Raising the quality bar: Improving Clinical Peer Review process in an Occupational Therapy Department

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In our OT Department, **GAPS identified!**

- Official practice guidelines: **✗**
- Comparison to established standards: **Weak**
- Scale of Improvement: **Small**
- Discussion foci: **Limited**
- Eagerness in therapists participation: **✗**

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“...a process by which professionals from common practice areas systematically assess, monitor, make judgments, and provide feedback to peers by comparing actual practice to established standards.”

“Peer Review, as a process, is an excellent way to engage a multi-generational workforce that can lead to more satisfied employees”
### PAST

**1999-2009**
- Non-regular sessions
- No reviewing tools
- No Follow-up
- Discussion guided by Senior OT
- Participated by **ALL** therapists

**2009-2014**
- Limited Follow-up Plan
- Self-developed Peer Review Checklist
- Scheduled regular sessions
- Individual Feedback
- Discussion guided by Senior OT
- Participated by **ALL** therapists

### PRESENT

**2015 onwards**
- Specialty-specific review panel
- Group Leaders! (OT I)
- Action Planning
- Follow-up Monitoring
- Senior OT as service development support
- Self-developed Peer Review Checklist
- Participated by **ALL** therapists
Use appropriate assessments
Appropriate treatment program
document overall management plan

Figure 1: Ratings with 'good' or 'excellent' in documentation scores (in %)

Figure 2: Ratings with 'good' or 'excellent' in assessment, treatment and overall management...

Changes Made through Action Planning!

Align and improve present practises and materials 40%

Daily routine and practises 23%

New guidelines or protocols, assessments, educational materials...

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“Peer review is most successful if it has grassroots design and staff buy-in.”