



## Developing, Measuring & Documenting Employee Competence

### **When:**

Thursday, November 5, 2015

Registration: 8:30 a.m.

Program: 9:00 a.m.– 2 p.m.

Stay on target with Joint Commission competency requirements for meeting patients' needs.

This intensive one-day workshop, presented by Hospital Association of Southern California provides in-depth explanations of the Joint Commission competency assessment standards, detailed examples of compliance, and opportunities for managers to develop and redesign the content of their department competency tools.

### **Where:**

Moseley-Salvatori Conference Center  
Good Samaritan Hospital  
Sycamore Room  
637 S. Lucas Street  
Los Angeles, CA 90017

***Class size is limited to 35 registrants.***

### **Contact:**

Karen Ochoa  
(213) 538-0765  
kochoa@hasc.org

### **Course Objectives**

- Define the components of the competency assessment and measurement process.
- Compare competency skills against the essential duties of a job description.
- Differentiate between competency and a job-specific duty.
- Develop the high-risk, low-volume, or problem-prone competencies for each job description.
- Implement measurement and documentation tools that will meet the Joint Commission requirements.

### **Who Should Attend?**

This program is intended for:

- Ancillary Support Managers/Directors
- Nurse Managers/Directors

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**8:30 – 9:00 a.m.**

Registration/Breakfast

**9:00 – 11:00 a.m.**

- Management responsibilities in meeting the Joint Commission standards
- Joint Commission HR standards
- Competency definition
- Competency assessment process
- Developing job descriptions and competencies

**11:00 a.m. – 12:00 p.m.**

Lunch

**12:00 – 2:00 p.m.**

- Developing job-specific competencies
- Documenting competencies
- What surveyors are looking for
- Common pitfalls
- Keys to success
- Q & A

***Bring a copy of one of your competency tools to the seminar.***

## **About the Speaker**

**Emelda Latham, RN, MS**

**Human Resources Management Consultant**

Emelda Latham, MS, RN, provides human resources consulting services for medium to large hospitals and health care systems in the areas of human resources strategic planning, human resources operations management, merger management, management training, Joint Commission and human resources legal compliance. She has more than 30 years of combined healthcare experience in human resources management, administrative and clinical nursing and management training.

<b>Register Online</b>	<a href="http://events.SignUp4.com/2015developingmeasuringdocumenting"><u>http://events.SignUp4.com/2015developingmeasuringdocumenting</u></a>
<b>Fax Registration Form</b>	(213) 482-8537
<b>Mail Registration</b>	<p>Make check payable to:</p> <p>HASC, Attn: Karen Ochoa  515 South Figueroa Street, Suite 1300  Los Angeles, CA 90071</p> <p><i>Please note program ID # 2175-144-000 on check.</i></p>
<b>Register by</b>	Payment must be received no later than two weeks prior to the program. Valid payment information must be received with your registration.
<b>Cancellations</b>	<ul style="list-style-type: none"> <li>• All cancellations must be requested in writing and confirmed by HASC at least two weeks prior to class start date and will be subject to a \$50 processing fee per cancelled session.</li> <li>• Cancellations received after the two-week deadline and non-attending registrants will be invoiced for the entire registration fee.</li> <li>• Substitutions are accepted at any time for this program but will not be processed until full payment has been received. Fees are non-transferrable for other HASC seminars.</li> </ul>
<b>Tuition</b>	<ul style="list-style-type: none"> <li>• \$250 Association members.</li> <li>• This program is open to members of the Hospital Association of Southern California.</li> </ul>
<b>Special Needs or Questions</b>	For ADA assistance or general registration questions, contact Karen Ochoa at (213) 538-0765 or <a href="mailto:kochoa@hasc.org"><u>kochoa@hasc.org</u></a>

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Good Samaritan Hospital  
637 S. Lucas Street  
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Registration: 8:30 a.m.; Event Time: 9 a.m.—2 p.m.

Register online at: <http://events.SignUp4.com/2015developingmeasuringdocumenting>

*Registration fees include continental breakfast, lunch and meeting materials.*

**\$250 HASC Member Rate**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email (required): \_\_\_\_\_

ACHE Credit (1 hour): The Hospital Association of Southern California is authorized to award 4 hours of pre-approved ACHE Qualified Education credit (non-ACHE) for this program toward advancement, or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

BRN Credit: RN Lic. No. \_\_\_\_\_ (Provider approved by the California Board of Registered Nursing. CEP #970 for 4 contact hours.)

*Cash Back Credit Cards: If the authorized credit card is part of a rewards program that offer cash back or rebate incentives to the cardholder at the expense of the Hospital Association of Southern California ("HASC"), typically through a higher transaction fee, then by signing below the card holder authorizes HASC to charge this credit card the dollar amount of the additional fee.*

Payment Method: MasterCard \_\_\_\_\_ Visa \_\_\_\_\_ AMEX \_\_\_\_\_ Discover \_\_\_\_\_ or Check # \_\_\_\_\_

Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Amount: \_\_\_\_\_

Cardholder Name (please print): \_\_\_\_\_

Cardholder Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Cardholder Phone: (\_\_\_\_) \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

### IMPORTANT REMINDERS

- Registration deadline: **October 29, 2015**.
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Karen Ochoa, 515 South Figueroa St., Ste. 1300, Los Angeles, CA 90071.
- Fax registration form to (213) 482-8537

### CANCELLATION POLICY

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