Competency Evaluations - Management and Enrollment

Document and track observer evaluations of clinicians using Competency Evaluations. This article will guide you through the specifics of creating and using Competency Evaluations to ensure your clinicians are providing consistent and quality care.

Teb 15, 2023 Knowledge

What are Competency Evaluations?

Competency Evaluations offer a digital solution to tracking observations or evaluations of a clinician by an observer. These evaluations contain a list of points of care that measure the knowledge, skills, and abilities needed for a specific practice setting. Any competency area can be tracked by creating your own evaluation.

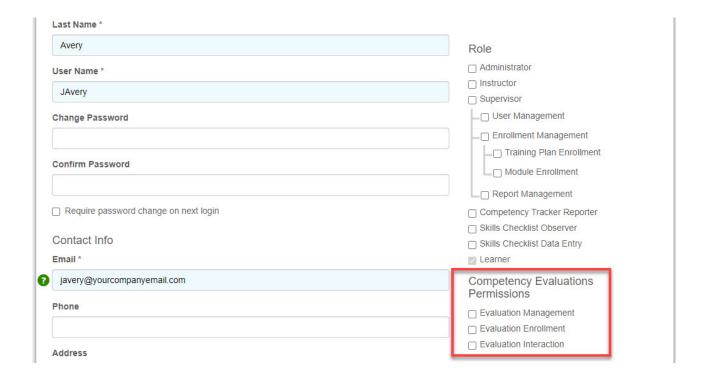
User Roles

Competency Evaluation user roles are supplemental to existing roles and must be assigned in order to use evaluations. Competency Evaluation roles can be added from the User Profile by any Administrator.

<u>Please Note:</u> Evaluation Enrollment can only be assigned to users who already have the Administrator or Supervisor role.

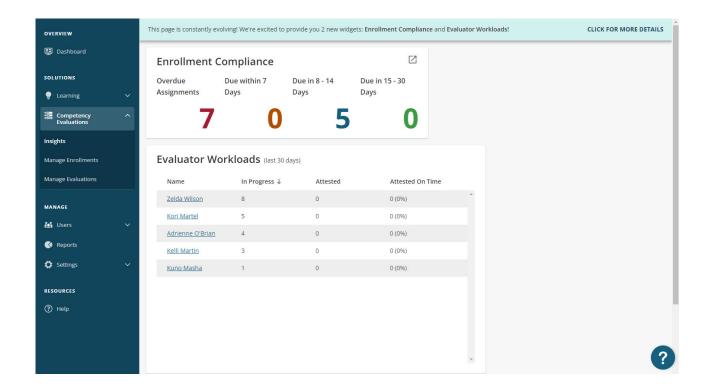
- Evaluation Management:
 - Create, publish, and manage evaluations
 - Assign evaluators to evaluations
 - Access to Manage Evaluations
 - Access to Insights with the Administrator or Supervisor role
- Evaluation Enrollment:
 - Enroll Learners in evaluations

- Manage current evaluation assignments
- Access to Manage Enrollments
- Access to Insights with the Administrator or Supervisor role
- Evaluation Interaction:
 - View and conduct assigned evaluations
 - Access My Assignments



Insights

The Insights page is a management console providing you with snapshots of competency evaluation assignments and progress. Those with the Evaluation Management and/or Evaluation Enrollment user roles have access to the Insights page if they also have the Administrator and/or Supervisor role as well. Widgets on this page compile actionable insights to assist with managing your competency program. Click on a widget to view details.



