

# Nursing Peer Review: Raising the Bar on Quality and Safety

## A Newly Opened Hospital's Innovative Process for Improving Patient Outcomes

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### Introduction

More than 35 years ago the American Nursing Association identified nursing peer review as a necessary part of the professional nursing practice.

West Kendall Baptist Hospital (WKBH) opened its doors April 27, 2011. Nursing Peer Review (NPR) comprised mostly of bedside nurses is part of WKBH's Shared Governance Model and reports monthly to the Cultural Competence Council.

#### NPR Goals

- ❖ Staff driven committee
- ❖ Non-punitive approach
- ❖ Learning environment
- ❖ Identify opportunities for nursing practice changes
- ❖ Strengthen nurse professionalism
- ❖ Encourage nurse accountability
- ❖ Improve patient outcomes!

### Methods

#### NPR Process:

The Nursing Standards and Improvement Coordinator (NSIC) will be the first person to receive referrals which will be assigned a Severity Index Score:

- 0-Acceptable standard of care
- 1-Minor variation from standard of care
- 2-Major variation from standard of care

After collection and analysis of data, the NSIC brings the findings to the committee. All cases will be brought to the NPR Committee, however the committee will make the decision if the case warrants review.

#### The Committee Reviews:

- ❖ Nursing Process Issues
- ❖ Nursing Standard of Care
- ❖ Analysis the Incident
- ❖ Human Factors

