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# Is Your Lab's Competency Assessment a Competent Assessment?

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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.55500** = Has the competency of each person to perform his/her assigned duties been assessed?
- **GEN.57000** = If an employee fails to demonstrate satisfactory performance on the competency assessment, does the laboratory have a plan of corrective action to retrain and reassess the employee's competency?
- **GEN.58500** = Is there documentation of retraining and reassessment for employees who initially fail to demonstrate satisfactory performance on competency assessment?

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

# 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

- 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**

# RECAP...

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

**WHY must we assess?**

**BECAUSE....**



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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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