NURSING PEER REVIEW
TOOLS AND TECHNIQUES TO PROMOTE NURSING ACCOUNTABILITY

March 18, 2009
RENAISSANCE GLENDALE HOTEL AND SPA
PHOENIX, AZ

Register by January 16 and SAVE $100!
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Physicians have been conducting peer review for decades with great success. It’s time for the nursing profession to establish and uphold the same quality standards. Discover a nonpunitive approach to evaluate nursing quality of care.

Attend this innovative program and learn best practices on how to develop a streamlined, systematic approach to evaluating individual nursing care.

Establishing a formalized structure to evaluate nursing care will ultimately:
– Improve patient outcomes
– Strengthen nurse professionalism
– Encourage nurse accountability

CONSIDERING ANCC MAGNET RECOGNITION PROGRAM® DESIGNATION?

Formal peer review is an essential component for organizations on the road to ANCC Magnet Recognition Program® certification, because the peer review process:
– Holds nurses accountable
– Reveals education needs
– Provides an unbiased approach to evaluating quality of care
– Indicates when changes in practice are necessary to improve patient outcomes
– Creates a mechanism to track quality of care
– Identifies systemwide process issues

Attend this comprehensive program and receive answers to your most challenging questions.

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FOR INFORMATION, CALL 800/801-6661 OR VISIT WWW.GREELEY.COM/SEMINARS.
SEMINAR’S FOCUS

OVERVIEW

Evaluating individual nurse performance should become an expectation for nursing, as we strive to always improve the standard of nursing care we provide our patients.

The term peer review is cropping up everywhere in today’s healthcare environment, particularly when talk turns to quality care and standards of practice. It seems odd that much of nursing has yet to catch up to our medical staff colleagues in terms of evaluating individual standards and quality of care, which is something medical staffs have been practicing for decades.

Peer review is about nurses taking responsibility for their practice and about nurses evaluating nurses. It is about raising the standards of practice for all, and ultimately providing the best care we can for our patients.

If the profession of nursing does not focus on nurse performance, and if nursing peer review programs are non-existent or ineffective, then we run the risk of others taking control of the process for us. The best solution to this problem is to create or strengthen the nursing peer review process.

The major benefits of establishing a nursing peer review program include:

• Improving the quality of care provided by individual nurses
• Monitoring the performance of nurses
• Identifying opportunities for performance improvement
• Identifying systemwide issues

This seminar will provide you with hands-on tools for:

• Designing a nursing peer review committee charter
• Establishing a formal, unbiased process and timeline for evaluation of nursing care

• Educating stakeholders and nonstakeholders within your organization
• Implementing the program and conducting chart review
• Tracking and trending data to establish benchmarks and to identify educational opportunities and improvements

WHO SHOULD ATTEND

• Chief nursing executives
• Directors of nursing
• VPs of patient care services
• Administrators
• Nurse managers
• Staff development/education managers
• Quality professionals
• Risk management professionals

LEARNING OBJECTIVES

• Define the differences between informal and formal peer review.
• List four goals and benefits of conducting peer review.
• Identify what elements should be included in the dimensions of nursing performance.
• Describe the three types of peer review protection laws.
• Describe the case review process prior to and after committee review.
• List the different components of the case review form.
• Describe the different types of indicators used to evaluate nursing performance.
• List ways to reduce fear among nurses regarding the peer review process.
• Explain how a professional peer review process supports the 14 Forces of Magnetism.

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## AGENDA

### 7:00 AM–8:00 AM  Registration and continental breakfast

### 8:00 AM–9:30 AM  Overview: Why incident-based peer review?
- Defining peer review
  - Different types of peer review
  - What it is and what it is not (e.g., not an annual evaluation)
  - Who are peers?
- Driving change in healthcare quality
- Who owns accountability for nursing quality?
- How does peer review fit within the context of the ANCC Magnet Recognition Program®?
- Benefits, rationale, and goal of peer review

### 9:30 AM–9:45 AM  Break

### 9:45 AM–11:00 AM  Nursing peer review: The five-step process
- Step 1: Design a formal structure/committee to support the peer review process
  - Informal versus formal structure; where does peer review fit?
  - Forming a committee charter and defining committee roles and responsibilities
  - Incorporating peer review process into existing nursing structure
  - Tips on running an effective committee
  - Legal considerations
    - Immunity, confidentiality, and protecting information from discovery
    - Peer review protection laws
    - Confidentiality guidelines
    - Security of information

### 11:00 AM–12:00 PM  Nursing peer review: The five-step process (continued)
- Step 1: Design a formal structure/committee to support the peer review process (continued)
  - Set and communicate expectations
    - The nurse performance model and competency framework
    - Indicator types: review, rule, and rate
- Step 2: Establish the nursing peer review process
  - Formulating and writing policy
  - Peer review timelines
  - How are cases identified?
  - Creating a case screening tool

### 12:00 PM–1:30 PM  Lunch (on your own)

### 1:30 PM–2:30 PM  Nursing peer review: The five-step process (continued)
- Step 3: Educate all stakeholders
  - Identifying the target audience: Who are the stakeholders?
  - Training committee reviewers
  - Eliminating fear and obtaining buy-in

### 2:30 PM–2:45 PM  Break

### 2:45 PM–4:00 PM  Group exercises: Practice scoring actual cases to create an unbiased approach to evaluating nursing care

