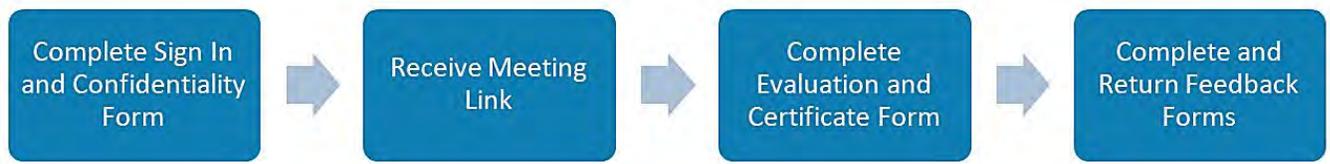
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PARTICIPATING IN PEER REVIEW VIA WEBEX

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

HOW TO JOIN THE CALL

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 to complete the sign in/confidentiality form, entering full names and email addresses for all attendees. This serves as everyone’s attendance and confidentiality agreement, as well as for auditing purposes of credits being offered.

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This form serves as an attendance sheet and confidentiality agreement.
Please make sure to fill out all required information for all attendees. Once you click the **Submit** button, you will be directed to the scheduled Webex session.

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.

Full Name of the Participating Organization/CAC: *

First Name: *

Last Name: *

Email: *

Are there other people from your site who are participating in today's session?
If they are watching via a different computer or off site, please mark No as they will have to sign in on their own.

Yes
 No

Click on the **Submit** button.
Your submission may take a moment or two to be processed.
Please be patient.

Submit

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STEP 2: On the confirmation page of the form, you will see the Webex link and instructions to assist you in joining the meeting.

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

Please note the instructions to access your call below:

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

To access your session, in case you need a meeting number, please input: **800 413 259**

Meeting password: Peerreview17

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.

STEP 3: Once you get to the childrensmnnesota.webex.com website, enter in your name, location, 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](#)

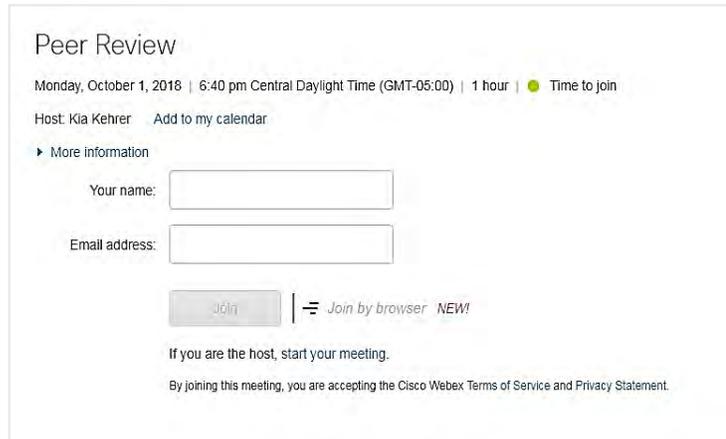
[Join](#) Time remaining until you can join: **01:35**

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

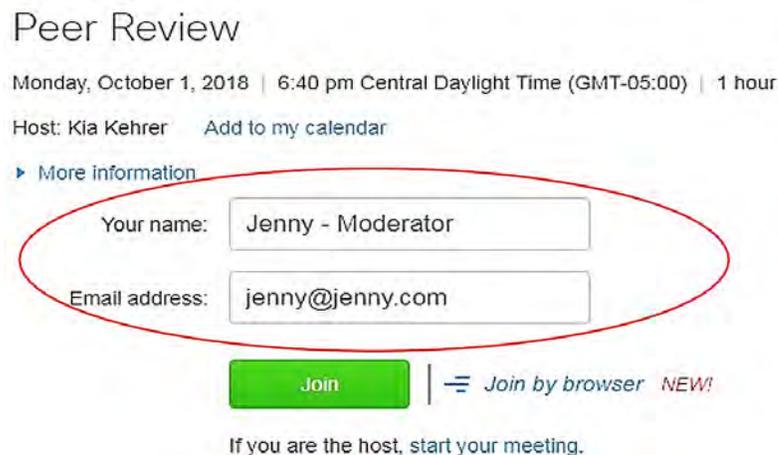
By joining this meeting, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

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



STEP 4: Enter in your **Name – Location** (ex: Kathy Thomas - New York) and **Email address**.



STEP 5: Enter in password *if* it prompts you to do so.

