**Competency Check vs. Observational Audit**

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| **Competencies/Skills Check****GOAL:** To validate understanding and demonstrate the ability to perform the task in a structured setting. | **Observational Audit****GOAL:** A system to validate on-going compliance and performance in the normal work environment. |
| Per facility risk assessment qualified team member utilizes standardized facility tools to educate and evaluate staff.  | Staff/leaders trained by a qualified team member in the focused area to identify gaps in procedures. These Auditors report back to the qualified team member. EX of qualified team member: Injection Safety may be RN Educator: Food Service audit may be Dietary Director or RD.  |
| The employee **is** aware of the observation.Education/training **is** provided first. Training should follow the organizational policies and procedures.Preferred in Skills lab.Typically, scheduled education/skills fair | Best practice: The employee **is not** aware of the observation.Review of procedure **is not** completed first: Goal is to evaluate current knowledge and skill during normal work environment. Best completed in the normal work environment.Not scheduled with staff.  |
| If education, coaching, correction is required, and the employee demonstrates/verbalizes understanding = **met/pass** | If education, coaching, correction is required, and the employee demonstrates understanding = **not met/fail** |
| Performed **annually** and as needed with new procedures or procedural updates. | Performed **regularly** per QAPI Team guidance. Captures all shifts including weekends. |
| Feedback is provided during demonstration | Feedback is provided typically after due to presence of resident.Immediate feedback provided to prevent an error.Provide and document 1:1 Education/Coaching of gaps identified. |
| Results are placed in employee file for staff education requirements and utilized for survey evidence of competency. | Results are aggregated for tracking/trending and retained as a part of your QAPI program. |