Nursing Incident Based Peer Review: An Innovative Process for Improving Patient Outcomes

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Objectives

- Describe four components of implementing the nursing incident based peer review process in a Magnet hospital setting.

- Identify opportunities for nursing practice changes and improved patient outcomes through the nursing incident based peer review process.
Incident Based Peer Review Implementation Components

- Research & Development
- Structure of Incident Based Peer Review (IBPR)
- Process of IBPR
- Communication of IBPR
Research & Development

- 2007: CNO brought the idea of IBPR to Shared Governance Executive Council
  - Task Force formed to develop structure and process

- Task Force conducted a literature review and Magnet List Serv Inquiry
  - Very little found in literature
  - Only examples found were in Board of Nursing Statutes in mandatory incident peer review states and were related to process and structure


Research & Development

- Task Force developed the nursing IBPR process by mirroring the MD Peer Review Process

- Purpose of Nursing Incident Based Peer Review:
  - To review nursing-related patient care concerns using a standardized process.
  - To provide a process for fact-finding, analysis, and study of events by nurses in a climate of collegial problem solving. It is focused on obtaining all relevant information about an event, and to make recommendations of corrective actions.
Research & Development

- Committee Developed Policy for IBPR:
  - Outlined the review process
  - Identified Triggers
  - Forms
  - Data Collection
  - Identified membership of the review team
Research & Development

- 2008: Pilot
  - 3 Case Reviews
  - Finalized Process
  - Educated Hospital Staff

- 2009: Full Implementation
  - 10 Case Reviews
  - Presentations on Process Successes

- 2010: Expansion of Goals
  - 12 Case Reviews
  - Practice Change Recommendations

- 2011: Committee Expansion
  - Increased Committee Membership
  - 15 Case Reviews (*Goal)
  - Practice Change Recommendations
Structure of IBPR

- Incident Based Peer Review Committee was integrated into the hospital’s Shared Governance Structure
  - IBPR is a Committee of the hospital-wide Quality Improvement (QI) Council
  - IBPR sets yearly SMART goals
    - Reports quarterly on goal progress to QI Council

- Membership of IBPR Committee
  - Quality & Outcomes Manager
  - APNs
  - Clinical Experts
  - Bedside RN Staff
IBPR Process

- Case Referral
  - Multiple Avenues
    - Incident Reporting through Risk Management
    - Anonymous
    - Staff RN
    - Committee
A referral can be made for a patient concern related to the following:
- Alteration from nursing process/practice
- Alteration from the MMH nursing standards of care/nursing policy/practice
- Actions outside of the nurse’s scope of practice

Describe of reason for referral/ incident (include date, time, and location of incident):
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Referral Source: (Check which applies)
- Physician
- Staff Nurse
- Manager
- Risk Management
- Quality
- Patient/ family
- Patient Advocate
- Other

OPTIONAL:
Name_______________________  Email___________________  Phone____________

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IBPR Process

- Case Review
  - Initial Review by Committee Member looking for:
    - Alteration in the nursing process, if so what caused the alteration
    - Adequacy of documentation
    - Contributing factors
    - Determination if the alteration in the nursing process caused harm to the patient
    - Possible recommendations
IBPR Process

- Committee Review
  - All Members of Committee discuss case which is presented by initial reviewer
  - Committee Determines:
    - Patient Outcomes
    - Nursing Process Issues
    - Nursing Standard of Care
    - Analysis of Incident
    - Human Error Type
    - Recommendations
IBPR Process

- Committee Recommendations

  - Multiple Outcomes can occur from a case review
    - Case may be referred to MD Peer Review
    - Refer practice issue discovered in case to appropriate Practice council/committee
    - Exemplary nursing care rendered-positive feedback given to staff involved
    - Professional Development Council referral for specific nursing education reinforcement
Communication of IBPR

- Success of Committee
  - Continuous Reinforcement of its Existence
  - Positive Outcomes from Process

- Bi-Annual Presentations made by Committee Members in various forums
  - Shared Governance Councils
  - Unit Leader (Educators, Coordinators) Meetings
  - Charge Nurse and Preceptor Training Classes
  - Executive Council
Opportunities for Change

- Nursing Practice
- Patient Outcomes
Nursing Practice Changes

- Nursing Practice Changes Made as a Result of IBPR:
  - Pain Management
  - SBAR Communication
  - IV Therapy
  - Assessment/Treatment/Safety of ETOH Withdrawal Patients
Nursing Practice Changes

- Practice Flashes:
  - Friendly Reminders about Common Nursing Practices:
    - PEG Care
    - Peripheral IV site care
    - Wound Irrigation Methods
IBPR Impact

- Helps nurses own their practice
- Increases nurses’ accountability for their practice
- Creates an environment/culture where the Status Quo is unacceptable and questioned
- Gives nurses an avenue where it is possible to step up and address issues to improve nursing practice and patient outcomes
The Future of IBPR

- Increase number of Case Reviews completed each year

- Further expand staff nurse committee membership

- Continue to look for more practice improvement recommendations from case reviews

- Wider audience presentations- unit level meetings, off-shift staff, multi-disciplinary forums
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- Questions???
- Thank You!
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