**Competency Assessment**

**Section:** Employee Relations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 27, 29

**ACHC Standards:** DRX 4-6A

**Policy ID:** 2.1

**Approved by:**

**POLICY**

A formal assessment program has been implemented so that staff can be held accountable for appropriate implementation of documented program and tools. Data related to staff competence is collected continuously, aggregated, and analyzed for patterns and trends. The patterns and trends are used to identify staff learning needs and acted on by offering in-service education, training, or other teaching methods related to the identified learning needs. **[PHARM Core 29 (b)]**

**PROCEDURE**

As part of the staff competency assessment, <insert practice name> will: **[PHARM Core 29 (b)]**

1. Initial orientation and/or training for all staff before assuming assigned roles and responsibilities **[PHARM Core 27 (a)]**
2. Review of job description, duties performed, the individual’s role in the organization and summary of organizational chart
3. Record keeping and reporting
4. Confidentiality and privacy of Protected Health Information (PHI)
5. Patient’s rights
6. Conflict of Interest
7. Where to locate policies and procedures related to assigned roles
8. Emergency/Disaster plan
9. Cultural Diversity
10. Communication barriers
11. Ethical Issues
12. Professional boundaries
13. Quality Initiatives/Performance Improvement Plan
14. Compliance Program
15. Communicating charges for prescriptions
16. Occupational Safety and Health Administration requirements, safety, and infection control
17. Orientation to equipment and how to use (Automated dispensing cabinet)
18. Incident/error reporting
19. Handling of patient complaints/grievances
20. Specialty Pharmacy Accreditation (ACHC/URAC)
21. Give feedback on staff’s knowledge, skills, and experience as related to their job description at 90 days after initial hire and as part of the annual evaluation process **[PHARM Core 27 (a)] [PHARM Core 29 (b)]**
22. Yearly assess staff’s knowledge, skills, and experience as related to their job description as part of the annual evaluation process as well as review of relevant documentation produced by that individual staff member **[PHARM Core 29 (a,b)]**
23. Monitor periodic patient satisfaction surveys to determine any trend data regarding staff competence in order to identify patterns and act on staff learning needs
24. Monitor patient complaints quarterly to determine any trend data regarding staff competence in order to identify patterns and act on staff learning needs
25. Complete a monthly internal audit of prescriptions to determine quality of filing and payment of claims
26. Observe employees by “MBWA” (Management by Walking Around) and complete a short report on any identified inferences, if needed
27. Require supervisors to make outside calls with their staff serving the patient outside the company and submit a report on the level of competency of those employees as part of an annual review **[PHARM Core 29 (a)]**
28. Review patient files to determine level of competency in the completion of required paperwork and training for the patient **[PHARM Core 29 (b)]**
29. When learning needs are identified, there will be a meeting between the supervisor and a business principal to develop in-services, education, training, or other teaching methods related to the identified learning needs. As part of this process, <insert practice name> may survey staff to assess competency levels or conduct other similar needs assessment to identify the learning needs of the department as a whole.

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