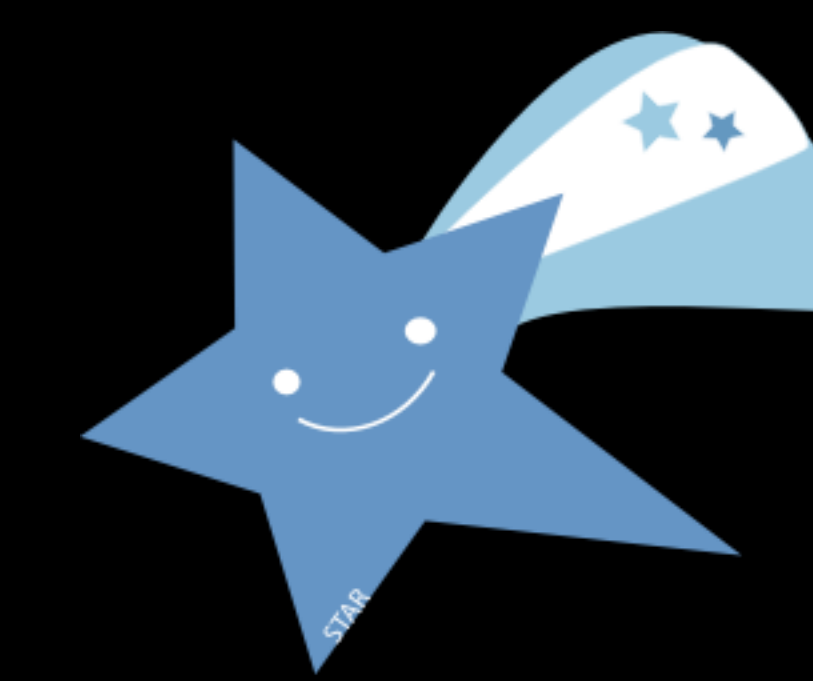
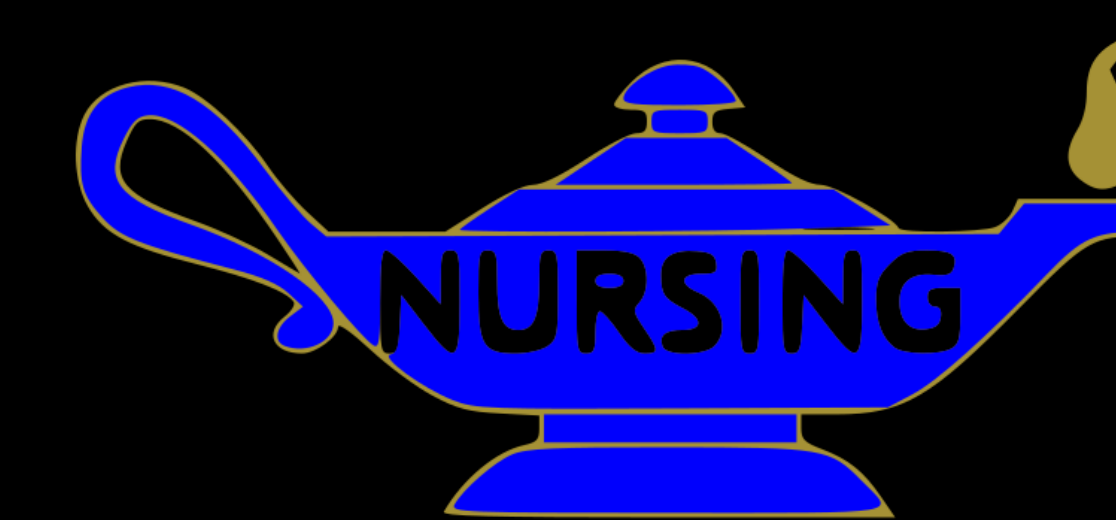


# Competency Assessment in Healthcare



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## Problem / Question

Does a multi-hospital health care system consistently use the **Wright Competency Assessment Model** for nurse competency evaluation?

## Hypothesis

Use of the Wright Competency Assessment Model is inconsistent across the health care system.

