Relias Competency Evaluations — FAQs

The Competency Evaluation Tool is now available in your Relias Platform. You will only be able to access the tool in your left-hand navigation pane if you have at least one of the three new Competency Evaluation Permissions added to your Relias profile.

For information on how to create, manage, and conduct Competency Evaluations, please check out these client-facing articles in Salesforce or Relias Connect:

- Competency Evaluations — Management and Enrollment
- Competency Evaluations — Conducting Evaluations
- Competency Evaluations — Learner Attestation

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.

Who completes the evaluation?

Evaluation is completed by a supervisor, sometimes called a "preceptor."
Once the evaluation has occurred, both parties attest to the results and the evaluation is then catalogued with other evaluations.

How do you determine who can evaluate/observe in the system?

Permissions are an add-on to the existing role. There are no new values for the role drop-down. Regardless of what role they are assigned in the organization, anyone can have these permissions. This means if you don't have a supervisor in that role but a senior member who has the knowledge and ability to observe a colleague, then that permission is allowed in the system.

When creating an evaluation, are there save capabilities?

The evaluation will automatically save as you progress through the evaluation process.

Is there a cap for how many Relias learners you can enroll?

No.

Is there a cap for how many evaluators you can assign?

No.

Is there a cap for how many evaluators you can assign to a single competency evaluation?

No. (i.e. you can assign multiple evaluators per competency evaluation)

Once an evaluator attests to the evaluation, can the evaluation be altered?

No.

Why don't I see Competency Evaluations?

Ensure that correct permissions are assigned to your profile.

Why can't I see an evaluation that was supposed to be assigned to me in the list of My Assignments?

Ensure that the correct evaluators are assigned. Open the evaluation in "Manage Evaluations", navigate to the Evaluators tab and check to see if the correct people are assigned. If the correct evaluators are assigned, then no open enrollments exist for this evaluation.

I'm in the process of evaluating someone, but some of the ratings and verification methods are disabled, grayed out, why?

Another evaluator has already filled in the rating and attested.

Why can't I access the attestation for the evaluation I'm assigned?

Because you haven't filled out any ratings. Once you rate something, you will be eligible to attest.

I'm trying to access the competency evaluation summary to review after completing the attestation statement, why can't I find it under my assignments?

Once you sign the attestation statement, you will no longer be assigned to the evaluation. The competency evaluation must be 100% complete to review the completed evaluation summary. This can be done from their learner transcript after completion by selecting the blue icon below the completed evaluation name.

Where can I access the completed evaluation summary/results for review?

This can be done from their learner transcript after completion by selecting the blue icon below the completed evaluation name. You will be able to print the evaluation summary from there if needed by selecting "Print evaluation" at the very top right corner of the summary screen. Please note that the evaluation must be 100% complete before this can be done.