

Title:	Competency Evaluation Process	Effective Date:	12/24/2014
Author:	Robin Burkert	Last Review Date:	02/07/2022
Location:	All Locations	Last Revision Date:	02/07/2022
Functional Area:	Liberty QualityCare®		

POLICY

To ensure compliance with Joint Commission HCSS Certification and SOC2 standards, confirm all workforce candidates meet job/employment requirements, and to reduce risk to the organization. Liberty QualityCare (Liberty)® established and maintains a competency evaluation review process for every candidate for a staff position that is submitted to the competency evaluation review queue. This review includes ensuring all candidates possess the proper qualifications outlined in the job description and/or program requirements, and the identification of any risk issues that have the potential to harm Liberty Healthcare, our Hiring Managers, customers, and patients/clients. The process is complete when the Competency Evaluator reviews the file for competency, evaluates for risk and identifies the status of the candidate competency review which includes Full Approval, Pending Approval or Denial.

PROCEDURE

I. Preparations of the Prospective Candidate's File for Review

- A. Upon notification from the Recruiter that a candidate is ready to be reviewed for competency, the Credentialing Manager or Competency Evaluation Associate (Credentialing staff) will begin the process of preparing the individual's credentialing file. Credentialing staff will obtain the required documents and perform Primary Source Verification (PSV) of all competencies the candidate has reported in the application and/or the curriculum vitae process.
- B. The required documents (where applicable) in the candidate's credentialing file include but are not limited to, identification of all names, job description, criminal background report, all required state/federal criminal reports including Office of Inspector General's (OIG) Exclusion List, or other state required documents, licensure or certification, and education.
- C. The SkillSurvey® electronic reference tool is utilized to obtain references for the candidate.
 1. Candidates are asked to enter a minimum of 4 references into the SkillSurvey® system that includes at least one direct manager/supervisor. Through the automated SkillSurvey® system, the references will be asked to provide feedback regarding the candidate's skillset appropriate with the position being considered. This feedback is provided using a combination of Likert scored questions and open-ended feedback regarding the candidate's work-related strengths and areas for improvement.
 2. Once four (4) work history references have responded, the SkillSurvey® Report is finalized to generate the SkillSurvey® Feedback Report. In the event a candidate is unable to secure a minimum of 4 references, including at least one manager/supervisor, the hiring manager and/or recruiter will communicate the reason and their approval to the credentialing department and a notation will be recorded in the Applicant Tracking System (ATS).
 3. Once the required documentation specific to the job requirements are obtained, the candidate's credentialing file is organized, and the Credentialing staff notify the Competency Evaluator that the file is ready for review.

II. Competency Evaluation and Risk Management Pre-Hire Review

- A. The competency evaluation review process is conducted by Competency Evaluators.
- B. The Competency Evaluators conduct a detailed review of the candidate's completed file to ensure:
 1. The candidate's knowledge, skills and abilities have been met and confirm all identified criteria listed in the customer job description. Confirmation includes accurate work history, licensure, references, skillset and defined knowledge, and all required state specific contract required documents.
 2. Confirm compliance that the skills/knowledge required by Liberty, The Joint Commission HCSS Certification standards, and/or by state/federal standards meet the standards required and proof appears in the file.
- C. Completion of Liberty Competency Evaluation Documentation
 1. The Competency Evaluator confirms the auditing processes through written documentation and recording all activities within the following Competency Forms:
 - Pre-Hire Competency Evaluation Audit Form (completed Pre-Hire)
 - Pre-Hire Competency Denial Form (completed Pre-Hire if candidate is denied in the credentialing process)
 - Post-Hire Competency Evaluation Audit Form (completed post-Hire)

III. Competency Decisions and Required Actions

- A. Upon completion of a candidate competency review and assessment, the Competency Evaluator documents all findings within the Pre-Hire Competency Evaluation Review form. The Competency Evaluator summarizes the findings and communicates their assessment to the Hiring Manager, Recruiter, Credentialing, and Contract Manager (if applicable) that will consist of one of the following three outcomes:
 1. **Full Approval:** All required competencies, skills, and knowledge from the job description and/or standards are met as evidenced by documentation and the SkillSurvey® reference summary score at or above the 11th percentile.
 - a) Upon approval from the Hiring Manager, Credentialing staff notifies legal the candidate has been approved for hire and they may proceed to process the candidate's employment contract.
 - b) Credentialing staff will update the ATS to reflect this decision.
 2. **Pending Approval:** The Competency Evaluator has identified elements that may pose a risk or concern. The factors evaluated include, relevant experience, growth potential, skill set requirements, knowledge, and abilities, SkillSurvey® reference recommendations, work-related strengths and areas for improvements, review of the areas on the cluster summary: professionalism, problem solving and adaptability, interpersonal skills and commitment, and any other applicable requirements that are not met, lacking, or unclear as outlined in the job description or contract requirements.
 - a) If the Hiring Manager assesses this information and decides to approve the candidate, the Hiring Manger responds to the communication providing their approval.
 - b) The Credentialing staff notifies legal the candidate has been approved for hire and they may proceed to process the candidate's employment contract.
 - c) If the Hiring Manager assesses this information and decides not to move the forward with hiring the candidate, the Hiring Manger responds to the communication declining approval.
 - d) Credentialing staff will update the ATS to reflect this decision.

