



Not Yet Competent?

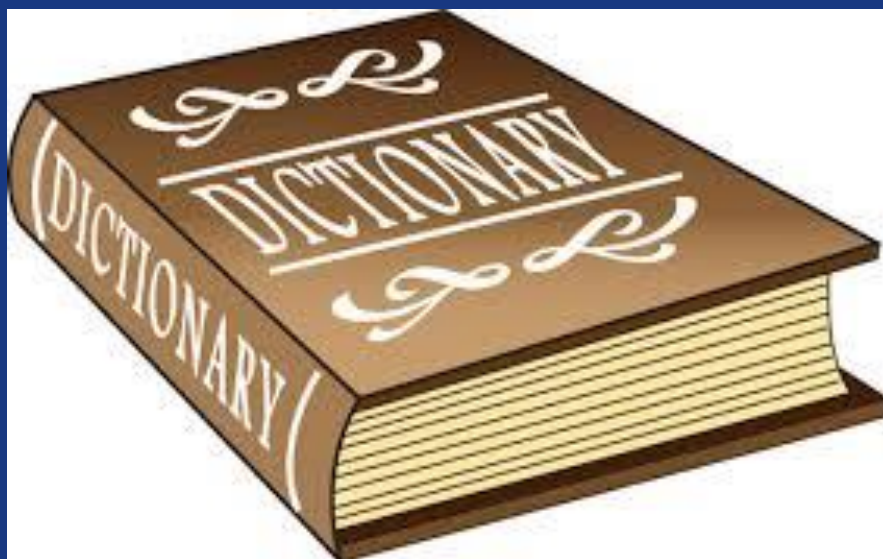
Andy Munro

Competence Assessment

- What is it?
- Why is it important?
- What Methods Can Be Employed?
- Why is it so difficult?

**THE
GOSPEL
ACCORDING
TO...**





“C” is For.....

Dictionary Competence

Noun

- Being Competent
- The ability to do something effectively

ISO Competence

- Demonstrated Ability to Apply Knowledge and Skills

Competence

Knowledge

- “I Know”
- “I Can Tell You”

Skills

- “I can do”
- “I will show you”

Behaviours / Attitudes

Awareness?

Behaviour?

Title of Post : BMS	Required for post?	Level for post			
NHS KSF DIMENSIONS		1	2	3	4
CORE					
Communication	Y				
Personal and People Development	Y				
Health, safety and security	Y				
Service Improvement	Y				
Quality	Y				
Equality and diversity	Y				
SPECIFIC DIMENSIONS					
HWB10 Products to meet health and well-being needs	Y				

Competence

- Demonstrate the **Use** of Knowledge
- Demonstrate the **Use** of Skill
- Demonstrate the **Use** of Behaviour

Competent

Acceptable and Satisfactory Performance....
Though not outstanding

IBMS Competent Adjective

- Has the ability to perform a procedure to a set standard, on more than one occasion, in a consistent manner with minimal or no supervision.....

It Gets Worse

- Competence (Competences)
- What People Can do

- Competency (Competencies)
- How they do it

Apologies



Why is it Important?

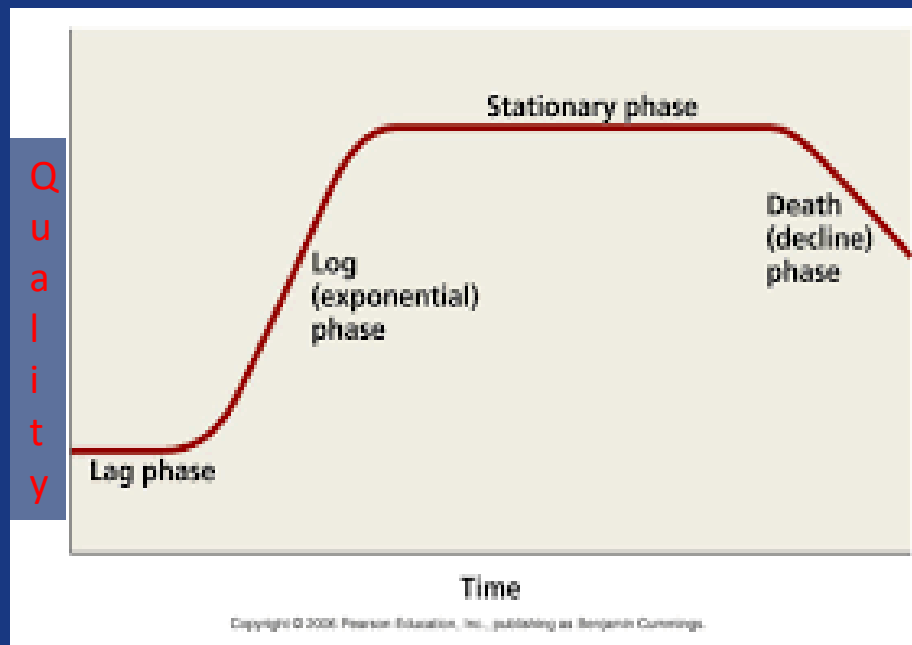
- Evaluates Individual Performance
- Evaluates Group Performance
- Meets requirements of Regulating Agencies