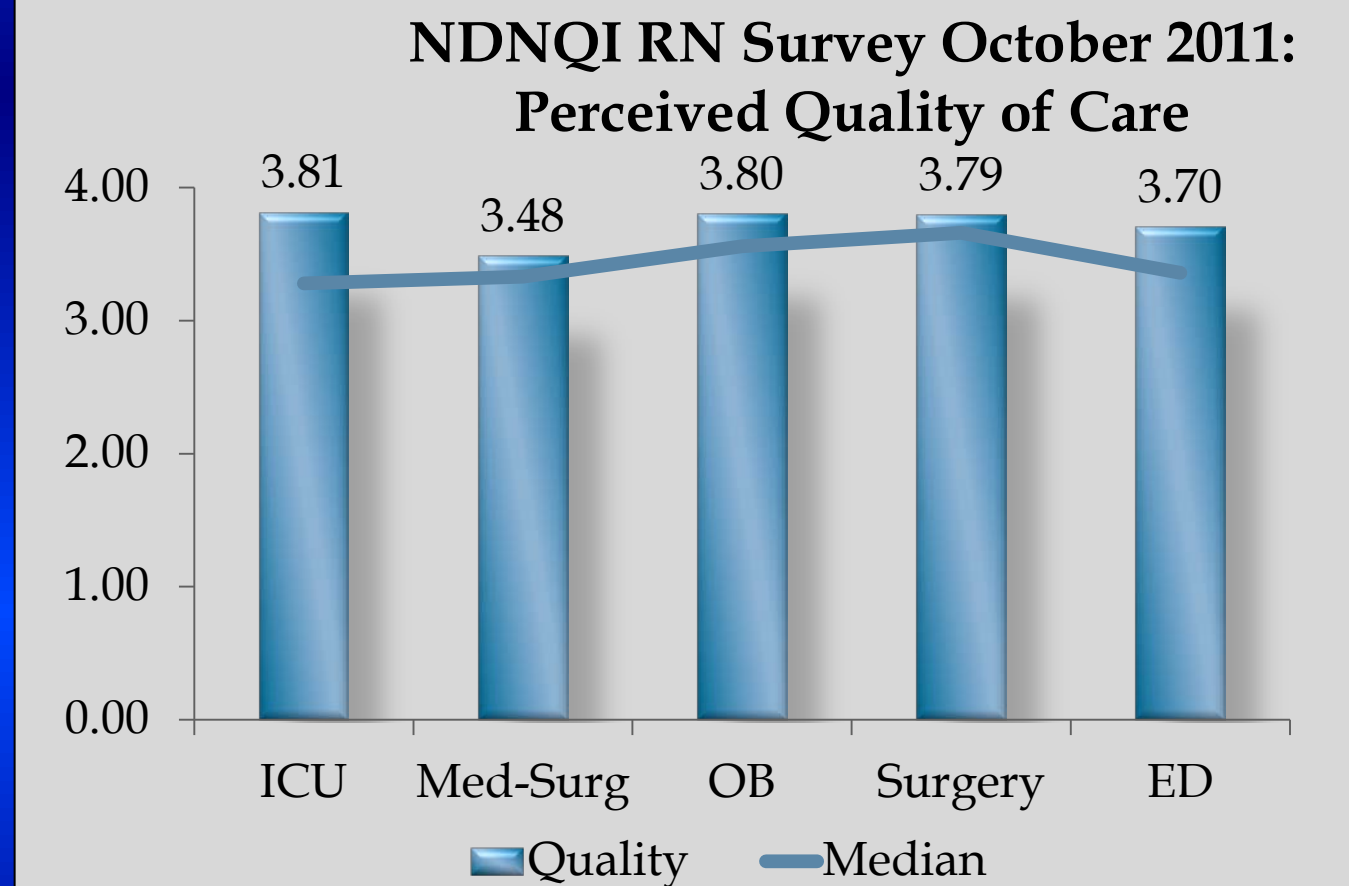


#### Committee Recommendations:

- Level - 0  
No further action
- Level - I  
First case for RN  
Individual Education provided by Nurse member of NPR
- Level - II  
Second case: same RN  
RN invited to NPR Committee/discussion by Clinical Educator (member)
- Level - III  
Third case: same RN  
Referral to Manager

**The committee reserves the right to increase to a Level - III**

### Results



**Above the national benchmark!**

Recommendations from our committee so far include Level 1, Level 2, and educational opportunities indentified and brought to our Learning Council.

### Conclusion

NPR is a very significant structure to develop a culture of excellence where professional nurses feel free to communicate practice standards for the promotion of safe, quality care in a non-punitive learning environment!

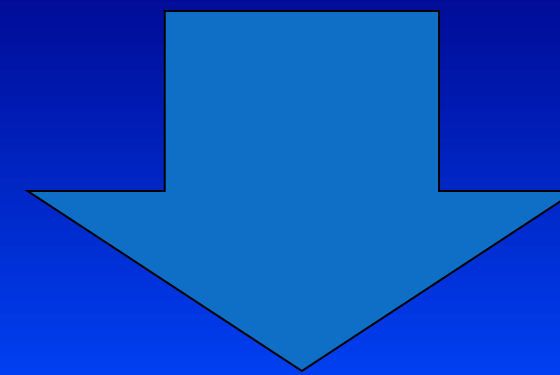
### Reference

Application Manual Magnet Recognition Program, American Nurses Credentialing Center, Silver Spring, MD, 2008 Edition.

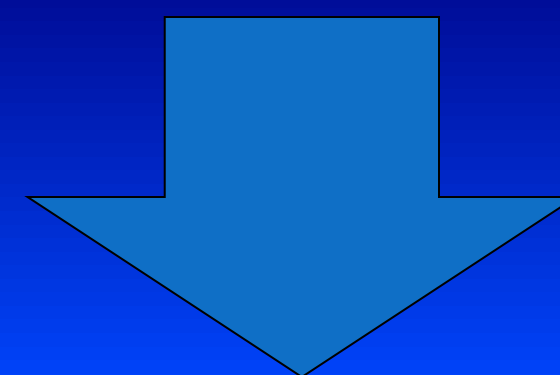
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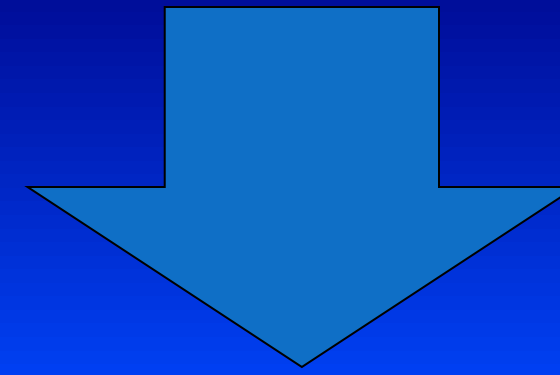


