



**Martin Luther King, Jr.**  
OUTPATIENT CENTER

## POLICY AND PROCEDURE

<b>DIVISION:</b> ADMINISTRATION	<b>NUMBER:</b> 04-041
<b>SUBJECT: COMPETENCY ASSESSMENT</b>	
<b>SECTION:</b> HUMAN RESOURCES	<b>PAGE:</b> 1 <b>OF:</b> 3
<b>REVIEWED BY:</b> HR ADMINISTRATION, ADMINISTRATION AND POLICY & PROCEDURE COMMITTEE	<b>EFFECTIVE DATE:</b> 03/24/06
	<b>REVISED DATE:</b> 04/11/06
<b>TO BE PERFORMED BY:</b> ALL WORKFORCE MEMBERS	<b>REVIEWED DATE:</b> 04/18/17

### PURPOSE

To define a mechanism for establishing and maintaining performance expectations and qualification of all Martin Luther King, Jr. Outpatient Center (MLK OPC) workforce members and to provide guidance to management on evaluating the competency of all MLK OPC workforce members.

### POLICY

All MLK OPC workforce members are required to demonstrate competency in their job responsibilities as required by the standards of their profession, state, and federal laws and regulations, and accreditation agencies.

MLK OPC workforce members are required to maintain and enhance their job skills, and maintain their licensure/certification/registration, by attending all mandatory training and continuing education courses as required by the requirements of their licensure/certification/registration, MLK OPC and Los Angeles County.

Managers and supervisors must ensure staff are provided with and are given the appropriate time to attend education and in-service training related to their assigned job functions.

### PROCEDURE: Performance Evaluation

1. A Performance Evaluation is conducted annually to evaluate how well the workforce member met the performance expectations of his/her job assignment. A performance evaluation is required for all workforce members in all departments (staff and management).
  - a. Job specific Competency-based Checklists are developed for each position description to annually measure an individual's competency in performing the duties/tasks of the position description. The job-specific competency based checklist addresses the population/age-specific care of the patients being served i.e., the knowledge of the developmental needs and the skills needed to provide appropriate care as demonstrated through compliance with population/age-specific standards.
  - b. Managers/supervisors must periodically review the position descriptions, performance evaluations and job-specific competency-based checklists and revise them as job responsibilities change.
  - c. Additional competency standards and criteria are defined in departmental continuing education policies.
  - d. Human Resources will summarize competency finding in a report to Executive Leadership and Governing Body. Appropriate follow-up action is discussed at that time.
  - e. Managers/Supervisors are responsible for assuring that there is documentation for all workforce members regarding their job-related competencies.

**Skills Competency**

Managers/supervisors are responsible for determining initial competency of workforce members upon hire or assignment and for assessing and documenting continued competency annually.

**Probationary Evaluation**

A report of probationer is prepared on an approved form for all workforce members at the end of their probationary period for all appointments and/or assignments to MLK OPC.

**Department Specific Continuing Education and Training**

1. Educational needs are identified through a variety of mechanisms:
  - a. Individual employee needs/requests.
  - b. Information from quality assessment and improvement activities.
  - c. Advances in healthcare management, science and technology.
  - d. Findings from performance evaluation/appraisals of workforce members.
  - e. Findings from safety and risk management monitoring.
  - f. Findings from infection control surveillance.
  - g. Equipment update and maintenance.
  - h. Patient satisfaction survey.
2. Continuing education activities are based on the patient population served, type and nature of care provided, changing job functions and/or regulatory requirements.
3. Ongoing education to meet needs identified by the above mechanisms is provided.
  - a. In-house education is available to assist staff in maintaining and improving knowledge and skills in their job-related responsibilities.
  - b. Managers/supervisors must validate that the workforce member has been attending required in-services and that the member's license/certification/registration is current.
  - c. Workforce members are required to comply with specific training and in-service education standards established for individual job functions by their assigned department/service areas.
  - d. All workforce members who are required to maintain a valid license, certificate, or registration must attend continuing education courses as required by the appropriate licensing/certification/registration board or agency. Continuing education is not paid for the County unless specified in the L.A. County Code or applicable MOU.
  - e. Training courses selected by a workforce member (voluntary training) must be approved, in advance, by the supervisor and only if qualifying conditions are met such as completion of probation and a current competent performance evaluation/status.
  - f. Remedial education may be provided for workforce members who do not meet performance expectations or where special job-related needs are identified.

**Mandatory Education Requirements**

MLK OPC workforce members are required to successfully complete the training as determined by the Department of Human Resources and DHS to be mandatory. Additional educational information will be provided in the Unit Scope of Service for identified specialty areas/departments/units.

**DEFINITIONS:****Competency**

Competency is the application of knowledge, skills, and behaviors that are needed to effectively perform the duties and expectations of the workforce member's job.

1. Competency is measured in a variety of ways, which includes but is not limited to :
  - a. The initial Competencies which are the licensure, certifications, and/or registrations required for a particular job.
  - b. New hire, transfer or workforce member competencies which include evaluation of the workforce member's skills as listed on the Unit Orientation checklist and the Job Specific Competency Checklist.
  - c. Probationary Performance Evaluation.
  - d. Annual performance evaluation and competency validation process.

**Workforce or Workforce Member**

Workforce member is defined as employees, volunteers, trainees, affiliates, students, and any other persons who perform work under the control of DHS, whether or not they are paid by the County.

AUTHORITY:   Title 22  
                  Joint Commission for the Accreditation of Healthcare Organization (JCAHO)  
                  DHS Human Resources  
                  MLK OPC Policy and Procedures Nos., 04-020, Performance Evaluation; 04-038, Position Description

**NOTED AND APPROVED:**

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Date

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