

Competencies Starter Toolkit

The purpose of the toolkit is to give facilities the tools and resources to successfully develop their competencies program once the facility assessment has been completed. Included in this kit are guiding principles, helpful hints, a checklist for reviewing your competencies, a list of how best to use this toolkit, as well as a competency list and a resource guide.

Guiding Principles

Prior to utilizing the starter tool understand the intent of the competencies to ensure all staff have the skills and competencies they need to provide effective, person centered care for the center's residents.

Remember, the facility assessment will determine the appropriate competencies for your staff based on your resident population.

Ensure each of these areas listed below has been examined, review your current procedures related to these areas as you're developing your competency program and update as needed.

Take the KSA Approach:

Knowledge (Information) - What information does staff need to know to attain the highest level of performance?

Skill (Proficiency)- What skill is required to carry out the knowledge?

Attitude (Conduct) - What attitude might prevent or keep staff from performing at the highest level?

Tie your competencies to your mission

Helpful Hints

- Utilize the facility assessment to determine sufficient staffing, as well as the appropriate competencies and skill sets for **ALL** staff
- Link staff competencies to your resident population, their acuity, diagnosis and other pertinent factors. Utilize the residents' assessments and plan of care to determine your key competency list.

- Start with and build upon education, certification and experience of your staff members (foundational skills)
- Ensure competencies are job and team specific (common competencies and position specific)
- Involve key people and ask for input from managers, experienced staff, residents, residents representatives and families. Ask them what staff competencies are important to them or could be improved. Remember contract and temporary staff must have the necessary skill and competencies necessary to meet the needs residents' needs.
- Competency Assessment / Verification - ongoing process of initial development of knowledge and skills, maintenance, educational consultation, remediation and redevelopment. Hiring - Initial competency - ongoing competency assessment.
- Consider key facets of knowledge and skills technical, critical thinking/problem solving and interpersonal.
- Explore a variety of methods to evaluate competencies i.e.

Competency fairs
Interactive scenarios or role plays
Observation of daily practice
Return demonstration
Pre-and Post-tests
Checklists
Peer Review
Self-assessment

Checklist for Reviewing Your Competency Assessment Process

- What competencies do you assess?
- Do you have a core set of competencies for all staff as well as position-specific competencies?
- How often do you assess the competencies?
- What methods do you use?
- Who assesses competencies? (e.g. educators, nurse managers) (Have their competencies been checked?)
- Do you assess competencies at the unit or department level?
- How do you document competency assessment?
- What is working well and what isn't? Have you asked the staff their feedback?
- How do you get buy in from nurses and other staff in the process?
- How do you promote accountability for competencies among staff and managers?

- How do you practice “real time” assessment?
- Have you incorporated cultural competency into your process?

How best to use this toolkit?

1. Complete facility assessment
2. Identify competencies for specific staff positions
3. Assess current procedures and education
4. Review materials for competencies, books, links and protocols
5. Revise or develop SNF list of competencies for job description needed for orientation and reviewed at least annually
6. Identify who will be accountable to verify competencies
7. Establish an action plan with complete by dates and the person who is accountable for completing the action item
8. Monitor on a quarterly basis via QAPI program
9. Report on quarterly and an annual basis
10. Record in personnel file

Resources Guide - Clinical Competencies:

Webinars

Located at www.thefqc.org under Archived Education/Webinars

- Heart - NYSHFA Webinar Archived - 6/13/13
- GI/Abdomen- NYSHFA Webinar Archived - 8/16/2013

List of competencies and links to recorded education and some protocols

Analgesic pumps (Columbia Gorge Community College)

<https://www.youtube.com/watch?v=RAI5sPOAxqU>

BIPAP (FMH NICU)

<https://www.youtube.com/watch?v=A-SIO2dU8Og>

Clysis insertion and management (The MOT Transplant)

<https://www.youtube.com/watch?v=IcKGuLEpyrw>

CPAP (CPAP FDA)

<https://www.youtube.com/watch?v=B10ABypyGOo>

CPR (American Heart Association)

<https://www.youtube.com/watch?v=O9T25SMyz3A>

Enteral Tube Feeding (Health Bleep.com)

<https://www.youtube.com/watch?v=5LOF22fATfA>

Foley Catheter (Registered Nurse RN)

<https://www.youtube.com/user/RegisteredNurseRN>

Gastrostomy insertion and placement (Flora care tubes)

<https://www.youtube.com/watch?v=hSv4FOwZ9kQ>

Incentive spirometry (Nebraska Health)

<https://www.youtube.com/watch?v=VHN5zPaw96w>

Isolation types contact, strict (University of Iowa Nursing)

<https://www.youtube.com/watch?v=VIUWsNC3ibs>

Insulin Administration (Whatcom Community College's Nursing Program)

<https://www.youtube.com/watch?v=prFYht1NwmU>

Management of a dialysis resident/ patient (Cleveland Clinic)

www.clevelandclinicmeded.com/.../general-medical-care-of-patients-on-dialysis/

Medication Administration (Fundamentals of Nursing, Medication Administration, College of Southern Maryland)

<https://www.google.com/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF-8#>

Mental changes (Pro Health)

<http://www.youtube.com/user/prohealthsys>

PICC line management (FMH NICU)

<https://www.youtube.com/watch?v=l1Hbmmwwdcs>

Principles of Infection Control (QIO)

<https://www.youtube.com/watch?v=ENn7IMvVO2Y>

Respiratory (Nursing Learning Module)

<https://www.nurseslearning.com/courses/nrp/NRP-1616/Section2/index.htm>

Skin Assessment, including staging of wounds and wound management (NPUAP)

www.npuap.org/pressure-ulcers

Suction oral /pharyngeal (TNC AND RN Program)

<https://www.youtube.com/watch?v=SwoLb3z25fc>

Surgical drain management and care (University of Wisconsin Health)

[https://www.youtube.com/watch?v= GURzPwXcJE](https://www.youtube.com/watch?v=GURzPwXcJE)

TPN administration and management (Gastro paresis trainer)

[https://www.youtube.com/watch?v= qmBfURV4kE](https://www.youtube.com/watch?v=qmBfURV4kE)

Tracheostomy Care (University of Ohio School of Nursing)

<https://www.youtube.com/watch?v=9xoTaPIHjgk>

Urinary changes (ASN Instructor)

<https://www.youtube.com/watch?v=VmH66RmxBTw>

Wound Vacuum (GWCC Nursing Program)

<https://www.youtube.com/watch?v=SDprRTHw4IO>

Procedural Manual and specific topic of interest (evidence based)

IV insertion and administration of IV fluids and antibiotics - (Lippincott Nursing Procedures 7th edition pg. 825-828)

Nebulizer - (Lippincott Nursing Procedures 7th edition pg. 537-540)

Nephrostomy Care and Flush - (Lippincott Nursing Procedures 7th edition pages 545 -547)

Pain Assessment - (Lippincott Nursing Procedures 7th edition pg. 579-581)