

# National Association For Home Care Teleconference



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## Competency Assessment

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JCAHO Home Care Nurse Surveyor

# Competence Assessment



- ❧ Verification of an Individual's Ability to Perform Skills Required to Do His/Her Job
- ❧ Combination of Licensure, Written Tests, Interviews, Documentation Reviews & Observations
- ❧ Validation of Technical, Critical Thinking, Interpersonal & Communication Skills

# Performance Evaluation



- ❧ Broad Focus
- ❧ Conducted at Defined Intervals
- ❧ Considers Job Performance
- ❧ Incorporates Non-Technical Aspects of Job
  - ❧ Adherence to Policies
  - ❧ Dependability
  - ❧ Professionalism
  - ❧ Timeliness
  - ❧ Interpersonal Communication With Peers
- ❧ Includes Competence Assessment Information

# Proposed Conditions of Participation



(Federal Register March 10, 1997 p.11014)



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*“We expect a HHA to pursue the latest clinical practice guidelines & professional standards for use in its quality assessment & performance program.”*

## Continuous Improvement

-  Identification & Use of Continuously Updated Information, Techniques, & Practices
-  Determination That Services Provided Are Effective & Safe

# Proposed Conditions of Participation

(Federal Register Vol. 52, No. 46, March 10, 1997, p.11014)



- ❧ Determining the Safety & Effectiveness of Services Provided Should Include
  - ❧ Complex High Technology Services (if provided)
  - ❧ ***Competency of Clinical Staff***
  - ❧ Promptness of Services
  - ❧ Evidence That Patients Achieve Treatment Goals (through use of measurable outcomes)

# Proposed Conditions of Participation

(Federal Register Vol. 52, No. 46, March 10, 1997, p.11014)



- ∞ Staff Must Be Able to Demonstrate Skills & Competencies Necessary to Achieve Desired Patient Outcomes
- ∞ Agency Is Expected To
  - ∞ Include Data-Based, Criterion-Referenced Performance Measures of Staff Skills
  - ∞ Maintain Ongoing Staff Competency
  - ∞ Provide Training As New Techniques & Technologies Are Introduced
  - ∞ Track Staff Skills & Competencies
  - ∞ Identify & Address Training Needs

# JCAHO Standards



- ❧ **LD.2.1** - Leaders systematically plan & monitor the organization's care & services to be consistent with the organization's mission & its patients' needs.
- ❧ **HR.1** - The organization provides programs for recruitment, retention, & development of all staff members.
- ❧ **HR.4** - The organization assesses, maintains & improves the competence of all staff providing care & services.
- ❧ **HR.6** - The organization provides ongoing education, including in-services, training, & other activities.

# Competence Assessment Methods

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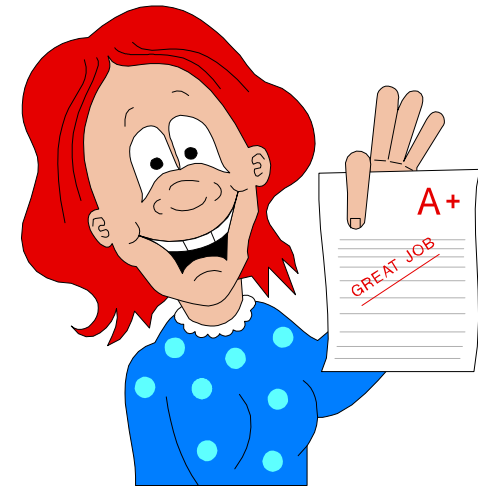
- ❧ Discussions/Interviews
- ❧ Written Tests
- ❧ Observations
- ❧ Audits
- ❧ Analysis of Collected Data



# Who Needs Assessment ?

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- ☞ All Staff Who Provide Care or Services in the Home Setting
  - ☞ Direct Clinical Care Staff
  - ☞ Contracted Staff
  - ☞ Volunteers
  - ☞ Pastoral Care Staff
  - ☞ Delivery Staff



# Who Needs Assessment ?

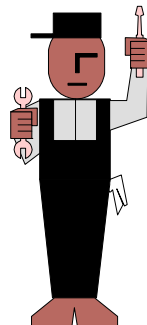
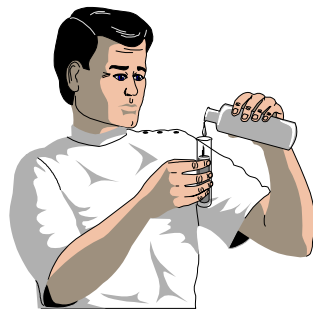
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☞ Staff Whose Services Directly Impact Home Care Patients

