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Learning Objectives

1. To define competency
2. To identify levels of competency
3. To describe development of a competency assessment list

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Competencies in Sterile Processing

by Nancy Chobin, RN, AAS, ACSF, CAPDM

Verifying competencies in Sterile Processing is an important task for the Manager/Supervisor. Why is there so much attention given to competency?

- It is a requirement of The Joint Commission;
- The continued occurrence of medical errors; many of which are attributed to improper or inadequate training;
- It is our job in healthcare to protect the public; competency verification is one way to do this;
- The continued sophistication of devices and equipment being used in healthcare challenge effective reprocessing. The benefits to competency testing include:
- Provides for the establishment of levels of competency for safe and effective practice;
- Encourages improved performance in the job for each employee;
- Provides opportunities for career growth for employees within the healthcare facility.

These are some definitions that are used with competency verification.

Competence - is a standardized requirement for an individual to properly perform a specific job. It encompasses a combination of knowledge, skills and behavior utilized to improve performance. More generally, competence is the state or quality of being adequately or well qualified, having the ability to perform a specific role. (Wikipedia 2008).

Competency - is an individual's actual performance in a particular situation.

Experience - is skills or knowledge gained through practice.

Cognitive skills - are a person's ability to learn, plan and act based upon knowledge or perceptions. They are also known as critical thinking skills.

An individual may have the skills necessary to start a sterilizer but does the employee have the experience to know what to do when the steam safety valve blows? It is the experience that enhances the cognitive skills to make the individual competent. There is an assumption that the only way we know how someone thinks is by observing their behavior. Therefore,

you should ask your staff members to explain why they are doing things to clarify intent.

There are five (5) levels of competency for sterile processing:

- **Novice** - This would be a new employee without any sterile processing experience. The novices require close supervision, assistance and education. They need rules (policies and procedures) to guide their actions. It is a good idea to provide a copy of each policy and procedure as it is described to help guide their actions.
- **Advanced beginner** - The advanced beginner is independent in some but not all aspects of practice. They may need help with establishing priorities; however they still need frequent monitoring and continuing education (CE) to develop.
- **Competent** - A competent employee has the ability to apply experience and judgment to new situations; they are able to set priorities, manage most complex situations; and make good logical decisions. Competent employees still require CE to remain current.
- **Proficient** - The proficient employee's performance is skilled and efficient. Their decision making is less labored; they can mentor other employees and can manage all situations effectively. Proficient employees still require ongoing continuing education to remain current.
- **Expert** - The expert has an intuitive grasp of special techniques; they are masterful at problem solving; can anticipate problems, and can assist others to become mentors. The expert also requires ongoing CE needed to remain current.

How to assess competency

Competency assessments in sterile processing begin with the Job Description. All job descriptions should be competency-based and identify the knowledge, skills and behaviors necessary for competent performance.

When developing competencies they need to be written with a specific goal in mind. What are you trying to verify? If it

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