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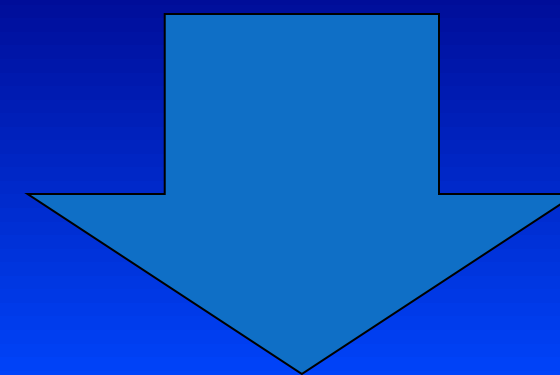
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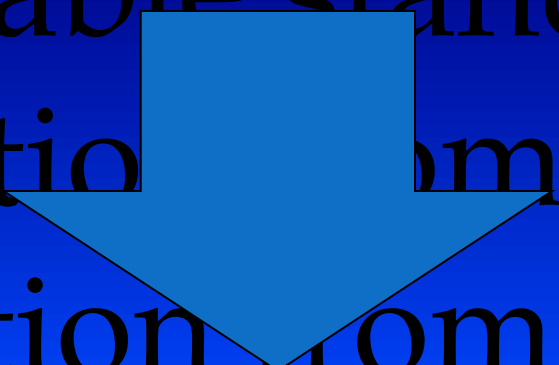


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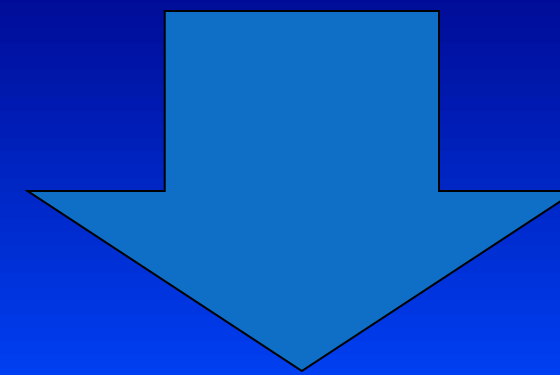
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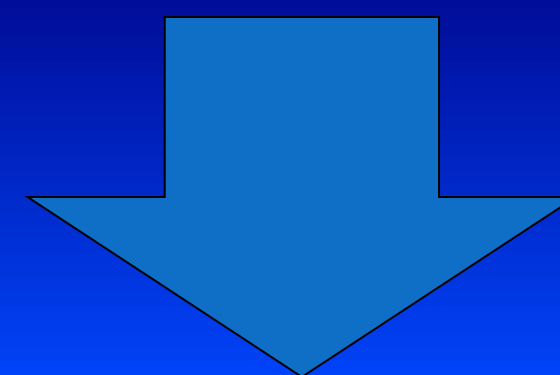
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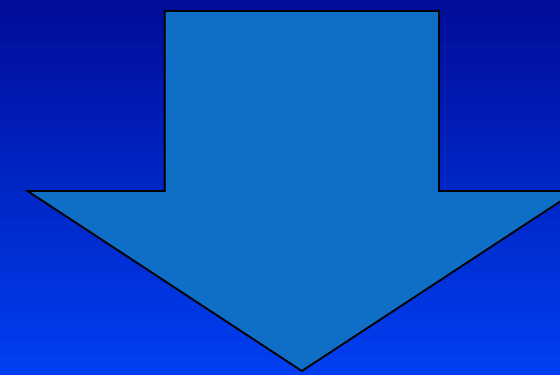


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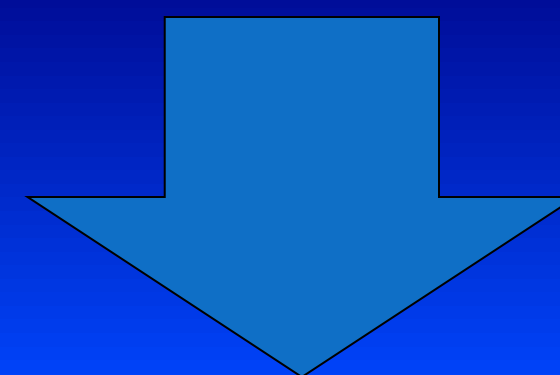
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