☞ Medical Directors

☞ Repair/Maintenance Technicians

☞ Pharmacists/Technicians



# Steps To Achieve Competency Assessment & Improvement



- ❧ Identify Your Services
- ❧ Identify Staff Categories
- ❧ Compile a List of Staff Competencies
- ❧ Select Specific Competencies
- ❧ Define Competency Assessment Process
- ❧ Develop Assessment Tools
- ❧ Implement Competency Assessment Process
- ❧ Initiate Continuous Improvement Processes

# Identify Your Services



- ❧ List Services Your Organization Provides (example)
  - ❧ Intermittent Nursing Care
  - ❧ Home Health Aide Services
  - ❧ Rehabilitation Services, PT, OT, SLT, MSW
  - ❧ Maternal/Child Care
  - ❧ Pediatrics
  - ❧ Homemaker/Chore Services
  - ❧ Clinical Respiratory Care Services
  - ❧ Pharmacy Services

# Identify Staff Categories



- Registered Nurses
- Physical Therapists
- Occupational Therapists
- Speech & Language Pathologists
- Medical Social Workers
- Dietitians
- Volunteers
- Home Health Aides
- Homemakers
- Respiratory Therapists
- Delivery Technicians
- Pharmacist
- Pharmacy Technician

# Identify Staff Competencies



## ☞ Qualifications & Experience Needed (example)

- ☞ Physical Therapist
  - ☞ License in State of Georgia
  - ☞ 2 Years Experience As a Therapist in an Acute Care or Outpatient Setting
  - ☞ Experience With a Variety of Adult & Pediatric Patient Types

## ☞ Skills Needed (example)

- ☞ Adult Patient Assessment
  - ☞ Alzheimer's Patients
- ☞ Development of Home Exercise Programs
- ☞ Flexion/Abduction Measurements
- ☞ Use of Ultrasound
- ☞ Use of Tens
- ☞ Pediatric Assessment
  - ☞ Developmentally Delayed Children

# Identify Staff Competencies



## ☞ Qualifications & Experience Needed (example)

- ☞ Intermittent Home Care Registered Nurse
  - ☞ License in the State of Georgia
  - ☞ 3 Years Experience in an Acute Care Setting Within the Last 5 Years, Experience in Critical Care Preferred

## ☞ Skills Needed (example)

- ☞ Adult Assessment
- ☞ Patient Education
- ☞ Venipuncture
- ☞ Infusion Procedures
  - ☞ Line Dressings
  - ☞ Line Flushing
  - ☞ Pump Management
  - ☞ Trouble-Shooting
- ☞ Wound Care Procedures
- ☞ Trach Care
- ☞ Colostomy Care
- ☞ CHF Management
- ☞ Management of Diabetics
  - ☞ Glucometer Testing
  - ☞ ADA Diets

# Selection Of Competencies

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- ❧ Problem Prone or High Risk Procedures
- ❧ High Volume Procedures
- ❧ Low Volume-High Risk Procedures
- ❧ Law or Regulation That Dictates Type or Frequency of Assessment
- ❧ New Technology or Procedure

# Define Competency Assessment Process

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- ❧ Qualifications Required for Position
  - ❧ Education Level
  - ❧ Experience in Specific Field/Area
- ❧ Orientation Competency Process
- ❧ Critical Thinking Skills Necessary
- ❧ Core Competencies vs. Specialty
- ❧ Determine What Skills Are Assessed at What Intervals
- ❧ Determine Assessment Process
- ❧ Identify Experts

# Develop Assessment Criteria & Tools *LA*

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- ❧ Define Each Assessment Process
  - ❧ Define Criteria for Pass/Fail
  - ❧ Identify Assessment Method
  - ❧ Assign Responsibility
- ❧ Develop Written Materials Used to Document Assessment Process & Outcome(s)

# Implement Competency Assessment Process

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- ❧ Assess Identified Competencies by Discipline & Care/Services Provided
- ❧ Reassess Competencies at Pre-Determined Frequencies
- ❧ Incorporate Competency Assessment Results in Organization's Ongoing Staff Education Program
- ❧ Include Competency Results in Employees' Overall Performance Evaluation

# Continuous Improvement

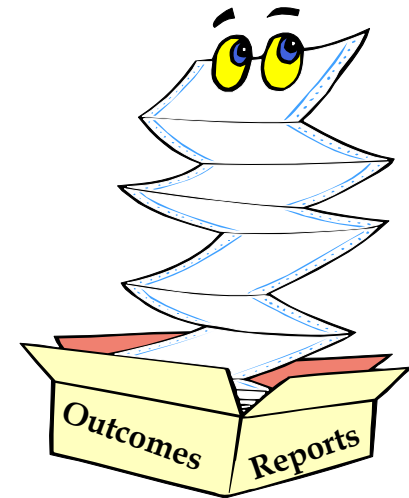
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## ∞ Staff Surveys & Self Assessments

- ∞ Used to Assist With Identifying Needs **NOT** As Competency Verification.

