

Peer Review in Healthcare

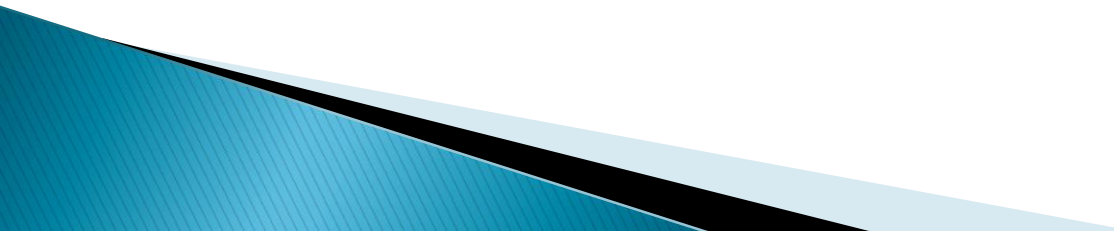
» Nursing Education Council

Objectives

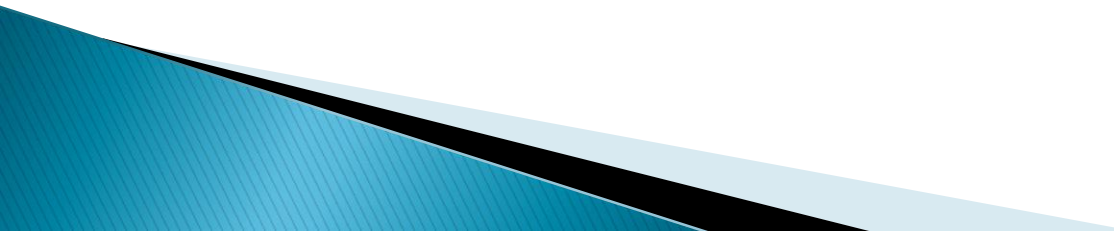
- ▶ **Relate principles of peer review to safe quality patient care**
 - Define purpose and components of peer review process/guidelines
 - Identify benefits of peer review
 - Compare and contrast methods of peer review
 - Illustrate how to give and accept feedback

- ▶ **Integrate peer review concepts into professional practice as evidence by completion of a peer review**
 - Conduct a peer review

ANA Definition of Peer Review

- ▶ **All professions**– “An organized effort whereby practicing professionals review the quality and appropriateness of services ordered or performed by their professional peers”(Haag–Heitman & George, 2011, p. 3).
 - ▶ **In nursing**– “the process by which practicing registered nurses systematically assess, monitor, and make judgment about the quality of nursing care provided by peers as measured against professional standards of practice” (ANA, 1975).
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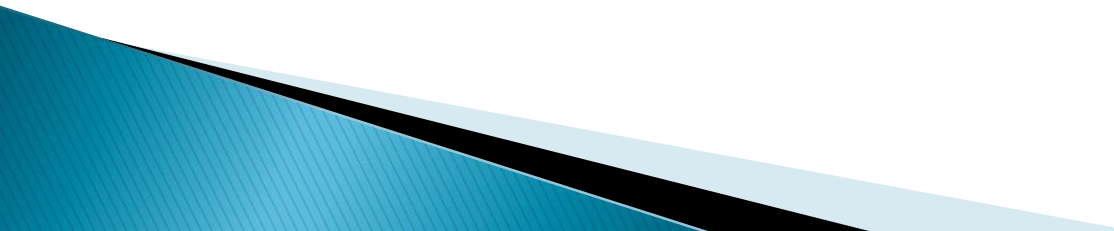
Purpose of Peer Review

- ▶ “According to the Haag–Heitman and George (2011) the ANA stated the purpose of peer review is to:
 - evaluate the quality and quantity of nursing care
 - determine the strengths and weaknesses of nursing care
 - provide evidence for use as the basis of recommendations for new or altered policies and procedures to improve nursing care
 - identify those areas where practice patterns indicate more knowledge is needed”
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ANA Guidelines for Peer Review

- ▶ Nursing care delivered is evaluated by an individual of same rank according to established standards of practice
- ▶ Standards of nursing practice provide means for measuring quality of nursing care
- ▶ Assures consumer of continued competence
- ▶ Identifies weaknesses in practice that can guide continuing education
- ▶ Provides a quality assurance mechanism
- ▶ Assists nurses in improving documentation, communication and productivity

