Methods of Validation

Provided by HealthStream
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Organizations are required to not only determine the level of an employee’s competency but must document how it was verified. Verification methods are used to measure knowledge, skills, judgments and behaviors. No one validation method is sufficient to measure all aspects of a competency. A single method of verification may not effectively capture all areas of knowledge, skills, judgments and behaviors. Multiple methods of validation can be selected to verify ability.

The HealthStream Competency Center (HCC)/HealthStream Performance Center (HPC) enables your organization to choose one of 4 options when working with Methods of Validation:

- Display all Methods of Validation with no pre-selections
- Display pre-selections but allow selections to be modified
- Display and lock pre-selections – additional selections allowed
- Display and lock pre-selections – no additional selections allowed

Current Methods of Validation

- Case Study
- Confidence Based Learning
- Direct Observation
- Documentation Review
- Evidence of Daily Work
- Evidence Submission
- Exemplar
- Inservice Education
- Mock Survey
- Online Simulation
- Peer Review
- PI Data Trending
- Presentation
- Simulation Lab
- Skills Checklist
- Skills Lab/Skills Fair
- Testing - Oral
- Testing - Written

Case Study
A case study involves a detailed examination and discussion of a particular person, group, or situation. Typically individuals are presented with a scenario and are asked to provide their response and/or choices to the given scenario. Case studies are a great way to measure critical thinking skills.

Confidence Based Learning
Confidence-Based Learning is used to measure the accuracy of a learner’s knowledge and their confidence in that knowledge. This can be achieved through an e-learning education program containing content such as tests, like a course or curriculum.
**Direct Observation**
Direct observation is used to verify employees have incorporated and demonstrated desired behaviors in daily practice routine. Typically validation using this method occurs over a period of time, ensuring consistency; it is not validated on a single day. Direct observation can be used to validate critical thinking in real-life situations.

**Documentation Review**
Documentation Review occurs when written communication is assessed. This could be review of chart documentation, for example.

**Evidence of Daily Work**
Evidence of Daily Work is effective for verifying skills that are performed regularly in the scope of an employee’s job. This method should be used for things that can be easily observed within the scope of the person’s job and do not require additional observation or verification. Example: using a piece of equipment or software program daily for a long period of time, without any issues, would be evidence of competence.

**Evidence Submission**
Evidence Submission is supporting documentation supplied by the employee, verifying they have met the organization’s expectations for required skill, judgment or critical thinking expectations. The employee becomes engaged in the validation process and is accountable for supplying the appropriate or required evidence. Example: For patient satisfaction competency, the employee may supply a letter, card or e-mail from the patient acknowledging the employee’s outstanding efforts.

**Exemplar**
Exemplars allow an employee to provide a personal narrative as a verification of competency and to share what was learned from the situation. An exemplar is a story that the employee writes or tells about themselves and a given situation. Example: Tell me about a time you had to discuss a difficult situation with a patient and what you would do differently next time. (This is a form of implied competency. They have to describe not just the situation, but what they would do differently next time).

**Inservice Education**
Inservice Education is used when an individual’s required knowledge is obtained through training that often occurs within a department and/or organization. Example: Vendor offers a training class on new IV poles that will be used in the department.

**Mock Survey (Event)**
A mock survey reproduces the experience employees may expect during a regulatory survey. A mock event is a simulation of a real-world situation. They can be carried out in a real-life setting or an artificial laboratory through simulation. Mock surveys can be used to verify all types of skills. They are especially useful in validating high-risk, time dependent, low volume, and hazardous situations.
**Online Simulation**
Online Simulation is virtual computerized recreations of real-work events. This method can also be useful in validating high-risk, time dependent, low volume, and hazardous situations.

**Peer review**
Peer review is feedback from co-workers who have observed another employee's abilities to incorporate desired skills, knowledge, judgment and critical thinking into daily practice. These behaviors helped drive positive patient and business outcomes. The peer review process can be very powerful and it is supported by the HealthStream Competency Center (HCC) and HealthStream Performance Center (HPC). All parties should be mature and experienced in providing constructive feedback.

**PI Data Trending**
Performance Improvement (PI) data is data that measures the level of compliance toward an expected threshold metric. PI data above thresholds are an excellent measurement of competency by providing a gauge on the achievement of expected patient care outcome, skills or compliance with specific regulatory requirement. PI data below expected thresholds serve as a guide or indicator for the competencies that need to be addressed. PI data above threshold confirm a degree of competency.

**Presentation**
Presentations demonstrate mastery of a topic, skill or procedure. It is an effective validation tool when the employee incorporates evidence-based practice, and measurable elevate the participants level of understanding and incorporation of behaviors into daily practice.

**Simulation Lab**
A Simulation Lab is a safe and supported environment where students are provided an opportunity to participate in real-life scenarios.

**Skills Checklist**
Skills checklists are an appropriate validation method for technical skill proficiency. They are used to verify an employee's skill to demonstrate their ability to follow a sequence of tasks.

**Skills Lab/Skills Fair**
A Skills Lab or Skills Fair is a planned activity or event in which an individual can demonstrate skills or abilities.

**Testing - Oral**
A test measures cognitive recall knowledge. Oral exam: examiner verbally poses a question/scenario to the student; the student verbally responds to the question/scenario that demonstrates their knowledge of the subject.
Testing - Written
A test measures cognitive recall knowledge. This method of validation is verification of the degree or level of knowledge recall through a validated exam.