Assessment



Question	What is this Called	Example
What Needs to be achieved?	Outcome	A microtomy section that is good enough to pass IQC
What must be done for this to be achieved?	Unit of Competence	Individual steps that make up the SOP
How Well Must this be Achieved?	Performance Criteria	<ul style="list-style-type: none">- The number of sections cut in a given time scale- The number of good sections “allowed” for success
How Should the Assessment be Conducted?	Assessment Method	Observation of task
What Evidence should be Collected?	Evidence Requirement	Log Sheet / Record of sections cut, time taken, number of sections sent for recut, reason why?

Time Vs Quality



Evidence

- Direct
- Indirect
- Third Party

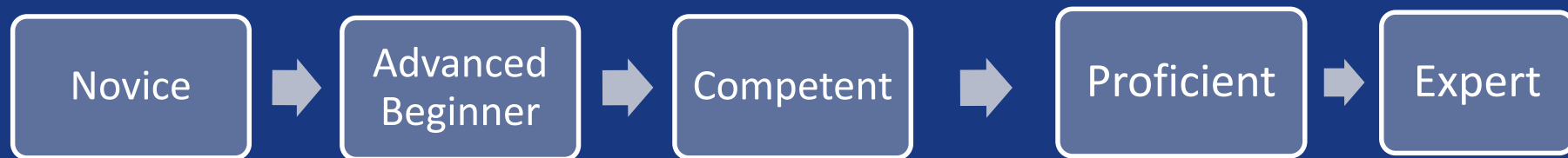
Evidence

- Relevant
- Authentic
- Current
- Sufficient

How Competent Is Competent

- Competent / Not Yet Competent?
- Graded Methods

Novice To Expert Continuum





ISO 15189:2012

Clause 5.1.6

- Managerial / Technical Tasks
- Reassessment at regular Intervals
- Under working conditions

Following Approaches

- Direct Observation — Examination Audit
- Monitoring
- Review
- Problem Solving Skills
- EQA?

Managerial Tasks???

Whenever you are asked if you
can do a job, tell them

“Certainly I can”

then get busy and find out how
to do it.

Theodore Roosevelt

Managerial Tasks

Staff member: Joe Soap		Position: Clinical Laboratory Manager		Initial	Biennial
Manager: Miriam Tablespoon		Position: Clinical Service Manager			√
Key	How Competency Measured A. Ongoing Review B. Observation C. Achievement of Objective			Level Of Competence 1. Little or no experience requires re-training 2. Competent and can perform independently in a timely manner 3. Competent and can perform independently and is able to assess the competence of others.	
Date	How Measured	Assessor Initials	Competencies	Level	Comments
	A/B		To be responsible for formulating departmental operational policies, implementing them and ensuring adherence		
	A		To exercise day-to-day responsibility for the specialist skills and competence required to provide a Microbiology service		
	A/B		To prioritise the department's activities and workload, and to co-operate with staff from other disciplines on a regular basis.		
	A/B/C		To ensure compliance with all standard operating procedures, including Health and Safety guidance and legislation.		
	A		To participate in the review of services through daily, weekly and monthly meetings and to propose changes, solve problems and amend policies and procedures as required		
	A/B/C		To exercise professional initiative in the consideration of the service provided in order, through effective communication with others, to maintain and develop service provision.		

Staff Member Signature.....

Manager Signature.....

Date of Assessment.....

Why is it So Difficult?

- Snap Shot
- History?
- Confidence and Application?
- Multi tasking?
- Logistics?
- The Un - assessable?

Most Importantly

Cellular Pathology is largely based on judgement

- Difference of Opinion?
- Perfection?

Judgement

Case Number	Problem	Action			Outcome	Date
		Cut Further	Angle Head	Re embed		

The Future

Standardisation of Work?



Thank You

