Personnel Competence Assessment Process

Applicability  This document applies to all personnel of AHS Laboratory Services, the Lamont Health Centre and laboratories administered by Covenant Health.

Purpose  The purpose of this document is to outline the sequence of activities in the process for assessing laboratory personnel competence at regular intervals. This process is intended as an overall view of the activities required and to show the interdependencies between training, competence, systems and behaviors. The Provincial Quality, Safety and Integration office will facilitate competencies applicable across the province (e.g. Provincial Quality and Safety) while zones and programs will manage their own specific competencies.

Background  Competence assessment follows the training process in sequence. TRACCESS® competence assessment software has been deployed across AHS Laboratory Services and work is underway to transition competence resources into the application.

Frequency  • After personnel are trained, their competence to perform the specific task must be assessed. This is called initial competence, usually occurring immediately at the end of the training event.
  • At regular intervals all personnel are assessed for competence in the tasks they are assigned.
  • College of American Pathologists (CAP) accredited laboratories are required to perform initial competence assessment, a competence assessment at 6 months after hire and annually thereafter.
  • Elements of competency assessment include but are not limited to:
    o Direct observations of routine patient test performance, including, as applicable, patient identification and preparation; and specimen collection, handling, processing and testing
    o Monitoring the recording and reporting of test results, including, as applicable, reporting critical results
    o Review of intermediate test results or worksheets, quality control records, proficiency testing results, and preventative maintenance records
    o Direct observation of performance of instrument maintenance and function checks
    o Assessment of test performance through testing previously analyzed specimens, internal blind testing samples or external proficiency testing samples; and
    o Evaluation of problem-solving skills

Materials  TRACCESS® Competence Assessment software has been adopted by AHS Laboratory Services and transition to competency assessment using this software is underway.
The Personnel Competence Assessment Process is outlined in the following flowchart:

[Diagram showing the flowchart process]
**Process Notes**

The process flowchart covers 4 scenarios: when personnel are initially assessed for competence, when there is a problem with initial competence, when personnel are periodically assessed for competence and when a problem is encountered in periodic competence assessment.

When problems with competence occur applicable followup and documentation of the followup are required. The process also points to due diligence in determining the integrity of both the system/process in which the competence is being assessed and the specific training process itself as well as consideration of human behaviors.

**References**


**Related Documents**

Provincial, Zone or Program Competence - TRACCESS