

Delivering Feedback via Peer Messengers Can Promote Professionalism in Nursing

Reliable patient care requires well-designed systems and professional accountability that support teamwork, trust and respect. The Co-Worker Observation System (CORS) is a tool and process used to address disrespectful behavior through feedback from trained peer messengers. It has been shown to decrease instances of unprofessional behaviors among physicians and advanced practice providers (APPs).

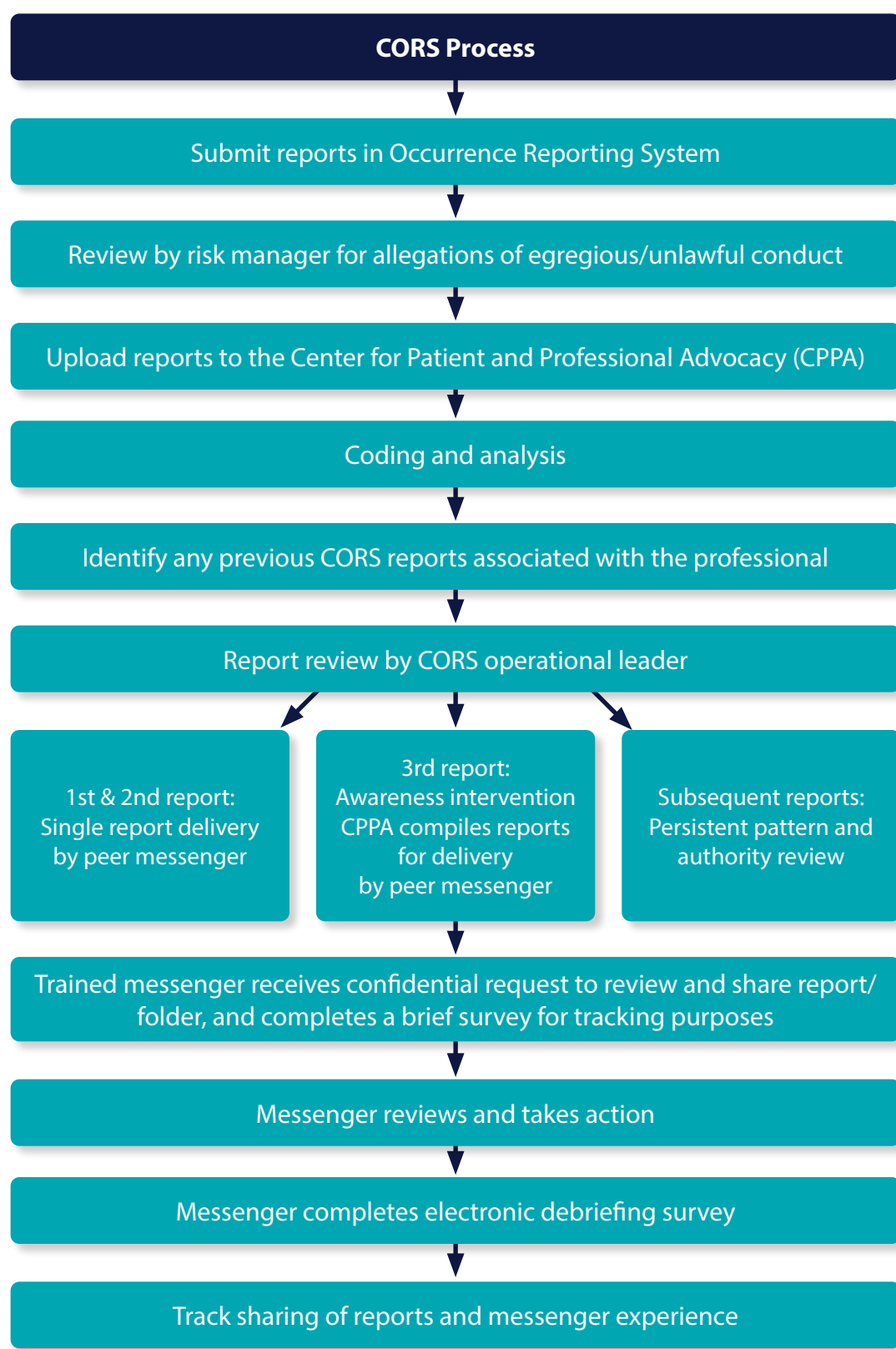
A study featured in the January 2023 issue of *The Joint Commission Journal on Quality and Patient Safety (JQPS)* assessed the feasibility and fidelity of implementing CORS for staff nurses.

