

# It Takes A Village: Pediatric Nurse Peer Case Review



Tabitha Benga RN, MSN, PHN, NE-BC  
Ronda McPhail RN, BSN, CPHQ  
Krizia Torres RN, BSN, PED-BC



## UCLA Health

### 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.”

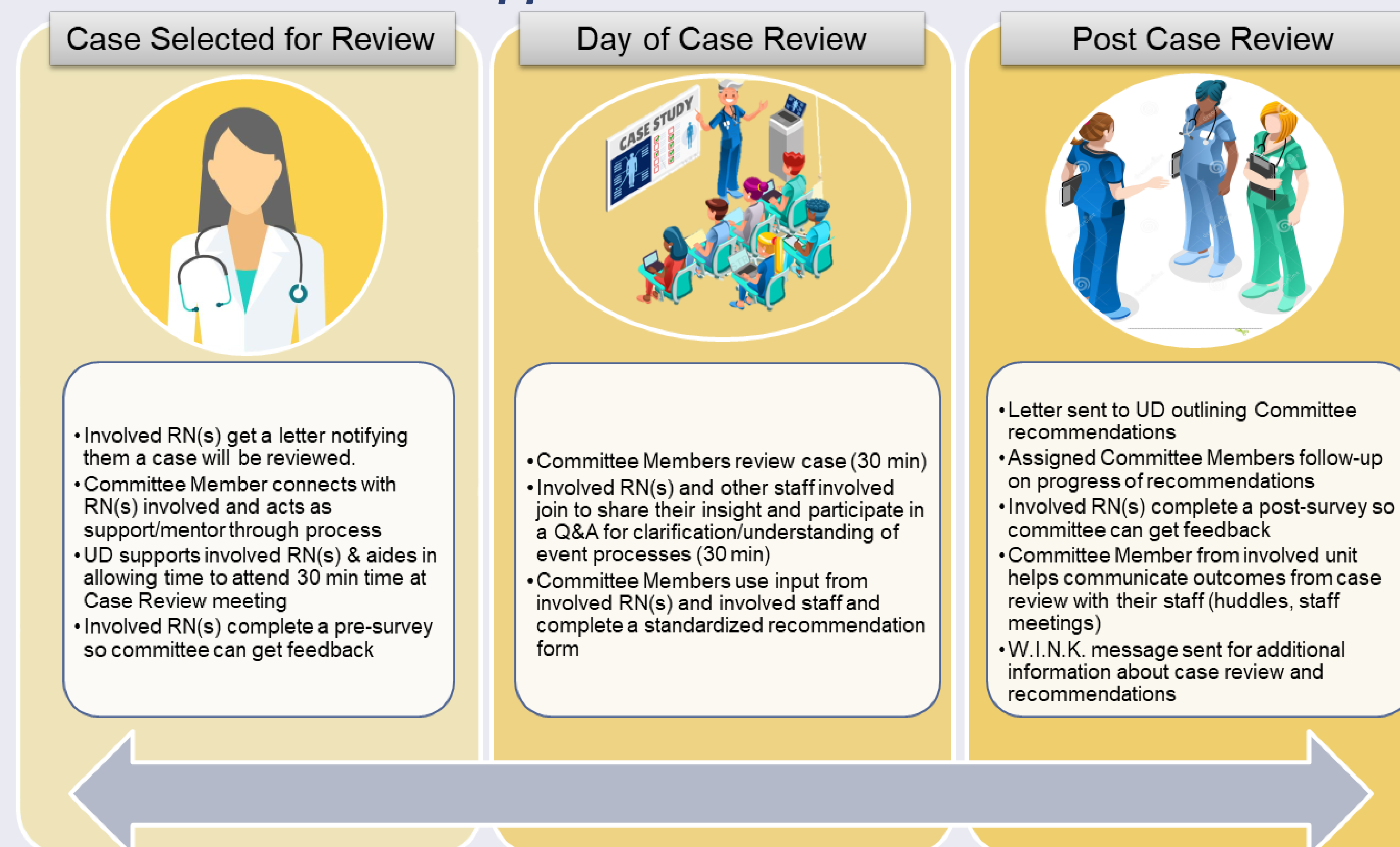
DJ Tamondong  
RN Committee Member

### 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 informaticist. 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.