## ∞ Analysis of Information

- ∞ Patient Outcomes
- ∞ Adverse Event Audits
- ∞ Occurrence Reports
- ∞ Customer Satisfaction Results
- ∞ Clinical Record Audits
- ∞ State, Federal & Accreditation Surveys or Audits



## ∞ Timely & Relevant Staff Education

# Survey Process



## ☞ Surveyors Will Want to See

- ☞ Evidence That Your Organization Has Defined Competence for Each Individual
- ☞ Evidence That a Competence Assessment Has Been Implemented
- ☞ Evidence That Competence Is Assessed at Hire, at the End of Orientation & Periodically Over Time to Maintain Competency
- ☞ Evidence That Competence Is Assessed When New Responsibilities, Treatment or Technology Is Introduced

# Survey Process



- ❧ Surveyors Will Want to See
  - ❧ How Training Needs Are Identified
  - ❧ How Resources Are Allocated for Competency Assessment
  - ❧ Process for Tracking Competency
  - ❧ Reference Based Performance Measures
  - ❧ Compliance With Organization's Policies & Procedures
  - ❧ Compliance With Law & Regulations

**COMPETENCE ASSESSMENT MATRIX**

Staff Category: \_\_\_\_\_

Competency/Skill	Skill Characteristics			Frequency Of Competency Assessment			Assessment Method		
	LV	HR	PP	Assess At Hire/ Orientation	Assess Yearly	Assess At Other Frequency	Assess By Written Test	Assess By Observation Simulation	Actual Person Or Technique

Reprinted From JCAHO Home Health, Personal Care, and Support Services Staff Competency: Steps To Success Viewer's Guide V97/04

## HOME HEALTH COMPETENCY LIST (EXCERPTS)

Typical Staff Category: Physical Therapist

Competency/Skill	Skill Characteristics			Frequency Of Competency Assessment			Assessment Method		
	LV	HR	PP	Assess At Hire/ Orientation	Assess Yearly	Assess At Other Frequency	Assess By Written Test	Assess By Observation Simulation	Actual Person Or Technique
Electrical stimulator for chronic pain.	X					When assigned to patient receiving therapy.		Manufacturer's rep presents overview and demonstrates use. Return demo. Certification received from class.	Use on patient to demonstrate knowledge of unit and ability to provide patient education.
Assessment and care planning for brain-injured patient.	X	X	X	X	X	When utilization review data analysis recommends reassessment of competency.			Therapy supervisor makes joint visits, reviews care planning and activities and documentation.
Safety – Use of mechanical lifts and instruction of HHAs to use lifts.	X	X	X	X	X			Demonstrate use of DME with "pseudo patients" (volunteers, peers). RN Rehab Coordinator instructs and assesses skill.	
Care Coordination			X	X	X	When quarterly clinical record review data analysis recommends need to reassess.	Verbal review during case conferencing. Example: Asking what and when will information be shared with other health care providers.		

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### EXAMPLE OF A COMPETENCY LIST

Community Home Health is hospital based and Medicare certified. The majority of Community Home Health's patients receive skilled nursing, with 50% also receiving personal care. Physical therapy is another of the major services.

### HOME HEALTH COMPETENCY LIST (EXCERPTS)

Typical Staff Category: RN

Competency/Skill	Skill Characteristics			Frequency Of Competency Assessment			Assessment Method		
	LV	HR	PP	Assess At Hire/ Orientation	Assess Yearly	Assess At Other Frequency	Assess By Written Test	Assess By Observation Simulation	Actual Person Or Technique
Glucometer Use		X	X	X	X	When new products or protocols are initiated.	On basic functioning of unit.		On patient or peer.
Infusion Therapy		X	X	X	X			Use of mannequin.	On patient.
Care Planning			X	X		When new disease management contracts are added.	Case studies. Independent care plan reviewed with preceptor or supervisor.		
Newborn Assessment	X	X		X		Every 6 months if no peds visits done by RN in previous 6 months, or RN has not worked in newborn nursery in last 6 months.	Written post-test after inservice.	Pediatric Nurse Practitioner gives overview demonstration of normal assessment. RN demonstrates (return demonstration) on newborn mannequin.	

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