

Building on a Culture of Quality
Your Guide to Outstanding Person-Centered Care

Instruction Manual

Nursing Home Staff

Competency Assessment

*Improve quality of care by empowering your team
to build a stronger nursing home foundation*

Disclaimer: Use of this tool is not mandated by CMS, nor does its completion ensure regulatory compliance.

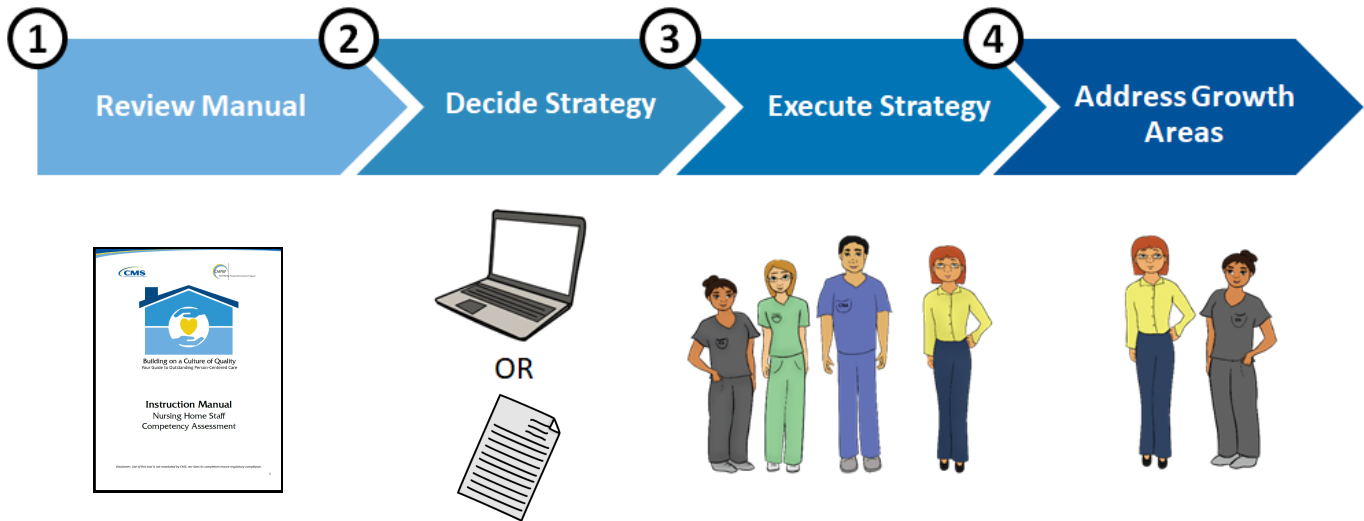
Instruction Manual Table of Contents

The Nursing Home Staff Competency Assessment toolkit was created by professional caregivers like you to help you continue to build a culture of quality in your nursing home. The following instruction manual will help you understand and implement the competency assessment in your facility.

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How to Use the Nursing Home Staff Competency Assessment Toolkit

Competency Assessment Process



1) Review instruction manual

Read this instruction manual to understand how to implement the Nursing Home Staff Competency Assessment in your facility.

2) Decide implementation strategy

Through conversations with your management team, decide how you will implement the assessment in your facility.

3) Execute implementation strategy

Communicate with your staff and administer the assessment in your facility.

4) Address competency growth areas

Aggregate your facility-wise assessment results and hold one-on-one meetings with staff. Decide how to address competency growth areas across your facility.

Nursing Home Staff Competency Assessment Toolkit

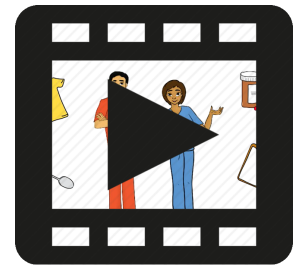
What are the CMPRP toolkits?

The Centers for Medicare & Medicaid Services (CMS) Civil Money Penalty Reinvestment Program (CMPRP) offers several toolkits to assist long-term care facilities with staffing competency, sufficiency and performance in order to improve the quality of care and life for residents.

What is the Nursing Home Staff Competency Assessment toolkit?

The Nursing Home Staff Competency Assessment toolkit helps facilities evaluate the competencies of frontline and management staff. The toolkit includes competency assessments that measure staff understanding of behavioral, technical and resident-based competencies. These assessments do not take the place of the CMS requirement to complete a Facility Assessment. However, competencies assessed through this toolkit can be helpful in beginning to assess staff competency, but are not exhaustive.

Click on the video to the right for an overview of the Nursing Home Staff Competency Assessment.



Click on the video above for an overview of the Nursing Home Staff Competency Assessment

What is a competency?

A competency is a set of knowledge, skills and abilities (KSAs) needed for an individual to successfully perform various job duties. The Nursing Home Staff Competency Assessment includes frontline assessments (that evaluate behavioral, technical and resident-based competencies), as well as a management assessment (that measures behavioral and technical competencies). **Click on the video to the right** to learn more about competency assessments.



