UCDAVIS HEALTH

Competency Statements and Verification Methods

MEDICAL CENTER

Competency Statements

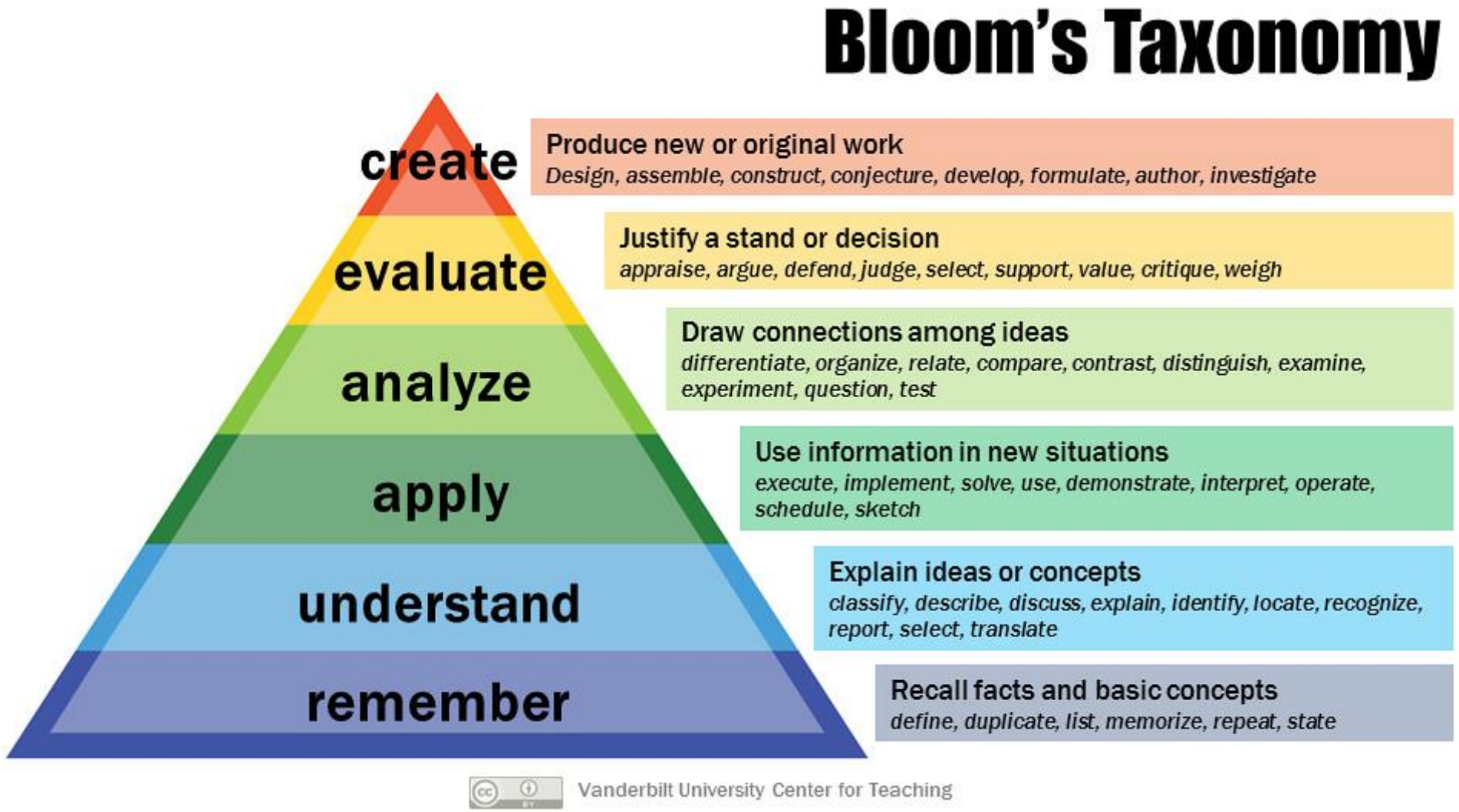
A *general* statement that describes the desired knowledge, skills, and behaviors

