

## WE CAN HELP WITH YOUR PEER REVIEW CHALLENGES

### Our Program's Goals & Priorities are to:

- Provide a balanced and fair review to ensure that the type and quality of care provided is current and appropriate.
- Ensure quality and transparency of reviews.
- Engage the best reviewers.
- Provide quality evaluation of peer review programs.
- Promote peer review as an educational opportunity for best practice.
- Deliver professional reports with definitive findings on a timely basis.
- Provide post-review support, such as conference calls to clarify findings and determine next steps.
- Improve quality and patient safety by learning from past performance, errors, and near misses.
- Promote best practice in peer review.

## OUR HISTORY

For more than thirty years, the Maine Medical Association has made available an external peer review program to Maine hospitals and other healthcare facilities. The External Peer Review Program provides Maine's medical community an important source of independent review that is confidential and undiscoverable under Maine Law (32 M.R.S.A., Chapter 48). MMA's Peer Review teams are made up of physicians and other healthcare providers who live and work in Maine. The program is able to offer a uniquely objective, honest, and comprehensive report designed to improve patient care.



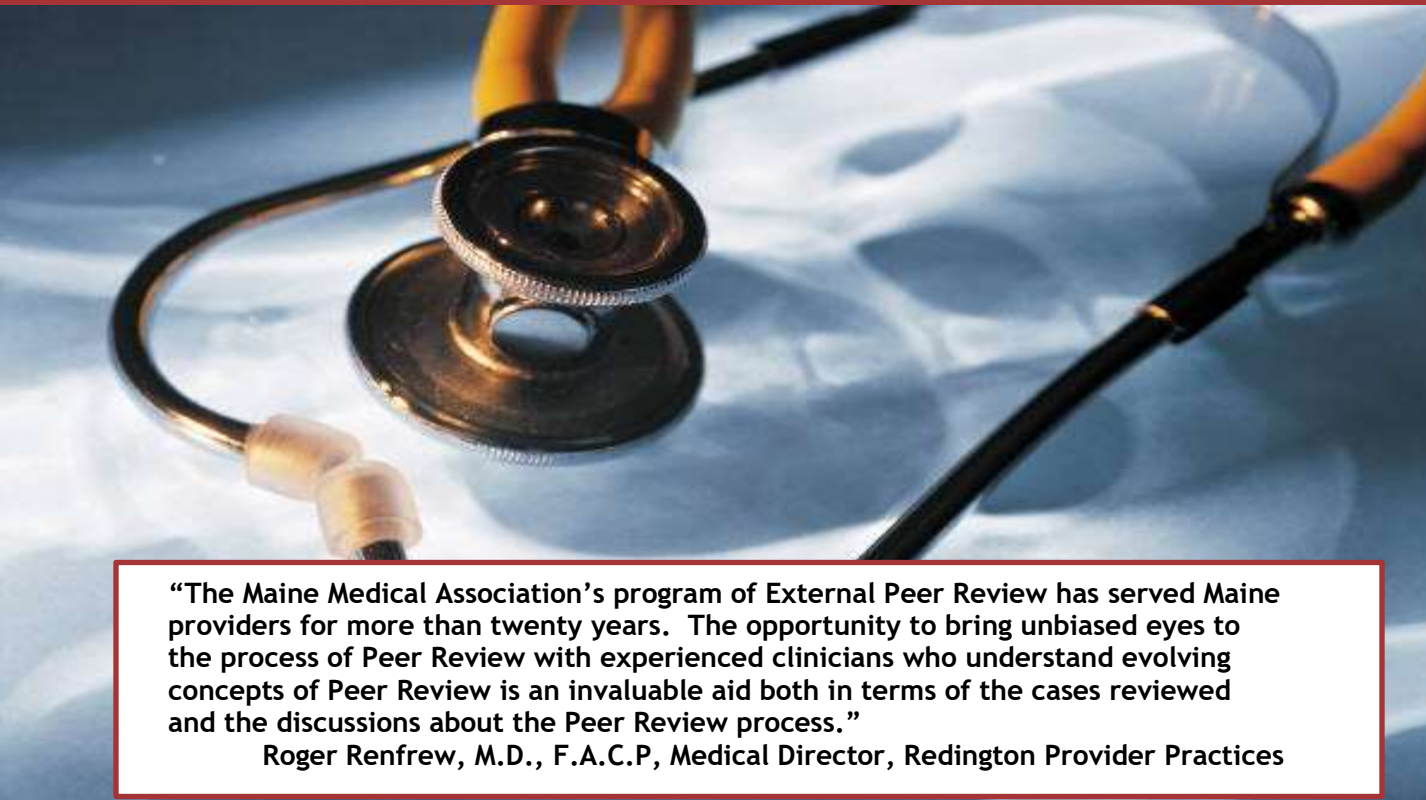
## External Peer Review Program



**“Working to promote the health of Maine citizens, advance the quality of medicine, and support Maine physicians.”**

**- Amy Madden, MD**

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## FAQ's

**Q** What types of peer review do you offer?

**A** We offer both routine (re-credentialing) and focused reviews. The reviews can be done either offsite or onsite depending on the needs of the requestor and the number of cases/reviewers needed.

**Q** What are the requirements for the peer reviewer?

**A** All members of the peer review pool are licensed in the State of Maine, board certified (preferred), have experience relative to the requested review, and must be in good standing in a system of care, i.e. hospital, FQHC, stand-alone medical practice.

**Q** How expensive is the program?

**A** Compared to other national organizations that provide external peer review, MMA's program is cost-effective. An additional value is the benefit of being reviewed by your colleagues in Maine.

**Q** What would you say to a provider being reviewed?

**A** The goal is to provide a final report that is unbiased with suggestions for improvement; if applicable, or as a validation of the currency and appropriateness of the care and/or process. The purpose is educational.

**Q** What legal protections does this process include?

**A** An important element of the program is that the reviewer(s) conducting the review and the provider(s) being reviewed are protected under the Maine Peer Review statute. (32 M.R.S.A., Chapter 48)

**“The Maine Medical Association’s program of External Peer Review has served Maine providers for more than twenty years. The opportunity to bring unbiased eyes to the process of Peer Review with experienced clinicians who understand evolving concepts of Peer Review is an invaluable aid both in terms of the cases reviewed and the discussions about the Peer Review process.”**

**Roger Renfrew, M.D., F.A.C.P, Medical Director, Redington Provider Practices**

## A brief overview of the process...

When a review is requested, MMA's Peer Review Coordinator will provide an introductory packet that will include MMA's External Peer Review Policy, fee schedule, and the Request for Review form that will help determine the type of review needed to fulfill the requestor's needs. If an off-site visit is ordered, we will make arrangements to send the reviewer(s) the files. We will provide them with peer review guidelines for examination of medical records, guidelines for the report template, and a suggested review form (unless the facility has its own peer review tool).

**“This is an exceptional process - especially to a low-volume hospital where routine peer review is especially challenging. Thanks!!”**

**Joseph Babbitt, MD, CA Dean Hospital**

If an on-site review is ordered, MMA will assign a team to review charts and coordinate meetings with identified individuals. This may include providers, other clinical staff, and administrators.

Following the site visit, the requestor will receive a comprehensive report following the protocol developed by MMA's Physician Quality Committee.

**“Even in a hospital the size of MaineGeneral, it is sometimes difficult to objectively evaluate one's peer. MMA's Peer Review Program fills that gap.”**

**Steve Diaz, M.D.  
V.P., Medical Administration  
MaineGeneral Medical Center**