Click on the video above to learn about competency assessments

Why are competency assessments important for your facility?

Competency assessment results identify strengths and growth areas among staff. This information can help you identify priorities and develop goals for improvement at both the individual and facility-wide levels. Moreover, management can use assessment results during one-on-one conversations with staff to discuss learning and development needs and other topics of concern.

Nursing Home Staff Competency Assessment

Frontline and management staff competency assessments

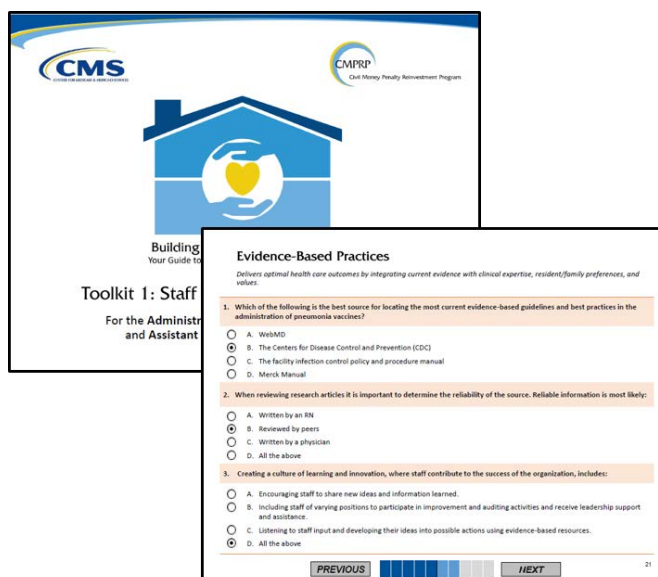
Competency assessments are available for both **frontline** and **management** staff. The assessment can be completed in 45 minutes to one hour, or it can be broken up and completed in three 15 to 20 minute sections. It is available for use in two formats: 1) electronic, interactive PDF or 2) printed, hard-copy.

There are two **frontline competency assessments**. These assessments are used to evaluate behavioral, technical and resident-based competencies for these positions:

- 1) **Certified Nursing Assistants (CNAs)** and **Certified Medication Aides/Technicians (CMAs/CMTs)**
- 2) **Registered Nurses (RNs)**, **Licensed Practical Nurses (LPNs)** and **Licensed Vocational Nurses (LVNs)**

There is one **management competency assessment**. This assessment is used to evaluate behavioral and technical competencies for these positions:

- 1) **Administrator**
- 2) **Director of Nursing (DON)**
- 3) **Assistant Director of Nursing (ADON)**



Implementing the assessment in your facility

Through conversations with your management team, decide your strategy for implementing the Nursing Home Staff Competency Assessment in your facility. This includes determining how you will communicate with your staff about the assessment, which format you will use (electronic, interactive PDF or printed, hard-copy), and a process for administering the assessment. These options are detailed on the following pages.

Communicating with Your Staff

Communication options

When you are ready to execute your implementation strategy, make sure to communicate with your staff about the assessment.

Tell your staff that the assessment will:

- ✓ **HELP** them share professional strengths and growth areas with management
- ✓ **HELP** the facility continue to build a culture of quality care for residents
- X **NOT** be used against them
- X **NOT** be shared with federal or state officials/surveyors



Use the documents below to inform your staff and help encourage them to take the assessment.
Click on the video below to learn more about options for sharing the news with staff.

1) Display the news in your facility

- **Print and display the poster** (*to the right*) in break rooms, near time clocks, or in other staff gathering places.

Poster



2) Share the news via email or display

- **Send the email memo** (*to the right*) to tell your staff about the competency assessment.
- **Print and display the email memo** if your staff does not have access to email.

Email memo



3) Explain during staff meetings or huddles

- **Use the talking points** (*to the right*) to inform your staff about the assessment and to discuss the process.

Talking points



Click on the video above
to learn about options
for sharing the news
with staff

Administering the Assessment

Implementation options

We encourage your staff to complete the electronic, interactive PDF assessment using Adobe Acrobat. This version is easy to use and automatically totals individual competency scores. However, facilities with limited computer availability may print the assessment and provide a hard-copy to each staff member.

Choose from either the **interactive PDF** or **paper-based** process, and follow the steps below to administer the assessment across your facility. ***Click on the video below*** to learn more about implementation.

Interactive PDF Assessment Process

PREPARE

1. Confirm you have Adobe Acrobat on your computer(s). If not, you can download it for free [here](#).
2. Download the PDF assessment(s) from the [CMS CMPRP website](#).
3. Save the PDF assessment(s) to your facility computer(s).
4. Identify a method for staff to save and submit the completed assessment (*such as a desktop folder, shared drive, flash drive, email*).
5. Identify a deadline for staff to submit the completed assessment.
6. Introduce the assessment during an all-staff meeting using the communication options on page 6.

