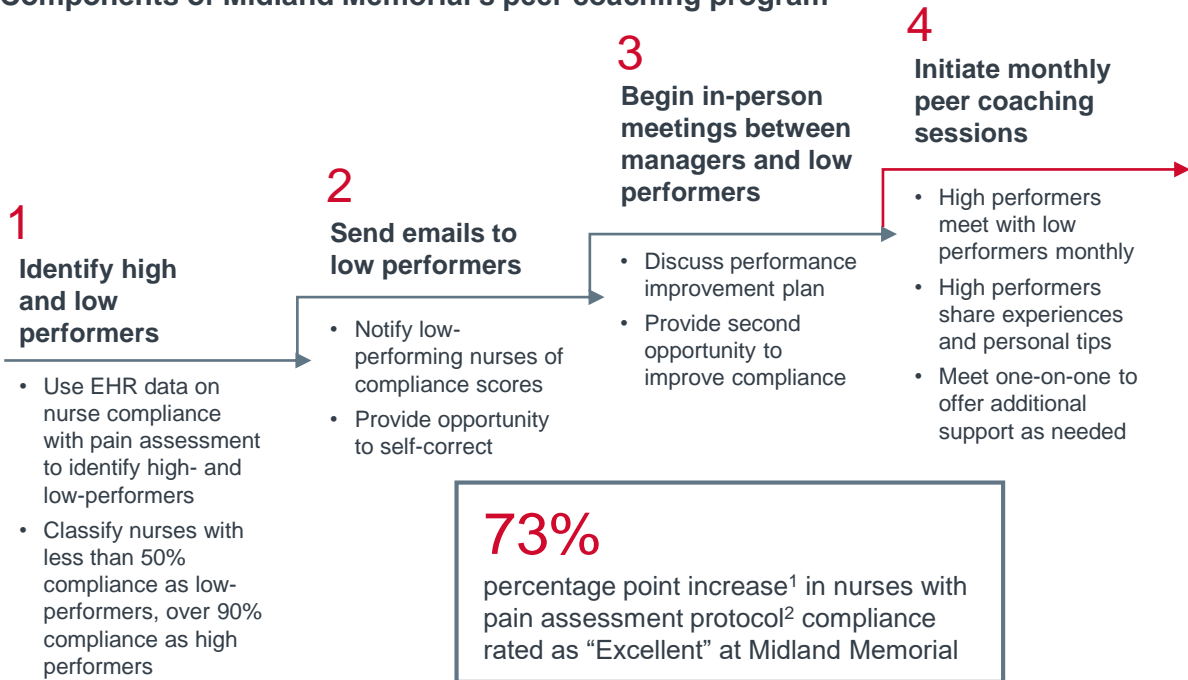


Tap into existing resources

Midland Memorial uses high-performing staff as peer coaches

Components of Midland Memorial's peer coaching program



1) From pre to post-implementation; from 2012 to 2017.

2) Rated on a five-point scale ranging from poor to excellent.



CASE EXAMPLE

Midland Memorial Hospital

- 470-bed community hospital located in Midland, Texas
- ▶ In 2011, nurse leaders established a peer review committee to identify challenges with standards that weren't fitting into staff workflow; review committee includes eight frontline nurses, committee chair, and director
- ▶ Nurse leaders identified frontline staff needing additional support by pulling individual data from the EHR system on staff compliance with pain assessment; low performers are alerted of performance via email and manager-facilitated performance improvement plans
 - Nurses not meeting compliance target for three consecutive months must attend peer review committee
- ▶ High performers asked to join peer review committee to serve as peer support for low performers; help low performers hardwire pain assessment by sharing tips and personal experience
- ▶ 69 nurses have attended peer review for support (out of ~600 staff nurses) since December 2013; from November 2012-March 2017, compliance with pain assessment protocol has increased by 73 percentage points

Source: Midland Memorial Hospital, Midland, TX; Nursing Executive Council, *The High-Reliability Nursing Enterprise*, Washington, DC: Advisory Board, 2017; Oncology Roundtable interviews and analysis.