

BEST PRACTICE CATALOG

Project Title: COMPETENCY VALIDATION IN THE EMPLOYEE EVALUATION PROCESS

Function Category: PATIENT-FOCUSED ORGANIZATION STRUCTURES

Subcategory: Management of Human Resources

Heading: Managing Resources

Key Word(s): Competency, Performance, Evaluation

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Purpose: To develop a validation tool outside of the duty statement that helps demonstrate objective measurement, assessment, and improvement of staff competency. To develop a performance evaluation documentation packet that is consistent across state hospitals. To provide a mechanism to link the competency evaluation tool and duty statement.

Brief Description: The Department of Mental Health identified the need to effectively document the competency of staff that was consistent throughout the Department. They knew staff was competent, but needed to determine how best to demonstrate that to external regulatory agencies. DMH established a department-wide task force to address the issue and develop recommendations. The task force has developed a Competency Validation Checklist which will accompany all performance evaluations to all DMH hospitals. Phase I included reformatting 60 duty statements and training supervisors/managers prior to implementation. The task force is in the process of Phase II which includes reformatting the remaining duty statements.

Selection Basis/Criteria: The new tools and training given to implement them have been well received by managers and supervisors who indicate that they will significantly improve the quality of our performance evaluation process as they compel the supervisor to specifically address important areas of competency, as well as duties, on each evaluation. In addition, as the Competency Validation Project was developing, the team consulted with JCAHO surveyors and representatives. It is anticipated that these new tools (the checklist and the reformatted duty statement) will improve our ability to demonstrate to JCAHO surveyors our effectiveness, and commitment, to assessing staff competency. Finally, this project standardizes the competency validation and evaluation tools throughout the state hospitals, facilitating recognition and acceptance by labor organizations.

The following items are available regarding this Best Practice:

Photographs Video Tape Drawings Manual

Other : _____

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