Slide 1

Qualified Observers: Ensure a Consistent Electronic Competency Process

Julie O'Neal MSN, RN-BC, CEN

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Slide 2

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

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Slide 3

Cone Health, Greensboro NC

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Slide 4

What is a competency?

- The knowledge, skills, abilities and behaviors needed to do the job
- Whatever is required to do something adequately

  Pollock, 1981
- The ability to perform a task with desirable outcomes under the varied circumstances of the real world

  Benner, 1982

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Slide 5

Competency Management

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Slide 6

Competency Evolution

Ongoing (Annual)

Initial (Orientation)

Human Resources

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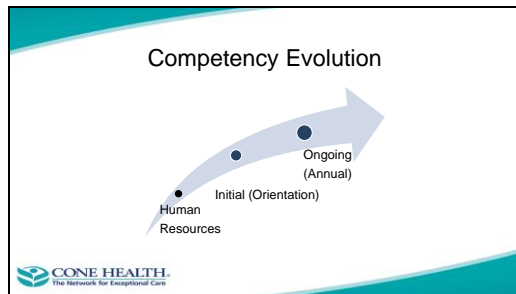
Slide 7

Successful Competency Program

- Initial and Ongoing Assessment

- Specific to each job position

- Process is consistent but flexible

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Slide 8

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

Wright, Donna, 2005. The Ultimate Guide in Competency Assessment in Health Care 3rd edition.

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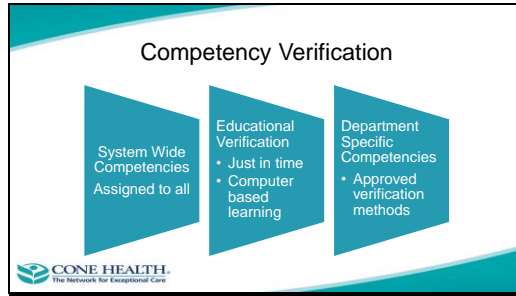_____

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Slide 9

Selection of Competencies

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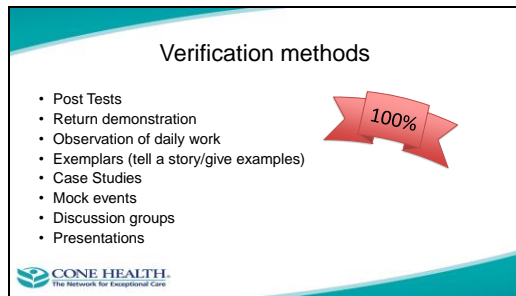 - Staff AND leader feedback

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Slide 10

Competency Verification

System Wide Competencies

Assigned to all

Educational Verification
- Just in time
- Computer based learning

Department Specific Competencies
- Approved verification methods

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Slide 11

Verification methods

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

100%

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Slide 12

Code Blue Response

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Slide 13

Qualified Observers (QO's)

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Slide 14

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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Slide 15

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

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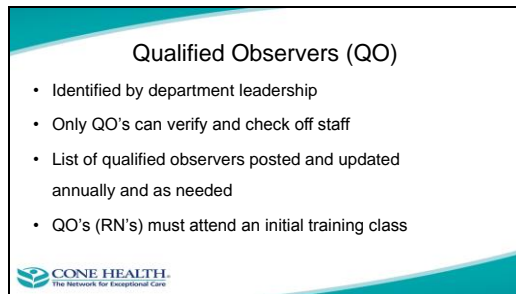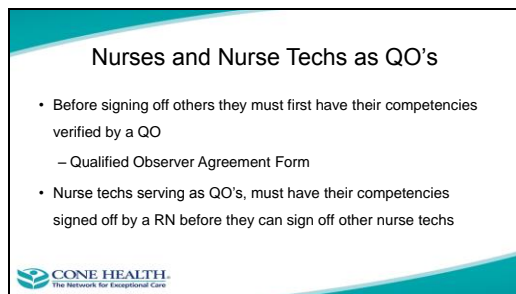
Slide 16

QO Class Content

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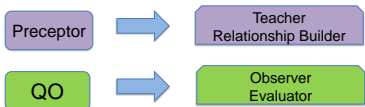- Use of the Halogen system
- Resources

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Slide 17

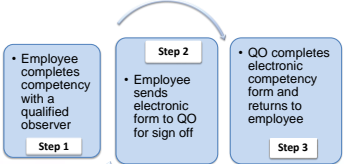**Role of Qualified Observer**

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

Preceptor → Teacher Relationship Builder

QO → Observer Evaluator

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Slide 18

Competency Validation Process and Electronic Documentation

- Employee completes competency with a qualified observer
  Step 1

Step 2
- Employee sends electronic form to QO for sign off

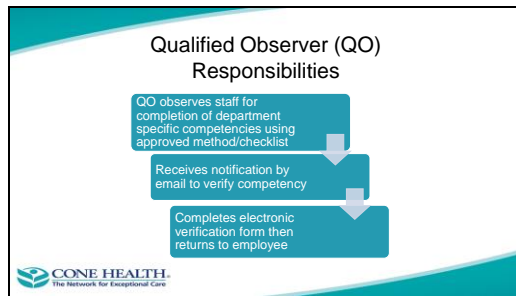- QO completes electronic competency form and returns to employee
  Step 3

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Slide 19

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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Slide 20

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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Slide 21

Electronic Competency Form

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

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Slide 22

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Slide 24

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Slide 25

Slide 26

Needs Remediation

Slide 27

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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Slide 29

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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Slide 30

Paper Competency Form

Name: _____ Department _____ Campus: _____ Fiscal Year: _____

	Department Specific Competencies					
	Competency	Method	Date	Qualified Observer	S	NR
1						
2						
3						
4						
5						
6						
7						

Methods: **Must be defined by department**
CS - Return demonstration checklist (Clinical Skills or Dept. Specific)
TE - Tests (Post-test with Poster)
MO - Mock events (Skills Fair, Mock Code Blue)
OB - Observation of daily work
CS - Case Studies
EX - Exemplars (tell a story/give example)
DI - Discussion/reflection group
PR - Presentation

Rating
S = Successful
NR= Needs Remediation-must successfully complete within 30 days

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Slide 31

Just in time education

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Slide 32

Practicing Skills

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Slide 33

Soft Skills

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Slide 34

Happy Leaders and Staff

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Questions?

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- Wilkinson, C. A. (2013). Competency assessment tools for registered nurses: An integrative review. The Journal of Continuing Education in Nursing, 44(1), 31–37.
- Wright D. (2005). The ultimate guide to competency assessment in health care (3rd ed.). Minneapolis, MN: Creative Health Care Management.

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