

Getting the Most out of Staff Education and Competency

Jered Bauer, Pharm.D.
Pharmacy Manager – Clinical Services
St. Elizabeth's Hospital
Belleville, IL 62220
Hospital Sisters Health System



Statement of Disclosure

- ✦ Jered Bauer, Pharm.D. has nothing to disclose.

Objectives

- ✦ To describe Joint Commission expectations relating to staff education and competence and to analyze one institutions development of a formal pharmacy staff education and competency program

Our Workplace



- ✦ St. Elizabeth's – Belleville Illinois
 - Community Teaching Hospital
 - Average Daily Inpatient Census – 185
- ✦ DOP
 - 29 inpatient FTE's
 - 5 outpatient FTE's



Basic Components of Staff Education

- ✦ Job Description Review
- ✦ Initial Assessment – Orientation
- ✦ Training of Staff
- ✦ Longitudinal Education
- ✦ Competence Assessments

Role of the Job Description

- ✦ Job Descriptions
 - Define the minimum qualifications for the staff member, establishes authority, identifies responsibilities and duties
 - Provides the foundation for a competence assessment program

What is Competence

- ✦ According to Wikipedia:
 - A standardized requirement for an individual to properly perform a specific job
- ✦ Joint Commission views competence as:
 - Having the essential knowledge and skills necessary to perform a job according to the defined expectations

What is Incompetence?



Why is Staff Education Important?

- ✦ Patient Safety
- ✦ Department Efficiency
- ✦ Safety in the Workplace
- ✦ Employee Satisfaction
- ✦ Liability
- ✦ Joint Commission

Joint Commission - Expectations

- ✦ HR.2.10 – Orientation provides initial job training and information
 - ✦ Rationale: Staff members, students and volunteers are oriented to their jobs as appropriate and the work environment before providing care, treatment, and services.
 - EP 3: Staff are oriented to specific job duties and responsibilities
 - EP 9: Assessment and documentation of each person's ability to carry out assigned responsibilities safely, competently and in a timely manner

Joint Commission - Expectations

- ✦ HR.2.30 – Ongoing education including in-services, training, and other activities, maintains and improves competence
 - EP 1: Training occurs when responsibilities or duties change
 - EP 3: Ongoing in-services and other education and training are appropriate to the needs of the population(s) served
 - EP 8: Ongoing education is documented

Joint Commission - Expectations

- ✦ HR.3.10 – Competence to perform job responsibilities is assessed, demonstrated and maintained
 - ✦ Rationale: Competence assessment is systematic and allows for measurable assessment of the persons ability to perform required activities
 - EP 1: Populations served
 - EP 2: Defined competencies to be required
 - EP 3: Defined competencies to be assessed during orientation

Joint Commission - Expectations

- ✦ HR.3.10 – Continued
 - EP 4: Defined competencies that require periodic reassessment, based on techniques, procedures, technology, equipment or skills needed to provide care, treatment and services.
 - EP 5: A defined time frame of how often competencies are performed for each person, minimally once in a three-year accreditation cycle and in accordance with law and regulation
 - EP 9: Appropriate action taken when needed

Ways to Assess Competency

- ✦ Written or verbal tests
- ✦ Simulations
 - Simulating work experiences
 - Actual on the job assessments are preferred
- ✦ Observation

Getting Organized

- ✦ Develop initial skills assessment
 - Use for all new employees
 - May require different assessments
 - ✦ Technician
 - ✦ Pharmacist
 - Identifies areas where new employees competence needs improvement
- ✦ Define required competencies
- ✦ Define time frames for competencies
 - How often will they be assessed and reassessed

Getting Organized

- ✦ Identify qualified individuals to develop and assess competencies
 - Assessment methods
 - ✦ Should be appropriate to determine the skill being assessed
 - Direct observation
 - Checklists
 - Written tests
- ✦ Address the populations served (beyond demographics)
 - Adult
 - Geriatric
 - Pediatric
 - Maternity
 - Cardiovascular
 - Surgical
 - Diabetic

Getting Organized

- ✦ Performance Problems
 - Develop an action plan
 - ✦ Use when performance problems are identified
 - Takes appropriate action
 - ✦ Remedial training
 - ✦ Altering persons job description

Putting it all Together

- ✦ Make your program site-specific
 - Focus on needs
 - ✦ Address duties and responsibilities of your staff
 - Have structure but with built-in flexibility
 - ✦ Things Change!
 - ✦ New program/service development
 - Document
 - ✦ Date, reason for assessment, method of assessment, outcome of assessment, follow-up required based on results

St. Elizabeth's Staff Education Program

- ✦ Competency Assessment Two-year Schedule
 - Competency Plan and Log
- ✦ Longitudinal Staff Education Two-year Schedule
 - Education Plan

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