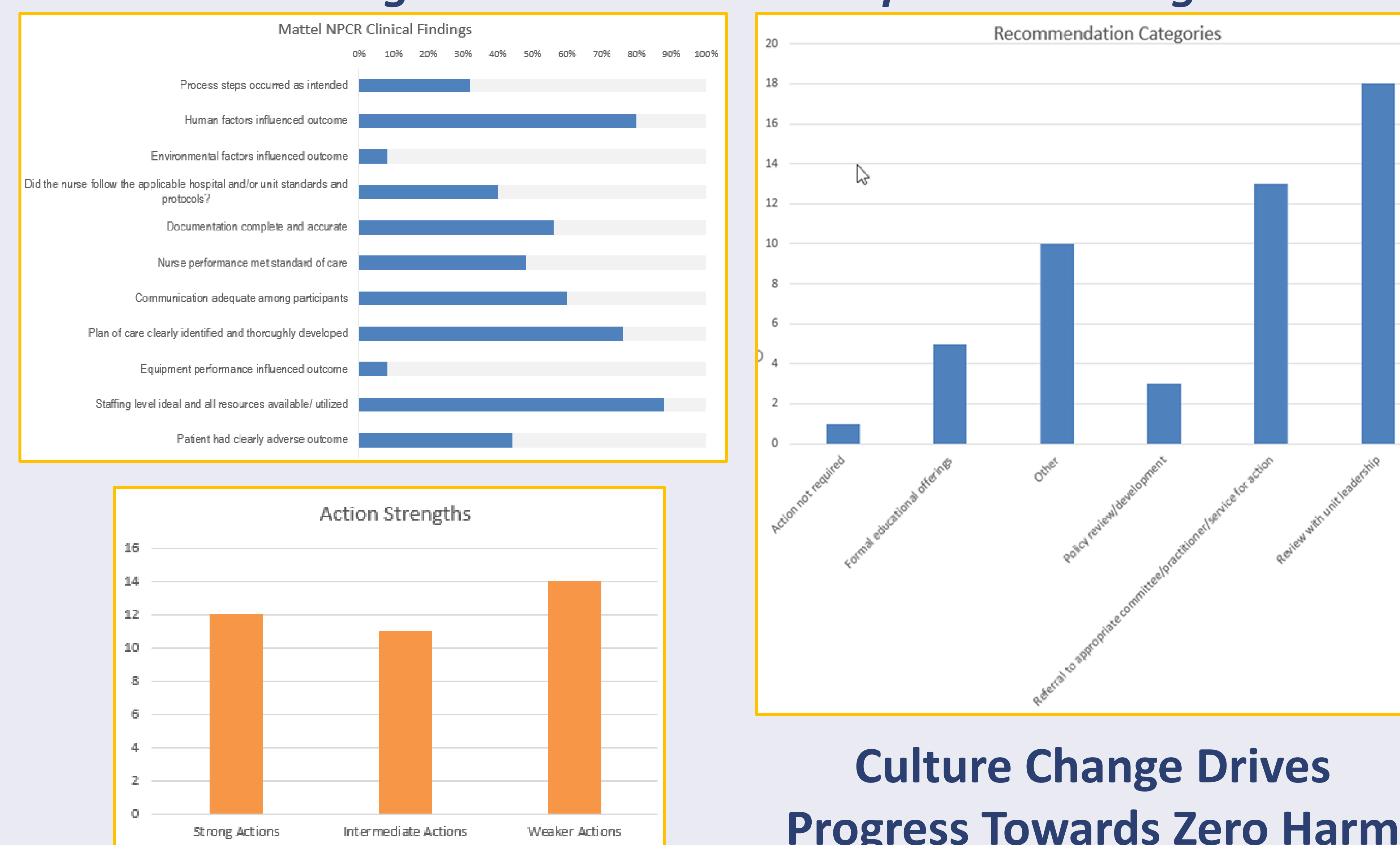
### Methodology

#### What happens when a case is reviewed?



### Outcomes

#### Findings and translation into practice change



Culture Change Drives  
Progress Towards Zero Harm

### Literature Review

- 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.
- 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.0000000000000243. 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 at Your Hospital

