COMPETENCY ASSESSMENT GUIDELINES

PURPOSE:
To evaluate the competency of personnel and to assure that employees maintain their competency to perform test procedures, report test results promptly and accurately and exhibit proper skills as direct/indirect patient care providers when applicable.

POLICY:
Competency of personnel is consistently assessed with appropriate intervention when indicated.

PREPARED BY:
This policy was prepared by a committee of the following technologists: Sherry Curry, Linda Hawthorne, Robin Hiller, Sue Martin, Vicki Vickrey, and Frances Williams.

EFFECTIVE DATE:
May 1, 1995

FREQUENCY:
Evaluate and document the performance of individuals responsible for testing at least semiannually during the first year. Thereafter, evaluations must be performed at least annually, unless test methodology or instrumentation changes, in which case, prior to reporting patient test results, the individual's performance must be re-evaluated to include the use of the new test methodology or instrumentation.

Competency of staff is also monitored daily by supervisors. Test result logs are reviewed daily to ensure that test results are reported accurately. Delta checks and physician alert values are reviewed to ensure that employees follow up correctly. Supervisors also routinely review preventive maintenance records and quality control records to verify that employees follow proper procedures when performing, interpreting, and documenting these functions. Any errors that are detected are resolved and reviewed with the employee. Competency is also demonstrated annually through performance appraisal.

WHO WILL EVALUATE?
Each department will designate certain supervisory/managerial personnel to be evaluators. These individuals will first be assessed for competency. Then they will be responsible for assessing the competency of all other employees within their department.

WHAT WILL BE EVALUATED?
Criteria for evaluating competency should be obtained from each individual department's Training Verification Checklist. These criteria may include, but are not limited to:

1. Specimen collection, labeling, handling, transporting, storing
2. Routine test performance
3. Recording and reporting of test results
4. Proper instrument use, maintenance, and function checks
5. Reagent stability and storage
6. Quality control procedures (implementation and interpretation)
7. Problem solving skills (critical thinking)

METHODS OF EVALUATION: Competency assessment evaluation is to be carried out using one or more of the following methods:

1. Direct Observation
2. Skill Test
3. Written Test
4. Verbal Test
5. Proficiency Testing

SCORING: Satisfactory performance : PASS
Unsatisfactory performance : FAIL

Note: If grade is given, i.e. written test, >85% is satisfactory (PASS) and <85% is unsatisfactory (FAIL).

DOCUMENTATION: All evaluation procedures must be documented on the personnel competency record. Any unsatisfactory performance must show documentation of retraining and re-evaluation (within 6 weeks) prior to reporting patient test results.

REFERENCES:
2. Louisiana Clinical Laboratory Personnel Law -- Definitions; Licensure; Fees; Penalties. Act. No. 396, Part 2, Section 1323, E. (2).
<table>
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<tr>
<th>TEST / CRITERIA / PROCESS</th>
<th>EVALUATION METHOD (S) / ELEMENT # (S)</th>
<th>DATE VERIFIED</th>
<th>ADDITIONAL TRAINING NEEDED **</th>
<th>EVALUATOR</th>
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*METHODS KEY*: DO – DIRECT OBSERVATION, ST – SKILL TEST, WT – WRITTEN TEST, VT – VERBAL TEST, PT – PROFICIENCY TEST

*ELEMENTS KEY*

1. DIRECT OBSERVATIONS OF ROUTINE PATIENT TEST PERFORMANCE, INCLUDING, AS APPLICABLE, PATIENT ID AND PREPARATION, SPECIMEN COLLECTION, HANDLING, PROCESSING AND TESTING.

2. MONITORING THE RECORDING AND REPORTING OF TEST RESULTS, INCLUDING REPORTING CRITICAL RESULTS.

3. REVIEW OF INTERMEDIATE TEST RESULTS/WORKSHEETS, QC RECORDS, PT RESULTS, PREVENTIVE MAINTENANCE RECORDS.

4. DIRECT OBSERVATION OF PERFORMANCE OF INSTRUMENT MAINTENANCE AND FUNCTION CHECKS.

5. ASSESSMENT OF TEST PERFORMANCE THROUGH TESTING PREVIOUSLY ANALYZED SPECIMENS, INTERNAL BLIND TESTING SAMPLES, OR EXTERNAL PROFICIENCY TESTING SAMPLES.

6. EVALUATION OF PROBLEM-SOLVING SKILLS.

DATE EMPLOYEE DATE MANAGER / SUPERVISOR

SEE REVERSE SIDE IF ADDITIONAL TRAINING IS NEEDED.
PERFORMANCE IMPROVEMENT PLAN

Area(s) of deficiency:

Recommended Corrective Action:

Management assistance:

Period covered by plan:

Date for reassessment:

Result of Performance Improvement Plan: