



SOLUTION OVERVIEW

Define, Validate and Track Competencies in Your Organization

HealthcareSource NetCompetency® software eliminates the common struggles of using paper to manage competency assessments. Developed in collaboration with Donna Wright, author of “The Ultimate Guide to Competency Assessment in Healthcare,” NetCompetency gives you the tools to put a more meaningful process in place.

By blending competencies into learning management, administrators have a holistic approach for defining education and assessment requirements; your staff has one place to go to achieve them. The efficiencies gained from NetCompetency save time for every employee across your organization. And the improved completion rates that you can oversee with centralized reporting eliminates the pain of compliance surveys and audits.

With NetCompetency you have a complete solution to define, validate, and track competencies across your organization.

Are you struggling with...

- Maintaining a consistent competency assessment program that is designed for your organization?
- Confirming all employees complete their competency assessments on time, every year?
- Ensuring healthcare professionals know what competency assessments they need to complete and when they need to complete them?

Client Success Profile:

Allison Bower, Wyoming Medical Center

- Uses NetLearning® and NetCompetency to manage the education and development of 1,200 employees plus contractors
- Applies Donna Wright's principles of competency management, including multiple competency verification options for staff/validator collaboration
- Defines monthly education and competency requirements to respond quickly to changing needs, leveraging efficiencies from automation enabled a monthly education process
- Manages assignments and tracks results online, resulting in a true paperless process for education and competency assessments

“The combination of NetLearning and NetCompetency goes beyond the limitations of traditional e-Learning and instructor-led classes. With the additional verification methodologies, we’ve been able to transform learning to engage our staff and achieve our goals.”

“NetCompetency has enabled us to put ownership of softer competencies on people passionate about the initiative. For example, the person driving the ‘Safety Behavior’ initiative is a validator for their related competencies.”



Define

NetCompetency enables an evidence-based process by providing a dictionary of nearly 1,500 healthcare competencies comprised of over 8,700 skills. Healthcare education professionals regularly update the online library to reflect the latest requirements from the governing bodies, ensuring that you're connected to the latest information. You can customize the existing definitions and create new ones unique to your organization.

NetCompetency defines your competencies using the following building blocks:

- **Skill:** The name of the skill or demonstrable activity, along with an optional description field.
- **Reference:** An optional link to supporting documentation providing details and guidelines from the governing body
- **Validation methods:** Acceptable ways for assessing the required skill (e.g., direct observation, demonstration, verbalization, employee provided evidence) and even links to courseware related to the assigned competency. The verification options create a more collaborative and meaningful process to help employees succeed.
- **Assignments:** Employees who have to maintain or prove this competence.
- **Schedule:** Settings for automating competency due dates.

Managing Competency Definitions

This view shows just a few examples of how the learning administrator can:

• Add a new competency

• Jump to the Library

• Edit an existing competency

Title	Groups	Validator	Creator
6065 - OB Labor Bed- Affinity 4 v2011 (Library 1)		Bill Trudell	Competency Library
8400 Violence Intervention & De-Escalation v2012 (Library 1)			Competency Library
9000 Court Ordered Garnishments and Child Support Withholding v2012 (Library 1)			Competency Library
9000 Court Ordered Garnishments Copy		Bill Trudell	Bill Trudell

Donna Wright

Although Donna Wright doesn't endorse any software vendor or their products, she provided her expertise during the design and development of the NetCompetency product. Donna excels at helping health care organizations create valuable competency and staff development programs for all departments. She is the author of the national bestselling *Ultimate Guide to Competency Assessment in Health Care* (2005) and producer of *The Ultimate Guide to Precepting Video Series* (2008) and *The Moments of Excellence Video Series* (2002).



Validate

The competency definitions include rules that automatically assigns competencies to staff across your organization. Employees see their required competencies alongside their assigned courses in their personalized education and competencies portal. Merging competencies and education in one tool gives employees more control to complete their requirements.

