

National Association For Home Care Teleconference



Competency Assessment

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Lynda Laff, Laff Associates
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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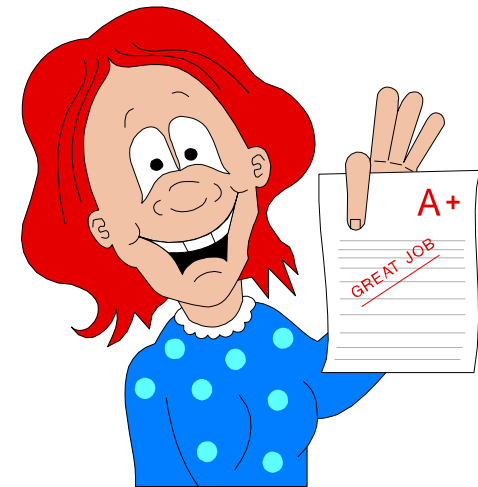
- ❧ Discussions/Interviews
- ❧ Written Tests
- ❧ Observations
- ❧ Audits
- ❧ Analysis of Collected Data



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 ?

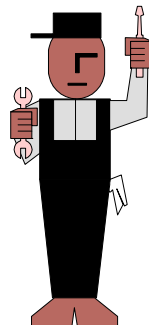
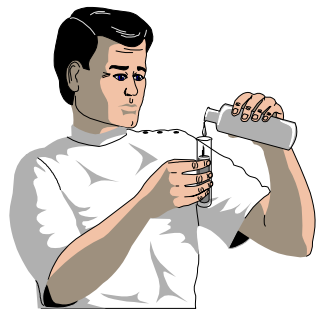
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☞ Staff Whose Services Directly Impact Home Care Patients

☞ 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

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- 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*

- ❧ 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

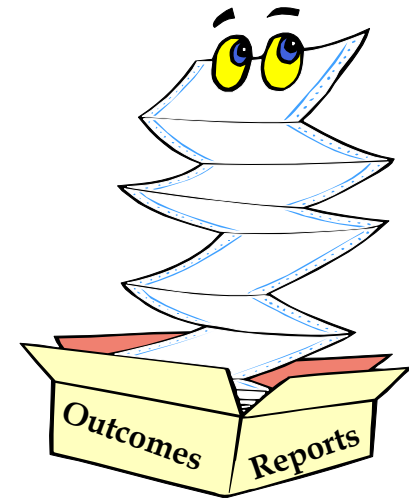
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∞ Staff Surveys & Self Assessments

- ∞ 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 |
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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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