



# Advancing Nursing Peer Review at MGH

## To improve Quality, Safety & Nurse Autonomy



# Purpose and Goals of Course



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## Purpose:

- To introduce the concept of the Nursing Peer Review (NPR) process

## Goal:

- To provide nurses with information to positively impact **annual goal setting**

# Let's Start with a NPR Definition



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The American Nurses Association defines Nursing Peer Review (NPR) as:

*“The process by which practicing **registered nurses** systematically assess, monitor, and make judgments about the **quality of nursing care provided by peers** as measured against professional **standards of practice.**”*

(ANA Peer Review Guidelines, 1988, p.3)



# What Does it Mean?



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- Nursing Peer Review implies that the nursing care delivered by a group of nurses or an individual nurse is evaluated by individuals of the **same rank or standing** according to established standards of practice.
- Ultimately we are responsible **to each other** and to our patients to achieve and sustain a high level of care and continue to advance this level of care together in the areas of:
  - Quality and Safety
  - Role Actualization
  - Practice Development

# How Do We Do That?

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- By providing feedback on two (2) aspects of an individual's nursing practice
  - Recognizing a **strength** in practice
  - Identifying a **opportunity** to improve, enhance or advance in practice



# Types of Peer Review



## “Ongoing”

- Occurs in real time
- Uses verbal feedback
- Focuses on an aspect of a peer’s practice that can be addressed at the moment

## “Retrospective”

- Review of a peer’s practice over time
- Uses verbal and written feedback
- Provides a peer the opportunity to reflect on practice
- Assists with developing goals

# Performance Appraisal & NPR



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## Magnet® NPR Standards:

*EP 15: “Nurses at all levels engage in **periodic performance reviews** that include a **self-appraisal and peer feedback process** for assurance of competence and continuous professional development.”*

(ANCC 2014)

### ❑ Performance Appraisal Process: Evaluates Competence

- Manager Assessment
- Self-Assessment

### ❑ Annual Goals Process: Encourages Development

- ❑ Manager Assessment
- ❑ Self-Assessment
- ❑ **Peer Assessment (Peer Review)**



# Six NPR Guiding Principles – ANA Based



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*1. A peer is someone of the same rank*

*2. Peer review is practice focused*

*3. Feedback is timely, routine & continuous*

*4. Peer review fosters learning culture of patient safety & best practice*

*5. Feedback is not anonymous*

*6. Feedback incorporates developmental stage of nurse*





# NPR Staff Nurse Tool



MGH Nursing Peer Review Tool – Staff Nurse

Nursing Peer Review (NPR) is the process by which practicing registered nurses systematically assess, monitor, and make judgments, about the quality of nursing care provided by peers as measured against professional standards of practice\* (American Nurses Association).

NPR supports nurse autonomy, self-regulation and enhances individual accountability for patient outcomes.

Select a Theme for NPR Focus, 1 for Strength & 1 for Opportunity:

Clinical Knowledge and Decision Making	<input type="checkbox"/> Strength	<input type="checkbox"/> Opportunity
Clinician Patient Relationship	<input type="checkbox"/> Strength	<input type="checkbox"/> Opportunity
Collaboration/Teamwork	<input type="checkbox"/> Strength	<input type="checkbox"/> Opportunity

Summary of Practice Strength

• Select 1 Theme from above and write a brief description

Summary of Practice Development Opportunity

• Select 1 Theme from above and write a brief description

Staff Nurse Peer Evaluator Signature	Date	Staff Nurse Peer Being Reviewed Signature	Date
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1. Select Nurse Peer to Complete NPR
2. Focus NPR on a Theme
3. Summarize One Practice Strength
4. Summarize One Practice Opportunity
5. Peer Meets with Nurse Peer
6. Submit NPR Tool to Manager

# NPR Staff Nurse Tool



1. Select a Theme

2. Identify the Theme as either a strength or opportunity

Select NPR Focus; 1 for Strength & for 1 for Opportunity:

- |  |                                   |                                      |
|--|-----------------------------------|--------------------------------------|
| Clinical Knowledge and Decision Making | <input type="checkbox"/> Strength | <input type="checkbox"/> Opportunity |
| Clinician Patient Relationship         | <input type="checkbox"/> Strength | <input type="checkbox"/> Opportunity |
| Collaboration/Teamwork                 | <input type="checkbox"/> Strength | <input type="checkbox"/> Opportunity |

# NPR Staff Nurse Tool (Strength)



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## Summary of Practice Strength

- Select 1 Theme from above and write a brief description

As a member of the Collaborative Governance Diversity Committee Jane has gained extensive knowledge about cultural diversity. She has put that knowledge to good use for many of our diverse patient populations. She has become a valuable resource to us and is always willing to assist us in understanding cultural practices that may impact the care we provide our patients. The whole unit benefits from her knowledge and expertise in this area.

Write a brief description of a practice strength. Use an example(s) if applicable.

# NPR Staff Nurse Tool (Opportunity)



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## Summary of Practice Development Opportunity

- Select 1 Theme from above and write a brief description

Jane is a skilled clinician who cares for a wide variety of patients. I work the opposite shift as Jane and have the opportunity to receive handoff from her and assume the care of her patients on many occasions. Jane's clinical assessment skills are well organized and reflect sound critical thinking. During patient handovers Jane provides important information. I feel that enhancing this information to include more of the rationale behind her plan of care would greatly enhance the exchange and provide teachable moments for new staff.

Write a brief description of an opportunity to strengthen or enhance a peer's practice. Use language that provides your colleague with ideas for personal or professional growth. This opportunity should reflect the conversation that has taken place between the two of you. Use example if applicable.

Additional examples:

- *Identify educational opportunities to enhance assessment skills on.....*
- *Seek out opportunities to care for patients with....*
- *Use your advanced skills in pain management to mentor novice nurses on the unit*

# References



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