

Enhancing Reviewer and Submission Workflows

How AMIA increased operational efficiency and launched its online program more than a month earlier with OpenWater

OVERVIEW

The American Medical Informatics Association (AMIA) is a membership organization for medical informatics professionals, serving approximately 6,400 members annually. The organization provides membership services, professional networking opportunities, and scientific and educational programming for the healthcare informatics community. AMIA manages multiple annual calls for participation tied to its conferences and scientific meetings, including submission, review, and online program development workflows.

PROBLEM

AMIA relied on a previous vendor system that staff described as “very static and laborious” for both administrators and users. The organization’s submission and review workflows lacked flexibility, making it difficult to adapt processes to AMIA’s specific requirements for conference participation, reviewer management, and online program development. The existing system also limited usability for submitters and reviewers, creating friction throughout the process. AMIA needed a more customizable platform that could support its workflows, streamline review and reporting processes, and adapt alongside evolving business rules and program requirements.

AT A GLANCE



INDUSTRY

Professional Association

SOLUTION

OpenWater

MEMBER SIZE

6,400+

WEBSITE

amia.org

“ OpenWater is a tool that assists you in reaching your goals. ”

- Vice President, Educational Operations at AMIA

THE IMPACT



Saved 100s of hours of administrative time



Improved program development workflows



Increased proposal volume

SOLUTION

AMIA implemented OpenWater to support its conference submission, review, and online program workflows with a more flexible and customizable platform. The organization used the system to streamline calls for participation, reviewer management, and reporting processes while improving the experience for submitters, reviewers, and staff administrators.

AMIA was able to refine and standardize workflows, customize dashboards and reporting views, improve submission clarity through guided processes and training resources, and adapt the platform to evolving business requirements. The organization also worked closely with the OpenWater support and implementation team to optimize workflows, adjust configurations, and identify more efficient ways to achieve operational goals.

- ✓ **Streamlined** the call for participation, review, and online program development processes across AMIA's annual conferences.
- ✓ **Customized** workflows, dashboards, and reporting views to support AMIA's specific business requirements and evolving processes.
- ✓ **Supported** better reviewer outcomes by helping AMIA clarify scoring forms, instructions, and required fields.
- ✓ **Accelerated** the review and program development timeline, allowing AMIA to launch its online program more than a month earlier than the previous year.

“ With OpenWater, we were able to go through the review process and get our online program more than a month earlier than we were the prior year. ”

– Chief Operating Officer at AMIA