Enrollment Compliance

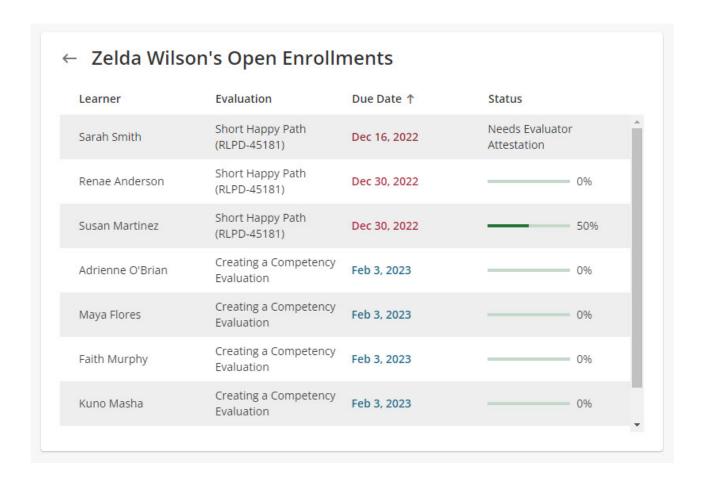
Keep a close track on compliance using the Enrollment Compliance widget. Assignments are tallied into four due date ranges giving you a snapshot of what is upcoming or overdue (i.e. out of compliance). Click on the widget to open assignment details for each due date range including completion percentage.



Please Note: Completion percentage is the amount of competency statements rated in an evaluation. Since attestations are required for completion, evaluations may remain in Insights widgets as 100% complete until their attestations are submitted.

Evaluator Workloads

Review the number of evaluations assigned to each evaluator and their completion progress using the Evaluator Workloads widget. Data in this widget is updated daily to reflect progress within the past 30 days. Click on a row in this table to view workload details.

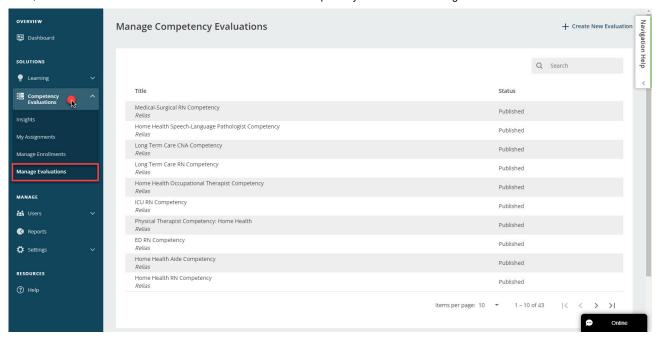


Manage Evaluations

To create, view, or edit evaluations, go to the Manage Evaluations tab on the left-hand navigation bar. This page lists all evaluations on your site and their status.

Evaluations have three statuses: published, draft, and archived. Published evaluations are available to be assigned to Learners. Evaluations in Draft have not been published and are not available to be assigned. Archived evaluations are no longer available for assignment.

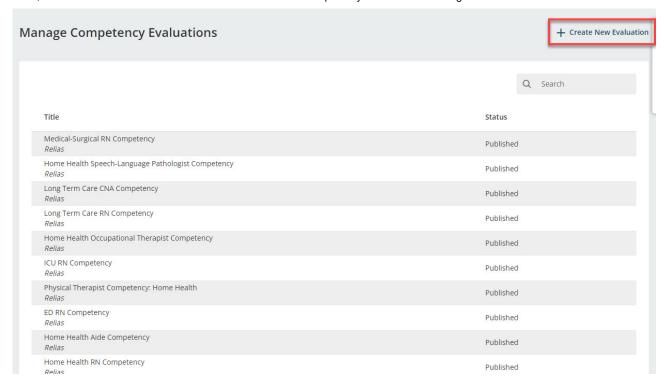
The Search bar will allow you to search by evaluation title or status. Click on the title of any evaluation to view its contents.



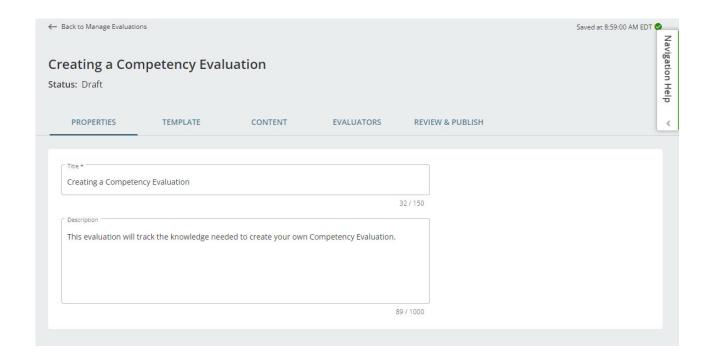
Please Note: Only those with the Evaluation Management role will be able to access Manage Evaluations.

