



PROGRAM POLICY

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| NUMBER: | QPS 190 |
| TITLE: | Peer Reviewers (Level 1 Auditors) |
| CATEGORY: | Quality and Patient Safety |
| APPROVED: | March 2014 |
| VERSION: | 1.1 |
| AUTHORITY: | Program Director |
| LAST REVIEWED: | December 2018 |
| LAST REVISED: | February 25, 2019 |

PURPOSE: The purpose of this policy is to outline the hiring, training and monitoring of our Peer Reviewers.

POLICY: RPPEO will contract, train, and monitor Peer Review Auditors to perform initial (Level 1) clinical reviews on selected Ambulance Call Reports.

PROCEDURE:

Peer Reviewers will be engaged to perform chart auditing as part of the RPPEO's Call Review Process QPS 120. These peer reviewers (Level 1) must be paramedics in good standing with the RPPEO.

Hiring Peer Reviewers:

1. All potential Peer Reviewers will have their quality clinical record and education history assessed.

2. All potential reviewers will then familiarize themselves with “QPS 120 Call Review Process” and all Policies and Procedures that pertain to RPPEO.
3. Candidates will sign the RPPEO and The Ottawa Hospital Confidentiality Agreement.
4. Potential Peer Reviewers, after having met requirements above, will then complete an audit of 50 pre-defined Ambulance Call Reports (ACRs), and will be assessed on their ability to consistently audit ACRs using their knowledge of the ALS PCS and relevant patient care standards as well as their auditor training.
5. Once deemed acceptable, candidates will then complete all remaining human resource paperwork through the hiring institution.

Ongoing evaluation of Peer Reviewers

RPPEO provides feedback to Level 1 reviewers to ensure consistency. RPPEO will perform an “Audit of the Auditors” Report which will ensure auditors are maintaining the desired standards.

Ongoing requirements

All contracted Peer Reviewers must be in good standing and adhere to the hiring institutions contractual agreement.

All Peer Reviewers will make it a habit to identify and report on trends they notice throughout the process to improve Patient Care via tools available through RPPEO.

Peer Reviewers are encouraged to keep up-to-date with current trends, ongoing quality initiatives and adjustments to RPPEO process.

Peer Reviewers are Quality and Patient Safety champions in the field and will promote Just Culture of patient-centered care.

RELATED POLICIES/LEGISLATION:

RPPEO Policy QPS 120 Call Review Process

REVISION RECORD:

| Version # | Revision Date | Summary of Changes |
|------------------|----------------------|---|
| 1.0 | September 2016 | Pre-existing 2015 version reviewed as baseline for new versioning system. Remove references to older training materials (i.e. PCR hardcopies) Removed references to HDH as they are now TOH contractors |
| 1.1 | February 20, 2019 | Policy added |

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| | | Added that candidates will also sign the TOH confidentiality agreement Removed “normal contract agreement....” point, as it was confusing. Added that Peer Reviewers will promote Just Culture. |
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