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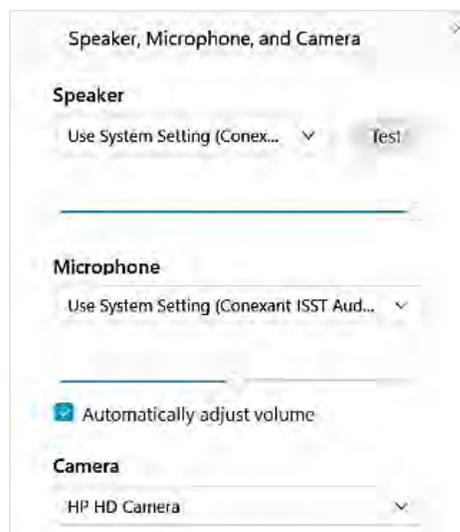
STEP 6: Join Meeting

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



STEP 7: Connect your Audio and Video - The audio settings are already set to default. Your microphone will be muted and your camera turned off. To unmute, click on the circle to the far left. As a general rule, you should leave your microphone muted except when you are talking to the group. To activate your camera, click on the circle second from the left.

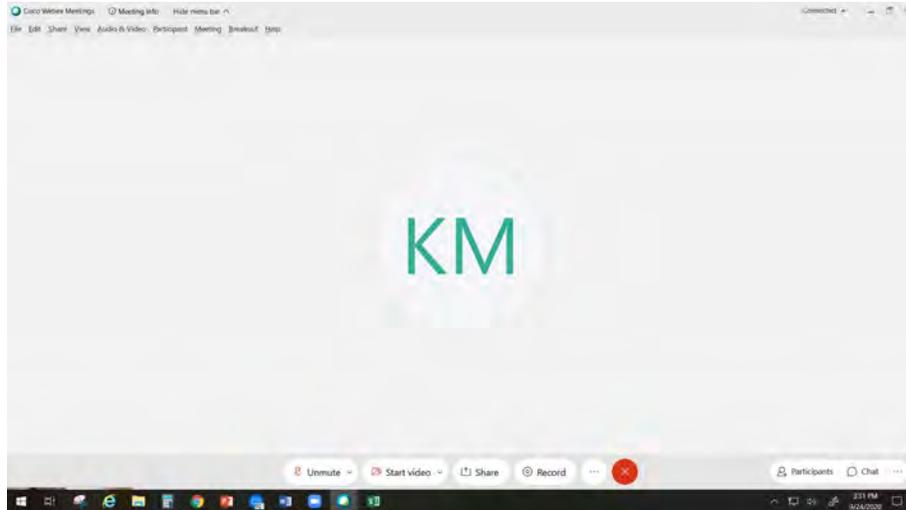
The **Audio** allows you to test your speaker and microphone.



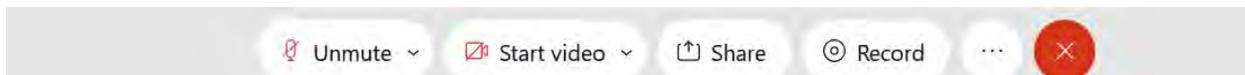
If you are not able to connect your audio on your computer, you can download the WebEx application onto your smartphone and join that way to be able to participate in the conversation.

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



The toolbar at the bottom center of your screen 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.*

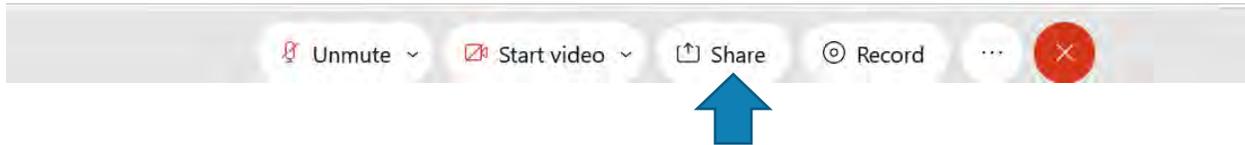


- When the **Microphone Icon** is black, it means you are **Unmuted** and others can hear you.
- When the **Microphone Icon** is red, it means you are on **Mute**.
- When the **Video Camera Icon** is black, it means you are sharing your video.
- When the **Video Camera Icon** is red, it means you are 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 box on the right-hand side of screen.