Creating a Competency Evaluation

Start creating a new evaluation by clicking "+ Create New Evaluation."



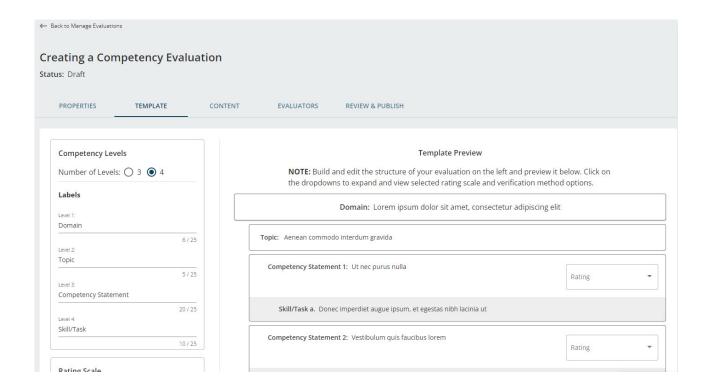
In the Properties tab, fill in a title for your evaluation and explain its purpose in the Description field.



As you add information to your new evaluation, your changes will save automatically. There is no need to click a Save button before moving to the next tab!

Template

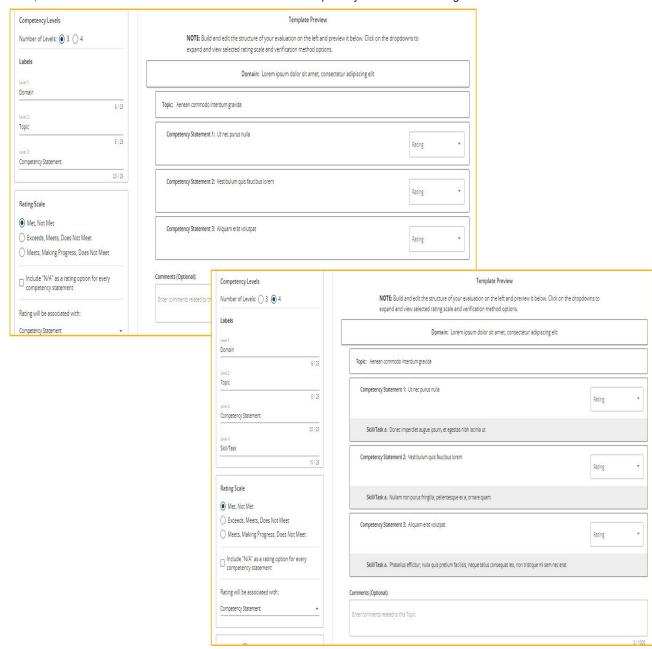
The Template tab is where you will determine the layout of your evaluation. The right side of this page contains a template preview. As you make changes to the configuration using the options on the left, the template preview will update to show you what your evaluation will look like.



Competency Levels

Under the Competency Levels section, you can choose between three or four levels. Using four levels will include an option to add Skill/Task levels under each Competency Statement as seen in the images below.

Each level comes with a default name that can be changed to match your organization's language.



Rating Scales

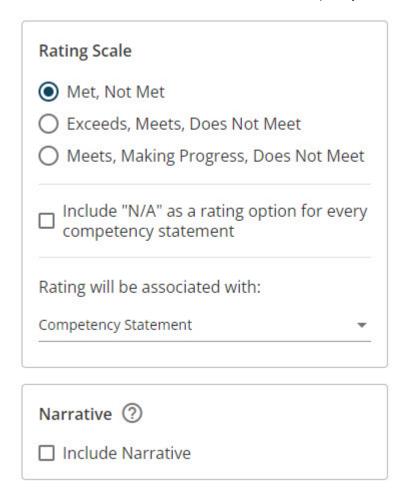
Rating scales determine how the evaluation will be scored. These are the options that evaluators will be choosing when observing a learner. When an evaluation is completed, an average score will be calculated based on the rating scale's point system. The points associated with each rating scale are listed below.

