It Takes A Village: Pediatric Nurse Peer Case Review





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Clinical Issue

Evidence has shown that changing unit culture can be difficult. However, culture can be positively impacted by nurse participation in peer review (Korkis et al, 2018). Pediatric and Neonatal nurses are often dealing with high stress, and rapidly changing policies and standard of care. The nurse peer case review process, using a multi-hospital safety event reporting system, has allowed the Pediatric and Neonatal units to identify common issues and opportunities for improvement throughout the pediatric units.

"I feel empowered in promoting a culture of safety for our patients and staff."

DJ Tamondong RN Committee Member

Change Implementation

In September 2021, a Nursing Peer Case Review (NPCR) Committee was created to improve nursing professional practice and quality of care through promotion of Just Culture and Zero Harm. The committee is comprised of clinical nurses from 3 acute pediatric units, 2 NICU's, 1 PICU and is part of the Nursing Professional Governance. NPCR is chaired by a bedside nurse and includes leadership mentors: 2 Unit Directors, a Clinical Nurse Specialist, Quality Team representatives, and an EHR informatacist. The committee objectives are to identify system process issues, opportunities for performance improvement, and improvement to professional nursing practice resulting in improved quality of care provided by nurses.

Methodology

What happens when a case is reviewed?



Involved RN(s) get a letter notifying them a case will be reviewed.
Committee Member connects with RN(s) involved and acts as support/mentor through process
UD supports involved RN(s) & aides in allowing time to attend 30 min time at Case Review meeting
Involved RN(s) complete a pre-survey so committee can get feedback

Day of Case Review



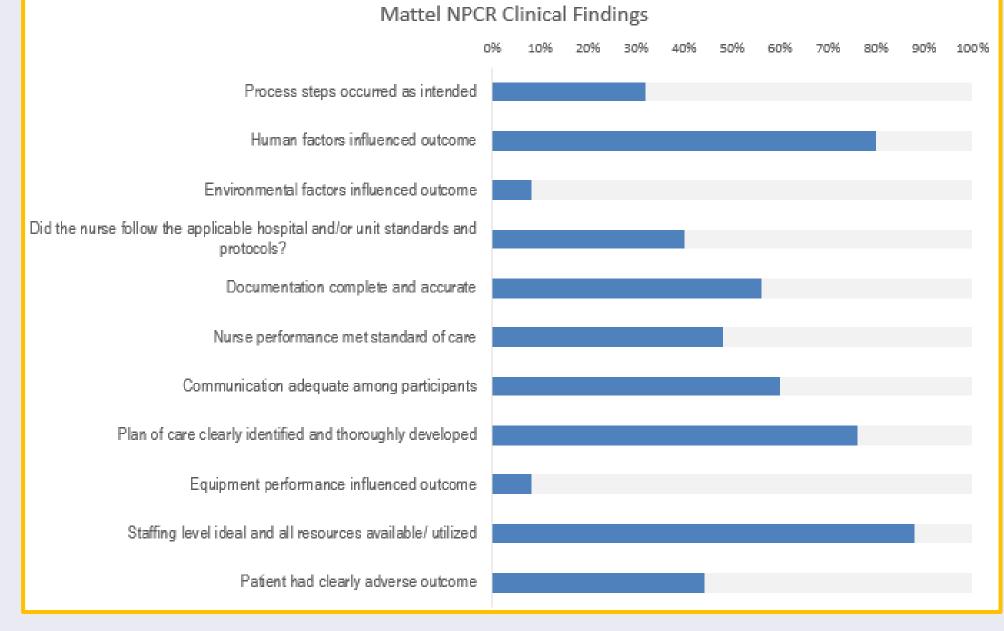
Committee Members review case (30 min)
 Involved RN(s) and other staff involved join to share their insight and participate in a Q&A for clarification/understanding of event processes (30 min)
 Committee Members use input from involved RN(s) and involved staff and complete a standardized recommendation

