THE COMPETENCY OF STAFF

Improvement Recommendations

1. Hire and ensure the competency of all staff:
   • Interview nurses using knowledge-based questions.
   • Use a competency skills checklist for each position hired.
   • Provide continuing education to staff related to job responsibilities.
   • Evaluate staff at least annually and as needed with respect to job competencies.
   • Job descriptions reflect competencies
   • Annual evaluations include these competencies

2. Ensure staff members have skills to do a good job:
   • Staff members are capable of handling emergency situations.
     o Life threatening situation
     o CPR
     o Elopement
     o Natural disasters
   • Staff members are skilled to handle physical needs of residents.
     o Proper transfer techniques
     o Fall prevention
     o Bathing and grooming
     o Toileting
     o Dietary (e.g. hydration, feeding)
     o Turning and positioning
     o Active and Passive range of motion
     o Positioning
   • Staff members are skilled to handle medical needs of residents.
     o Assessments of all types (e.g. Physical, Braden, Falls, Pain, etc.)
     o Medication administration
     o Vital signs
     o Dressing changes and treatments
     o Pain
     o Obtaining ancillary services (therapy, hospice)
   • Staff members know how to calm a resident who is upset.
   • Staff members know how to care for resident with dementia.
     o It is important that there is training for those caring for residents with dementia.
     o Obtain resources from Alzheimer’s association to train staff.
   • Staff members are able to accurately respond to care related questions.
   • Staff members take action when health problems are identified.
     o Proper information is collected and available when reporting medical concerns to physicians (i.e., change of condition protocol).
     o Proper information is sent with the resident when they are sent out (e.g. ER, doctors office, test, therapy, dialysis etc.)
     o Proper information is received when a resident is admitted from another setting or returned from a setting (e.g. ER, dialysis, testing etc.)
   • Staff members know the physical diagnosis of residents.
   • Staff members understand resident transitions and ensure they have proper appointments, services and equipment arranged.
   • Staff are able to teach the resident and their family
3. Ensure that all staff licenses and certifications are current.

4. Staff members understand and abide by regulations:
   - HIPAA
   - Fire safety
   - Disaster preparedness
   - OSHA
   - Safe food handling

5. Develop partnerships with hospitals to share educational resources
   - Acute-care nurse trains staff when a resident is admitted with a new diagnosis, treatment or piece of equipment.

6. Utilize medical director and pharmacist to conduct in-services on new medications, procedures, and protocols.

7. Encourage staff to receive additional training and gain certifications which are reflective of the competencies they need for their work e.g.
   - Wound care
   - Ostomy
   - IV
   - Dialysis
   - Dementia special care
   - Rehabilitation
   - End of life