

OBI NTSV Case Review Nursing Feedback Guide

When discussing case reviews with bedside nurses—especially regarding labor support, documentation, or decision-making—use empathy, clarity, and a spirit of partnership to promote patient-centered care.

Acknowledge Role and Expertise

- **Recognize their critical contribution: Nurses are the eyes and ears at the bedside.**
- **Use valuing language:**
 - *“We really value the insights nurses bring to these cases...”*
 - *“We’re hoping to learn more about what was happening at the bedside...”*
- **Frame feedback as supporting their impact, not critiquing it.**

Focus on Communication and Documentation

- **Emphasize benefits:** Supports accurate metrics, legal protection, and shows clinical reasoning.
- **The intent is to support abstraction accuracy and reflect the care provided—not to judge it.**

Use Specific, Respectful Examples

- **Reference actual cases with objective details and avoid generalizations:**
 - Replace *“We’re seeing a lot of missing nursing notes,”* with *“The note mentioned patient anxiety, but didn’t include what support was offered.”*

Connect to Shared Goals

- **Reinforce shared values:**
 - *“We all want safe, respectful, evidence-based care.”*
 - *“Accurate communication and documentation help improve outcomes and reduce unnecessary interventions.”*
- **Frame feedback as a team effort.**

Offer Support & Resources

- **Ask what would help:**
 - *“Would documentation tips, labor support refreshers, or clarifying abstraction criteria be helpful?”*
 - *“Want to walk through a case together?”*
- **Make it easy for nurses to ask questions or share concerns.**

Keep Feedback Brief and Appreciative

- **Focus on essentials; avoid information overload.**
- **End with gratitude:**
 - *“Thanks for helping us understand the bedside perspective. Your role is so important to these reviews.”*

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