

Integrating Clinic Competency Framework

1. Assessment & Planning

- **Identify Roles & Responsibilities**
 - Define what tasks unlicensed personnel (e.g., medical assistants, clinical aides) are expected to perform.
 - Cross-check against **state scope of practice regulations** and clinic policy
- **Risk & Safety Review**
 - Evaluate which duties carry higher risk (e.g., immunizations vs. vitals collection)
 - Prioritize competencies for tasks that directly impact patient safety or compliance

2. Develop Competency Framework

- **Competency Domains(may include):**
 - Patient care skills (vital signs, specimen collection, point-of-care testing)
 - Infection control and safety practices
 - Documentation and data entry
 - Communication and patient interaction
 - Emergency response basics
- **Format of Competency Tools**
 - Checklists, skill validations, case scenarios, return demonstrations
 - Aligned with evidence-based practice and organizational standards

3. Create Policies & Documentation

- **Policy Statement:** Outline why competencies are required, who oversees them, and frequency of review
- **Documentation Tools:**
 - Competency checklists
 - Training records
 - Staff competency files (stored with HR or clinic manager)

4. Training & Initial Validation

- **Orientation Competencies**
 - Integrate competency assessments into new staff onboarding

- **Validation Methods**
 - Direct observation by RN/Provider.
 - Written knowledge tests.
 - Simulation or return demonstrations.
- **Evaluator Roles**
 - RNs or Providers supervise and sign off on competency completion.

5. Ongoing Competency Maintenance

- **Annual or Biannual Re-Validation**
 - Repeat high-risk skills regularly.
- **New Procedure Rollout**
 - Add competencies anytime new equipment, procedures, or guidelines are introduced.
- **Remediation Process**
 - Provide retraining and re-testing for staff who do not demonstrate proficiency.

6. Integration with Quality Improvement

- **Link to QI Programs**
 - Competency compliance tied to patient safety, chronic care management, and population health metrics.
- **Audit & Monitoring**
 - Periodic chart reviews and workflow audits to ensure skills are being applied correctly.

7. Communication & Culture

- **Staff Engagement**
 - Explain that competencies are about *support and safety*, not punishment.
- **Team Approach**
 - Reinforce how competencies elevate professionalism and patient trust in the entire care team.