

Raising the quality bar:

Improving Clinical Peer Review process in an Occupational Therapy Department



Clancey JCT, Ma WL, Leung KF

Department of Occupational Therapy , Queen Elizabeth Hospital

“...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*”

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

Official practice guidelines **X**

Comparison to established standards: **Weak**

Scale of Improvement: **Small**

Discussion foci : **Limited**

Eagerness in therapists participation **X**

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

Documentation

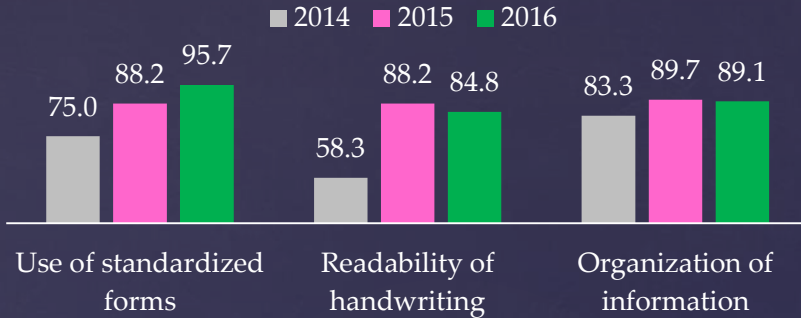


Figure 1: Ratings with 'good' or 'excellent' in documentation scores (in %)

Case Management

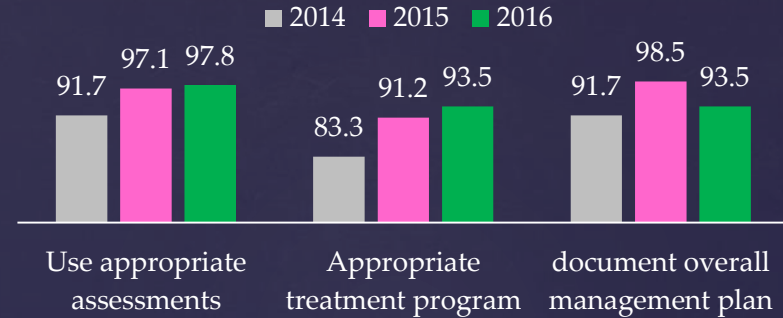
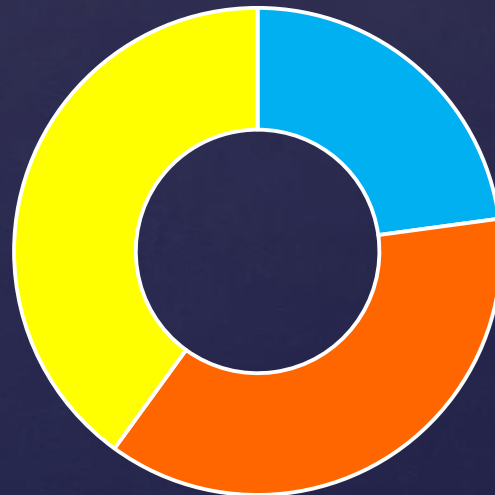


Figure 2: Ratings with 'good' or 'excellent' in assessment, treatment and overall management...

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...

The Way Forward !



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