Benefits of Peer Review

- ▶ Improves patient outcomes
 - ▶ Holds healthcare providers accountable
 - ▶ Assures the customer of the healthcare providers continued competence
 - ▶ Strengthens your profession– identifies strengths and weaknesses that can guide staff in planning education and development
 - ▶ Provides quality assurance and documentation for healthcare
 - ▶ Assists in improving documentation, communication, and productivity
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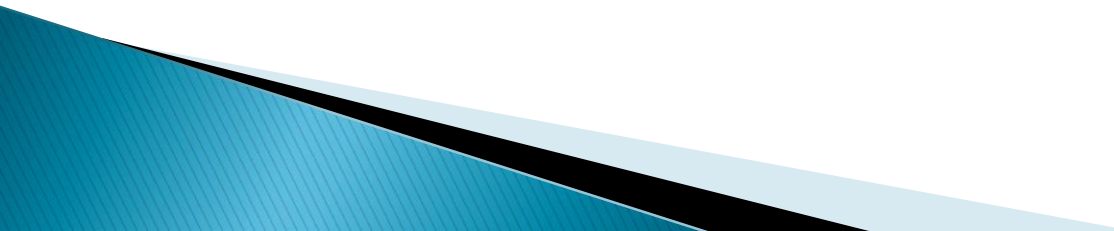
Let's Begin

»» Peer Review Principles

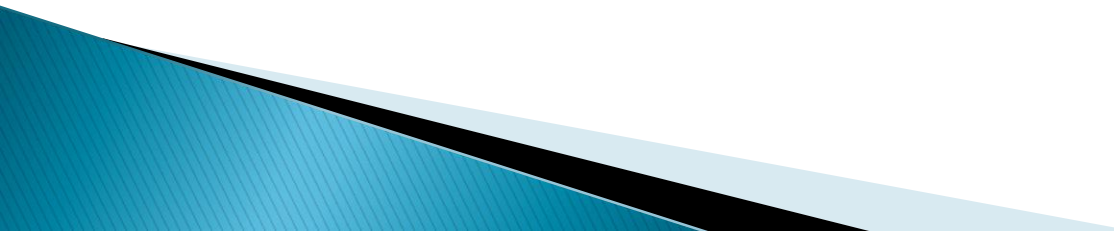
Peer Review Principles

- ▶ Peer is someone of the same rank
- ▶ Peer review is practice focused
- ▶ Feedback is timely, routine, and a continuous expectation
- ▶ Peer review fosters a continuous learning culture of patient safety and best practices
- ▶ Feedback is not anonymous
- ▶ Feedback incorporates the developmental stage of the nurse.

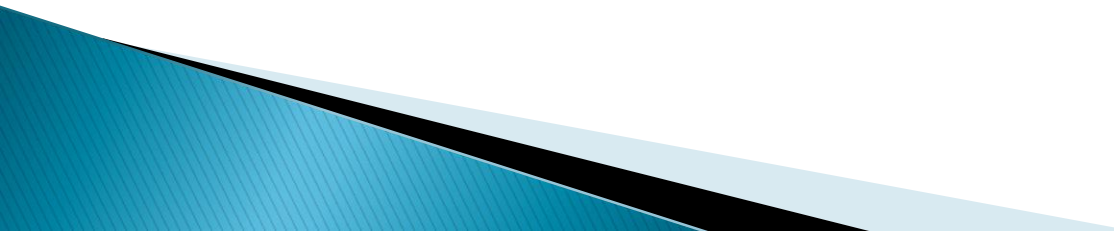
Peer is someone of the same rank & discipline for example

