



## >>> PleaseReview overcomes the comment incorporation nightmare, saving valuable time and making life easier for Medical Writing professionals

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### Overview

Manager of Medical Writing for the Clinical Group of a US biopharmaceutical company, Kristi Boehm, MS, ELS is responsible for the production of documentation for five major drug programs. This includes protocols and amendments, abstracts, posters, manuscripts and clinical study reports as well as contributing to Investigators Brochures and other regulatory documents.

### The challenge

When Kristi joined the organization, the many varied and complex documents were emailed back and forth to those involved in their review. As a single review could include up to 20 participants, this resulted in multiple reviewed copies. As she recalls “everyone reviewed in a vacuum, without being able to see anyone else’s edits or comments. Comment incorporation could be a nightmare with conflicting edits and dispute resolution.”

### The solution

Two years ago Kristi began exploring options for collaborative review. PleaseReview was selected to simplify the process, and it was soon installed on premise. Training went well and now Kristi trains any new users on the system. Using a standard checklist, which covers everything from logging on to downloading a copy of the document under review, she can train people in less than 30 minutes. Even when training large groups, it rarely takes much longer.

Now Medical Writing uses PleaseReview for all reviews where four or more people are involved and adoption of the system has been expanded to include Regulatory for the preparation of their own documents.



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## The results

Feedback has been extremely positive with several key benefits identified. First and foremost, significant time savings have been gained. Not only are reviews more productive thanks to reviewers now being able to really collaborate on the document, but Kristi identified that she saves literally hundreds of hours over the year in terms of the time required for comment incorporation - by her calculations she saves on average 14 hours a week, freeing her up for other work. Regulatory reports similar savings, with PleaseReview taking a tenth of the time it would normally require to manually incorporate all reviewers' comments and changes into the original document. Based on some average salary figures, this equates to combined savings of well over \$50,000/year.

Turnaround time for reviews has been reduced, thanks to the collaborative nature of PleaseReview. As everyone can enter the review at the same time they can see what others are doing, and so no longer work in a vacuum. Kristi also points out that she likes the accountability PleaseReview provides as reviewers can see at a glance who has or hasn't entered the review. Participants can also get notified if someone is editing their comments or proposed changes. Automatic reminders ensure review deadlines are met and PleaseReview provides a report showing all activity that has taken place on the review. This has proved useful for quickly identifying who has done what to where and for highlighting any outstanding comments that require resolution.

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