

BEST PRACTICE CATALOG

Project Title: NEW EMPLOYEE COMPETENCY ASSESSMENT AND EVALUATION SYSTEM

Function Category: PATIENT-FOCUSED ORGANIZATION STRUCTURES

Subcategory: Management of Human Resources

Heading: Assessing Competence

Key Word(s): Human Resources Management

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Purpose: A system for assessing and evaluating new nurses' and psychiatric technicians' competency in specific skill areas. However, this process may be applied to new employees in any work classification.

Brief Description: The process is initiated by the hospital's training department during new employee orientation and transitions to a trained mentor once the new employee begins at their work location. A mentor training program was developed to assist with the implementation of this system. The Competency Assessment and Evaluation tool consists of the following information on a one-page, four-column table:

- **Identified Skill Areas:** Problem-prone, high-risk or high volume activities specific to the employee's work classification.
- **New Employee Self-Assessment:** Assesses new employee's current level of expertise in identified skill areas.
- **Action Plan:** What the employee will do during their orientation/probationary period to become "competent" in identified skill area.
- **Supervisor/Mentor Verification:** Documents when employee has successfully met criteria as identified in action plan.

Selection Basis/Criteria: Positive outcomes as a result of this new system include the following: # New employees are: # aware of the skill areas they are expected to perform; given an opportunity to objectively rate themselves; and provided with the knowledge, training and support necessary to obtain proficiency within their probationary period.

- Supervisors are provided with an efficient method for identifying their employee's training needs in specific skill areas, developing a structured plan to meet the employee's needs, and documenting employee outcome.

The following items are available regarding this Best Practice:

Photographs Video Tape Drawings Manual
 Other : _____

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