Key Strategies for Developing a Competency Assessment Program

Margherita C. Labson RN, MSHSA, CPHQ
Executive Director Home Care Program
The Joint Commission
Oakbrook Terrace, IL

Tony Powers, Pharm.D.
CEO, Medical Alternatives
Memphis, TN
CE Credit in Four Easy Steps!

1. **Scan your badge** as you enter each session.

2. **Carry your Evaluation Packet to every session** so you can add session evaluation forms to it.

3. **Track your hours on the “Statement of Session Attendance Form”** as you go.

4. **At your last session, total the hours and sign both pages of your Statement of Session Attendance Form.**
   - Keep the **PINK** copy for your records.
   - Put the **YELLOW** and **WHITE** copies in your CE Envelope.
   - Make sure an Evaluation Form is in your CE Envelope for each session you attended. **Miss one? Extras are in a file near Registration.**
   - Fill out the information on the outside of the CE Packet envelope, seal it, and drop it in the box near Registration.

   ✓ **Applying for Pharmacy CPE?** If you have not yet registered for an NABP e-Profile ID, please visit www.MyCPEmonitor.net to do so **before** submitting your packet. You must enter your NABP e-Profile ID in order to receive CE credit this year!
Speaker Disclosures

The speakers have no conflicts of interest to disclose and no off label or investigational use of drugs or products will be made during the presentation.
Competency Assessment

Objectives
At the conclusion of the session the participant will be able to:

1. Define competency and its relationship to individual and organizational performance

2. Describe the role of leadership in creating a culture that supports staff competence
Competency Assessment

Objectives
At the conclusion of the session the participant will be able to:

3. Describe the skills needed by staff assigned to evaluate competency

4. Review examples of competency assessment tools for home infusion staff members including pharmacy, nursing, distribution, reimbursement, and marketing staff
Competency Assessment

*Competency* is the individual’s actual performance in a particular situation. Competency is concerned with how well an individual demonstrates their *knowledge, skills, abilities, attitudes and behaviors* in accordance with expectations.
Competency Assessment

*Knowledge* involves understanding facts and procedures.

- Pre-service education
- In-service training
- On-the-job experience
- Feedback from supervisors and peers
- Continuing education
Competency Assessment

*Skill* is the capacity to perform specific actions: a person’s skill is a function of both knowledge and the particular strategies used to apply knowledge.

- Actions
- Gained through hands-on training
- Measured by level
  (Ex: Novice, Competent, Proficient, Expert)
Competency Assessment

*Abilities* refers to the power or capacity to do something or act physically, mentally, legally, morally, etc. Abilities are gained or developed over time and, as a result, are more stable than knowledge and skills.
Competency Assessment

*Traits* refers to distinguishing characteristics or qualities, especially of a personal nature.

- Self-control
- Self-confidence

Many traits are slow to change or even permanent.
Competency Includes

- Knowledge
- Skills
- Abilities
- Traits
- Attitudes
- Behaviors
Competency Assessment

- **Core** – generic process or skill that crosses all departments and job categories.
- **High Risk** – a process or skill that if not correctly performed affects the organization’s quality, service or cost.
- **Low volume** – a process or skill that is not done frequently enough to be observed by a peer or leader and therefore demonstrated performance is not known.
- **Problem prone** – a process or skill that by virtue of the number of steps or difficulty is inclined to mistakes.
- **Critical** – processes vital to the organizations success.
Competency Assessment

• Therapies Provided
  – Comprehensive of all components (Medications, VAD, Supplies, Equipment)

• Patient Populations Served

• Functionally *linked* to outcome indicators
Exploring the Role of Leadership

• PPACA Paradigm shift in Health Care Delivery
  • Moving from patients to populations
  • Rethinking Models of Care
  • Partnering through Affiliation
  • Pitfalls to Avoid
Potential Risk Points:

• Overestimating Capabilities

• Balancing Interests and Engaging Stakeholders

• Recognizing Interdependence
High Demand for Reliability

- Organizations that can manage serious hazards extremely well.
  - Preoccupation with failure
  - Reluctance to simplify interpretation
  - Sensitivity to operations
  - Commitment to resilience
  - Deference to expertise
Understanding Leadership’s Role in Culture

Values-Beliefs Assumptions

Norms and Behavior Patterns

Artifacts & Practices
What is Leadership’s Role?

• Accountability
• Commitment that safety is a priority
• Visibility
• Engagement
• Regular training
• Effective Communication
• Standardization
Routinely Ask Yourself...

