	THE JOHNS HOPKINS HOME CARE GROUP HUMAN RESOURCES POLICY MANUAL	<i>Policy Number</i>	IV-103
		<i>Effective Date</i>	01/01/03
	<i>Subject:</i> COMPETENCY	Revised	11/1/2008

POLICY

Excellence in patient-centered and service-oriented health care services is an integral part of the mission of Johns Hopkins Home Care Group (JHHCG). Exemplary patient care is achieved by ensuring that our employees are well qualified and competent. This competency plan supports our commitment to continuous quality improvement, JCAHO standards, and JHHCG policies and procedures.

The competence of employees is defined by job descriptions; initially assessed during the pre-employment process; new hire/introductory period, maintained through educational updates; evaluated periodically in conjunction with the performance review process; and improved through ongoing education based upon needs assessments, continuous quality improvement findings, and identification of patient needs, including age specific requirements.

PROCEDURE


Job Descriptions

The job description will contain the minimum level of education, experience, certification, licensure, and knowledge required for the position. The Department of Human Resources will perform references checks and primary source verification to ensure compliance.

During the pre-employment process an HR representative will present the employee with the appropriate job description and explain that they will be evaluated based on its contents. A blank copy is signed and placed in the employee's official personnel file and a copy is given to employee. The manager will also review the job description with the employee during the departmental orientation.

Minimally, the manager will review the job description annually during the employee's performance review or whenever significant changes (i.e. promotion, demotion or job content changes) occur. In addition, employees will be informed by their manager of any changes to their job descriptions. The manager will get the employee to sign their new/revised job description and then forward a copy to the Department of Human Resources. Human Resources will place the newly signed job description in the employee's official personnel file.

Contractual and agency personnel are required to meet the minimum required job qualifications, including reference checks. Quality audits will be performed to ensure

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compliance.

Orientation

All new employees will complete mandatory general orientation.

All new employees will receive a department orientation which is an introduction to their work environment, department procedures, job performance expectations, safety and other related information specific to the employee's job, department and JHHCG.

All new employees will be assessed, reviewed and evaluated by the department managers/designees on their abilities to meet the position requirements within their 90-day new hire /introductory period.

The manager is responsible for assuring that department-specific orientation and competency assessment is completed for each new employee prior to the end of the employee's new hire/introductory period. A copy of the department orientation checklist will be sent to the Department of Human Resources attached to the employee's completed 90-day Evaluation for their official personnel file

Annual Competencies, Updates and Retraining


Annual competencies, updates and retraining are required as part of the performance appraisal process. Employees may not receive their annual performance appraisal until all mandatory requirements have been met. The Department of Human Resources reserves the right to delay merit pay increases (without retroactive pay), suspend, or terminate employees who fail to complete annual updates/retraining.

Employees, including agency and contractual staff are required to participate in annual organization-wide safety training updates (Fire, Safety, Security, Emergency Preparedness, Electrical Safety, Hazardous Materials, Infection Control, etc.)

If applicable, employees are required to participate in department specific annual mandatory updates and retraining. Managers are responsible for reviewing regulatory and accrediting requirements to determine the training that is mandated for their department and for scheduling that training.

Ongoing Education

The department manager is responsible for identifying training needs pertaining to

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orientation, in-service, continuing education, and credentialing for JHHCG staff.

Development and learning are encouraged for all employees through the education programs sponsored by our affiliates.

Management and leadership development is provided through workshops offered by Johns Hopkins Health System Human Resources.

Periodic in-services are provided by the department, including education on new procedures or techniques and on the use of updated technology and/or equipment relevant to the care/service provided.

Additional programs that support ongoing education include the Tuition Reimbursement Program and budgeted amounts for seminars, meeting, travel, etc.


Record Keeping

The Human Resources Department will maintain:

- Initial and current verification of licensure/certification and education
- Master position descriptions
- Record of completed new employee orientation
- Probationary and annual evaluations
- Aggregate employee performance data
- Department orientation checklist
- Official personnel files with signed copies of the employee's current job description
- For staff provided through contractual or agency arrangements, the Department of Human Resources will maintain a departmental file, which includes a written job description, validation of reference checks, general orientation checklist and applicable documentation, department orientation checklist and if application, evaluation or assessment reports for each individual.

The Department of Quality Management will maintain:

- Competency assessment checklists
- Employee attendance at organization-wide annual safety-training updates
- Employee attendance at HR sponsored training

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The Department Manager will maintain:

- A current copy of all required licenses and/or certifications for each employee
- Attendance documentation for all required educational programs
- A copy of each employee's job description/performance appraisal
- Initial and ongoing assessment of competency support materials
- Age-specific supports materials (if applicable)
- For staff provided through contractual or agency arrangements, the manager will maintain a departmental file, which includes a written job description and a completed competence assessment, evaluation, or appraisal tool for each individual.
- The manager/designee will be responsible for tracking, maintaining records and ensuring that the organization-wide and department-specific (if applicable) annual requirements are met.

Employee Responsibility

Employees will be subject to disciplinary action if they do not meet any of the following responsibilities.

1. Meet all requirements to maintain the licensure and/or certifications required for their positions.
2. Provide copies of their licenses/certifications and attendance documentation to their managers and Human Resources.
3. Attend all required in-service and mandatory educational programs.
4. Identify barriers to achieving and maintaining competent performance.
5. Actively participate in the ongoing competency assessment and evaluation process.

SPONSOR

Director of Human Resources

REVIEW CYCLE

3 years