Defines what we want to evaluate

Drives Verification Methods

UC DAVIS HEALTH

Bloom's taxonomy to assist in verb selection



Creating a Competency Statement

Knowledge	Comprehension	Application	Analysis	Synthesis	Evaluation
cite	associate	administer	analyze	adapt	appraise
collect	classify	apply	arrange	assemble	argue
copy	convert	calculate	breakdown	collaborate	assess
define	describe	change	categorize	combine	conclude
describe	differentiate	chart	classify	compile	convince
duplicate	discuss	choose	compare	compose	criticize
enumerate	distinguish	collect	connect	concoct	decide
identify	estimate	compute	contrast	construct	deduce
label	explain	construct	correlate	contrive	defend
list	express	demonstrate	detect	create	determine
match	extend	determine	diagram	design	discriminate
memorize	group	develop	differentiate	develop	infer
name	identify	discover	discriminate	devise	interpret
order	indicate	employ	dissect	formulate	judge
quote	order	establish	distinguish	generalize	justify
recall	paraphrase	examine	divide	generate	persuade
recognize	predict	exhibit	examine	hypothesize	prioritize
record	report	illustrate	experiment	imagine	rate
recount	restate	interview	group	incorporate	rank
relate	retell	manipulate	identify	integrate	recommend
repeat	review	modify	illustrate	invent	relate
reproduce	select	operate	inspect	modify	revise
show	summarize	practice	interpret	organize	score
specify	translate	predicts	investigate	originate	support
state	understand	prepare	order	plan	value
tabulate		produce	organize	predict	validate
tell		relate	outline	produce	
when		report	probe	propose	
what		schedule	question	reconstruct	
where		show	relate	reorganize	
who		sketch	select	revise	
		solve	separate	speculate	
		transfer	survey	systematize	
		use	test		

Step 5: Determine Verification Methods/Validators

Knowledge

- Tests/Exams
- Presentations

Skills

- Return Demonstration
- Evidence of Daily Work

Attitude/Behavior

- Case Studies
- Exemplars
- Peer Review
- Self Assessment
- Discussion/Reflection Groups

Multiple Domains

- Mock Events/Surveys
- Quality Improvement Monitors

Test/Exam

- Domain: Skills and Knowledge
- Method: Measures attainment of cognitive information
- Examples: Written Exam, oral exams, calculation tests and cross word puzzles
- Limitations: Does not reflect behavioral, performance or psychomotor skills
- Things to Consider
  - What is your pass rate?
  - Is it ok if they get certain items incorrect

Return Demonstration

- Domain: Technical Skills
- Method: Demonstrate a set of skills to a skilled observer
- Examples: Airway Bagging Techniques, lab tests and cleaning equipment
- Limitations: Observer Influence
- Things to consider:
  - Is your observer competent?
  - Standardized criteria for successful observation
  - Artificial Environment or real-world setting

    If real world ensuring safe practice

Evidence of Daily Work

- Domain: Technical
- Method: Assess actions we do within our daily work
- Examples: Confirm set up of a new piece of equipment
- Limitations: Captures a moment in time
- Things to consider:
  - Cost Effective
  - Ability to capture and document it

Case Studies

- Domain: Critical Thinking
- Method: Use a story to answer questions
- Examples:
  - Create a story and ask questions that reflect the situation and capture the nature of the competency
  - Identify questions then have employees use their real-life situations as the story
- Limitations: Cannot be used for technical skills
- Things to consider:
  - Applying to real life situations is better at capturing what they would do in practice

Exemplars

- Domain: Critical Thinking and Interpersonal Skills
- Method: Story you tell or write about yourself and actions taken
- Examples: Customer service, effective communication and others. Describe rationale for action
- Limitations: Does not assess technical skills
- Things to consider:
  - Standardized criteria for successful exemplar
  - Possible consideration for awards

Peer Review

- Domain: Critical Thinking and Interpersonal Skills
- Method: Peers evaluate practice
- Examples: Written or face to face review
- Limitations: Observation bias
- Possible Competency Statement Keyword Examples:
  - Demonstrate
  - Show
  - Use
- Things to consider:
  - Can be a positive motivating experience or devastating negative experience
  - Environment must be safe for those giving, receiving and interpreting feedback
  - Discuss the intent of the peer review
  - Confirm, with the group, that the above meets all the safe criteria
  - Standard criteria for success

Self Assessment

- Domain: Critical Thinking
- Method: Evaluate self
- Examples: Pain Management Self assessment
- Limitations: Self Bias
- Things to consider:
  - Reflective exercise
  - Best if used for Affective Domain- values, beliefs, opinions and attitudes
  - Questions regarding validity

Presentations

- Domain: Knowledge
- Method: Present on a topic
- Examples: Presenting information gained from an experience or educational event
- Limitations: Not everyone is comfortable giving a presentation
- Things to consider:
  - Giving a presentation, not merely attending one.
  - May be more time consuming then other methods
  - Standard criteria for success

Mock Events/Surveys

- Domain: Can assess multiple domains
- Method: Simulations of real world situations:
- Examples: Mock Code
- Limitations: Realism of scenario
- Things to consider
  - Often used for events that are high risk, time dependent, infrequent or hazardous
  - Reflects individual performance
  - Debriefing sessions are essential
  - Announced versus unannounced
  - Standard criteria for success

