

Integrity

Caring for oneself and colleagues with actions guided by the American Nurses Association's Ethical Code for Nurses.

Competency Assessment Model Encourages Employee Engagement

MUSC continually adapts to the ever changing world of health care. Recently, leaders decided to take a step back and analyze methods for evaluating annual competencies and now embrace a more collaborative approach by encouraging employee engagement through the identification of competencies.

“Basically, it takes the ownership of the competencies from the unit educator and administration to the employee,” said Tracy Ferro, MSN, RN, PCCN, “It’s an employee centered model, and they’re in control of it.”

MUSC sought the guidance of Donna Wright, Creative Health Care Management Consultant, MS, BSN, RN, because of her expertise in transformative health care. Wright conducted a workshop for MUSC leaders in September 2012 where she advised how to implement her renowned Competency Assessment Model and addressed opportunities specific to MUSC.

MUSC nursing professional development facilitators, human resources and the clinical education department identified individuals committed to adopting this model. These early adopters discussed the need for establishing differentiation between verifying annual competence and ongoing annual education. They concluded the current model overused computerized modules that were only accessed once a year, and the modules were not the most effective method for verifying competency. An action plan was created to define true ongoing competency resulting in fewer Computerized Annual Training and Tracking System (CATTs) modules.

Tracy Ferro, MSN, RN, PCCN, RN, and Leigh Dangerfield, MSN, RN, PCCN, took the lead by piloting Wright's Competency Assessment Model within their units at the Heart and Vascular Center. Ferro and Dangerfield solicited employee feedback in staff meetings and posted worksheets in their units providing employees an outlet to identify what mattered to them most. Staff members autonomously chose their competencies based on concepts addressing new processes, changes, problematic aspects, as well as the high risk situations. Competency statements now require employee signatures to not only reinforce accountability to MUSC, but most importantly, to themselves.