**Level-Set on Expectations**

To define and standardize performance expectations across your organization, you need a way to consistently measure your staff’s competencies against applicable regulations and critical success factors for their roles. NetCompetency enables you to do this by providing you a library of 1,500 clinical and non-clinical competencies comprised of over 8,700 skills, standards, and directives. The library comes set up and ready for you to activate in your system at your discretion. The included competencies:

- Communicate non-ambiguous performance expectations
- Reflect new or changing policies, procedures, or initiatives
- Can make a significant, positive impact on patient care

The NetCompetency library can be used as is or to kick-off your customized library.

**Assess Multiple Domains of Skill**

Does it matter to your organization whether a nurse can explain an upcoming procedure to a patient if, in doing so, they are rude, impatient, or unable to demonstrate other engagement attributes? It should, since that situation could negatively affect your HCAHP scores – and your bottom line.

NetCompetency will enable your designated validators to assess more than just an individual’s ability to perform a task. Rather, they can assess multiple domains of skill, such as one’s ability to remain calm during an emergency situation or show empathy during a difficult conversation. And with multiple validation options, such as direct observation (which could be used to validate communication skills) and evidence of daily work (which could be used to validate technical skills), validators can easily document individuals’ progression toward competence.

With NetCompetency, validators can also save valuable time by assessing an individual for multiple competencies, or validating a single competency for multiple individuals, at once.

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Mass validation saves time and ensures your staff’s continuing competence.

Simplify Educational Planning
Given the typical spans of control in healthcare organizations, it’s impossible to expect managers have the time needed to properly manage professional development efforts for all direct reports. Because NetCompetency enables skill-level validation, managers can easily gain insight into their teams’ potential skill gaps.

- **Opportunities for development** can then be identified, learning plans developed, and educational resources directed toward activities that will have the greatest impact for each individual.
- **Intuitive reports and pages** combine activities from NetCompetency and NetLearning to help managers and staff track competency progression and remedial education activities.

Competency and educational assignments are viewable via a single To Do List.

Grow Your Own Future Staff
An accelerating wave of clinician retirements, coupled with today’s heightened levels of healthcare acuity and complexity, have left many healthcare organizations struggling to staff a high-performing and continuously competent workforce.

With NetCompetency, you can harness and retain the talent and knowledge that exists within your current workforce.

- **Define your organization’s positions by competency-composition**, so managers can more easily converse with staff about exactly what is required to move into a new role. This will help combat dysfunctional turnover, since one of its top drivers is the pursuit of career growth elsewhere.²
- **More easily fill hard-to-fill roles** with clearly laid career paths related to competency progression. By investing in the development of your staff's competencies, you'll create a stable pipeline of talent to close anticipated workforce gaps and maintain operational stability.

Our other learning and development solutions include:

- **HealthcareSource NetCompetency®**
- **HealthcareSource NetLearning®**
- **HealthcareSource eLearning LibrarySM**
  - **Compliance SeriesSM**

For information visit www.healthcaresource.com or email solutions@healthcaresource.com

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A systematic approach to competency assessment gives healthcare professionals the confidence and competence to provide high-quality patient care.

“We knew we needed a more efficient way of training and tracking skills, especially as we pursued designations that require the systematic delivery of education and proof of staff competencies.”

Ann Green
Staff Development Coordinator
Schneck Medical Center

[1] National League for Nursing