



cap
Advancing Excellence

Is Your Lab's Competency Assessment a Competent Assessment?

Every
number
is a life.

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Objectives...

- Define “Competency Assessment”
- Differentiate Competency assessment from “Training” and “Education”
- Understand CAP’s requirements
- Answer...
 - When must Competency be assessed?
 - What must be assessed?
 - Who must be assessed?
 - How must we assess competency?
 - Why must we assess competency?

What is Competency Assessment?

- “Competency” =
 - Well qualified, capable, fit
 - Sufficient, adequate
- “Assessment” =
 - To estimate or determine the significance, importance or value of
 - Evaluate

Differentiate ...

- Training = “To instruct so as to make proficient or qualified”
- Education = “To train or **develop** the knowledge, skill, mind, or character of”

What Are the Requirements?

GEN.55450 Initial Training Phase I

There is documentation that all staff have satisfactorily completed initial training on all instruments/methods applicable to their designated job.

NOTE: The records must show that training specifically applies to the testing performed by each individual.

Retraining must occur when problems are identified with employee performance.

What Are the Requirements?

GEN.55500 Competency Assessment

The competency of each person to perform his/her assigned duties is assessed.

GEN.57000 Competency Corrective Action

If an employee fails to demonstrate satisfactory performance on the competency assessment, the laboratory has a plan of corrective action to retrain and reassess the employee's competency.

Requirements - POC

GEN.58500 Competency Reassessment

There is documentation of retraining and reassessment for employees who initially fail to demonstrate satisfactory performance on competency assessment.

POC.06900 Competency Assessment

There is a documented program to ensure that each person performing POCT maintains satisfactory levels of competence.

WHEN must competency be assessed?

- *The competency of each person to perform the duties assigned must be assessed following training, and at least annually thereafter.*
- ***During the first year of an individual's duties, competency must be assessed at least every six months .***

WHAT must be assessed?

Elements of competency assessment include but are not limited to:

- *Direct observations of routine patient test performance, including, as applicable, patient identification and preparation; and specimen collection, handling, processing and testing*
- *Monitoring the recording and reporting of test results, including, as applicable, reporting critical results*
- *Review of intermediate test results or worksheets, quality control records, proficiency testing results, and preventive maintenance records*

WHAT must be assessed (cont'd)?

Elements of competency assessment include but are not limited to:

- *Direct observation of performance of instrument maintenance and function checks, as applicable*
- *Assessment of test performance through testing previously analyzed specimens, internal blind testing samples or external proficiency testing samples; and*
- *Evaluation of problem-solving skills*

Evidence of Compliance

Evidence of Compliance:

- Written procedure defining the method and frequency for assessing competency **AND**
- Records of competency assessment for new and existing employees reflecting the specific skills assessed, the method of evaluation required and documented at defined frequency

WHO must be assessed?

- All “testers” ...
 - Bench techs
 - POCT testers
 - Physicians (unless credentialed)
 - Working supervisors
- Who assesses the assessors?

HOW must we assess competency?

- I said **you** would be able to answer that question – not that I would give you the answer!
- Three kinds of programs:
 - Home grown
 - Commercially available
 - Hybrid

Home Grown

- This is okay...if it's comprehensive and trackable.
 - Quizzes
 - Observation
 - Record review
 - Demonstration
 - Trouble-shooting

CAP's program is customized by you

- Assessment activities for 9 disciplines, delivered twice per year
- Focus on problem solving
- Instrument specific checklists (100+ ability to customize)
- Internet based – must have internet access for staff
- Criteria for “passing” is set BY YOU
- Activities feed into a transcript
- TOOL TO DOCUMENT AND ORGANIZE

Laboratory Personnel Evaluation Roster

- Beginning August 2009 – CAP reapplications
- Complete a Laboratory Personnel Evaluation Roster
- Attest that testing personnel are qualified
- Confirm that Credentials have been checked and documented

FAQs

- Why is CAP making this change?
- Does this apply to all labs?
- Does this mean that my staff are no longer qualified to do testing?
- How often do I have to update the form?

Example of Personnel Roster...

This is available/downloadable at

www.cap.org

- Accreditation and Laboratory Improvement
- eAlert August 2009

QUESTIONS?

Please feel free to type in your questions
in “Chat”

You can also phone in and pose your
questions...remember to use your code...

RECAP...

- Did we master all of the objectives?
- Oh, right...WHY must we assess?

WHY must we assess?

BECAUSE....



Every
number
is a life.

Every number is a life.

Thank you for your hard work on
behalf of those who do not know all
that you do for them...your
patients!



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THANK YOU!

...To all the laboratorians who work tirelessly to provide the best testing possible daily. No one understands, except another laboratory professional, how much goes into ensuring those quality results. From one who does, on behalf of your patients...THANK YOU!