• Met, Not Met:

- o Met = 1
- Not Met = 0
- Exceeds, Meets, Does Not Meet:
 - Exceeds = 2
 - Meets = 1
 - Does Not Meet = 0
- Meets, Making Progress, Does Not Meet:
 - Meets = 1
 - Making Progress = 0.5
 - Does Not Meet = 0

Rating options are determined by which rating scale you choose. However, selecting "Include 'N/A' as a rating option for every competency statement" will allow "N/A" to be included as a rating option. N/A can also be set as an option for individual levels under the Content tab.

Rating options can be associated with third or fourth levels of the evaluation depending on the number of levels selected and how detailed you want the evaluation to be.



Narrative

Selecting the Narrative option will add comment fields at the end of the evaluation for evaluators to add details about the Learner's results. Evaluators can add comments to fields for Strengths, Areas of Improvement, Areas Not Yet Addressed, and Plan for Employee Development.

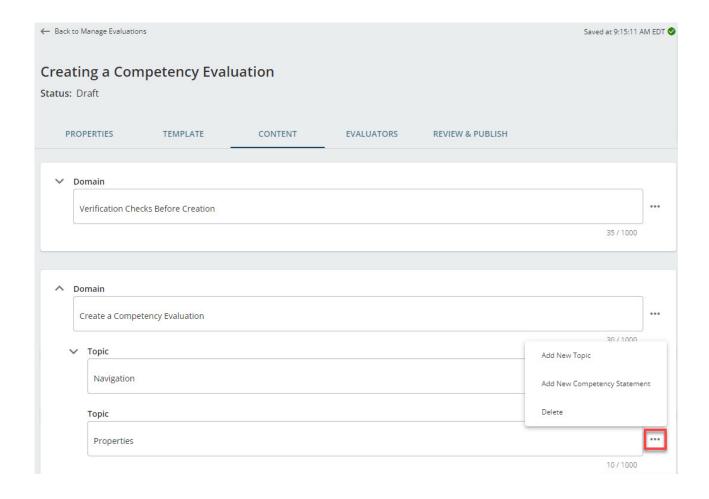
Every second level in the evaluation will have a comments field. This can be used by the evaluator to write any notes they have regarding the learner's performance on the competencies of that section.

The changes you make on the Template tab are saved automatically.

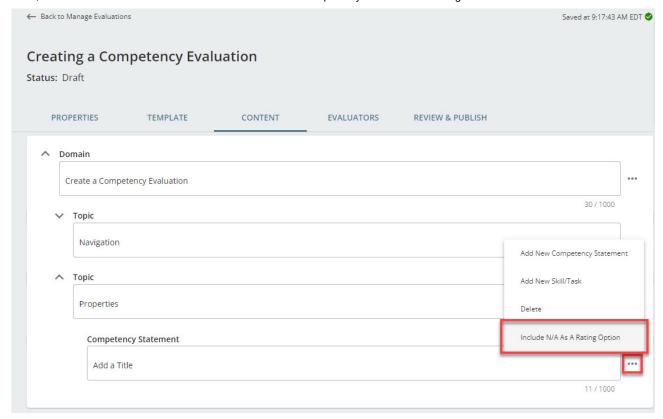
Content

The Content tab is where you will add level descriptions and competency statements to your evaluation. You can add as many levels to your evaluation as you need. How deep you can go with sublevels is determined by the number of levels chosen in the Template tab.

The three dots to the right of each level open actions to add new levels or delete them.



If you did not select "Include 'N/A' as a rating option for every competency statement" in the Template tab, you will have the option to include N/A as an option for levels associated with rating.

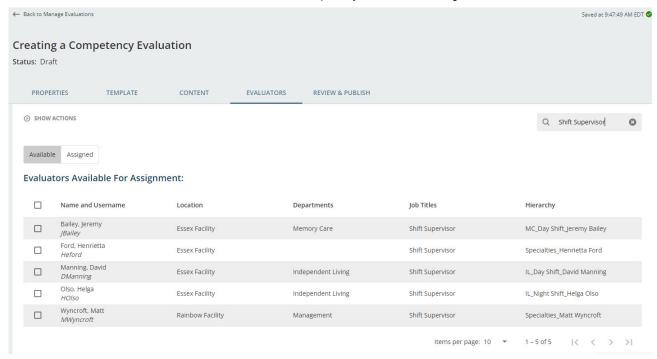


Evaluators

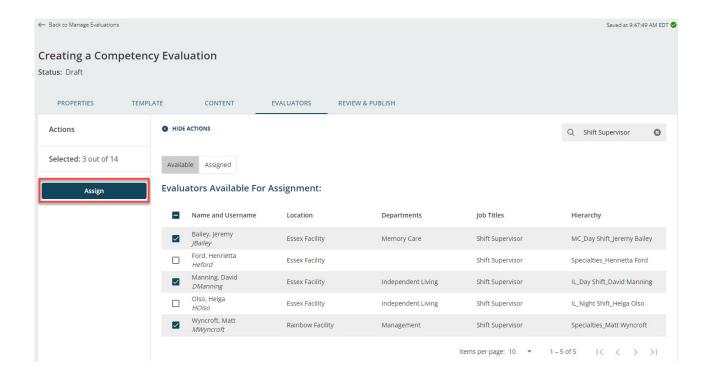
Any user with the Evaluation Interaction role will be available on the Evaluators page for assignment to your evaluation. Only those with the Evaluation Interaction role will be able to conduct evaluations.

Please Note: Competency Evaluations can have multiple evaluators rating in the same evaluation assignment. There may be times which one evaluator is qualified to rate a Learner on only a portion of the points of care covered in an evaluation. Thus, multiple evaluators can be used to rate one Learner within the same evaluation. For more information, please check out our <u>article on the Evaluation Interaction role</u>.

You can use the Search bar on this page to find evaluators by name or any column on the evaluator list. For example, searching by "Shift Supervisor" will filter just evaluators with the Shift Supervisor job title.

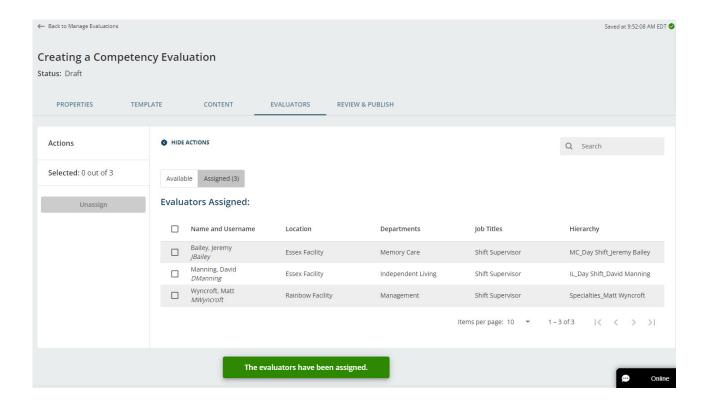


To assign one or more evaluators, click the checkbox to select individuals and click Assign. The Assign button will become available as soon as you select an evaluator.



