

**The Johns Hopkins Health System
The Johns Hopkins Hospital**

**Manager's
Guide
for
Age-Specific
Criteria**



Revised 1998



The Manager's Responsibilities

PART 1: Testing and Recording the Employee's Knowledge

Each employee *who is responsible for either direct or indirect patient care or who is regularly assigned to a patient care unit or area* must demonstrate their knowledge of age-specific criteria. The manager is responsible for ensuring that each such employee is tested for this knowledge.

To help managers do this, there are two (2) different sets of materials. Each set of materials contains a self-learning module(s) and quiz(zes) that apply to particular age groups.

The first set of materials is for '**clinical**' employees (those involved with **direct patient care** such as *Respiratory Therapists, Med Techs, Phlebotomists, Social Workers, Radiology Techs, etc.*).

The second is a *single booklet* for '**non-clinical**' employees (those involved with **indirect patient care**, such as *Security Officers or Environmental Service Workers who are regularly assigned to work in a patient care unit or area*).

For '**clinical**' employees, the manager will **select, copy and distribute** the self-learning module page(s), along with the corresponding quiz(zes) that apply to the specific age group(s) within the employee's scope of responsibility.

For '**non-clinical**' employees, the manager will **distribute** the single booklet which contains a combined age-group self-learning module and 'generic' quiz.

The applicable quiz(zes) must be completed **annually**. Results of the quiz(zes) are to be filed in the department's Employee File *and* must also be recorded as part of the employee's Educational Record.

PART 2: Documenting 'Observed' Age-Specific Competencies

In addition to the above process, the manager will also record the employee's '**demonstrated**' knowledge of age-specific criteria utilizing the **Addendum For Age-Specific Criteria Checklist**. This form will be completed as part of *both* the **Initial Assessment Review** *and* the **Annual Performance Review**.

PART 3: The Manager's Process

1. **Select** the self-study module(s) and corresponding quiz(zes) needed for each staff member (as applicable).
2. **Distribute** copies of the appropriate self-study packets, and the applicable quiz(zes), along with a copy of the **Q&A For Employees** sheet. Give the employee a reasonable amount of time for study.
3. Each employee is expected to complete any given quiz on his/her own and return it to you. Let the employee know that it is acceptable for him/her to refer to the self-learning module when taking a quiz.
4. Score the quiz (answers to 'clinical' quizzes attached. Answers to 'non-clinical' quiz included in booklet) and inform the employee of the results

as soon as possible in order to reduce any anxiety that may result from testing.

5. If an employee fails a quiz, he/she should be given opportunities to re-test. Ask the employee why they think they failed the quiz. Offer additional support needed by the employee in preparing to take the test again.
6. Negotiate the date, time, and place for the re-test. Complete steps 2-5 for the re-test.
7. If the employee fails a quiz after several attempts, a **Performance Plan** and/or remedial help may be necessary.
8. If it is determined that the employee requires **additional remedial learning assistance** in order to pass a quiz, please feel free to contact the **Strategic Learning Center** by calling **Ext. 5-6748**.
9. File the applicable quiz(zes) in the Department's Employee File. Update the employee's Education Record.
10. Complete the **Addendum For Age-Specific Criteria Checklist** at the time of *both* the employee's **Initial Assessment Review** *and* the employee's **Annual Performance Review**.

This sheet, and the **Q&A for Managers** next page), should answer most questions. However, for further info and/or assistance, or to order additional quantities of the self-learning packets and/or quizzes, please contact the Compensation Office of Human Resources by calling Extension 5-6780.



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Age-Specific Criteria



**Q&A
for Managers**

1. As a manager, what should I do first?

Determine which type of self-study packets and quizzes your staff will need. There are two (2) types of self-learning packets and quizzes:

■ **Clinical**

(for employees with *direct patient care responsibilities*)

■ **Non-Clinical**

(for employees with *indirect patient care responsibilities and/or assigned to a patient care unit/area*)

2. Where do I get additional copies of the self-study packets and quizzes?

Contact Human Resources at **Ext. 5-6780**.

3. When are the quizzes to be completed?

Quizzes must be completed **annually** for all employees involved with either **direct or indirect patient care**.

4. Where will the completed quizzes be filed?

Results are to be filed in your department's employee files. It is also important to update the Employee Education Record for each employee.

5. Will we have to do this every year?

Yes.

6. Aren't age-specific criteria already written into the new job descriptions for my staff?

All job descriptions which have been converted to the new Performance Management System make reference to age-specific criteria. However, it is also necessary to complete this

process **each year** as a means to more specifically document the employee's competency with respect to age-specific criteria.

7. Where do I record the quiz scores?

Record the percentage scores directly on the quiz on the bottom right. Then file it in your department's employee file. The results **must also be recorded annually** as part of the employee's permanent Educational Record.

8. What do I do if an employee fails the quiz?

Employees must pass with a minimum score of **70%**. If they should fail, the employee should be given opportunities to re-test. Ask the employee why they think they failed the quiz. Offer additional support needed by this person in preparing to take the test again.

If the employee fails to successfully pass a quiz after several attempts, a Performance Plan may be necessary.

If it is determined that the employee requires **additional remedial/learning assistance** in order to successfully pass the quiz(zes), please feel free to contact the **Strategic Learning Center** by calling **Ext. 5-6748**.

9. How many times is an employee allowed to take the quiz(zes)?

Employees are allowed to take the quiz(zes) as many times as necessary in order to pass.

10. How and when will I begin documenting my 'observations' regarding age-specific criteria on my staff's performance review?

Going forward, managers will need to document (as applicable) each employee's **demonstrated** knowledge and competencies as it relates to age-specific criteria as a regular part of the Performance Review process. This needs to be done both at the time of the **Initial Assessment Review** and also as a part of the employee's **Annual Performance Review**.

