

THE IMPLEMENTATION OF A FORMALIZED NURSING PEER REVIEW PROTOCOL

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BACKGROUND

- **Nursing Peer Review (NPR):** 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 (ANA, 1988).
- NPR provides the foundation and platform for accountability and responsibility through real-time feedback.
- NPR protocol is necessary to empower nurses to elevate their standards of practice through constructive feedback from peers who can relate to everyday practices.

PROBLEM STATEMENT

- The primary purpose of this DNP project is to implement a new protocol for NPR encompassing the American Nurses Association (ANA) guidelines and evidenced-base practice recommendations.
- Nurses will be educated on NPR, how to appropriately provided and receive feedback that is meaningful for professional growth and quality patient care (Nelson-Brantley et al., 2018).



Professional
Development

PROBLEM QUESTION

- Will the implementation of a new formalized Nursing Peer Review (NPR) protocol increase the adherence of completed NPRs?

PROJECT OBJECTIVES

- **Objective 1**: Education for all cardiac nurses with the exception of the CNO on the NPR protocol with a pre and posttest to measure knowledge.
- **Objective 2**: Implementation of a new protocol for NPR following the ANA guideline for peer to peer evaluation within a 4-6-week timeframe.
- **Objective 3**: A 100% adherence to completed NPRs after implementation of the new NPR protocol.



SIGNIFICANCE

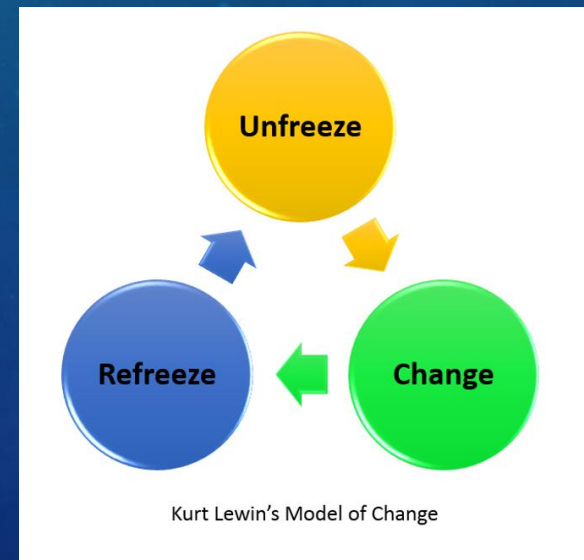
- NPR has been introduced by the ANA since the 1970's, but the adoption and implementation of a NPR that correlates to real-time feedback and patient care outcomes has not yet to show a positive connection (George & Haag-Heitman, 2015).
- As nurse leaders, the accountability and responsibility of ensuring that patient safety and quality care is at the forefront of daily practice is evidenced by implementing a mechanism for NPR through real-time feedback to decrease patient harm events (George & Haag-Heitman, 2015).
- The implementation of a formalized NPR protocol is necessary to empower nurses to elevate their standards of practice through constructive feedback from peers who can relate to everyday practices.

SEARCH TERMS & REVIEW OF LITERATURE

- Boolean search method yielded a total of 73 articles on Nursing Peer Review that met the inclusion criteria
- Inclusion criteria: full text articles, peer reviewed, systematic review
- Keywords: Relevant search terms identified include Nursing Peer Review (NPR), Peer to Peer Review, and Peer to Peer Assessment, and Peer Review
- Databases: The use of Academic Search Complete (EBSCO), Cumulative Index to Nursing and Allied Health Literature (CINAHL), Pubmed, Google Scholar, and ProQuest were some of the sources utilized from the university's electronic database.

THEORETICAL MODEL & FRAMEWORK

- Kurt Lewin- Father of social psychology
- Coined the “Change Theory” developed in the 1950’s (McGarry, Cashin, & Fowler, 2012)
- The Change Theory is comprised of 3 components
 - ❑ Unfreezing
 - ❑ Change
 - ❑ Refreezing



PROJECT STUDY/DESIGN

- Quality improvement project
- Setting: Loma Linda University Medical Center (LLUMC)
- Population of interest: Nurses on the 7th floor Cardiac service line
- Key Stakeholders: Chief Nursing Officer (CNO), 7th floor nursing leadership, nurses, and HR
- Recruitment Methods: After the selection of the population of interest the NPR protocol is completed during the annual performance review, therefore, nurses during the implementation phase were recruited to complete the NPR protocol

TOOLS AND INSTRUMENTS

- **Altered General Self-Efficacy Scale (GSES):** The tool that will be utilized to assess the reliability and validity of this project .
- This scale is comprised on a 10-item assessment of various statements using a Likert scale rating system (Wu, Yu, Huang, Hou, & Hsieh, 2016).
- **Nursing Peer Review (NPR) Protocol:** The NPR Protocol is a one-page protocol that encompasses the ANA's six guidelines on NPR.

