

## **PEER PANEL SURVEY VERSUS NON ANONYMOUS PEER SURVEY TO CONTINUE TO BUILD A HIGH PERFORMING CULTURE**

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**Background Information:** A peer panel pilot was implemented in 2012 due to the dissatisfaction of the current process of utilizing anonymous peer surveys. The pilot program involved a staff nominated peer panel consisting of five registered nurses, whom performed the peer reviews as a team. In 2015, the post-anesthesia care unit (PACU) team collaborated and adhered to the house-wide Professional Development Council requirement to trial a new tool utilizing a non-anonymous peer survey approach. This survey was sent to an individual's email address and a deadline was assigned.

**Objectives of Project:** The goal is to foster a positive approach to professional development by evaluating the employee satisfaction with the peer panel versus the peer survey approach. These results will be aimed towards building a higher performing and collaborative team environment.

**Process of Implementation:** One of our core values focuses on empowering the employee and encouraging engagement and leadership. We identified the need for nursing satisfaction in order to engage nurses who are leaders in the hospital and our community.

In order to gather the proper data to efficiently evaluate the nurse's satisfaction in the PACU, an original survey was developed. These surveys were distributed to all PACU nurses. Once surveys were completed and returned, the data was compiled for an overall synopsis of the change in peer evaluation.

A survey containing the same objective points yet different than the PACU specific survey was also distributed randomly to nurses throughout the organization. The two sets of data were compared and contrasted to implement a new standard of peer evaluation throughout the facility.

Thus, having individual feedback, the PACU can continue to increase employee satisfaction. The satisfied employees can lead to overall improvement in patient care and safety throughout one's stay in the hospital setting.

**Statement of Successful Practice:** Dissatisfaction among PACU nurses in relation to the process of peer evaluations decreased due to the feedback being obtained and changes implemented.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Nurses are receptive to the negative and positive feedback from their peers. They are inclined to make appropriate adjustments to facilitate a positive work environment thus improving patient outcomes.