

Competency Assessment Guidelines

Overview

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Books (available for checkout from MCHRD)

- The Ultimate Guide to Competency Assessment in Healthcare, Donna Wright (1998)
- Competency Assessment: A Practical Guide to the JCAHO Standards, Tracy & Summers (2001)
- Competency Assessment: A Practical Guide to the JCAHO Standards, Tracy & Summers 2nd Edition (2004)
- Issues in Human Resources for Hospitals, Joint Commission Resources (2004)
- Joint Commission Guide to allied Health Professionals, Joint Commission Resources (2002)
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Videos (available for checkout from MCHRD)

- Measuring, Assessing, and Improving Competency for Non-Direct Patient Care Providers, The Joint Commission Tape Library (1995)

- Solving the Mystery...Competence Assessment, The Joint Commission Tape Library (1998)
- Assessing Age-Specific Competencies: A Case Study Approach, The Joint Commission Library (1997)

Select Definitions of Competency Assessment:

Competency is the demonstration of one or more skills based on knowledge derived from educational programs and experience.

The knowledge, skills abilities, and behaviors needed to carry out this job.

The ability to perform a task with desirable outcomes under the varied circumstances of the real world.

The effective application of knowledge and skill in the work setting.

The Four Types of Competencies

- General
- Department-specific—competencies that apply to everyone in a specific department
- Job-specific—competencies that are specific to a particular position
- Age-specific—competencies that require different methods or procedures for different age groups

Why Assess Competency?

- To evaluate individual performance
- To evaluate group performance
- To meet standards set by a regulatory agency (JCAHO, OSHA, etc.)

- To address problematic issues within the organization
- To enhance the performance appraisal process

The Domains of Skill

- **Technical**
 - Cognitive skills
 - Knowledge
 - Psychomotor skills
 - Technical understanding (the ability to follow directions, carry out procedures)
- **Critical Thinking**
 - Problem solving
 - Time management
 - Priority setting
 - Planning
 - Creativity
 - Ethics
 - Resource allocating
 - Fiscal responsibilities
 - Clinical reasoning
 - Reflective practice
 - Learning
 - Change management
- **Interpersonal**
 - Communication
 - Customer service
 - Conflict management
 - Delegating
 - Facilitation
 - Collaborating
 - Directing
 - Articulating
 - Understanding diversity
 - Team skills

**Competency Validation Methodologies
And the Domains of Skill They Measure**

Methodology	Technical	Critical Thinking	Interpersonal
Post-test	X	X	
Demonstration/ Observation	X	X	X
Case Studies/ Discussion Group	X	X	X
Exemplars	X	X	X
Peer Review	X	X	X
Self-Assessment	X	X	X
Presentations	X	X	X
Mock Events	X	X	X
PI Monitors	X	X	X