Requirements	Met	Not Met	Comments
The suggested duration for this session is 30-60 minutes. **Participants should include representatives from:** Human Resources, those who orientation and education of staff and those assessing staff competency. There should be someone with authority to access information contained in personal files.			
OBJECTIVES			
• Learn about your organization's competence assessment process for staff • Learn about your organization's orientation, education, and training processes as they relate to staff, encountered during individual tracers			
To plan for a file review, inform the surveyors of your process for maintaining competency records. The review of files is not the primary focus of this session; however, the surveyor verifies process-related information through documentation in personnel files. The surveyor identifies specific staff whose files they would like to review.			
Topics – For Discussion in Detail			
What are your internal processes for determining compliance with policies and procedures, applicable law and regulation, and Joint Commission standards			
What methods are used to determine **staffing adequacy, frequency of measurement, and what has been done with the results** • How do you determine staffing requirements? • Do you have organizational goals for staff adequacy? Are you meeting goal? If not, what has been done to achieve them? • What happens when a unit/department experiences a critical shortage of staff? • Do you hire staff with no experience in a specialty area, such as OB, directly into the area? How to you address their lack of experience? • How do you prepare staff for management roles? Do you have competencies for leaders?			
Performance improvement initiatives related to competency assessment for staff • What initiative is the organization currently looking at? • Why was this initiative chosen? • What have the results shown? • What is your plan of correction for those measurement indicators not meeting goal?			
Orientation of staff to your organization, job responsibilities, and/or clinical responsibilities			

Requirements	Met	Not Met	Comments
• What is your process for orienting staff to your organization, job responsibilities, and/or clinical responsibilities? • Are staff trained on key safety content before providing care? What is the content? • What does Orientation include? • How long are staff typically in orientation on their new unit? What if they are unable to meet requirements for orientation? • Who precepts nurses and nursing staff on their units? What are their qualifications to precept? Do you have a preceptor training?			
Experience, education, and abilities assessment			
Ongoing education and training			
• Education on antibiotic resistance and antibiotic stewardship			
• Resuscitation (for example, mock code, skills day, etc.)			
• Workplace violence prevention			
Competency assessment, maintenance, and improvement			
• How do you plan what competencies are to be done? House-wide vs Unit/Department based? • What is the process for updating the competencies? • How do you determine the frequency of doing competencies? • What improvements have occurred due to staff having competencies?			
Competency assessment process for contracted staff, as applicable • **Volunteers:** What is your orientation process for volunteers? Are they providing patient care? Are they completing required competencies? What if they cannot achieve competency? • **Contracted Employees:** What is your orientation process for contractors? Are they providing patient care? Are they completing required competencies? What happens if they are unable to achieve competency?			
Other topics and issues discovered during the tracer activity			
Human Resource Files Contents – see Human Resource File Checklist			