Altered General Self Efficacy Tool

Altered General Self Efficacy Scale Pre/Post-Test

Participant ID: _____
Date: _____ Pre-Test

	Level of Truth:			
	Not at all	Barely	Moderately	Exactly
1. I can always manage to solve difficult problems when providing feedback to my peers.	1	2	3	4
2. If my peer disagrees with my feedback, I can find ways to carry a constructive conversation to find resolution to the disagreement.	1	2	3	4
3. It is easy for me to stick to my aims and goals while providing feedback to my peers.	1	2	3	4
4. I am confident that I could deal efficiently with unexpected reactions to feedback from my peer.	1	2	3	4
5. Thanks to my resourcefulness I know how to handle unforeseen situations while providing feedback to my peers.	1	2	3	4
6. I can solve most problems I come across while providing feedback to my peers if I invest the necessary effort.	1	2	3	4

Altered General Self Efficacy Scale Pre/Post-Test Continued

Participant ID: _____
Date: _____ Post-Test

	Level of Truth:			
	Not at all	Barely	Moderately	Exactly
7. I can remain calm when nervous or fearful of providing peer to peer feedback because of my coping abilities.	1	2	3	4
8. When I am confronted with a difficult peer to peer review, I can usually find several solutions.	1	2	3	4
9. If I am in a bind and don't know what to say while providing peer to peer feedback, I can usually think of something to say.	1	2	3	4
10. No matter what comes my way while providing feedback to my peers, I'm usually able to handle it.	1	2	3	4

Nursing Peer Review Protocol

Multi-Rater/Peer Review Process

The process by which employees systematically assess, monitor, and make judgments about the quality of services/teaching/nursing care provided by peers measured against organizational/professional standards.

Select a theme for focus; 1 Strength & 1 Opportunity

- Knowledge and Decision-Making Strength Opportunity
- Customer, Student, Patient Relationships Strength Opportunity
- Collaboration/Teamwork Strength Opportunity

Summary of Practice/Professional Strength

Select 1 theme from the above and write a brief description.

Theme:

As evidenced by (provide examples of practice strengths):

Summary of Practice/Professional Development Opportunity

Select 1 theme from the above and write a brief description.

Theme:

As evidenced by (provide examples of practice development opportunity):

Multi-Rater/Peer Being Reviewed:

Multi-Rater/Peer Evaluator:

DATA COLLECTION PROCEDURES

- Pre and Post test data was collected before and after education was provided on the NPR protocol.
- Participants were provided with a paper copy of the Altered General Self Efficacy Tool before and after the educational PowerPoint was provided
- Participants are not required to fill out their names to ensure privacy.
- At the end of the implementation phase, a chart audit was completed to collect and review the NPR protocols

PROJECT TIMELINE

Pre-Implementation 2/27/2020	<ul style="list-style-type: none">• Meeting with 7th floor nursing leadership to discuss NPR process• Review of NPR tool and educational PowerPoint for feedback
Implementation: Week 1 Date: 3/2/2020	<ul style="list-style-type: none">• Presentation at 7th floor monthly staff meeting to introduce NPR.• Demographic survey and pre-test GSES provided to staff• Provide post-test after the education has been presented at the 7th floor monthly staff meeting• Collection of survey results and begin entering data into SPSS• Begin collecting data of completed NPRs• Daily face to face meetings with 7th floor nursing leadership to answer questions and clarify process
Implementation: Week 2 Date: 3/9/2020	<ul style="list-style-type: none">• Daily face to face meetings with 7th floor nursing leadership to answer questions and clarify process• Begin to input demographic data into SPSS
Implementation: Week 3 Date: 3/16/2020	<ul style="list-style-type: none">• Daily face to face meetings with 7th floor nursing leadership to answer questions and clarify process• Provide post-test to all eligible employees who have completed the NPR protocol
Implementation: Week 4 Date: 3/23/2020	<ul style="list-style-type: none">• Collection of all NPR protocols• Final collection of all post test• Synthesis of all data in SPSS• Have HR run the final chart audit on eligible staff who have completed the NPR protocol

ETHICS/HUMAN SUBJECTS PROTECTION

- The study did not require the Institutional Review Board (IRB).
- The implementation of the NPR protocol does not require IRB approval as it does not meet the criteria for human subjects research.
- The implementation of the NPR protocol, participants who take part in this project will have their names redacted from any records and only unit leadership will have access to completed NPR protocol tool.

IMPLEMENTATION

- The NPR protocol was implemented within a 4-6 week timeframe
- The Altered General Self-Efficacy Tool (GSES) was utilized to assess knowledge via a pre and post-test after receiving education on the NPR protocol.
- Education was provided at the monthly staff meeting
- There were a total of 16 participants who met the inclusion criteria (n=16)
- The total number of participants has been altered due to leave of absences and COVID-19 constraints.

