HealthStream Competency Center™ (HCC) Getting Started Guide

RECOMMENDED PRACTICES FOR LAUNCHING YOUR HCC ECOMPETENCY CENTER AND PERFORMANCE INITIATIVE

HealthStream Competency Center™

Contents

Note: This guide is updated frequently. If you save or print this document, you should frequently cross-reference the date stamp on any local copies with the most current version posted in the Help system.

Welcome to the HCC!

We are delighted that you have chosen the HealthStream Competency Center™ (HCC) to support your organizational competency and performance processes. Like other technology or software programs, the HCC requires careful planning and preparation to ensure the most efficient and effective use of the system.

The *HCC Getting Started Guide* is designed to assist in facilitating a smooth roll-out of the HCC competency/performance platform. The guide is divided into sections based upon HCC functionality, and includes recommended practices, questions to guide your organization's decision-making processes, and checklists to track your progress.

In addition to reviewing this guide, we highly recommend that decisions made along the way are documented. In the event that administration of the HCC is shifted to another employee, the documentation will ensure seamless transition of administrator responsibilities.

Within the HCC, competency assessments and performance evaluations are referred to as assessment templates. This also holds true for the *HCC Getting Started Guide*. Assessment templates represent the paper documents your organization utilizes for the assessments and evaluations. These will now become an automated process.

Important Note

This guide is meant to support your efforts after you have attended HCC New Administrator Training. Other information and actions that are required prior to training will be covered in the *HCC Activation Workbook*, and will be reviewed by your HealthStream Implementation Specialist.

General Considerations

It is important to determine who is on the HCC team and to identify all team members' roles and responsibilities. Typically one department (such as the Education Department) is responsible for the HCC. However, management of the system often becomes a shared responsibility by members from a variety of departments.

Recommended Practices

Assemble the HCC team. The team should include members from the following areas:

- Education, Training, or Organization Development
- Human Resources
- Clinical Staff Development
- Information Systems
- Project Management
- Subject Matter Experts (SMEs), such as a Safety Officer or Epidemiology Nurse

Identify a key or lead administrator. The lead administrator will serve as the key liaison to HealthStream. Be sure that all members of the HCC team know who the lead administrator is so that questions can be appropriately directed. More than one lead administrator may be required.

Identify an executive sponsor. Elicit the support of one or more members of the executive team to help emphasize the importance of the HCC initiative and to assist in moving the project forward.

Conduct an organizational readiness assessment. Assessment items include:

- Computer skill level of employees
- Availability of basic computer training
- Computer availability for HCC access
- Location of computers and printers
- Provision of technical support for employees

Organize regularly scheduled team meetings to track progress and prepare for HCC launch. Regular meetings will keep the project moving forward toward the launch goal.

Document all key decisions. Archiving information around key decisions provides historical context for future administrators.

Establish a mechanism for communicating HCC-related information to employees, managers, other administrators, and the executive team. Ongoing communication is one of the most important keys to a successful launch.

- **Develop an internal marketing strategy.** Find HCC champions within each department to assist in creating a "buzz" around the new platform. Distribute posters, flyers, and other tools to increase awareness. Develop contests to include rewards and recognition for departments that demonstrate improved or 100% assessment completions using the HCC. Set up a workstation or kiosk in a high-traffic area (such as the cafeteria) to provide on-the-fly assistance and demonstration for new users.

- **Start with a pilot program.** Select a few departments (especially ones with supportive staff and management) to pilot the platform. For larger organizations with multiple facilities, consider a single facility pilot or a phased rollout plan. Focus on planning, implementation, and evaluation, and make adjustments as needed before including other affiliations.

Questions to Consider

- Who will participate on the team?
- Who will be the team leader(s) for the HCC launch?
- Who will be the executive sponsor?
- How will employee computer skills be assessed?
- How will hardware needs be determined and by whom?
- What are the best locations for hardware?
- When will the team meet?
- How will decisions be documented and archived?
- How will HCC-related information be communicated?
- How will the initiative be marketed internally?
- How will the pilot program be designed?

General Considerations Checklist

- ❑ Designate team leader(s).
- ❑ Identify an executive sponsor.
- ❑ Identify team members.
- ❑ Assess employee computer skills.
- ❑ Assess hardware availability.
- ❑ Determine hardware locations.
- ❑ Decide if headsets will be provided.
- ❑ Determine a team meeting schedule.
- ❑ Develop a plan for documenting HCC decisions.
- ❑ Draft an internal communications plan.
- ❑ Develop an internal marketing plan.
- ❑ Establish a pilot program.
- ❑ Other: ____

Administrator Management

There are several administrator roles available by default within the HCC. During initial rollout, administrators must be designated, and ongoing administrator management will be required. HCC administrators will be responsible for entering and managing data within the system. They will also have access to confidential student information (for example, assessment scores).

