Registered nurses perceptions of a peer review program in a community hospital

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Problem Statement

Peer review is considered an essential component of professional nursing practice.

Despite the evidence, meaningful peer review is missing in most practice environments and there are limited examples of standardized, formal, and effective peer review processes for nurses in the literature.

Background

Definition of Peer Review
"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." (The American Nurses Association,1988, p. 3).

Contemporary domains of nursing peer review (George & Haag-Heitman, 2011)

Peer review activities should address quality and safety, role actualization, and practice advancement.
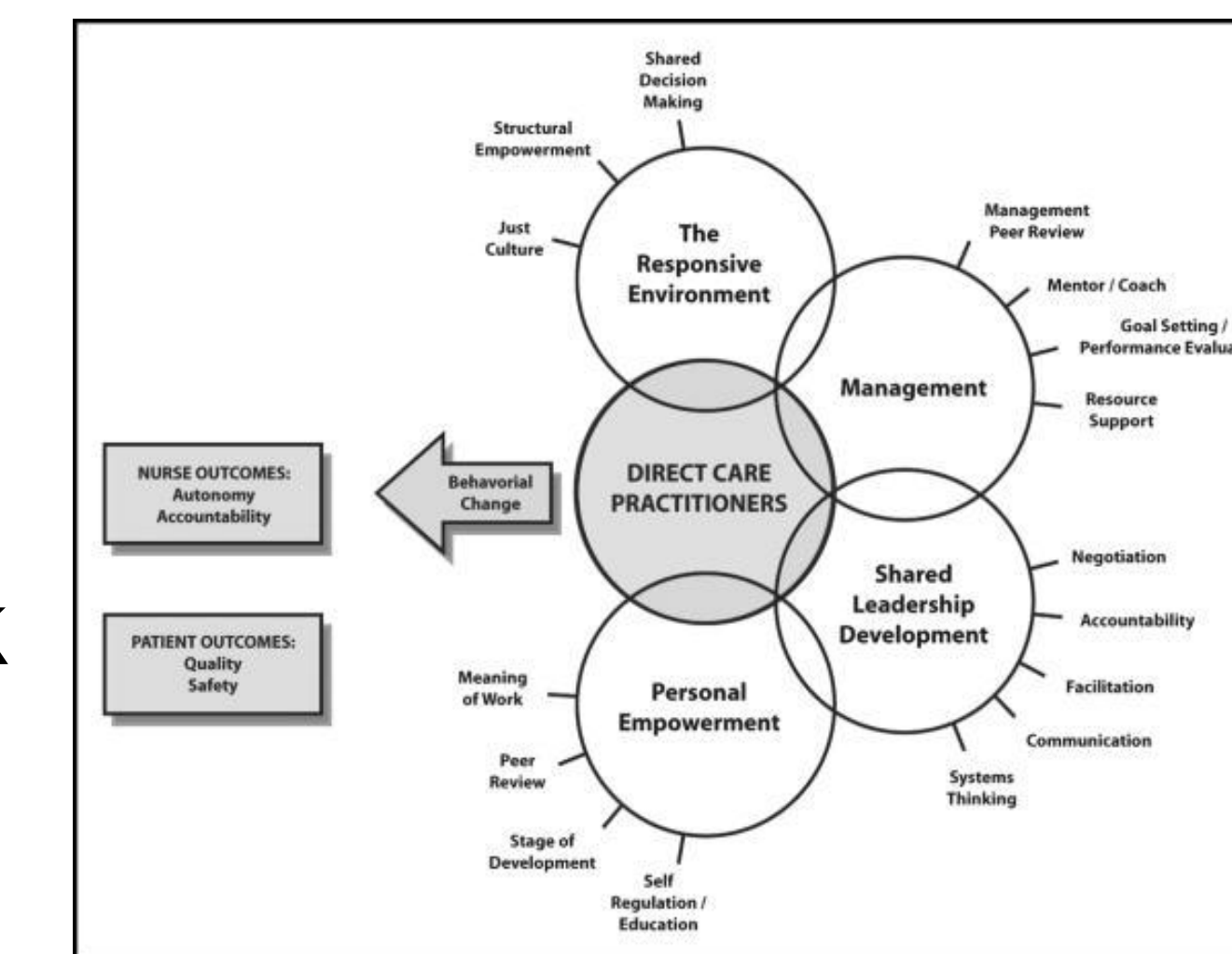
Purpose

The purpose of this DNP scholarly project is to describe the development, implementation, evaluation, and effectiveness of a peer review program to promote role actualization for registered nurses working in a community hospital.

Research Study

Research Question: What are the perceptions of registered nurses working in a community hospital who participate in a peer review process?

Conceptual Framework

- Conceptual model for staff nurse accountability and autonomy (Haag-Heitman & George, 2011).

- Peer review is an essential element in this framework to establish a culture of excellence.

Conceptual model for staff nurse accountability and autonomy (Haag-Heitman & George, 2011) Used with permission.