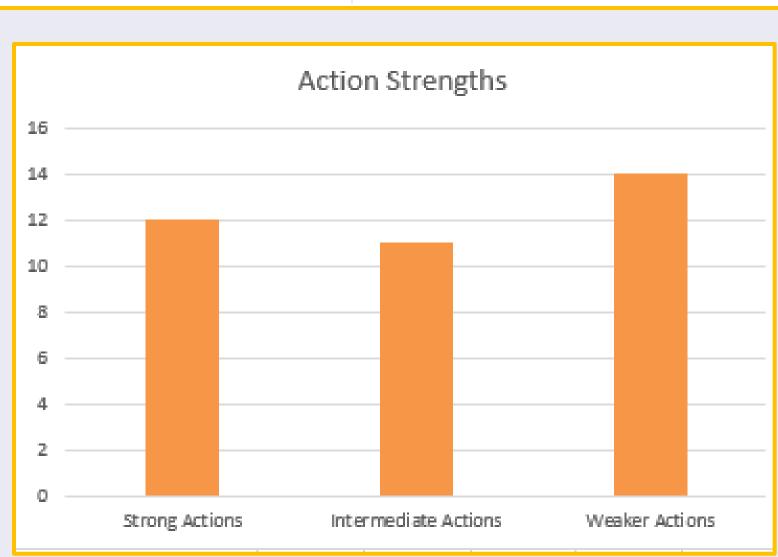
Post Case Review

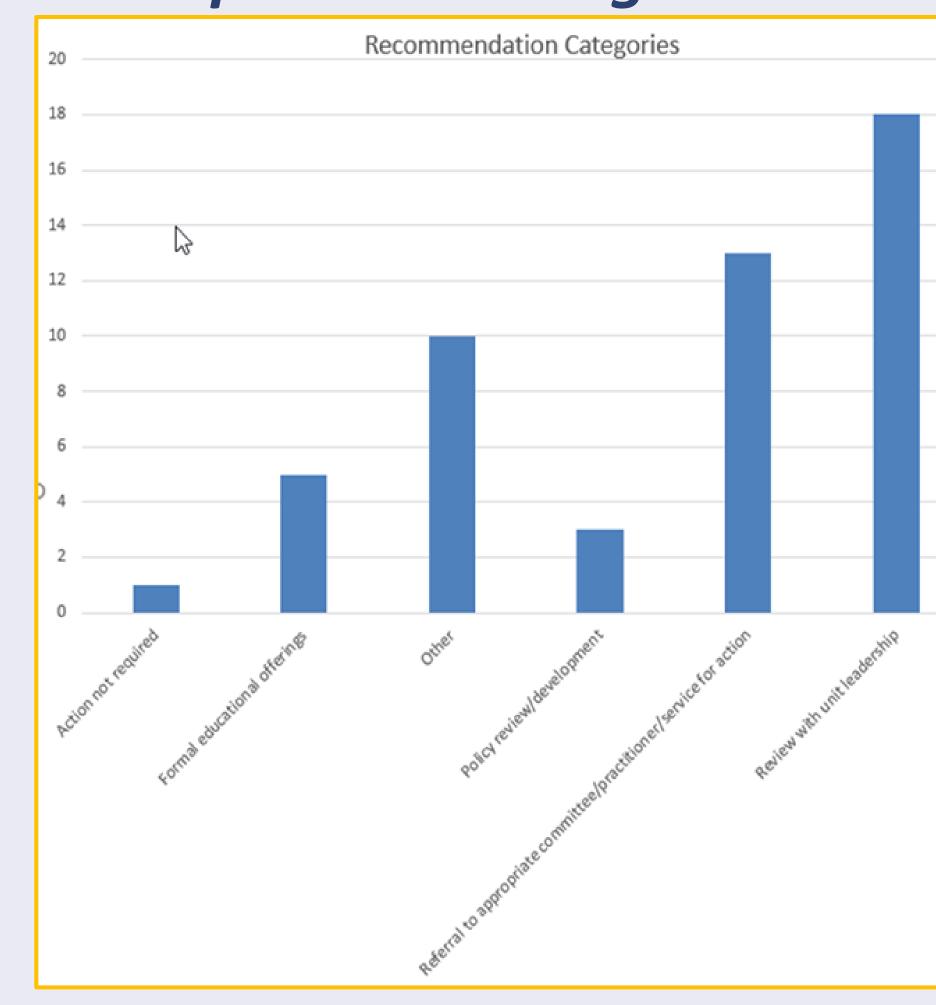
- Letter sent to UD outlining Committee recommendations
- Assigned Committee Members follow-up on progress of recommendations
 Involved RN(s) complete a post-survey so committee can get feedback
- Committee Member from involved unit helps communicate outcomes from case review with their staff (huddles, staff meetings)
- W.I.N.K. message sent for additional information about case review and recommendations

Outcomes

Findings and translation into practice change







Culture Change Drives
Progress Towards Zero Harm

Literature Review

- 1. Korkis, L., Ternavan, K., Ladak, A., Maines, M., Ribero, D., Hickey, S, 2018. Mentoring Clinical Nurses Toward A Just Culture: Successful Implementation of Nursing Peer Case Review. *Journal of Nursing Administration*, 49 (7/8), 384 388.
- 2. Hellyar M, Madani C, Yeaman S, O'Connor K, Kerr KM, Davidson JE. Case Study Investigation Decreases Burnout While Improving Interprofessional Teamwork, Nurse Satisfaction, and Patient Safety. Crit Care Nurs Q. 2019 Jan/Mar;42(1):96-105. doi: 10.1097/CNQ.00000000000000243. PMID: 30507670.

Acknowledgments

Thank you to the Mattel NPCR Committee members for your continued passion for improving patient safety and your commitment to professional nursing practice.

Toolkit

Implement a Nurse Peer Case Review Committee

Your Hospital