Recommended Practices

- **Key administrators should attend live training with a HealthStream trainer.** A qualified instructor will guide administrators through two days of experiential learning, including individual and group exercises, comprehensive review, and hands-on application. During training, the different administrator roles available within the HCC will be introduced, including the access rights available for each. Key administrators will receive instruction for granting administrator access to others to assist with HCC management.
- **Key administrators should review the descriptions of all available administrator roles (access and privileges) to determine what administrator designations will be needed within the organization.** In addition to the review of administrator roles highlighted during training, a document describing each role is available and included with the HCC training materials.
- **Limit administrator access during initial rollout.** Roles may be expanded as administrator competency is validated. While key administrators are trained by HealthStream, training of additional administrators will be your organization's responsibility. Consider a tiered rollout of new administrators, as key administrators become more comfortable with the HCC. However, your organization may wish to limit administrator access due to the confidential information that will be stored within the system.
- **Administrators, especially those with full access to HCC features, should communicate regularly to discuss platform use, delegate responsibilities, and address questions or concerns.** This will reduce the likelihood of duplication of effort or accidentally undoing/redoing another administrator's work.
- **Always use the *Promote to Administrator* feature when adding an administrator role to a current employee.** Using this feature will allow new administrators to gain administrator access using their student user IDs and passwords.
- **Draft a policy to ensure that terminated administrators are deleted from the HCC.** Consider adding this step to the current information systems checklist for disabling employee access to all internal systems. Remember—inactivating a student does not automatically delete administrator access.

Consider the following recommended qualifications for HCC administrators:

- Possess basic computer skills, including an understanding of Windows
- Ability to use a mouse and keyboard
- Prior experience using Internet-based applications
- Microsoft Word proficiency
- Typing proficiency is recommended, but not required
- Ability to analyze report data
- Excellent customer service skills
- Education and/or Human Resource background is a plus

Utilize the following reports to plan and manage administrators:

- Role Features
- Role Utilization

Questions to Consider

Will additional administrators be required? If yes, who will be designated as an administrator, and to what administrator role(s)?

Who will be responsible for training other administrators?

What will be the target timeframe for training other administrators?

How will administrators be deleted?

Will administrators be responsible for the HLC and the HCC, or the HCC only?

Administrator Management Checklist

- ❑ Review available administrator roles.
- ❑ Determine additional administrator needs.
- ❑ Develop a plan for training additional administrators.
- ❑ Establish a communication mechanism for administrators.
- ❑ Draft a policy outlining how/when administrators will be deleted.
- ❑ Determine who will be responsible for entering and managing system data.
- ❑ Other: ____

Institution Management

The institution and/or enterprise, if a multi-level facility, may require ongoing management to ensure that student demographic information is accurate and current. An essential piece of demographic information is the identification of each employee's supervisor (manager). The correct relationship will ensure that assessment assignments are linked to the appropriate person.

Recommended Practices

Identify an administrator who will be responsible for the overall management of the institution (or enterprise). This responsibility includes mapping new job titles to job categories and checking the Student Import Results report after each data import file is submitted.

Utilize the following reports when managing the institution:

- Student Import Results
- Department Listing
- Department Utilization
- Job Title Listing
- Job Title Utilization
- Organizational Hierarchy (if applicable)

Questions to Consider

Who will be responsible for overall institution or enterprise management?

Who will be responsible for the correct employee/supervisor (manager) relationship?

Who will be responsible for reviewing the Student Import Results report on a regular basis?

Institution Management Checklist

- [ ] Designate the administrator with overall institution or enterprise responsibility.
- [ ] Determine who will be responsible for reviewing the Student Import Results report.
- [ ] Other: ____

Employee Preparation and Management

Employees must be prepared to utilize the HCC for delivery and tracking of their competency and/or performance assessments. They must receive instruction on how to access the system and how to complete assigned assessments. Employees must also learn to troubleshoot and know how to reach technical support, if needed. They should also be advised of policies related to mandatory assessment completions.

Off-site Access to the HCC

Often, new HCC customers have questions about employee access rules, regulations, and policies. Off-site access to the HCC is dependent upon several factors, including the availability of Internet access, connection speed or bandwidth, and compatibility with HCC technical requirements. It is also important to consider human resource implications of time away from work being used to complete assessments.