Methodology

Study Design: Descriptive qualitative research design using focus groups

Sample: Purposive sampling

Participants: Direct care registered nurses who participated in the 2016 peer review process

Informed Consent: Expedited review approved by Partners HealthCare and Regis College

Data Collection: Focus groups and demographic questionnaire

Data Analysis: Colaizzi's seven step method and NVivo (computer assisted qualitative data analysis software)

Significance

Nursing Practice: Peer review empowers nurses to hold themselves and their peers accountable for practice.

Nursing Leadership: Nurse leaders play a critical role in establishing and supporting a conducive environment for peer review.

Education: Formal education about peer review should be a component of basic nursing education and continue throughout the registered nurse's career.

Research: Additional research is needed to provide evidence of the effectiveness of peer review in improving quality outcomes and promoting professional development.

Scholarly Practice Project Committee
Chair: Valerie Hunt, PhD, RN
Barbara Haag-Heitman, PhD, RN, FAAN, PHCNS-BC
Margaret Oot-Hayes, PhD, RN

Peer Review Process

Annual Process

- October 1st – November 15th
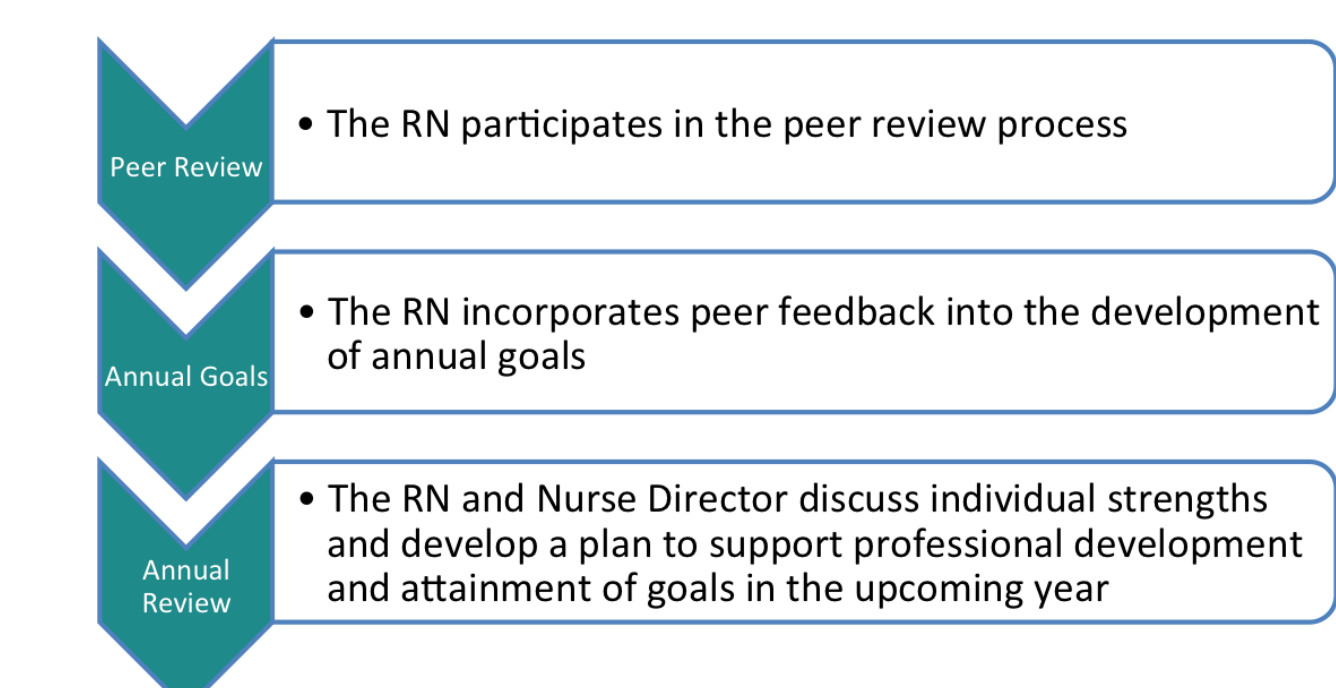
Annual Education

- Mandatory web based educational module for all nurses at all levels
- Mandatory two hour workshop for peer facilitators
- Interactive unit based educational activity titled "*Fishing for Feedback*"

Peer Facilitators

- Responsible for scheduling of peer groups and facilitating peer review sessions

Annual Process

- Peer Review is part of a three step process for professional development

Peer Review • The RN participates in the peer review process

Annual Goals • The RN incorporates peer feedback into the development of annual goals

Annual Review • The RN and Nurse Director discuss individual strengths and develop a plan to support professional development and attainment of goals in the upcoming year

- Peer feedback is prepared using a practice based feedback form

- Two to three nurse peers provide practice-based feedback in the presence of a peer facilitator

- The registered nurse attests to participation in peer review process during annual performance review

- Annual evaluation of process