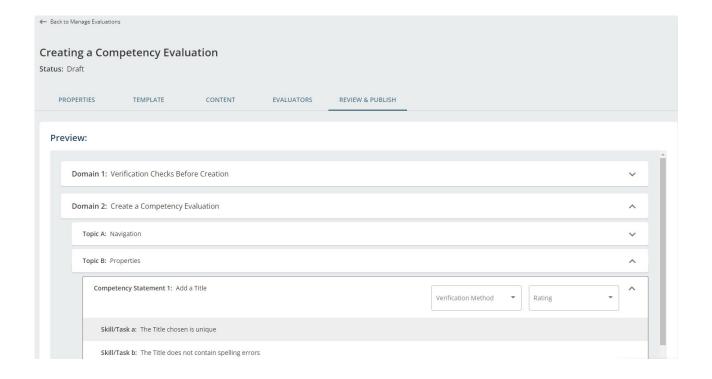
Once you assign an evaluator, they will be removed from the Available list and added to the Assigned list. Evaluators can be removed from the Assigned list by selecting

them and clicking Unassign.



Review & Publish

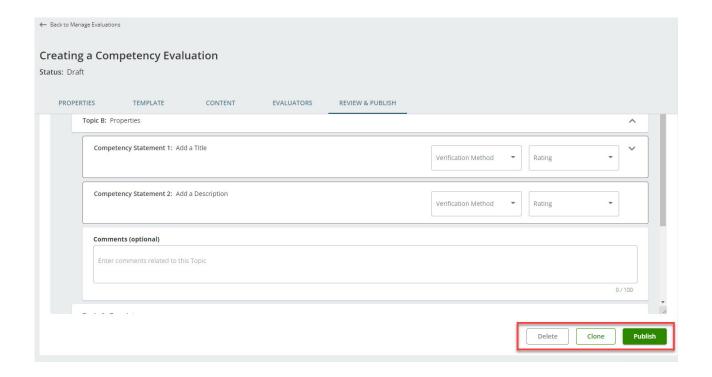
Preview what your evaluation will look like on the Review & Publish tab.



At the bottom of this page you can Delete an evaluation as long as it is not Published.

Any evaluation can be cloned with the Clone option. Using Clone will create a new evaluation with the same template, content, and evaluators. We recommend using this feature for any published evaluation you wish to edit, including those authored by Relias.

When you are ready for Learners to be assigned to your evaluation, click Publish. Your evaluation is now available for assignment under Manage Enrollments.



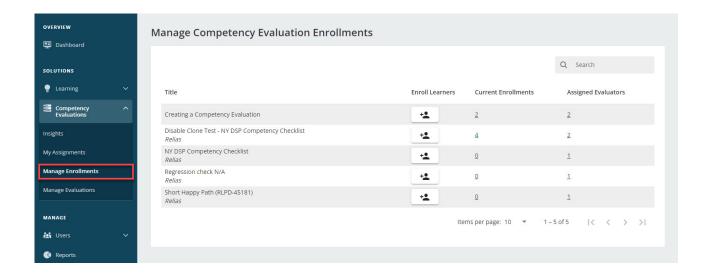
Please Note: The Publish button will not be available if there are any missing competency statements under the Content section.

Manage Enrollments

You will be able to manage Learner enrollments and evaluator assignments under Manage Enrollments. Click on the number of Current Enrollments to manage Learners currently enrolled and click on the number of Assigned Evaluators to manage evaluators assigned to an evaluation.

Only published evaluations will be available for enrollment. Any evaluations that are in Draft or Archived status will not show in this list.

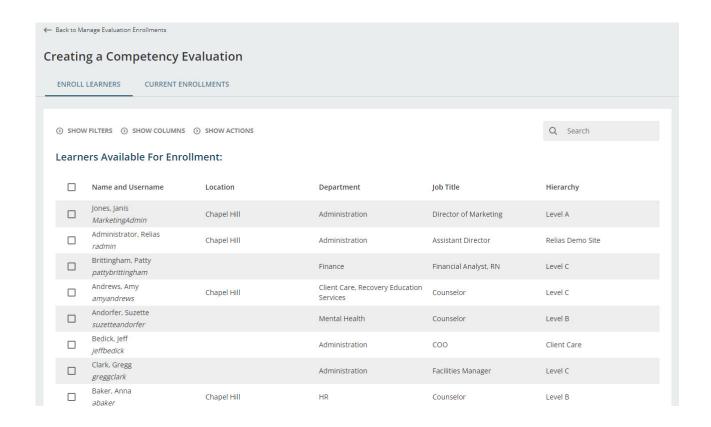
To enroll Learners into an evaluation, click the button under Enroll Learners for the evaluation you want to assign.