- Healthcare provider to healthcare provider
 - Staff nurse to staff nurse
 - Educator to educator
 - PCS to PCS
 - APN to APN
 - Unit Director to Unit Director
 - Executive to Executive
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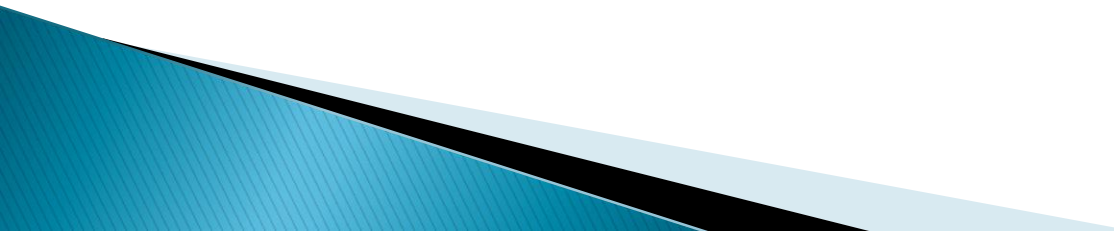
Peer review is practice focused

- Effective when based on nationally recognized standards
 - Healthcare providers systematically assess, monitor and make judgments about the quality of care provided by a peer
 - Focus on contribution of each healthcare provider to achieve professional and organizational outcomes
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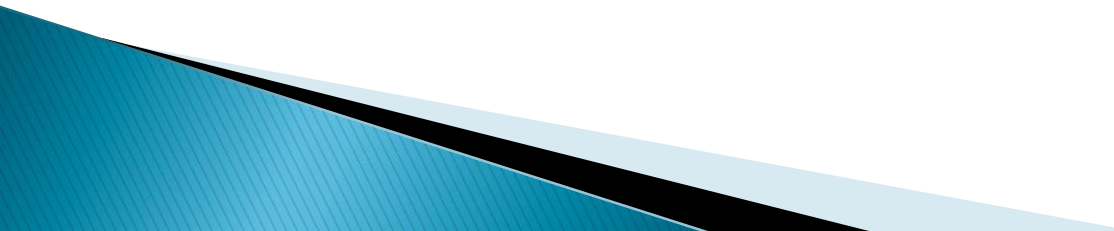
Feedback is timely, routine, and a continuous expectation

- Peer review should be an ongoing process
 - Includes every healthcare provider in the facility
 - Must be an organized process to be timely and objective
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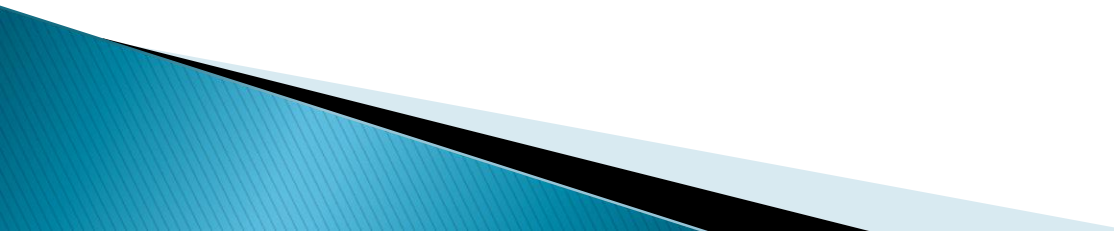
Continuous learning culture of patient safety and best practice

- ▶ Means of maintaining standards of nursing practice and upgrading patient care
 - ▶ Stimulates professional growth
 - ▶ Determines strengths and weaknesses of patient care
 - ▶ Provides evidence for new or revised policies/procedures
 - ▶ Identifies areas where practice patterns indicate need for more education
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Feedback is not anonymous

- Anonymity is not compatible with a continuous learning culture
 - Most effective when verbal and written communication are combined
 - Must be able to engage in dialogue and freely ask questions and clarify
 - Negative connotation of conflict remains a barrier
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Feedback incorporates developmental stage of the employee

- Clinical knowledge and skills are updated through peer review
 - Should incorporate developmental stages utilizing novice to expert
 - Helps negate notion that a graduate from an accredited school is a finished product
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Process of Daily Peer Review

- ▶ Daily Peer Review (Informal)
 - Targeted Improvement for Patients Safety (TIPS) used for the purpose of daily improvement in quality and safety.
 - Happens every day as the nurses between shifts hand off the care of a team of patients
 - Real time
 - Unit focused
 - Target nurse sensitive indicators & safety goals
 - E.g., Fall Prevention, SBAR, Hand Hygiene

Daily Peer Review

▶ Daily Peer Review

- Provide your peers with daily feedback of how they are performing.
- Remember daily peer review can be positive!



