



# Assessing competency after training

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PATIENT  
CENTERED

RESPECT

INTEGRITY

EXCELLENCE

OWNERSHIP

INNOVATION

# Oh no! You have a medical issue...

- You visit your PCP's office. The MA fumbles with the BP cuff. The PCP is 5 years out of training. They recommend imaging and urgent surgery...
- You in the MRI suite. The technician looks like a high schooler. MRI is repeated due to inputting "oops". You never see the radiologist...
- You're in the surgeon's office. They appear very senior...is there a slight hand tremor?...
- On the day of surgery, the team members scurry around...you don't see them talking to one another...
- **You began to wonder: are all my providers competent to take care of me?**

Act with kindness and compassion.

Be an active listener.

Be a role model.

Set high standards.

Take responsibility.

Embrace change.

# Learning objectives

- 1. Appreciate the challenges in assessing competency in practice**
- 2. Formulate ideas on how to assess provider competency**

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# Challenges & barriers

- Takes time
- We are terrible at self-assessment
- Requires significant resources
- Feedback process is mucky
- Few clinicians “watch” us



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# More challenges & barriers!

- Presumed competence after graduation...that continues (**the “why”**)
- Consumerism view of medicine
- Disbelievers in CBE
- Certification and re-licensure is viewed as a nuisance

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# What else gets in the way?

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# Ideas on how to assess competency?

**Dana- 2 minute buzz group**

**Virtual – write some thoughts down, use Chat**

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# Public safety (core competency for living in Maine/NH)

## Driving around town (sub-competency)

Level 1	Level 2	Level 3	Level 4	Level 5
<p>Demonstrates knowledge of all of the automobile switches.</p> <p>Manages to pass the DMV examination.</p> <p>Demonstrates ability to change a flat tire.</p>	<p>Demonstrates ability to identify driving mistakes and correct next time.</p> <p>Applies destination desires (without GPS) and arrives at correct location.</p> <p>Others are comfortable <u>and</u> actually willing to be in the same vehicle as you.</p>	<p>Analyzes changing traffic situations with ease (e.g., summer road construction in Maine).</p> <p>Adapts to changing traffic conditions appropriately (e.g., 1 foot snow storm)</p> <p>Demonstrates ability to drive seamlessly between stick-shift vs automatic vehicles.</p>	<p>Demonstrates ability to navigate traffic circles with eyes closed.</p> <p>Seeks feedback openly about driving habits from spouses, partners or close friends.</p> <p>Parallel parks forward and backwards <u>without</u> the use of automatic system.</p>	<p>Teaches children, partners, or family members to learn how to drive <u>without</u> any yelling involved.</p> <p>Serves as consultant to DMV.</p> <p>Receives local town award for “safest driver” of the year.</p>

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# Possible approaches

- **Get a friend or coach (Atul Gawande *Better*)**
- **Leaders need to better systems for feedback of data**
- **AAA Roadwise Driver**
- **Simulation**
- **Positive rewards to demonstrating competency**
- **Focus on teams to break the isolation**

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# Best Practice for Competency-based Evaluations for our learners

- **Be very specific about the outcome to be evaluated**
- **Evaluate the desired outcome in more than one way**
  - **Different types of evaluations, different times in one's career, different evaluators, direct observation**
- **Goal to have several (?) different evaluators**

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# What can you do for your continued competency?

# What can you do for your colleagues?

- Think about it...write it down, send yourself an email 3 months from now

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Questions? Thoughts?

Be a role model. Take responsibility. Set high  
Embrace change. Be an active listener. standards.  
Act with kindness and compassion.