Case Based Nursing Peer Review Using Just Culture Principles

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Objectives

- Describe the process of implementing a case based nursing peer review process using just culture principles.
- Discuss the benefits of case based nursing peer review and impact on outcomes

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What is Peer Review

- An organized effort whereby practicing professionals review the quality and appropriateness of services offered or performed by their professional peers.
Resources

- American Nurses Association Peer Review Guidelines
- Peer Review in Nursing: Principles for Successful Practice, Haag-Heitman, B, George, V (2011)
Peer review practice principles

- A peer is someone of the same rank
- Peer review is practice focused
- Feedback is timely
- Fosters a continuous learning culture of patient safety and best practice
Nursing Review of Practice

Goals

- Improve patient outcomes
- Promote nursing excellence
- Identify issues affecting patient care
- Identify opportunities for performance improvement
- Identify system-wide issues in nursing
Nursing Review of Practice

Structure

- Nursing Review of Practice Committee appointed by CNO
- Staff nurses make up the majority of the membership.
- Other members: Practice Manager, Clinical Nurse Specialists and Nurse Educators.
Process

- Meet as needed and present each case detailing the history, concern of the event, findings and conclusions.
- Ask staff nurses/clinical nurse specialists from the specific case specialty to be present.
- Group makes recommendations based upon the presentation of facts and relevant standards, guidelines, policies or literature.
- Documents generated for use during the peer review process are privileged under the Illinois Medical Studies Act.
**Process**

- Referrals are sent to the Practice Manager and may be initiated by the following:
  - Staff nurses after discussing the case with their nursing leader
  - Nursing Leadership
  - Medical Peer Review
  - Quality Management (based on audit findings)
  - Risk Management
Nursing Review of Practice Committee Recommendations

- No action
- Educational discussion with nurse
- Refer to Nursing Leadership
- System issue identified
- Refer to Physician Leadership
Just Culture

- Peer review done in the framework of a learning organization and a just culture helps nurses feel safe.
Within a culture of safety, when an adverse event occurs, the focus is on what went wrong, not who is at fault.

A natural fit with nursing care.

A just culture is one in which “the reporting of errors and near misses is supported without fear of retribution.”
Just Culture benefits

- Mistake can be discussed so we can analyze why it occurred
- Unwanted or unexpected outcomes and inefficiencies of practice can be the basis for learning
- Just Culture recognizes that individuals should not be held accountable for breakdowns in organizational systems
Just Culture

- Constructive feedback
- Assessments based on facts
- Respect for the complexity of the situation
Benefits of Case Based Nursing Peer Review

- Professional development
- Quality and safety benefits
- Process changes and educational needs identified
Professional development

Build relationships between nurses

- Nurses come together from different units in the hospital to discuss processes regarding the case at hand and share ideas
- All experience levels able to participate
Professional development

Enhance Critical Thinking Skills

- Nurses analyze each case, look through the documentation, and assess if there are areas for improvement.
- If areas for improvement exist, nurses discuss what improvements can be made and make recommendations.
- Nurses discuss how to disseminate process improvement recommendations.
Professional development

Professional Fulfilment

- Nurses have a direct link into cultivating patient care.
- Nurses become more aware and knowledgeable regarding patient care across the units.
Quality and safety benefits

- Nurses have a safe place to discuss patient care and to identify practice changes needed for patient care.
- Nursing input leads to quick identification of areas for improvement.
- Nursing involvement keeps patient safety and quality of care at the forefront of all discussions.
- Nurses take what is learned through the nursing review process to their unit and are able to put changes and information into practice right away and share the information with their fellow staff members.
Process changes and education needs identified

- **Venous Thromboembolism (VTE) prevention**
  - Improvements made in identifying patient needs for VTE prevention
  - Changes to documentation of VTE prevention

- **Deep Tissue Injuries**
  - Prevention techniques
  - Nursing education
Process changes and education needs identified

- **Medication Reconciliation Process**
  - Education regarding entering medication with complicated administration times and dosage
  - Identification of high priority medication needing administration prior to provider medication reconciliation completion
  - Communication between pharmacy and nursing improvements

- **MRI screening process**
  - Enhanced screening for metal implants
Process changes and education needs identified

- **Medical Surgical Sepsis Screening**
  - Cases reviewed verified the need for screening
  - Cases reviewed verified the need for staff tools to request treatment and monitoring of patients screening positive for sepsis

- **Patient condition tracking tool** - utilizing nursing assessment information, lab values and vital signs to indicate patient condition trend, allowing treatment before patient condition declines
  - Trend reviewed with each case leading to increased understanding and utilization of the tracking tool
Process changes and education needs identified

- Screening for Opioid tolerance in Surgical Patients
  - new screening tool
  - improved ability to identify patient with chronic pain needing alternate plan for pain control
  - Improved pain control outcome

- Direct Admission Process
  - Currently promoting work on process to improve transition from clinic to hospital care
Conclusion

The Nursing Peer Review Process is an example of Just Culture principles being utilized in the case review process to have a positive impact on patient outcomes.
References

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Questions?