Examples of Daily Peer Review

- ▶ **How do we incorporate daily peer review**
 - Physical Therapist A witnesses another Physical Therapist entering a room of a patient in isolation that is not wearing the appropriate Personal Protective Equipment (PPE).

- ▶ **How do we approach?**
 - Physical Therapist A approaches the Physical Therapist B upon their exit from the patient's room. I noticed that you did not wear PPE when you entered Patient X's room. It is really important that we all do our part to prevent the spread of infection. Would you like me to review the PPE with you?

Examples of Daily Peer Review

- ▶ Done whenever a person feels the need to provide another peer with feedback.
- How do we incorporate daily peer review
 - E.g., Nurse A went into patients room and found patient on floor. Nurse A made patient a high risk for falls in the computer, however Nurse A never placed a star magnet on the door
- How do we approach Nurse A
 - E.g., Nurse B says to Nurse A, I noticed you didn't place the star magnet on the patients door. Would you like me to grab you a star? Return with star and express this is really a great idea to have a star to signal all staff that the patient is at high risk for falls

Examples of Daily Peer Review

- ▶ How do we incorporate daily peer review
 - ▶ E.g., Nurse A observes Nurse B on his great technique starting IV's.
- ▶ How do we approach?
 - ▶ E.g., Nurse A expresses to Nurse B "You have great technique on starting IV's. What's your secret".

REMEMBER DAILY PEER REVIEW CAN BE POSITIVE



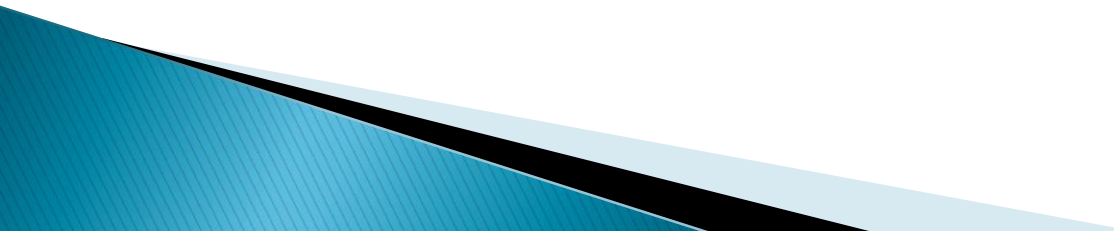
Aultman Process of Annual Peer Review

- 4 peer review forms will be handed out by employee and returned to employee
 - 1 form for self evaluation
 - 3 forms to RNs of same ranking/discipline (Direct Care to Direct Care/Educator to Educator)
 - Those RNs who do not have 3 same rank/discipline, peer will distribute to 3 RNs in the unit.
 - **ALL FORMS ARE TO BE RETURNED WITHIN ONE WEEK OF DISTRIBUTION**
- Feedback will be reviewed by employee only
- Learning plan (Professional Development Plan)
 - Completed by employee based on feedback from the Annual Peer Review
 - Shared during 1:1 with manager

Annual Peer Review Form

- ▶ Please click on hyperlink to open the Annual Peer Review Form.
 - Please review the form [Copy of ANA peer review revised \(2\).xls](#)

Where to go from here.....

- ▶ Complete mandatory education on peer review.
 - PowerPoint presentation
 - Conduct a Daily Peer Review
 - ▶ Continue annual peer review
 - ▶ Incorporate using daily peer review
 - ▶ Implement education on how to effectively communication and provide feedback to co-workers
 - ▶ Evaluate the effectiveness of the education 12/2013
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Directions on Conducting a Daily Peer Review

- ▶ Select a partner and complete the daily review form. See below hyperlink.
 - This form is just a learning tool to assist for you in the development of a daily peer review and a way to measure if everyone is understanding of the process.
 - Daily peer review is done on a face to face basis without anything being documented. [2013 Peer Review for Mandatory Education Fall Prevention.docx](#)

References

- ▶ Haag–Heitman, B. & George, V. (2011) Peer Review in Nursing: Principles for Successful Practice: Sudbury. MA: Jones and Bartlett
- ▶ Approved by:
 - Nursing Education Council 07/12
 - Professional Enhancement Council 09/12
 - Recognition and Advancement Council 09/12
 - Professional Development Board 10/12