## Project Overview

- A survey tool was created to identify if the **Wright Competency Assessment Model** was used for competency assessment and evaluation.
- Unit educators of all emergency departments voluntarily participated in the survey.
- Identifying information was not collected to protect the identity of the participant. .
- The results were tabulated and analyzed for consistency according to the principles of the WCAM.

## Principles of the Wright Competency Assessment Model (WCAM)

Competencies are collaboratively identified	Employee-centered verification	Leaders create a culture of success with a dual focus
<ul style="list-style-type: none"> <li>• Reflective of the dynamic nature of work</li> </ul>	<ul style="list-style-type: none"> <li>• Verification methods appropriately match the competency categories</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on organizational mission and supports positive employee behavior</li> </ul>

## Materials

Wright Model Assessment Component Tool  
Angela Deere, MSN student Urbana University

A comparison of how the emergency departments of four hospitals in a single healthcare system apply the principles of the model according to Wright's book-*The Ultimate Guide to Competency Assessment in Healthcare* (2005).

Mark Yes if completed and No if not completed.

1. Did your unit use the Wright Model for Competency Assessment for the 2016 annual competencies for your department?
  - a. If yes continue to #2.
  - b. If no, STOP here.
2. Collaboration by manager and staff occurred to identify areas of need for consideration of annual competencies.
3. Used the following format to identify competency needs:
  - Job description \_\_\_\_\_
  - Organizational mission statement \_\_\_\_\_
  - Regulatory requirements (including JCAHO indicators, etc.) \_\_\_\_\_
  - Scope of practice \_\_\_\_\_
4. The competency needs were then separated into 4 categories and prioritized: new, changes, high risk, problematic.
5. 10 or less annual competencies were clearly identified for staff \_\_\_\_\_
6. What was the method(s) of distribution of the competency items to the staff? \_\_\_\_\_
7. Management created an environment that supported competency achievement.

If yes, please provide one short example: \_\_\_\_\_

8. Methods of competency verification were a combination of the following:
  - tests/exams \_\_\_\_\_
  - Return demonstration \_\_\_\_\_
  - Evidence of daily work \_\_\_\_\_
  - Case studies \_\_\_\_\_
  - Exemplars \_\_\_\_\_
  - Peer review \_\_\_\_\_
  - Self-assessment \_\_\_\_\_
  - Discussion/reflection group \_\_\_\_\_
  - Presentations \_\_\_\_\_
  - Mock events/surveys \_\_\_\_\_
  - Quality improvement monitors \_\_\_\_\_
9. Staff are responsible for choosing the method of competency and held accountable for completion.
10. Managers follow up to competency assessment issues \_\_\_\_\_

All data is confidential and will be used solely for the purpose of the intended research project under the direction of Angela Deere and can be contacted at deere.9826@knightsnet.urbana.edu.

## Survey Tool Questions in Relation to the Key Principles of the WCAM

Competencies are collaboratively identified	Employee-centered verification	Leaders create a culture of success with a dual focus
#2	#8	#3
#4	#9	#6
#5		#7
		#10

## Results

Validation Methods	Facility use WCAM- Reported	Technical Domain of Learning	Critical Thinking Domain	Interpersonal Skills Domain
Tests	100%	X	X	
Return	100%	X	X	X
Demonstration				
Evidence of Daily Practice	66.6%	X	X	
Case Studies	33.3%		X	
Exemplars	100%	X	X	X
Peer- Reviews	66.6%			X
Self- Review	33.3%	X	X	X
Discussion/Reflection Groups	66.6%		X	X
Presentations	100%	X	X	X
Mock Events	66.6%	X	X	X
Quality Improvement Monitors	100%	X		X

## Conclusion

- The health care systems competency model is not utilized consistently across emergency departments.
- WCAM not being used completely- evidence of selective validation versus all validation methods use.

## Works Cited

- Wright, D. (2005). *The Ultimate Guide to Competency Assessment in Health Care* (Third ed.). Minneapolis, MN: Creative Healthcare Management.