Documentation is to be accomplished by utilizing the **Job Description/Performance Review Addendum For Age-Specific Criteria Checklist** (copy attached) at the time of the employee's annual Performance Review.

13. How much time should I give my staff to study and prepare for the quiz?

Learning is highly individualized. Some employees may take longer than others to prepare. Ideally, they should take the quiz when they feel ready. However, all employees with *direct or indirect patient care responsibilities and/or assigned to a patient care unit/area* must take the appropriate quiz(zes) **annually**.

14. What do I do if I have employees who can't read?

Read the quiz to them. Make sure they're comfortable writing "**T**" for True and "**F**" for False on the quiz. (Sometimes non-readers are not familiar with the letters of the alphabet. They may answer orally if necessary).

15. Do employees have to take more than one quiz?

Yes, this is possible. If "clinical" employees interact with a variety of age groups, then they will be expected to take all the quizzes that apply. "Non-clinical" employees will only need to take the single, 'generic' quiz.



Answers to Clinical Employee Quizzes

QUIZ: Neonatal/Infant (Birth - 1 Year)

- All answers are TRUE except #6 and #10

QUIZ: Pediatric (1 - 12 Years)

-includes Toddler-Preschool and School-Age

- All answers are TRUE except #4 and #6

QUIZ: Adolescent (12 - 18 Years)

- All answers are TRUE except #3 and #7

QUIZ: Adult (18 - 65 Years)

-includes Early, Young and Middle Adulthood

- All answers are TRUE except #5 and #6

QUIZ: Late Adulthood (65+ Years)

- All answers are TRUE except #2 and #8

RESOURCES CONSULTED:

Developing Age-Specific Competencies, Channing L. Bete Co., Inc., South Deerfield, MA, 1997.

Johns Hopkins Bayview Medical Center Age Related Competencies, Revised Edition, University of Maryland Center System, Baltimore, MD, February 1996.

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**JOHNS HOPKINS HEALTH SYSTEM
THE JOHNS HOPKINS HOSPITAL
ADDENDUM FOR AGE-SPECIFIC CRITERIA CHECKLIST**

Employee name: _____ Social Security # _____

Position/Title: _____ Department: _____

The above staff member must be able to demonstrate the knowledge and skills necessary to provide care, based on physical, psychological, educational, safety, and related criteria, appropriate to the age of the patients served in his/her assigned service area. The skills and knowledge needed to provide such care may be gained through education, training, or experience. The employee must demonstrate knowledge of the principles of growth and assess data and interpret the appropriate information needed to identify each patient's requirements relative to age-specific needs. The employee must also provide the care/services needed as described in the department's policies and procedures for the following age groups.

Neonatal/Infant (Birth - 1 year)

Pediatric (1 year - 12 years)

Adolescent (12 years - 18 years)

Adult (18 years - 65 years)

Late Adulthood (65+ years)

Demonstrates the minimum knowledge, skills, and abilities for the following patient groups. (as applicable)															
PLEASE CHECK <u>ALL</u> THAT APPLY	Neonatal			Pediatrics			Adolescent			Adult			Late Adulthood		
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
NON-CLINICAL															
Demonstrates knowledge of human growth and development.															
Demonstrates ability to deliver service based on age specific needs.															
CLINICAL															
Demonstrates ability to assess and interpret age-specific data.															
Demonstrates ability to provide age-specific data to the patient and other care givers.															
Demonstrates ability to interpret age-specific response to treatment.															
Demonstrates ability to involve family and/or designated others in decision making related to plan of care.															

This form must be completed and attached to the employee's *Initial Assessment Review* and *the Annual Performance Review*. A negative response on this form will be reflected in the overall performance rating of the individual and may be established as a goal for improvement through such things as additional training and education.

Department Manager Signature: _____ Date: _____



Q&A for Employees

1. Why am I being tested?

In order to deliver the best patient care possible, it is important that we make sure that we are prepared when it comes to attending to the special needs patients have which are related to each patient's specific age group.

2. Who is being tested?

Every employee *who has either direct or indirect patient care responsibilities*, and/or, *who is regularly assigned to a patient care unit or area* will be completing the self-learning module(s) and quiz(zes) for the age group(s) they regularly interact with.

3. When will I be tested?

Your supervisor will share a plan with you which will give you details about when you will take the quiz(zes). However, you will be required to take the quiz(zes) once each year.

4. How will I prepare?

Your supervisor will give you a self-study packet which you can study before the quiz(zes) is taken.

5. Where do I get the self-study packet?

Your supervisor will give you the necessary packet and quiz(zes).

6. How much time will I have to study?

This will be determined by your supervisor.

7. Will this be a take-home quiz?

No. It is necessary that all quizzes be taken on-site.

8. Where will I take this quiz?

This will be determined by your supervisor.

9. What should I do if I don't read or take tests very well?

Privately speak to your supervisor who will work out a plan with you which will help you pass the quiz.

10. What will happen to me if I fail the quiz?

You will work with your supervisor to help you better prepare to re-take the quiz. The quiz(zes) may be taken several times until you pass.

11. Could I lose my job?

Our goal is to provide the support needed to help ALL employees pass these quizzes.

12. What kind of quiz will it be? (Short answer, True/false, or multiple choice?)

All of the quizzes are in the true/false format and have 10 questions.

13. Is it possible I may need to take more than one quiz?

Yes. If you are a 'clinical' employee who provides patient care to more than one age group in your line of work, then you will likely need to take more than one quiz. 'Non-clinical' employees who *do not provide direct patient care* will take only one (1), general quiz.

14. Is this something we'll do every year?

Yes.

15. Can I have someone help me study at home?

Yes.

16. What is a passing score?

You must get 7 statements correct out of the 10. A score of 70% is passing.