

Beaumont® | HEALTH SYSTEM

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| Prepared By Corporate Human Resources | | Prior Issue Date 10/01/08 | Issue Date 01/01/15 |

GENERAL

It is the mission of Beaumont Health System to provide a competent, safe and respectful environment for patient care services. To this end, Beaumont Health System will provide orientation, annual in-services, continuing education opportunities, mandatory education as indicated, and conduct annual competency assessments to ensure such outcomes.

DEFINITIONS

Competency – Focuses on one's ability to integrate knowledge, attitudes and skills in performance. It reflects an integration of behaviors. It is a composite of skills, behaviors, and knowledge that are derived from an explicit set of desired outcomes.

Mandatory Education – Information that is required for staff to review on a periodic basis in order to remain current with regulatory requirements. These requirements are set forth by the Joint Commission, OSHA, MIOSHA, MDPH, the hospital and other regulatory agencies.

COMPETENCY ASSESSMENT

Competency assessment shall be conducted in a systematic manner to ensure that the skills of direct patient care and indirect patient care providers are evaluated. Competency assessment shall be performed during the pre-hire process, during departmental orientation and at least annually thereafter. Competency assessments are conducted to ensure the competence of Beaumont staff to provide quality patient care services and to meet organizational goals.

MANDATORY EDUCATION

Corporate mandatory education is to be completed each calendar year. Mandatory Education requirements and updates can be found on *Inside Beaumont*.

New employees must complete their mandatory education requirement on their first day in their department, or before they have contact with patients or access patient or other confidential information. Non-exempt employees must have the approval of their manager prior to completing their required mandatory education courses during non working hours. Refer to Policy 211, Attendance/ Timekeeping.

RESPONSIBILITY

Human Resources

It is the responsibility of the Human Resources Department to provide the mechanism for the completion of annual mandates. Further, the Human Resources Department shall monitor the completion of mandates.

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**Department Managers/
Educators**

It is the responsibility of Department Managers to complete competency assessments for their staff. Further, it shall be the responsibility of Managers to prepare a competency plan which delineates the manner in which staff competencies shall be assessed and verified on a pre-hire basis, in department orientation and annually thereafter as appropriate.

Department based competency skill requirements can be determined from, but not limited to, the following factors:

- High Risk/problem prone or low volume procedures
- Major corporate or hospital goal or objective
- Safety and risk management findings
- Results of performance improvement measurements activities
- Regulatory agency requirements
- Populations served (Age specific care needs)
- Job descriptions
- Performance appraisals
- Department policy/procedures
- Changes in job responsibilities or duties

Each unit or department manager/educator is to review performance improvement competency data and incorporate the information into the department's educational objectives. Department managers shall be responsible to ensure that the competency plans and mandatory education programs are implemented, monitored and documented (refer to Mandatory Education Guidelines and Resources on *Inside Beaumont* > Beaumont University > Leaders).

All departments shall cultivate a positive working environment that is conducive to staff development and continued learning. Ensuring that competency is assessed, documented and mandatory education is adhered to for contingents, students, volunteers and contracted staff is the responsibility of department management.

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RESPONSIBILITY (Cont'd)

Education Departments

It shall be the responsibility of education departments, as well as all department based educators, to assess staff learning needs on an ongoing basis and to provide educational offerings to address these needs. This includes but is not limited to:

- Regulatory classes such as BLS
- Education to ensure compliance with the Joint Commission Standards and all other regulatory agencies. (refer to Mandatory Education material on *Inside Beaumont* > Beaumont University > Leaders).
- In-services to address learning needs specific to the department/organization
- Education directed by the Corporate Mandatory Education Task Force.
- Beaumont University sponsored courses for staff and management.

Medical Administration

Medical Administration is responsible to ensure the competency of residents and physicians employed by the Hospital.

Corporate Mandatory Education Task Force

It shall be the responsibility of the Corporate Mandatory Education Task Force to review and approve, if indicated, recommendations for additions, changes, deletions to Mandatory Hospital Education as recommended by various health system committees.

Committees will submit recommendations on the Corporate-wide Mandatory Education Proposal Form, which is available on the Beaumont University web site on *Inside Beaumont* > Beaumont University > Leaders > Mandatory Education.

INQUIRIES

Any questions pertaining to the Mandatory Education Program Policy should be directed to Human Resources.

DETAILED PROCEDURES

None.

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