Recommended Practices

- **Consult a member of the human resources staff (if not already part of the team) when determining your organization's off-site access policy.** You may also wish to include the compliance and/or legal departments in making this decision.
- **Develop a plan for training employees on how to use the HCC.** Engage administrators and department managers in this effort. Begin with the identified pilot group and train employees just prior to their departments or institutions going live on the system.
- **Incorporate a HealthStream Overview into new employee orientation.** Introducing the HCC as part of new hire orientation will position the HCC as a part of the organization's competency assessment and performance evaluation process and will encourage use of the tool.
- **Establish and communicate expectations for employee assessment completions.** Initial HCC training for employees should include expectations for assigned assessment completion. Employees should be encouraged to log into the HCC at regular intervals, and to pay particular attention to assigned assessment due dates. Develop and communicate policies related to compliance with mandatory training and determine if compliance will be tied to performance reviews.
- **Outline a procedure for providing technical support for employees.** Employees will be directed to internal support services if they experience problems when working in the HCC. Designate a support team or identify an individual to whom all employee questions will be referred. Communicate how employees are to contact technical support (for example, email or phone) and the expected response time. Determine how support will be provided on weekends, evenings, and during night-shifts.

Consider how to meet the learning needs of employees who cannot utilize a computer. Consider implications for employees with disabilities. Also consider any language barriers that may exist for employees who do not speak English.

Draft a policy to ensure that terminated employees are inactivated. Consider adding this step to the current information systems checklist for disabling employee access to all internal systems.

Utilize the following reports to manage employees:

- Group Transcript—to include assignment templates (coming soon to HCC)
- Student Listing
- Student Transcript—to include assignment templates (coming soon to HCC)
- Form Status
- Form Delinquency

When creating a Group Transcript report, select the *Include Page Breaks* checkbox to print transcripts for multiple students. This will ensure that each employee's transcript begins on a separate page. Left cleared, the transcripts will appear (and be printed) as a single, ongoing page. This feature will include assignment templates (coming soon to HCC).

Questions to Consider

Will off-site access to the HCC be sanctioned for employees? If yes, then consider the following:

- Will employees be paid for time spent completing assessments?
- How will compensation be determined?
- Will policies be different for hourly vs. salaried employees?
- How will technical support be provided for off-site access?

What policies will be needed regarding student completion of mandatory assessment assignments?

How will students access technical support for the HCC?

How will students with disabilities be accommodated? What about students with language barriers?

What additional information will be needed to meet students' learning needs?

How will terminated students be made inactive in the HCC?

Employee Preparation and Management Checklist

- ❑ Draft an off-site access policy.
- ❑ Draft a policy for completion of mandatory assessment assignments.
- ❑ Determine the consequences for non-compliance.
- ❑ Communicate policies with students.
- ❑ Determine how technical support will be provided for students using the HCC.
- ❑ Plan a training strategy for students with special needs.
- ❑ Draft a policy for inactivating terminated students.
- ❑ Other: ____

Student Group Management

Student groups are designed as a way to efficiently create student assignments and run reports. Profile student group functionality allows student groups to be created based upon specified student criteria (such as department and job title) and will auto-populate with all students who meet all of the criteria for the group.

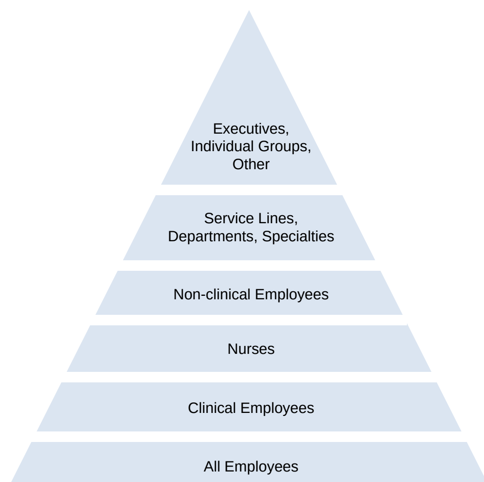
Recommended Practices

Profile student groups should be created by considering who the target populations will be for specific assessment assignments. To create student groups within the HCC, consider the following questions:

- What is the largest target audience to which assessments will be assigned? Most often, this is the entire organization, or all students.
- What is the next largest target audience? This may be all clinical employees, for example.

Use the triangle graphic below to assist in determining which profile student groups will be needed for the organization. Each layer of the triangle represents a student group or groups that will be needed.

Note: This is a sample depiction. Your organization may require more or different student groups to meet specific needs.



Often, new employees require initial competency assessments that must be completed within a defined time period from the date of hire. Profile student groups can be used to separate new from incumbent employees in the system for purposes of creating orientation vs. annual competency assignments.

Use profile student groups to create new hire assignments that will automatically be delivered to new employees (for example, orientation forms). The following procedure defines the steps involved in creating new hire assignments using student groups.

