



JOINT COMMISSION JEWELS

True or False?

1. The leaders' planning process defines the qualifications, competencies and staffing necessary to fulfill the organizations mission.
2. There exists a personnel policy on staff rights, which contains a mechanism which permits a staff member not to participate in an aspect of patient care if they object to a specific aspect of patient care due to cultural values, ethics or religious beliefs.
3. A policy for all forensic staff who interact with patients under legal or correctional restrictions is available within the TRMC Human Resources manual.
4. Competency may be determined through direct observation of skills, review of documentation or testing.
5. The hospital wide and departmental new employee orientation process provides initial job training and information and assesses the staff member's ability to fulfill specified responsibilities.
6. The competency skills checklist is used as a tool to document that an employee is competent to meet the needs of the patient population(s) served.
7. The hospital provides ongoing training to improve performance through tuition assistance, continuing education, in-service training and seminars.
8. Annual employee evaluations must be completed by March of each year or they will be considered late.

HR and You: A Winning Team

The Trinitas Hospital Department of Human Resources does far more than hire new staff. It is also responsible for functions such as providing support for performance evaluations and job descriptions, keeping abreast of the skills and knowledge required for each job, and providing development and training opportunities for staff. This issue of *Joint Commission Jewels* will provide you with the information about the management of human resources that you need in order to be "Joint Commission-ready" for the survey.

Joint Commission Requirements

A primary goal of the management of human resources function is to identify and provide the appropriate number of competent staff to fulfill our mission and to meet patient needs. All hospital leaders perform these tasks and support the management of the human resources function.

Role of Human Resources

- The role of Human Resources is to provide guidance and support, including development and implementation of organizational policy and practice.
- This role includes **planning, providing competent staff, assessing, maintaining and improving staff competence and promoting self-development and learning.**

Planning:

- The leaders' planning process defines the qualifications, competencies and staffing necessary to fulfill the organizations' mission.

Providing Competent Staff:

- Leaders provide for competent staff either through traditional employer-employee arrangements or through contractual arrangements with other entities.
- An initial assessment reviews applicants' credentials, qualifications, experience, and education. Employee skills/competencies are validated during orientation and annually thereafter.

Assessing, Maintaining and Improving Staff Competence:

- An ongoing, periodic competency assessment evaluates staff members' continuing abilities to perform their job duties throughout their association with the organization.

Promoting Self-development and Learning:

- Leaders create a culture that fosters staff self-development and continued learning.
- Staff members are encouraged to provide feedback about the work environment to leaders.