



# **NORTH DAKOTA FAMILY PLANNING PROGRAM**

## **Guidelines for the Clinician Review**

### **Introduction**

Clinician review is an organized effort by which the members of a profession monitor and evaluate each other's professional conduct. When practiced by health care professionals, clinician review can accomplish several goals which benefit the profession, the agencies that the health care professions work for and the public who receives professional health care services. Clinician review is an internal and self-regulatory process that allows (and requires) professionals to define its own standards of care, to implement care consistent with those standards and to measure the effects of that care. Individuals benefit by participating in clinician review because it involves the sharing of knowledge and experience between colleagues. It also provides an organized way to identify and document high quality care when it is delivered and to correct and improve practice if sub-standard care is found.

Agencies which employ professionals in the delivery of health care benefit when these health care professionals engage in clinician review. The clinician review process becomes part of the agency's overall quality assurance procedures. The agency as a whole will be enhanced by the professional responsibility and self-esteem that a successful clinician review process can engender.

Finally, the public benefits from interactions with health care professionals who are motivated to develop standards of practice and who are willing to be held accountable, by their colleagues, to those standards.

### **Clinician Review at North Dakota Family Planning Agencies**

To meet both internal quality assurance as well as professional goals, a clinician review system has been developed by and for professionals employed as clinicians within the North Dakota Family Planning programs. A clinician review accurately reflects the agency's respect for the professional integrity of clinicians which positively affects the agency's ability to carry out its mission to assist women and men to understand and take responsibility for their reproductive health through education, counseling and medical services. Clinician review may be integrated into the employee annual review.



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#### Annual Peer Review/Audit:

Direct observation clinician reviews will be completed at triennial site reviews. All other clinicians will have a chart review completed on an annual basis. The state clinician consultant or nurse consultant will distribute a list of clinicians to be reviewed and their reviewers.

The reviewer must review/audit at least three charts that record a recent (within the past year) encounter with the clinician. Two of the three charts must be of a "problem encounter," (i.e., a contraceptive problem, a medical referral concern). The Delegate Director will choose the charts and may use the referral log, the message book or the schedule pages to find appropriate records to pull for review. Please include any paperwork that reflects the date of the visit. A variety of visit types should be reviewed.

- The reviewer should complete the **Annual Clinician Review/Audit** form.
  - ✓ Select three charts as chosen by Delegate Director to review/audit. (Use the above guidelines for chart selections.)
  - ✓ It is the responsibility of the reviewer to contact the delegate director of the clinician if additional chart information is needed before the review is completed.
  - ✓ Names must be blocked out.
  - ✓ Review the performance codes.
  - ✓ Client number: Write in the appropriate client's chart number.
  - ✓ Subjective Data Notes: Write in the appropriate performance code that pertains to this category.
  - ✓ Objective Data Notes: Write in the appropriate performance code that pertains to this category.
  - ✓ Assessment Note: Write in the appropriate performance code that pertains to this category.
  - ✓ Plan: Write in the appropriate performance code that pertains to this category.
  - ✓ Education: Write in the appropriate performance code that pertains to this category.
  - ✓ Comments: Comments are required from the reviewer any time it is noted that the performance in a given category is unsatisfactory (-). The Corrective Plan of Action using the **Preceptor Encounter Form** must be completed if three or more areas are identified as unsatisfactory.
  - ✓ Both the clinician and reviewer must sign and date the form.
  - ✓ The annual chart review/audit medical forms will be sent to the reviewer and the review must be completed and turned into the state office by August 15<sup>th</sup>.



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#### Corrective Plan of Action: (if applicable)

After the Clinician Corrective Plan of Action has been completed (within the 6 month timeframe), the following additional forms must be completed: (if applicable)

- ✓ Preceptor Encounter (if applicable).
- ✓ Certificates of attendance for any training attended (if applicable).
- ✓ Any other documentation of learning experiences as identified in the action plan (if applicable).
- ✓ Client Direct Care Observation Review (if applicable): (Any action plan that does not include preceptor encounter(s) must schedule another clinician review to take place within the six (6) month timeframe to re-evaluate performance. It is the responsibility of the clinician to arrange for another clinician review.)
- ✓ Clinician Chart Review/Audit (if applicable).

#### Preceptor Encounter Form: (if applicable)

This form must be completed whenever the clinician works with a preceptor as part of a corrective action plan to improve performance of selected criteria/competencies.

- ✓ The clinician and the preceptor complete the Preceptor Encounter form.
- ✓ Date/description of learning experience: Fill in the date of the preceptor encounter and briefly describe the learning experience.
- ✓ Preceptor's comments: The preceptor must also comment on the encounter. Comments may include the clinician's desire to improve performance, performance improvement/ability, etc.
- ✓ Both the clinician and the preceptor must sign the form. If more than two preceptor encounters are needed, please submit additional forms and attach.

#### Upon Completion of the Clinician Review:

The reviewer will sign the clinician review and send it to the clinician's delegate director. The delegate director will obtain the clinician's signature. The delegate director will give a copy of this completed review to the clinician and place a copy in the clinician's personnel file or other appropriate location and send a copy to the state office by the designated deadline.



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### Preceptor Encounter Form

Corrective Plan of Action (if applicable):

Please indicate the date that you worked with your preceptor and include a brief description of the learning experience. The preceptor must also comment.

Date: \_\_\_\_\_ Description of learning experience and how this will assist you in improving your performance:

Preceptor's comments:

Clinician's Signature: \_\_\_\_\_

Preceptor's Signature: \_\_\_\_\_



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### On-Site Clinician Review:

Chart review/audit of three (3) charts that record a recent (within the last year) encounter. Two (2) of the three (3) charts must be of a "problem encounter." One of the client observed encounters should be used in the chart auditing during triennial site review.

<b>Code</b>	<b>Performance Level</b>	<b>Definition</b>
<b>YES</b>	Satisfactory	Satisfactory reflects: <ul style="list-style-type: none"><li>• Subjective: Patient comments clarified as to a chief concern.</li><li>• Objective: Exam/procedures/lab data noted clearly.</li><li>• Assessment: Assessment documented.</li><li>• Plan: Follow-up issues addressed.</li><li>• Education: Appropriate education issues documented.</li></ul>
<b>NO</b>	Unsatisfactory	Needs improvement reflects: <ul style="list-style-type: none"><li>• Incomplete and/or inappropriate documentation.</li></ul>
<b>NA</b>	Not applicable	



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### Triennial Site Review Clinician/Client Direct Care Observation

Assessment Competencies	S-Satisfactory	Client Numbers		
	U-Unsatisfactory			
1. Obtains relevant past and present history.				
2. Produces accurate assessment/diagnosis based on subjective and objective data.				
3. Implements appropriate plan of care related to client's identified need that includes relevant teaching.				
4. Evaluates need and/or time for follow-up and evaluates effectiveness of previously implemented plan of care.				
5. Is a protocol followed as it pertains to this client's needs?				
6. Communicates and teaches appropriate to the individual's level of understanding. Good rapport with client.				
7. Demonstrates good technical skills, i.e. proper specimen collection and clean equipment.				
8. Charting is accurate, thorough, concise and reflective of the encounter.				

Comments:

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Clinician Name (print) \_\_\_\_\_

Clinician Signature \_\_\_\_\_ Date \_\_\_\_\_

Reviewer Signature \_\_\_\_\_ Date \_\_\_\_\_