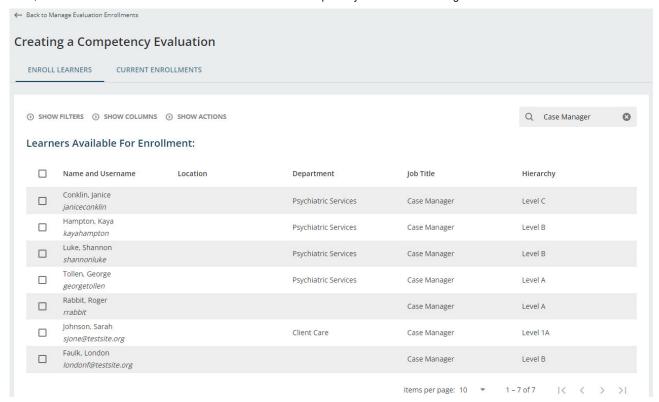
Please Note: Only those with the Evaluation Enrollment role will be able to access Manage Enrollments.

Enrolling Learners

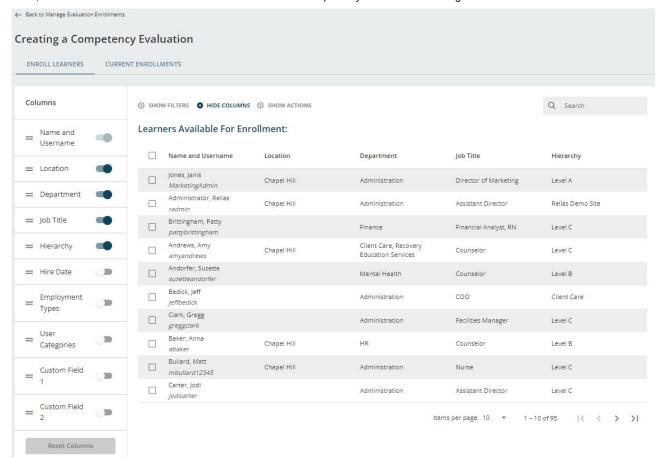
After clicking the Enroll Learners button on the Manage Enrollments tab, you will be brought to a list of Learners available for enrollment.



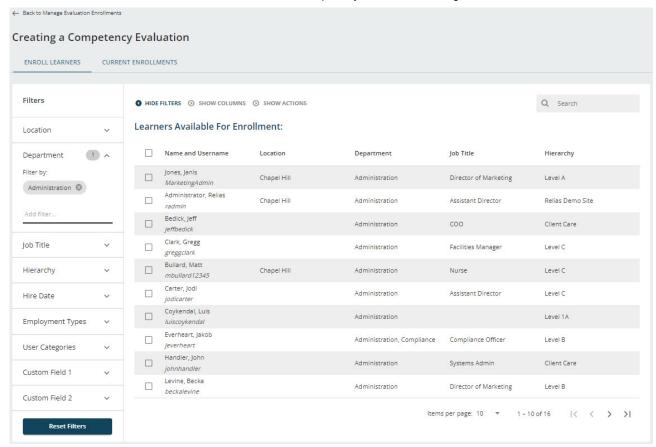
The Search bar on the Enroll Learners and Current Enrollments pages will help you find Learners by name or any value in included columns. For example, if you want to see a list of Learners with the Case Manager job title, you can search for "Case Manager" as shown in the image below.



