

Methods of Competency Assessment

❖ Tests:

1. Written tests
2. Quizzes
3. Oral exams
4. Surveys
5. Worksheets
6. Calculation tests

❖ Return Demonstrations

1. Involves an individual demonstrating a set of skills to another skilled observer.
2. May occur in the real world setting or as a demonstration in a mock/simulated environment. Ideas for Return Demonstration
 - Operating equipment
 - Restraining a violent person(Security)
 - Following a recipe or plan(food service)

❖ Evidence of Daily Work

1. A supervisor or peer observes the finished product. Ideas for Evidence of daily work:
 - Submit a spreadsheet to show competency in use of EXCEL
 - Observe the set up of a patient food tray sterile tray, etc.

❖ Case Studies

1. Provide individuals with a situation and ask them to explain their responses or choices in that given situation. You can create a story of a situation with follow up questions, or identify questions that capture the nature of the competency you're trying to measure and have the individual use their real life story/example to answer the questions. Example of Case Studies:
 - You need to complete the following task. You have only the following equipment available. How would you best complete the task that you have been assigned?

❖ Exemplars

1. A written, or verbal, story describing a situation you have experienced, including the rationale you thought about for the choices you made. Ideas for using exemplars:
 - Chaplains: talking with families about death and dying
 - Social workers: managing abuse patients
 - Managers: dealing with a problem employee

❖ Discussion groups

1. A group of individuals share their thoughts and strategies on a specific issue, discussing the merits and consequences of each aspect. Ideas for a discussion group:
 - Debriefing after an event
 - Debriefing after a mock event or disaster
 - Discussion around a hypothetical situation

❖ Presentations

1. Individuals are asked to share (present) information to their peers that they have gained from experience or from a recent educational event (such as a conference). It requires that they know the subject well. The presentation is typically evaluated by those attending.

❖ Mock Events / Simulation

1. Mock events are simulations of real world situations carried out in the work setting or in an artificial lab. Only those individuals who participate in the mock event may be validated. Includes:
 - Mock codes
 - Simulated disasters
 - Mock surveys(TJC, DOH)
 - Mock Drills(Code Red, Code Yellow, etc)
 - Hazardous material spill clean up
 - Mock financial audits
 - Mock surveys for proper use of equipment

❖ PI/Quality reviews

1. Collect data on individual performance to check compliance with policies/protocols or to determined successful achievement of desired outcomes. Ideas for using a QI monitor:
 - Staff not documenting on a certain form
 - Create a tool that now monitors the documentation on the form and that the documentation is done correctly.