

# Completing Competencies the Wright Way!

Deanna Beveridge, MSN, RN, Director of Quality

## Clinical Inquiry

Validation of ongoing competencies is often time-consuming, costly and does not provide the ability to truly assess individual competence when done in a competency fair setting. An Education Coordinator at a 49-bed rural community hospital finds themselves spending 30 plus hours of time and approximately \$2,330 on validating competencies without having a 100% completion rate.

### Purpose

To develop a new competency model that will increase competency completion rates and staff satisfaction while decreasing costs and hours spent on the validation process.

### PICO

For nurses on a Medical-Surgical unit, will implementation of a new competency model increase staff satisfaction and completion compliance and decrease costs compared to the current model?

## Evidence from the Literature

	1	2	3	4	5
Staff given choices in validation method	X		X	X	X
Clinical staff as competency validators	X	X			X
Staff members and key stakeholders identifying competencies	X				X
On-demand or unit-based competencies	X	X			X
Donna Wright's competency model implemented	X	X		X	X
Competency completion rate	↑				
Competency cost	↓				
Staff satisfaction	↑	↑	↑	↑	↑

## Implementation Plan



## Outcomes

	Traditional Competency Fair (2021 & 2022)	On Demand Competencies (2023)
Completion rate on due date	2021: 13% 2022: 59%	58%
Completion rate 4 weeks post due date:	N/A	79%
Completion rate 19 weeks post due date:	N/A	96%
Completion rate at one year	2021: 63% 2022: 88%	TBD

- Increase in staff satisfaction with the competency process as evidenced by small group discussion
- Decreased cost from \$2,330 to \$0
- Decrease in educator's time from 30 hours to 7 hours
- Easier process for make-ups if staff do not complete by the deadline

## Future Direction

- Continue to educate staff on the new process and ensure new staff have a clear understanding of the validation process
- Implement new model in other nursing departments
- Share results of this project with nursing leadership and affiliated hospital

## References



## Acknowledgements

Martha Zepeda, DNP, RN, NPD-BC  
Jennifer Elick, BSN, RN

## Summary of Internal Evidence

Traditional Competency Fair	
Completion rate on due date	2021: 13% 2022: 59%
Completion rate at one year	2021: 63% 2022: 88%



Annual cost of \$2,330 for a competency fair



30 plus hours of an educator's time spent on the validation process

## Recommendations from the Evidence

Deliver a competency process that provides the nurses with the opportunity to identify needed competencies along with a choice in validation method to increase staff satisfaction, decrease cost and increase competency completion rate.