

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

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**Morristown
Medical Center**
ATLANTIC HEALTH SYSTEM

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



Morristown Memorial Hospital Nursing Patient Care Concern Referral Form

| | | | |
|------------------|----------------|------------------|-----------------------------------|
| Patient Initials | MRN Number | Admission Date | Date Referred |
| Date of Birth | Account Number | Date of Incident | Committee Use Only Case Number |

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 _____
Phone _____

Email _____



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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