

Nurturing Excellence:

THE POSITIVE PEER REVIEW



A peer review process is sometimes referred to as:

- 360 review
- In-depth performance evaluation



What is it?

- An evaluation of an individual's practice and performance.
- Most job sites and companies perform intermittent performance reviews for their staff to help improve the quality of service. Medicine should be no different!
- May be formally required to upgrade the category a practitioner holds at a facility (e.g. Provisional to Active status), or as requested by a licensing body (e.g. College of Physicians and Surgeons).
- May be a less formal process departments or offices implement to ensure ongoing quality improvement.

What could it include?

- Review of charts for quality, accuracy and timeliness.
- Review of clinical competencies.
- Review of continuing medical education updates.
- Review of procedures performed including frequency and direct observation.
- Communication with colleagues and team members.

Supporting your colleague through a peer review

Receiving feedback from a trusted peer can be a valuable learning experience, but hearing negative feedback, no matter how "gently-worded" it is, can leave someone feeling hurt, vulnerable and unappreciated.

TIPS TO ENSURE A POSITIVE EXPERIENCE:

- Be transparent with the reviewee about the intent of the review and the format.
- Ensure there is a "debriefing" session set up following the review. This may mean ensuring the reviewee has a trusted colleague to meet with after to review the feedback.
- Encourage the reviewee to make small "change goals" after the process.
- Encourage all team members to be actively involved in the process in some way to encourage an open, enjoyable, and transparent work culture.