COMPLETE

7. Administer the assessment.
8. Make sure to remind staff where to save and submit the completed assessment.

Paper-Based Assessment Process

PREPARE

1. Identify a secure location where the completed assessments will be submitted.
2. Download the paper-based assessment(s) from the [CMS CMPRP website](#).
3. Print the paper-based assessments for staff completion.
4. Identify a deadline for staff to submit the completed assessment.
5. Introduce the assessment during an all-staff meeting using the communication options on page 6.

COMPLETE

6. Administer the assessment.
7. Remind staff to submit the completed assessment to the secure location.



*Click on the video above
to learn more about
administering the
assessment*

Next Steps

Track, compile and address your facility's results

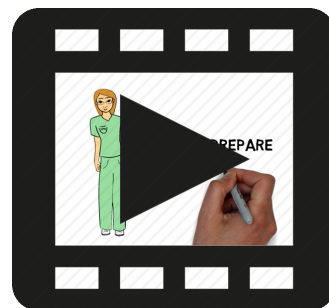
Keep track of your staff's submission of completed assessments (and score paper-based assessments, if applicable). In order to understand the competency growth areas for your facility, aggregate your facility-wide assessment results and review the data. Next, conduct one-on-one meetings with staff to discuss their assessment results and address competency growth areas at both the individual and facility-wide levels.

Use the tools below to assist you in this process, and **click on the video below to the right to learn more.**

1) Track and Score

- **Track** the submission of completed assessments using the **Tracker** (to the right).
- **Score** (if applicable) the paper-based assessments using the **Answer Sheets** on the **CMS CMPRP website**.

Tracker



2) Aggregate and Review Results

- **Use** the Excel **Assessment Results Template** (click the paper clip to the right) to combine facility results.
- **Review** results to help you identify the competency growth areas for your facility.

Assessment Results Template



Click on the video above to learn about compiling and addressing facility results

3) Conduct One-on-One Conversations

- **Use** the **One-on-One Meeting Guide** (to the right) to prepare for one-on-one discussions with staff.
- **Discuss** competency strengths and growth areas during the one-on-one meeting.
- **Empower** your staff's career growth by establishing an individualized learning and development plan. Use the resources in the **Answer Sheets** to help you address competency growth areas.
- **Utilize** your facility's assessment results on a continual basis to track the progress of competency growth areas and to support staff development, facility performance and overall quality of care and quality of life for residents.

One-on-One Meeting Guide



Click on the video above to learn about future toolkits

What happens next?

The Nursing Home Staff Competency Assessment is designed to be continually utilized to improve quality of care and quality of life for residents. In the coming months, CMPRP will release another tool, the Nursing Home Employee Satisfaction Survey, which will support management with staff retention, turnover, engagement, training, satisfaction, hiring, scheduling and more. **Click on the video above** to learn about future toolkits.

Frequently Asked Questions (FAQ)

What is the Civil Money Penalty Reinvestment Program (CMPRP)?

CMPRP is a three-year effort to aid improvements in quality of care for nursing home residents. The program aims to reduce adverse events, improve dementia care and strengthen staff sufficiency, competency and performance to help nursing homes improve quality of care and quality of life.

Do I need to report the Nursing Home Staff Competency Assessment results to CMS and surveyors?

No, you do not need to report assessment results to CMS and surveyors. The assessment scores are there to help you understand knowledge gaps and empower your staff to improve their knowledge, skills and abilities to provide quality care to residents. In the event that a surveyor asks how you are assessing your staff's competencies, you may want to share the assessment results and your follow-up on the results.

How is this competency assessment relevant to Requirements of Participation (RoP) and Facility Assessment?

This competency assessment is designed to help you begin to assess staff competency in order to address competency growth areas. However, this competency assessment is not mandated by CMS, and using it does not guarantee compliance with the Requirements of Participation (RoP) and the Facility Assessment.

How long does it take to complete the competency assessment?

It should take about 45 minutes to one hour for a staff member to complete the entire assessment (15-20 minutes per section). This may vary based on how you choose to administer the assessment.

Who takes the competency assessment?

There are two competency assessment types. The first type assesses frontline staff competencies (one for CNA/CMA/CMT and one for RN/LPN/LVN), and the second assesses management staff (Administrator, DON and ADON) competencies. For each assessment, the competencies are tailored to the position's accompanying skills.

Is the competency assessment available in a web-based format?

The competency assessment is currently available in two formats: interactive PDF and paper.

What if I cannot view the videos in the instruction manual?

The videos can be accessed on the CMS YouTube channel by following [this link](#).

What should I do if I have questions about the CMPRP toolkits?

If you have questions, please contact CMP-info@cms.hhs.gov.

Acknowledgments

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