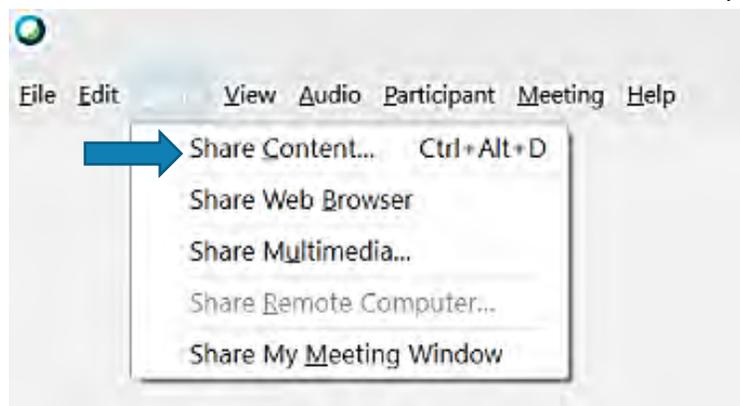
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Other Helpful Tips

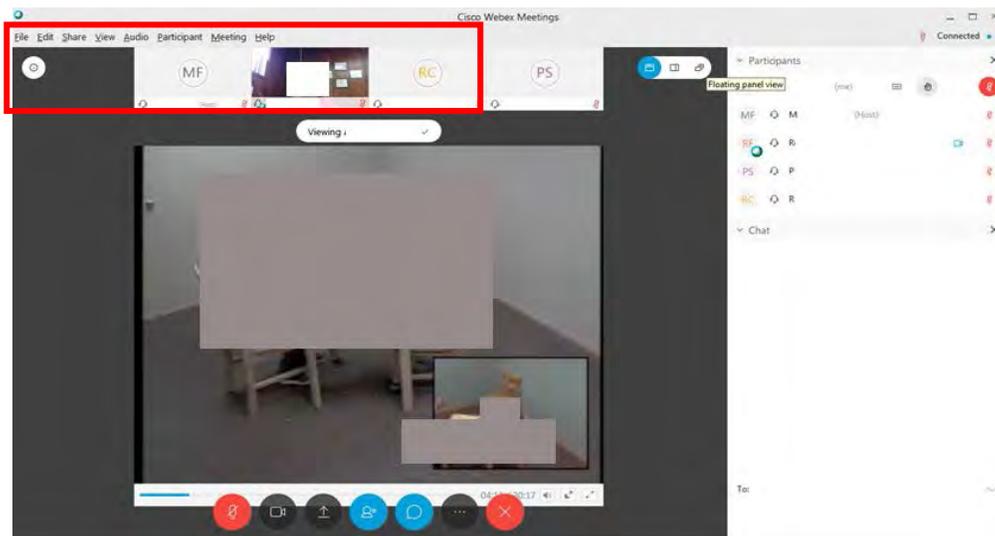
The **Up Arrow Icon** on the toolbar allows Presenting Site to Share their File Including Video or Share their Screen.



Or Participating Sites can share their file or screen via the Toolbar in the top left of the screen.



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.



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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.

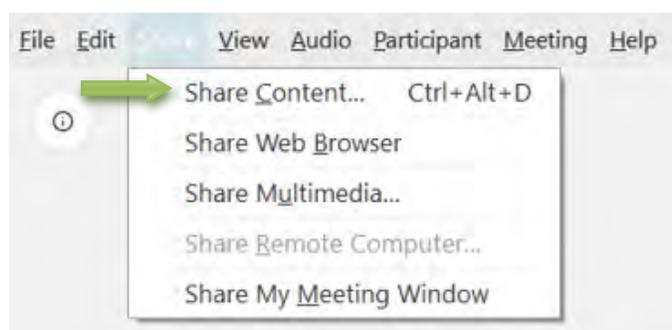
Sharing Video Files (Forensic Interview, including Spanish Speaking and Individuals with Disabilities)

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 **Share Content** then scroll to the bottom and select the file from your computer.



STEP 3: 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.

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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.

STEP 2: Click on SHARE from the menu bar and select **Share my Screen**. Select the file from your computer.

NOTE: 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. In addition, you are provided with your Core Community group sheet that lists the other participants in your core community and their email address. 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.

HOW TO CONVERT VIDEOS TO THE PROPER FORMAT

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 (avi, mp4, wmv, mov), the video must be converted. You will need to purchase one of the video converting softwares available. Wondershare Uniconverter (\$55.96) and AnyVideoConverter (there is a free version and then a more robust version, "Ultimate," for \$49.95) both have good results. For .dav files, you will need to have a video converter system that is specific to this file type. ***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).

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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.