PLANS FOR ANALYSIS/EVALUATION

- Analysis & evaluation will be synthesized utilizing the IBM SPSS statistics, Version 22
- Collected data will be analyzed using a paired sample t-test and a Wilcoxon test
- There were a total of 16 participants ($n=16$) who met the inclusion criteria



IMPLICATIONS FOR NURSING

- As a nursing profession the NPR protocol provides a process for NPR following the ANA's guidelines.
- The NPR protocol will continue to elevate nursing standards of practice and increasing professional development and growth for the nursing profession.
- Based on the results there is a need for further dissemination and education prior to a system wide adoption process.

ANALYSIS OF RESULTS

- Based on the pre and posttest data the results are as follows:
- In this case Var0003 represents the cumulative pretest results from the participants during the pretest, and Var0004 represents the posttest results after NPR protocol education was provided to the group.
- Based on the data analysis below, participants increased 18% (7.2 points of 40 points; 95% confidence interval: 4.4-9.9) point increase when comparing the pretest (Var00003) and the posttest (Var00004).
- There was a statistically significant increase ($t=5.6$, $df=15$, $p<0.001$). The results indicate that there was a statistical significance of increased knowledge of the NPR protocol based on the results.

Paired Samples Test

Paired Differences

		Mean	Std. Deviation	Std. Error Mean
Pair 1	VAR00003 - VAR00004	-7.18750	5.17969	1.29492

95% Confidence Interval of the Difference

Lower	Upper	t	df	Sig. (2-tailed)
-9.94756	-4.42744	-5.551	15	.000

Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	VAR00003	29.0625	16	3.33604	.83401
	VAR00004	36.2500	16	3.90726	.97681

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	VAR00003 & VAR00004	16	-.017	.951

ANALYSIS OF RESULTS

- The Wilcoxon signed rank test was also applied to this analysis as it is designed for use with repeated measures and converts the scores to ranks which compares the results during the pretest (Var00003) and posttest (Var00004) (Rietveld & van Hout, 2017).
- The results from the Wilcoxon signed rank test the Asymp. Sig. (2-tailed) is .001 which indicates that the difference between two test scores is statistically significant
- This data also supports the paired t-test as they both indicate that there was a statistical significance when comparing the pretest (Var00003) and posttest (Var00004).

	VAR00004 - VAR00003
Z	-3.356 ^b
Asymp. Sig. (2-tailed)	.001

a. Wilcoxon Signed Ranks Test
b. Based on negative ranks.

DISCUSSION

- Based on the results of the NPR protocol project in comparison with the current literature there are no new or additional findings.
- The implementation of the NPR protocol did enhance nursing knowledge and professional development (Herrington et al., 2019)
- The goal of this project was to implement a new NPR protocol and educate nurses on the ANA guidelines as well as adherence.

LIMITATIONS

- Project limitations were directly related to the COVID-19 pandemic:
 - ❑ Decreased participation of nurses who met the inclusion criteria
 - ❑ Nurses were unable to complete nursing peer review protocols due to
 - Illness
 - Leave of absence
 - Furloughed or budgeted due to patient volume

DISSEMINATION

- Further dissemination of the NPR protocol will occur due to COVID-19
- Information will be shared at the organizational level at monthly meetings followed by system-wide meetings prior to a system-wide adoption
- The NPR protocol education will be disseminated through the hospital's Organization Wide Learning (OWL) module where the education will be a mandatory requirement for all nursing staff

PROJECT SUSTAINABILITY

- Due to COVID-19 the NPR protocol will continue to be utilized on the 7th floor Cardiac Service lines for an additional 3-6 months followed by a trial on a Children's Hospital's service line prior to the system-wide implementation
- Prior to the final system-wide adoption of the NPR protocol, the form will be built into the hospital's new electronic system where all employees will complete their NPR protocol during the annual performance period.

FUTURE DISSEMINATION & RECOMMENDATIONS

- Dissemination plans start at the local level such as nurse leadership meetings & local conferences
- Future Recommendations:
 - Continue trial on the Medical Center Cardiac service lines for an additional 3-6 months
 - Begin trial on a Children's Hospital service line (Estimated trial period of 3-6 months)
 - Review the results and feedback from both areas prior to a system-wide dissemination
 - Integration and use into the new RN Residency program

CONCLUSION

- The NPR protocol aims to standardize how nurses throughout an organization provide constructive peer review following the ANA's guidelines which will enhance professional development and patient quality care.
- The NPR protocol will continue to elevate nursing standards of practice and increasing professional development and growth for the nursing profession.
- Based on the results there is a need for further dissemination and education prior to a system wide adoption process.

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