With NetCompetency, you control who is authorized to assess a specific competency. The flexibility includes preceptors, administrators, managers, and even other

staff members. The validator and employee collaborate to select one of the appropriate assessment methods defined within each competency. The validator selects a rating and completion date. Competencies can be configured to allow employees to enter evidence for tasks completed outside of your organization.

The online tracking means that each employee's portal and your centralized reports always reflect the latest status, and focuses employees on completing remaining requirements.

Assessing Skills Consistently, Accurately, Quickly

Someone authorized to assess a competency can easily:

• Validate multiple employees at the same time

• Select specific skills within a competency

• Collaborate with staff on appropriate validation methodologies

• Enter the rating, comments, and remedial action if necessary

Competency: Standards of Service Excellence

#	Skill	Validation Method	Rating	Comment	Remedial	Verification Date
1	Excellent Customer Service	Demonstration	Competent			05/03/2013:
2	Compassionate	Direct Observation	Competent			05/03/2013:
3	Competent	Direct Observation	Competent			05/03/2013:
4	Diversity	Direct Observation	Competent			05/03/2013:
5	Integrity	Direct Observation	Competent			05/03/2013:
6	Teamwork	Direct Observation	Competent			05/03/2013:

Learners to be mass validated:

- Burch, Tory
- Hardy, Ed
- Horse, Philippe
- Johnson, Bestey

Save Cancel

“We just had a Joint Commission survey for Lab and received many praises from the surveyor for how we implement our competencies. Now that our competencies are stored electronically in NetCompetency and we have flexibility with validation, every chart the surveyor pulled had a complete competency record. Thanks to NetCompetency we did great!”

Gail Brewer, RN, BSHA
Staff Development Director
Hugh Chatham Memorial Hospital



Track

This online approach includes tools to keep you in control to track and push the process across your organization. Task tracking provides reminders and quick links connecting staff and validators to their assignments. Online transcripts provide easy access for individual staff to view their education and competency records.

In addition to dashboards and other online views tailored to individual users, NetCompetency includes the following reports for administrators to see status in real-time across the organization, and for managers responsible for their individual departments:

- **Competency Completion:** Tracks competency and group completions as well as number of competencies coming due in the future.
- **Remedial Action:** Displays Learners who currently require remediation. Only outstanding competencies that are In Process or Past Due are shown.
- **Remedial Action History:** Displays Learners who at one point required remediation, but subsequently completed the competency successfully. Only completed competencies are shown.
- **User Progress:** Tracks the competency completion status of individual Learners. Displays the validator, validation method, as well as competency assignment, due and completion dates.
- **Supervisor:** Tracks the competency completion status of individual Learners. Displays competency assignment, due and completion dates, as well as validator comments.
- **Competency Groups:** Displays competency completion status of individual Learners for competencies assigned via a competency group.
- **Competency List:** Displays list of competency components including skills, validators, and validation methods.

Easy Tracking for Everyone

This is one view employees can use to:

- See their assigned competencies requiring assessments
- Drill down on the skills details
- Submit evidence of credits, activities, or certifications earned off-site

	Title	Finish By	Status
▶	Accu Chek POC	12/30/2012	●
▶	AIDET 2013	9/6/2012	●
▶	Fall Prevention	9/17/2012	●
▶	Fluid Management/Blood Products	12/6/2012	●
▶	Patient Education	12/6/2012	●

About HealthcareSource

With more than 3,000 healthcare customers, HealthcareSource® offers the only comprehensive talent management suite designed specifically to help healthcare systems grow and thrive in an ever-changing industry. The HealthcareSource Quality Talent SuiteSM offers talent acquisition, performance and compensation, behavioral assessments, learning software, and advisory services to enable hiring and retaining quality talent for your organization to provide quality care. Several HealthcareSource talent management solutions have earned the exclusive endorsement of the American Hospital Association (AHA). The company is privately held and consistently earns high marks for client satisfaction and retention. HealthcareSource has been recognized in Healthcare Informatics 100, Modern Healthcare's "Healthcare's Hottest," Inc. 500|5000, Deloitte Technology Fast 500, and Becker's "150 Great Places to Work in Healthcare" list.

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