• Can I recognize the small signals of a failure and make sense of them?
• Do I appreciate the differentiation in this situation?
• Am I aware of the situation that is unfolding?
• Who knows how to do what?
Supervision & Evaluation

• to watch an activity being carried out by somebody and ensure that it is performed correctly

• to consider or examine something in order to judge its value and/or quality.
The Requisite Skills of the Evaluator

• Focused, real time awareness
• Unbiased, objective approach
• Nonintrusive observation
• Competent motivational interview skills
• Thoughtfully organized
• Sequentially oriented
• Constructive demeanor
Motivational Interviewing Strategies and Techniques

- Asking Permission
- Eliciting/Evoking Change Talk
- Exploring Importance and Confidence
- Reflective Listening
- Normalizing
- Decisional Balancing
- Affirmations
Observing Operations

- Maintaining nonintrusive presence
- Timing questions and comments appropriately
- Seeking clarification and validation
- Key points to remember:
  - Stay present in the moment
  - Keep your opinions in check
  - Reflect on what you see and hear
  - Make your notes discreetly
Engaging Staff

• Explaining the objective
• Securing permission
• Getting buy-in
• Essentials to include:
  – Staff’s current determination of individual’s status
  – The focus of the most recent activity with individual
  – The purpose of today’s visit
  – Opportunities and challenges staff has identified
Knowing where to begin...

• Consider the objective
• Select the appropriate data rich context
• Self-identify potential to insert bias
• Determine the appropriate methodology
• Clarify and verify, remediate in real time
• Document, follow through, celebrate
Competency Includes

Knowledge

Skills

Abilities Traits

Attitudes Behaviors
Competency Assessment

• Written or Computer Based Examination
• Performance Records (Review of medical records)
• Physical Models (Anatomical Models)
• Job Simulation
• Job Sample
Competency Assessment Methods

Written / Computer Based Examination  Record Review

Knowledge

Physical Models
Job Simulation
Job Sample

Skills / Abilities
Example Competency Plan for Home Infusion Personnel

Baseline and Annual All Employees – Core Competencies
(Net-Learning® Computer Based Learning System)

- Blood borne Pathogens
- Infection Control
- Influenza
- Chain of Command
- Risk Management
- Confidentiality of Information Including Red Flags
- Disruptive Behavior
- Security
- Fall Prevention
Example Competency Plan for Home Infusion Personnel

Baseline and Annual All Employees – Core Competencies
(Net-Learning® Computer Based Learning System)

• Patient Rights
• Population Served: Age Appropriate Care
  Older Adults
  Adults
  Adolescents
  Newborns to School Age
• Professional Responsibility
• Standards of Conduct
Example Competency Plan for Home Infusion Personnel

Baseline and Annual All Employees – Core Competencies (Net-Learning® Computer Based Learning System)

• Understanding the HIPAA Privacy and Security Rules
• Cultural Sensitivity
• Fraud Waste and Abuse
• Emergency Management
• Handling Hazardous Materials
• Fire Safety
• Abuse and Neglect
Competency Assessment Resources

Where Information Comes Together for the Alternate-Site Provider...

NHIA STORE
Valuable and Economical Resources to Train Your Entire Alternate-Site Infusion Team

Featured Product

The NHIA Home Infusion Therapy Module Program
The only comprehensive module program designed specifically for home infusion professionals is newly revised and greatly enhanced, with critical updates and current evidence-based recommendations!

✓ Earn up to 26 Pharmacy Continuing Education (CE) Contact Hours in seven self-study modules.
✓ Use each Module as a stand-alone study guide—or purchase the complete set for a well-rounded home infusion learning experience or as an orientation guide for practitioners new to the field (additional sets can be purchased at a reduced rate).”
✓ Understand key aspects of home infusion with module topics that include common reimbursement methods and challenges, a comprehensive overview of infusion therapies and access devices, operational considerations, OSHA and other regulatory requirements and much, much more!

Touching all the bases of home infusion therapy, you’ll find a wealth of relevant content in each of the seven modules:

Module 1: Introduction to Home Infusion Practice
Module 2: Overview of Home Infusion Reimbursement
Module 3: Overview of Infusion Devices, Vascular Access Devices, and Ancillary Supplies
Module 5: Introduction to Home Infusion Therapies: Anti-Infectives, Chemotherapy, Pain Management, and Miscellaneous Therapies
Module 6: Compounded Sterile Preparations in Home Infusion
Module 7: Overview of Financial and Operational Issues in Home Infusion Therapy

Study at your own pace and earn CE credit after completion of each Module. All CE tests are taken online and CE certificates can be printed right at your home or work office!

For complete CE information and descriptions of all NHIA modules, please visit: www.nhia.org/education/program.cfm

Visit www.nhia.org/store/featured.cfm or call 703-549-3740 to order these and many other NHIA education products
Example Competency Plan for Home Infusion Personnel

Baseline Pharmacist Competency Assessment

NHIA Infusion Therapy Module Program (All 7 Modules)

**Module 1:** Introduction to Home Infusion Practice  
**Module 2:** Overview of Home Infusion Reimbursement  
**Module 3:** Overview of Infusion Devices, Vascular Access Devices, and Ancillary Supplies  
**Module 4:** Nutrition Therapies: Parenteral Nutrition, Enteral Nutrition, and Hydration
Example Competency Plan for Home Infusion Personnel

Baseline Pharmacist Competency Assessment

NHIA Infusion Therapy Module Program (All 7 Modules)

