Qualified Observers: Ensure a Consistent Electronic Competency Process
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Outcome Statement
NPD Practitioners who attend this session will explore the implementation of a designated role to verify nurse competencies and learn the benefits of electronic competency documentation.

Cone Health, Greensboro NC
What is a competency?

- The knowledge, skills, abilities and behaviors needed to do the job
- Whatever is required to do something adequately
- The ability to perform a task with desirable outcomes under the varied circumstances of the real world

Pollock, 1981

Benner, 1982

Competency Management

Competency Evolution
Successful Competency Program

- Initial and Ongoing Assessment
- Specific to each job position
- Process is consistent but flexible

Donna Wright’s Model of Competency Verification

Focus only on competencies that meet the following criteria:
- NEW - Procedures, policies, equipment, initiatives
- CHANGES in procedures, policies, equipment, initiatives
- HIGH RISK aspects of the job
- PROBLEMATIC aspects of the job

Selection of Competencies

- System (hospital) wide
  - Incident reports
  - Regulatory Compliance
- Department Specific
  - Incident reports
  - Staff AND leader feedback
Competency Verification

System Wide Competencies
- Assigned to all

Educational Verification
- Just in time
- Computer based learning

Department Specific Competencies
- Approved verification methods

Verification methods
- Post Tests
- Return demonstration
- Observation of daily work
- Exemplars (tell a story/give examples)
- Case Studies
- Mock events
- Discussion groups
- Presentations

Code Blue Response
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Qualified Observers (QO’s)

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Qualified Observers (QO)

- Identified by department leadership
- Only QO’s can verify and check off staff
- List of qualified observers posted and updated annually and as needed
- QO’s (RN’s) must attend an initial training class

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Nurses and Nurse Techs as QO’s

- Before signing off others they must first have their competencies verified by a QO
  - Qualified Observer Agreement Form
- Nurse techs serving as QO’s, must have their competencies signed off by a RN before they can sign off other nurse techs
QO Class Content

- Donna Wright Model
- Competency selection
- Verification methods
- Difference between a preceptor and QO
- Giving honest specific feedback
- Use of the Halogen system
- Resources

Role of Qualified Observer

- Expect mastery during competency verification
- Not a time to teach, instead a time to observe/verify knowledge, skill and/or ability without guidance

<table>
<thead>
<tr>
<th>Preceptor</th>
<th>Teacher</th>
<th>Relationship Builder</th>
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</thead>
<tbody>
<tr>
<td>QO</td>
<td>Observer</td>
<td>Evaluator</td>
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Competency Validation Process and Electronic Documentation

- Employee completes competency with a qualified observer
- Employee sends electronic form to QO for sign-off
- QO completes electronic competency form and returns to employee
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**Employee Responsibilities**

- Staff member demonstrates skill for a Qualified Observer (QO) using approved verification method.
- Sends request to QO for validation in Halogen Employee Performance Manager.

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**Qualified Observer (QO) Responsibilities**

- QO observes staff for completion of department specific competencies using approved method/checklist.
- Receives notification by email to verify competency.
- Completes electronic verification form then returns to employee.

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**Electronic Competency Form**

- Employee name
- List of competencies (System wide and department specific)
- Verification Methods
- Success Rating
- Date
- Qualified Observer initials
- Comments box
If a Nurse Needs Remediation

- The QO will mark them “Needs Remediation” and the date and their name
- The Nurse must be observed by a QO again within 30 days of being marked Needs Remediation
- If the nurse were to be rated “Needs Remediation” more than once, the QO would record that and notify their leadership via email
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Total Nurse Completions

- 2014: 1943 nurses
- 2015: 1882 nurses
- 2016: 2359 nurses
- 2017: 2473 nurses

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Skills Fairs

- Skills fairs may occur on nursing departments to meet the needs of procedures not easily available on the departments

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Paper Competency Form

<table>
<thead>
<tr>
<th>Competency</th>
<th>Method</th>
<th>Date</th>
<th>Signed by; Initials</th>
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Happy Leaders and Staff

Questions?

References