

Implementation of Nursing Peer Review

Community Hospital
McCook, Nebraska



Process of Identifying Need

- Nurse Leaders identified interest from TWIV meeting
- How to manage risks/patient outcomes in non-threatening, safe environment



Process Improvement Methods

- Nurse Leaders involved in brainstorming
- Plan, Do, Check, Act methodology utilized
- Objectives of clinical quality, patient safety, care documentation
 - Confidentiality
 - Legal considerations



Results

- System process changes
 - Deficiencies in policy
 - New permanent committee formed
 - Communication
 - Communication thread flows through primary nurse, supervisor, provider
 - Documentation
 - Emphasize documenting events in the EHR using SBAR format



Results, continued

- **Maturity of Committee**
 - Not only seeing system and process gaps
 - Refining observations beginning to point out trends in nursing behavior
 - Referred to appropriate Nursing Director for follow-up



Lessons Learned

- **Nursing Empowerment**
 - Role modeling
 - Elevating nursing practice
- **Improves patient outcomes**
- **Overall patient satisfaction**



Replicability

- Customize to fit your organizations' culture
 - Create a plan
 - Gather resources
 - Map the process
- Applicable, achievable, attainable



Sustainability

- Listen to the voice of Nursing Peer Review
 - Improves standards
 - Patient outcomes
 - Exceptional Patient care
 - Achieve and surpass the vision statement of a widely recognized leader in excellent healthcare services