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>

Converting Video Files to Share Via Webex

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 in some cases
	Audio/Video Interleave (AVI)	.avi	No player required
Video – QuickTime Movies	Apple QuickTime	.mov	Apple QuickTime Player for Windows

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. 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

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clicked on the box **Merge Files** at the bottom of the Wondershare page, if indicated (found bottom center). Click **Convert** and wait for the conversion to be completed. 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 provided earlier in this document for sharing the video via Webex.

PROVIDING FEEDBACK

For each peer review call, you will be asked to provide both verbal and written feedback. It is important to remember that feedback is most useful when it is provided in a constructive manner. It can be stressful to have your work critiqued, and given that we are asking people to choose their difficult interviews, the presenters are looking for feedback that can help them build their skills as an interviewer without attacking them personally. Please review the information below as well as listen to the recording found at this link:

<https://vimeo.com/mrcac/review/482656895/da5b936614>.

Providing Constructive Feedback During Peer Review

In order to maintain a productive peer review, it is important to use effective communication skills. Effective communication includes sharing, listening and – at times – even challenging shared information, but it should ALWAYS remain respectful. The intent is NOT to highlight failures, but to use experiences as teachable moments. All participants are expected to be proactive in discussions.

The goals of constructive feedback are to:

- Reinforce positive interviewing skills.
- Thank the presenting interviewer for sharing.
- Recognize the interviewer’s efforts. This does not mean you have to agree.

FEEDBACK	<i>Provided in a constructive manner can:</i>	<i>NOT provided in a constructive manner can:</i>
	Advance relationships	Damage interactions
Foster trust	Cause defensiveness	
Improve our ability to conduct sound forensic interviews	Impact willingness to share	

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We would like for peer review to utilize a *feedforward* approach.

Feedforward is a term used to focus on the next time. Feedforward is a forward-looking concept, focusing on what could be done differently in the future, rather than what went wrong in the past. We can't correct the past, but we can affect the future.

Before giving feedback, think about:

- The purpose of your feedback
- What you hope to have the person do differently
- Whether you are reacting emotionally
- How to articulate your perspective to ensure productive conversation

Guidelines for providing feedback:

- Be specific and discuss the behavior(s), not the person.
- Be sincere and honest.
- Avoid rambling; ensure the recipient of feedback is allowed time to respond to the person who offered their view.
- Discuss alternatives for addressing the question/response.
- Identify steps to ensure new behavior.
- End by reaffirming support for the presenter.

As you receive feedback:

Receiving feedback graciously is key to gathering feedforward, making it comfortable for other to provide constructive feedback and have a healthy conversation.

- Focus on the content of the message, not the person delivering the feedback.
- Focus on the future, not the past.
- Ask for what you could have done better or changed rather than what you did wrong.
- Listen calmly and attentively; take notes.
- Clarify the feedback.
- Avoid defending or over-explaining.
- Welcome suggestions.

As the presenter, give yourself grace and forgiveness. You're learning how to elevate a skill. When you catch yourself, for example, slipping into bad habits, recognizing missed opportunities to listen, or seeing mistakes made – forgive yourself. Recognize where it happened and what contributed to it. Learn from it, and commit to do better next time.



COURSE PAPERWORK

WRITTEN FEEDBACK TOOL FOR FORENSIC INTERVIEW 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 as an online form (<https://mrcac.tfaforms.net/f/PRfeedback>) or a fillable PDF (<http://bit.ly/2L11Ij1>). Participants can take notes during the peer review, and then 1) complete and submit the online form **or** 2) send the written form to Kim Martinez, Midwest Regional CAC, via fax (952-992-6907) or email (kim.martinez@childrensmn.org).

Forensic Interview Peer Review Feedback Form

Name of Interviewer: _____ Age of Child: _____
 Date of Peer Review Call: _____ Site of Interview: _____

Interview Process	Yes	No	NA	Comments
Introduces self; explains role/equipment				
FI/child seated appropriately for camera recording				
Rapport: Establishes child's comfort, communication, competence				
Establishes child's developmental level				
Demonstrates cultural competency/cultural sensitivity				
Ground Rules: Establishes rules of interview (okay to say don't know, repeat, don't understand, if I				
Makes use of open-ended questions				
Allows for follow-up questions/clarifications to child's narrative				
Uses tools appropriately				
Timing: Uses appropriate silence, pace, and length; does not interrupt child				
Checks in with observers before closing interview				
Closure: Shows respect for child and empathy; thanks them for participating in interview				

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.

PROGRAM CONTACT INFORMATION

For questions related to the online peer review program, please contact Kim Martinez, Program Manager of Peer Review and Medical Academy, at 952-992-5278 (office), 612-759-9344 (cell), or kim.martinez@childrensmn.org.