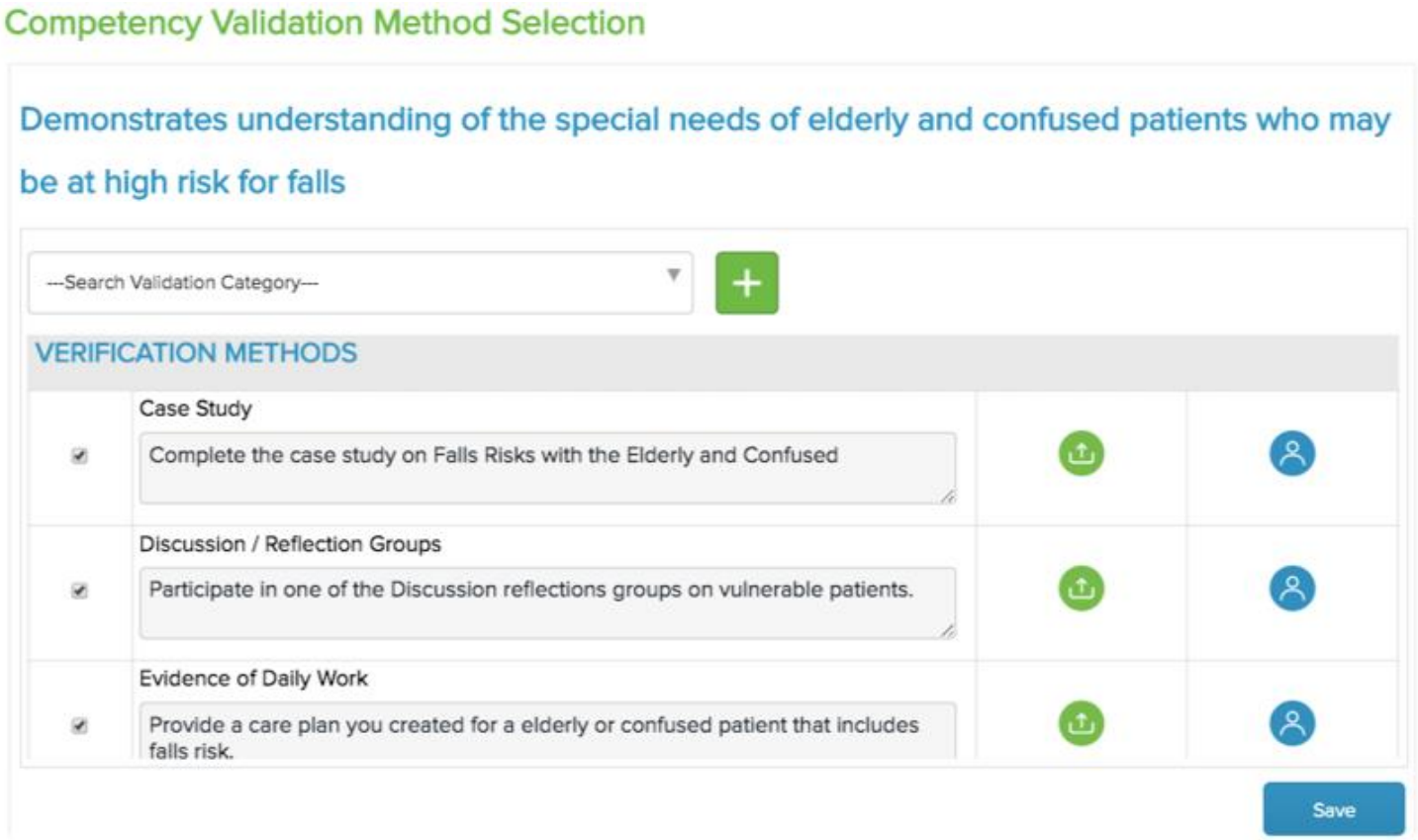
Quality Improvement Monitors

- Domain: All 3 domains
- Examples: Chart audits, compliance reports and others
- Limitations: Limited by type of data used
- Things to consider:
  - Can only be used when a QI monitor reflects individual performance
  - Can encourage staff to be part of the QI process

Discussion/Reflective Groups

- Domain: Critical Thinking
- Examples: Debriefing after a code, discuss a hypothetical situation and others
- Limitations: Does not capture technical skills unless linked with mock events
- Things to consider:
  - Can promote group cohesiveness and mutual support
  - May use a case study to prompt discussion
  - Need a facilitator
  - Competency criteria should be established and discussed with the group

Onsomble: Competency Statements Verification



Competency Statements and Verification Methods

Competency methods must align with your verification methods

Example:

Competency Statement

<u>Demonstrate</u> proper technique for foley catheter removal

Verification Methods

~~Written Test~~

Return Demonstration