Module 5: Introduction to Home Infusion Therapies: Anti-Infectives, Chemotherapy, Pain Management, and Miscellaneous Therapies

Module 6: Compounded Sterile Preparations in Home Infusion Therapy

Module 7: Overview of Financial and Operational Issues in Home Infusion Therapy
Example Competency Plan for Home Infusion Personnel

Baseline Pharmacist Competency Assessment

- ASHP Compounding Sterile Preparations (Video / Workbook) (Used if no previous experience)
- Aseptic Process Validation (USP 797)
  USP 797 Appendix(s) (All specifically 3-5)
- Corporate Policy and Procedures
- Infusion Device (Pump) Skills Demonstration
Example Competency Plan for Home Infusion Personnel

Baseline Pharmacy Technician Competency Assessment

• NHIA Infusion Therapy Module Program

Module 1: Introduction to Home Infusion Practice
Module 2: Overview of Home Infusion Reimbursement
Module 3: Overview of Infusion Devices, Vascular Access Devices, and Ancillary Supplies
Module 6: Compounded Sterile Preparations in Home Infusion
Example Competency Plan for Home Infusion Personnel

Baseline Pharmacy Technician Competency Assessment

• ASHP Compounding Sterile Preparations (Video / Workbook) (Used if no previous experience)

• USP 797 Appendix(s) (All specifically 3-5)

• Corporate Policy and Procedures

• Infusion Device (Pump) Cleaning / Testing
Example Competency Plan for Home Infusion Personnel

Semi-Annual / Annual
(Based on USP Risk Level and Organization Preference)
Pharmacists & Pharmacy Technicians

• Aseptic Process Validation (USP 797)
  Multiple Transfers
    Non-Sterile to Sterile (Including Filter Bubble Test)
• New / Updated Policy and Procedures
• New Therapies (Medications) and/or Patient Populations
• New / Updated Pumps (Cleaning / Testing)
• New / Update VAD’s (Supply Requirement)
Example Competency Plan for Home Infusion Personnel

Baseline Driver Competency Assessment

• Corporate Policy and Procedures

• NHIA Infusion Therapy Module Program
  **Module 1:** Introduction to Home Infusion Practice
  **Module 2:** Overview of Home Infusion Reimbursement
  **Module 3:** Overview of Infusion Devices, Vascular Access Devices, and Ancillary Supplies

• Corporate Policy and Procedures
Example Competency Plan for Home Infusion Personnel

Annual Driver Competency Assessment

• Corporate Policy and Procedures

• New Therapies (Medications) and/or Patient Populations

• New Infusion Devices
Example Competency Plan for Home Infusion Personnel

Baseline Reimbursement Competency Assessment

NHIA Infusion Therapy Module Program

Module 1: Introduction to Home Infusion Practice
Module 2: Overview of Home Infusion Reimbursement

Corporate Policy and Procedures
Example Competency Plan for Home Infusion Personnel

Annual Reimbursement Competency Assessment

• Corporate Policy and Procedures

• New Therapies (Medications) and/or Patient Populations

• New Infusion Devices
Example Competency Plan for Home Infusion Personnel

Marketing Personnel Baseline Competency

NHIA Infusion Therapy Module Program

**Module 1**: Introduction to Home Infusion Practice
**Module 2**: Overview of Home Infusion Reimbursement
**Module 3**: Overview of Infusion Devices, Vascular Access Devices, and Ancillary Supplies
Example Competency Plan for Home Infusion Personnel

Marketing Personnel Annual Competency

• Corporate Policy and Procedures

• New Therapies (Medications) and/or Patient Populations

• New Infusion Devices
Example Competency Plan for Home Infusion Personnel

Baseline Nursing Competency Assessment

NHIA Infusion Therapy Module Program

Module 1: Introduction to Home Infusion Practice
Module 2: Overview of Home Infusion Reimbursement
Module 3: Overview of Infusion Devices, Vascular Access Devices, and Ancillary Supplies
Module 4: Nutrition Therapies: Parenteral Nutrition, Enteral Nutrition, and Hydration
Module 5: Introduction to Home Infusion Therapies: Anti-Infectives, Chemotherapy, Pain Management, and Miscellaneous Therapies
Example Competency Plan for Home Infusion Personnel

**Baseline Nursing Competency Assessment**

- Corporate Policy and Procedures
- Infusion Device (Pump) Skills Demonstration
Example Competency Plan for Home Infusion Personnel

Nursing Annual Competency

• New / Updated Policy and Procedures
• New Therapies (Medications) and/or Patient Populations
• New / Updated Pumps (Skills Demonstration)
• New / Update VAD’s (Skills Demonstration)
• Vascular Access (Skills Demonstration)
• VAD Care (Skills Demonstration)
Questions
Recommended Resources

• USP General Chapter 797
• NHIA Home Infusion Therapy Module Program
• ASHP
  – Compounding Sterile Preparations
  – Competency Assessment Tools
Recommended Resources

- INS-Clinical Competency Validation Program
- TJC