3. **Denial:** The Competency Evaluator has determined that the candidate does not meet the competency requirements set forth in the job description or requirements, does not possess the required licensure or certification, and/or the SkillsSurvey® reference summary score is below the 10th percentile benchmark set forth by Liberty as best practice.
 - a) The Competency Evaluator provides the Hiring and Contract Managers with a Pre-Hire Competency Denial Form that includes the basis for the Denial decision.
 - i. The Pre-Hire Competency Denial Form is a 3-part form that is required to be completed by the Competency Evaluator, Contract Manager (CM), and Chief Operation Officer (COO).
 - b) If the operations team would like to proceed with this candidate in the hiring process, the Contract Manager completes the Pre-Hire Competency Denial Form, includes the rationale for the decision, and sends the completed form to the COO for review.
 - c) The COO reviews the reason for denial, CM's rationale for proceeding with the hire, and provides an approval, conditional approval, or denial decision.
 - d) If the CM and COO provide the written approval for the candidate to be hired, the completed Pre-Hire Competency Denial Form is sent to Credentialing staff. The Credentialing staff notifies legal the candidate has been approved for hire and any conditions that were imposed on the approval and they may proceed to process the candidate's employment contract.
 - e) If the operations team assesses this information and decides not to move forward with hiring the candidate, the Hiring Manager responds to the communication declining approval.
 - f) Credentialing staff updates the ATS to reflect the decision.

V. Competency Evaluation and Risk Management Pre-Hire Review

- A. The Competency Evaluator conducts Joint Commission HCSS Certification retrospective audits on randomly selected competency evaluation files monthly and documents the findings in the Post-Hire Competency Evaluation Audit Form. The audit ensures that competency has been evaluated, maintained and all required documents are active and current.

VI. Completion of Competency Evaluation Spreadsheet: Data Collection

- A. As part of the pre-hire review process, the Competency Evaluators maintains data on all competency files to include at a minimum the following information:
 1. Candidates full name
 2. Position Title as per Job Description
 3. Program
 4. Approval Status: Approved, Pending Approval, or Denial
 5. Reason for Pending Approval or Denial decision
 6. Cost of Competency Evaluation Process
 7. Date of Recruiting Request to conduct competency evaluation
 8. Date competency evaluation completed
 9. Benchmark Status (varies based on Position & State of Program)
 10. Reason for Delay beyond Benchmark
 11. Competency Evaluator name
- B. This data will be analyzed monthly to ensure the processes in place are efficient or to identify areas of concerns in the process. Action plans to address any concerns will be developed and enacted to correct any deficiencies identified.

VII. Daily Competency Evaluation Review Report

- A. The Credentialing Staff maintains a Competency Review Spreadsheet that is updated daily. The Competency Review Spreadsheet includes all files that are currently under review in the competency process that includes:
1. Candidate's name
 2. Facility
 3. Position
 4. Date of Recruiting Request to conduct competency evaluation
 5. Benchmark date for completion
 6. Status of Competency Evaluation
 7. Initials of credentialing staff and recruiter
- B. The Competency Review Spreadsheet is communicated to the Vice President of Quality and Performance at the close of business each workday. The spreadsheet is also saved to the public drive daily in order to communicate ongoing status to all Hiring Managers and the Recruitment Department.

VIII. Ongoing Competency Reviews

- A. Annually and 60 days in advance, the Credentialing staff notifies all Liberty employed and subcontracted staff who are licensed/certified clinicians, including but not limited to Physicians, Nurses, Nurse Practitioners, Physician Assistants, Psychologists, and Psychiatrists of clinical documents that are close to expiring. This notification process continues until receipt of the current active license/certification.
- B. The Credentialing staff organizes the monthly expired/near expired documents in a report that is sent to the Contract Manager and COO to notify these leaders of the near expired documents for their programs prior to the end of each month. Leadership is advised that clinicians with expired licensure/certification may not work until the active documents are obtained.
- C. All Liberty employed and subcontracted medical staff are required to complete an annual Clinical Skills questionnaire. The Clinical Skills questionnaire is sent out electronically and each clinician is required to submit a completed evaluation by the end of each calendar year. The evaluation will be maintained in the individual's personnel file.

Approved By: _____

Revision History

Version	Date	Author	Summary of Changes
#1	12/24/2014	Judith Ann Shields	Policy Created
#2	12/22/2015	Judith Ann Shields	Reviewed with no changes
#3	12/22/2016	Judith Ann Shields	Added Nurse(S) due to PRN staff
#4	12/22/2017	Judith Ann Shields	Provided more detail to the process
#5	12/22/2018	Judith Ann Shields	Added SkillSurvey™ references
#6	12/22/2019	Judith Ann Shields	Added Electronic File Process
#7	12/22/2019	Judith Ann Shields	Created a Competency Portfolio
#8	07/29/2020	Judith Ann Shields	Added Revision History
#9	02/07/2022	Robin Burkert	Refined Credentialing process, changed approval language, changed form titles