The Study

Three academic medical centers used project bundles with 10 essential implementation elements, identifying 590 reports as observations appropriate for a peer message to a staff nurse.



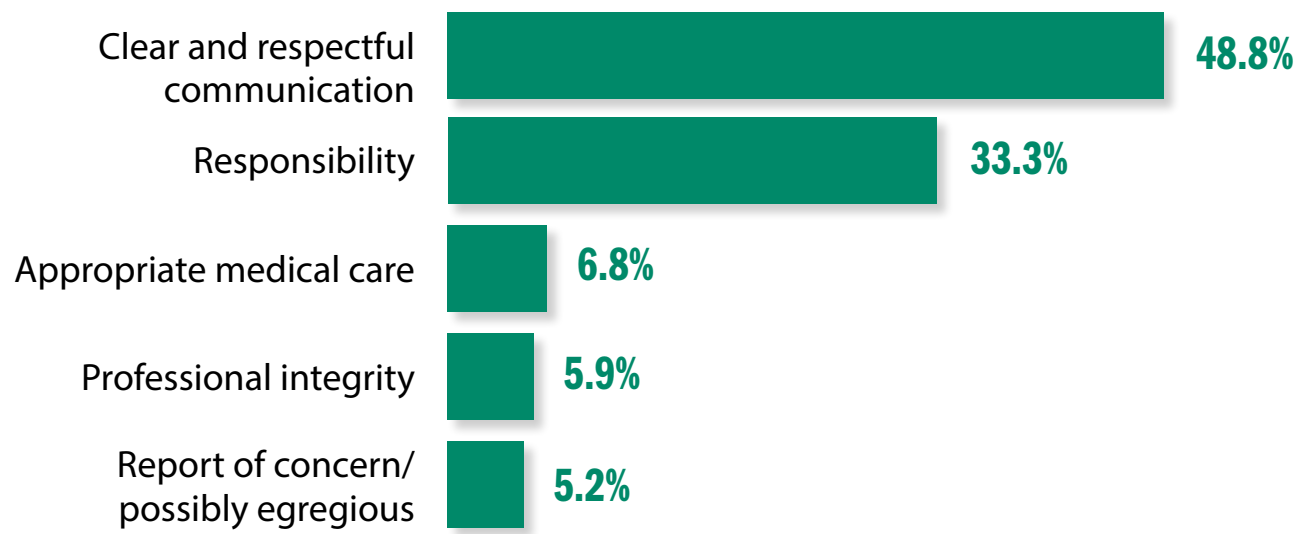
Coworkers used electronic reporting systems to document observations of problematic behavior. Using a coding taxonomy and a proprietary algorithm that weighs complaints by amount, severity and recency, CORS generated a risk score for participating professionals and processed the report through a seven-step review method to determine fidelity.



End Results

Over the three-year period, 590 CORS reports were coded using the Martinez taxonomy. Most reports included more than one behavior. In total, **1,367 unprofessional behaviors** were successfully mapped to an existing CORS category:

Percentage of Reports by Coding Taxonomy



Of the peer messages, 76.5% were completed successfully.



XX was very receptive to the feedback and even stated that it was a very appropriate use of the CORS program.

— Peer messenger

She was upset that her coworker wrote her up instead of talking. She did thank me and said she appreciated my role as the messenger.

— Peer messenger

XX was receptive and did not remember the incident. He stated appreciation for bringing this to his attention.

— Peer messenger

The study found that CORS can be efficiently implemented using a project bundle that includes people, organizations and systems with the current coding taxonomy which is effective for not only physicians and APPs but also nursing.

To learn more about this study, visit:

[https://www.jointcommissionjournal.com/article/S1553-7250\(22\)00241-0/fulltext](https://www.jointcommissionjournal.com/article/S1553-7250(22)00241-0/fulltext)