### 4:00 PM  Adjourn

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For information, call 800/801-6661 or visit www.greeley.com/seminars.
PATRICIA PEJAKOVICH, RN, BSN, MPA, CPHQ, is a senior consultant with The Greeley Company, in Marblehead, MA. She brings over 25 years of management experience to her work with healthcare organizations across the nation. She applies her leadership and nursing experience to help hospitals and medical staffs develop solutions to their toughest problems. She has a particular expertise in accreditation standards and regulatory compliance. Prior to joining The Greeley Company, she worked for 15 years in hospital senior management, with responsibility for quality improvement, medical staff credentialing, continuing medical education, infection control, case management, Joint Commission accreditation, and data abstracting. She also served as a corporate director of quality improvement for a large HMO and with a state medical society assisting physicians in negotiating third-party payer contracts.

ANNE JADWIN, RN, MSN, AOCN, NE-BC, is assistant vice president of nursing services at Fox Chase Cancer in Philadelphia. Fox Chase was the first Magnet Recognition Program® (MRP) institution in the state of Pennsylvania and the first specialty hospital in the United States to earn that distinction. Jadwin’s responsibilities include oversight of inpatient hospital operations; supervision of the case management department, the clinical nurse specialists, and the nursing supervisors; recruitment and retention initiatives for the department of nursing; and maintenance of MRP status. She has been a registered nurse for 29 years, of which she has spent 25 years in oncology. She has held management positions for 24 years and is an active member of the Oncology Nursing Society, the Southeastern Pennsylvania Organization of Nursing Leaders, AONE, and the ANA.

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WHAT YOUR COLLEAGUES ARE SAYING . . .

“I feel very confident following this seminar, I could implement (and will) a Nurse Peer Review process at my facility.”

—Marsha King, RN, St. Joseph Regional Medical Center, Eikhart, IN

“I would recommend this seminar to colleagues, it was very well presented and useful.”

—Mary Steele, RN, Otsego Memorial Hospital LTC, Gaylord, MI

“This course will significantly help my organization set up an effective nursing peer review process!”

—Nancy Gill, RN, Banner Estrella, Phoenix, AZ
PROGRAM INFORMATION
To register, call The Greeley Company at 800/801-6661, fax the attached registration form to 800/738-1553, or sign up online at www.greeley.com/seminars.

SCHEDULE
7:00 AM–8:00 AM Registration and continental breakfast
8:00 AM–12:00 PM Seminar
12:00 PM–1:30 PM Lunch (on your own)
1:30 PM–4:00 PM Seminar
4:00 PM Adjourn
Morning and afternoon breaks announced by your faculty.

MARCH 18, 2009
RENAISSANCE GLENDALE HOTEL AND SPA
9495 W. Coyotes Boulevard
Glendale, AZ 85305
RESERVATIONS: 800/468-3571 (mention HCPro or The Greeley Company for discounted room rate)
HOTEL TELEPHONE: 623/937-3700
WEB SITE: www.renaissanceglendale.com
DISCOUNTED ROOM RATE: $225 per night
CUTOFF DATE: February 16, 2009

Experience Arizona luxury at Glendale’s four-star hotel, located just nine miles north of Phoenix. The Renaissance Glendale Hotel and Spa offers a full-service Spa Bontanica, swimming pool, fitness center, and fine dining. Enjoy the historic downtown, voted “Arizona’s Antique Capital,” where you can explore more than 70 antique and specialty shops adjacent to the beautiful city park. In addition to the historic downtown, shoppers can also visit one of the largest malls in the region, Arrowhead Towne Center. Glendale is home to the NFL’s Arizona Cardinals and the NHL’s Phoenix Coyotes. Take in an ice hockey game at Jobing.com Arena or tour the University of Phoenix Stadium, home of the 2008 Super Bowl.

ADDITIONAL PROGRAMS BEING HELD IN PHOENIX, AZ
March 19–20 HCPro’s Workshop on the ANCC Magnet Recognition Program®
March 19–20 Collecting, Analyzing, Presenting Quality Data
March 19–20 Recovery Audit Contractor Defense

Attend more than one program and receive discounted pricing off the standard rate. Register for 2 programs and save 10%; register for 3 programs and save 15%. Call 800/801-6661 for details.

SAVE $100
Register by January 16 and SAVE $100 off this seminar!

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Please visit us at www.greeley.com/seminars for more information about continuing education credits that will be provided for this program.

SPECIAL PRICING FOR NURSING PEER REVIEW AND OUR OTHER SEMINARS IN PHOENIX, AZ

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SEMINAR POLICIES

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REGISTRATION FEES:

Early-bird rate—January 16, 2009
☐ $695 individual attendee
☐ $2,780 Team of five

Standard rate
☐ $795 individual attendee
☐ $3,180 Team of five

STAY AN EXTRA 2 DAYS AND SAVE
☐ $1,610 Nursing Peer Review and HCPro’s Workshop on the ANCC Magnet Recognition Program® (10% off the standard rate)

CONTACT PERSON NAME: Attending the seminar: ☐ Yes ☐ No
Title: Dept:
Organization:
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NAME OF REGISTRANTS: (Seminar confirmation will be sent via e-mail.)
1st Name: E-mail: Title:
2nd Name: E-mail: Title:
3rd Name: E-mail: Title:
4th Name: E-mail: Title:
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