Objectives
1. To improve user profiles by adding more detailed informational fields, specifically encouraging existing reviewers to update their profiles while also giving them the option to retire themselves from reviewing for the journal.
2. To reduce the time a manuscript spends in the Assign Reviewers queue by matching manuscripts to reviewers by using the additional informational fields added to the user profiles.

Methods
The original user profiles asked reviewers for a prefix, first and last name, email address, institution and department, and 5 areas of expertise (1 selection was required). Revised profiles now ask for reviewers to provide the following information in addition to the elements listed above: secondary institution, International Board Certified Lactation Consultant status, licensures (eg, RN, RM), degree (eg, PhD, MBBS), areas of expertise (3 are now required, up to 13 selections), population expertise (eg, low income), geographic area of expertise (eg, Australia), primary language (if non-English speaking), and secondary language.

A broadcast e-mail was sent out to all existing reviewers in the database on December 1, 2016, instructing them to update their account by January 1, 2017. If the reviewers failed to update by that date, they were removed from the system. Reviewers were also given the option to retire as reviewers for the journal. The purpose of this choice was to ensure that only dedicated reviewers would remain in the system.

The additional fields were then pulled into the reviewer advanced search option, allowing the editors to concentrate the reviewer selection on specific attributes. JHL requires 3 reviewers for each manuscript, whereas many journals only require 2. In addition, JHL has a meticulous selection criteria (eg, at least 1 PhD, 1 international reviewer [when appropriate], and no more than 1 clinician).

ScholarOne Cognos reports were run throughout the process to track the number of updated accounts and to create a list of reviewers whose reviewer role could be expired. For January to June in the years 2013 to 2017, a report was run to record the number of days between (1) the date first reviewer invitation was sent out and the date of a first “agree” response and (2) the date of a first “agree” response and the date the first review was completed, therefore monitoring a change in reviewer behavior over time.

Results
As of June 26, 2017, there are 2632 updated reviewer accounts in the system. The average time between first invitation sent to first agree response in 2017 decreased by .68 days (from 3.31 days in 2016 to 2.63 days), while the time from first agree response to first completed review increased 1.43 days (from 11.42 days in 2016 to 12.85 days). There was a considerable change in response time between 2015 and 2016, with a decrease of 1.01 days between first invitation sent and first agree response and a decrease of 4.98 days between first agree response and first completed review.

Conclusion
Although the response time did decrease after the reviewers were prompted to update their accounts, the decrease is not considerable enough to claim that the cause of the decline is because of the procedural change. The response time is still acceptable and the reviews are still being returned within the 2 weeks given to perform a review. We hope that with the continued monitoring of updated accounts and removal of reviewer rights the existing reviewer pool will be improved and the editors of JHL will be able to select more well-matched and qualified reviewers.