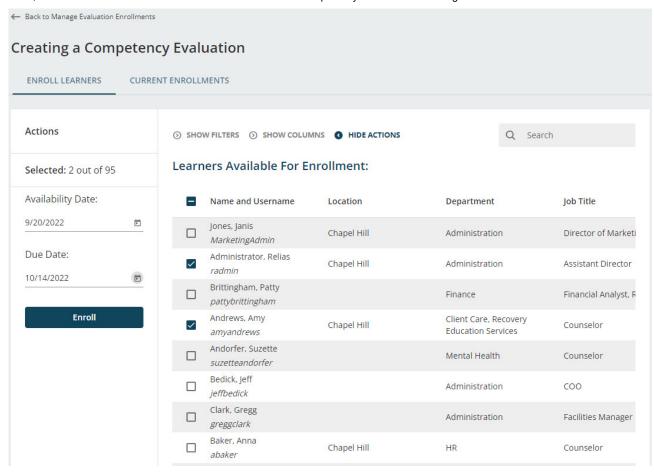
More columns can be added to the Enroll Learners tab for viewing and searching. Click Show Columns and click the slider next to a field to add it. Click and drag on the double lines to rearrange the order of columns.



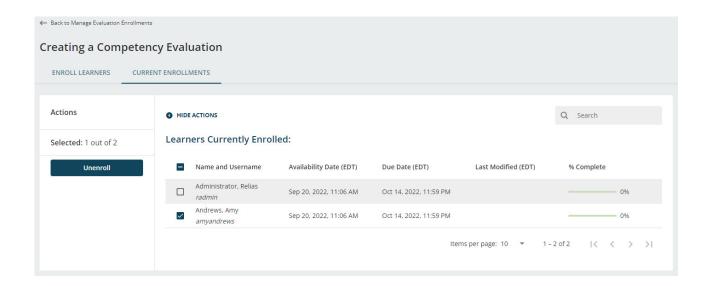
Filter options are also available to help you find Learners to enroll. Click Show Filters to open a list of profile fields you can filter by.



To assign one or more Learners, click the checkbox to select them, add a Due Date, and click Enroll. The Availability Date can also be modified before enrollment. Once a Learner is enrolled, they are removed from the Enroll Learners tab and added to the Current Enrollments tab.



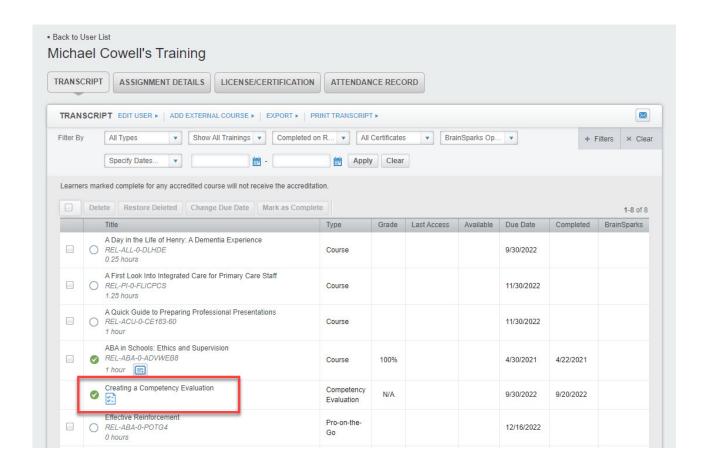
To unenroll one or more Learners, select them on the Current Enrollments tab, then click Unenroll.



Viewing Completed Evaluations

After Learners and evaluators are assigned an evaluation, evaluators will now be able to complete the evaluation with the Learner. To learn more about conducting evaluations and Learner completion, please check out our other articles: Competency Evaluations – Conducting Evaluations, and Competency Evaluations – Learner Attestation.

Completed evaluations can be viewed in the Learner Blue Book. From the User List, click on the blue book icon next to the Learner's name, and you will be brought to the Learner Blue Book. Click on the checklist icon below the evaluation's title from the Transcript list to open the evaluation results.



An overview of the evaluation will show you rating totals and the average score. Depending on the rating scale used, the maximum average score will be one or two. Navigate through the full evaluation and any comments left by the evaluator by clicking on the levels to expand or collapse them. At the bottom of the evaluation, you will find Employee Comments, Narration (if included in the evaluation), and Evaluator

Attestation.