1. Create a profile student group called **New Hire Student Group**. Select the **All Departments**, **All Job Titles**, and **All Job Categories** check boxes to include all departments, job titles, and job categories when selecting students for the group.
2. On the **Select Students to Include** page, enter today's date in the **From** date field in the **Hire/Re-Hire Date** section, or enter the date from which you wish all new hires to be included. For example, if you enter **January 1,2008** in the **From** date field, then only those employees with a hire/re-hire date of January 1, 2008 or after will receive assignments made to this student group.
3. Enter a date in the **Through** date field if you wish to have a new hire student group for each year. You may leave the **Through** date field empty if you want the student group to continually auto-populate beyond a calendar year.
4. Create a group assignment called **New Hire Assignment**.
5. Select the assessment templates that you wish to include in the assignment.
6. Select only **New Hire Student Group** to receive the assignment.
7. BE SURE to select **One-time Assignment** for the assignment type.
8. Give the assignment a relative due date of **X** number of days after the hire/re¬hire date.

Using the procedure described above, all new employees with a hire/re-hire date on or after the date entered in the **From** date field on the **Select Students to Include** page will be added to the student group. After they are added to the student group, each new employee will automatically receive the one-time new hire assignment that will be due **X** days after the employee hire/re-hire date.

Note: This same methodology can be applied to other student groups. For example, you can create another student group called **New Hire – Clinical** using the same hire/re-hire date and also add specific clinical job categories (as opposed to all job categories).

Use profile student groups to create annual assignments for incumbent employees. When creating student groups for incumbent employees, again use the **From** date field of the **Hire/Re¬Hire** date section as a group criterion, leaving the assessment date empty, and making the date in the **Through** date field one day less than the date in the **From** date field for the corresponding new hire group.

Use individual student groups when certain employees do not share any common criteria other than their need to complete the same assessment. For example:

- The institution has a cross-functional performance evaluation that will be assigned to all employees.
- Members include nurses, pharmacists, social workers, counselors, and others.
- Each member of the team must, by policy, complete the annual performance evaluation to serve on the team.
- Create an individual student group that includes each member of the team, and then create assessment templates specifically for that team.

Use the *Hide Student Group* feature to remove unused student groups from the routine search return. Hiding a student group does not remove the student group from the system; it merely places it into the hidden category so it does not appear on routine student group search (the default search setting is **Active**). Hidden student groups can always be retrieved by changing the search setting from **Active** to **Hidden** or **Both Active and Hidden**.

Utilize the following report to manage student groups:

Student Group

Questions to Consider

- What profile student groups will need to be created?
- What individual student groups will need to be created?
- Who will be responsible for managing/updating student groups?

Student Group Management Checklist

- ❑ Create initial profile student groups.
- ❑ Create initial individual student groups.
- ❑ Create profile student groups for new employees.
- ❑ Create enterprise student groups, if applicable.
- ❑ Determine who will be responsible for managing student groups.
- ❑ Other: ____

Competency and Performance Process Management

Your organization may follow certain processes for competency assessments and performance evaluations. The HCC provides online capabilities to replicate these processes and move your organization from a paper system to an automated system.

For the HCC to be configured appropriately, your team will need to make decisions regarding these processes. These decisions will provide an outline to follow as you set up the assessment's workflow and enter key information that is required for each assessment template creation. Some of these requirements are rating scales, permissions, sections, and statement selections. Rating scales are required for the system to calculate an assessment score. Rating scales are associated with the assessment and the sections. Permissions are selected to allow assessment visibility and access to the assessment. Permissions are established to provide a path for the assigned assessment to follow, such as supporting a self-assessment, peer assessment, and assessment approval. Sections may replicate those bolded areas listed on your paper forms such as **Hospital Orientation** and **Performance Expectations**. Statements are linked to the appropriate section and inherit the rating scale associated with that section. All of this information will need to be identified and outlined for any assessment templates to be created in the system.

Recommended Practices

- **Determine the competency and performance processes established within your organization.** The HCC enables your organization to replicate these processes within the system. It is important for the HCC team members to have an understanding of these processes and the authority to make changes as needed.

- **Consult a member of the human resources staff (if not already part of the team) when determining your organization's performance evaluation process.** There may be certain human resource policies that delegate the performance evaluation process. Changes to this process may need to be validated by the organization's administrative representative.

- **Determine assessment permissions (the path the assessment assignment will follow).** Outline the assessment process and establish the workflow according to established requirements. Self-assessments, peer assessments, and assessment approvals may be supported within the system. Visibility of comments and statement ratings may also be supported. These will need to be identified for each assessment template.

- **Multi-facility enterprises may consider reviewing the assessment permissions at each facility.** Often it is discovered that each facility follows a different competency assessment and performance evaluation process. The review may be an opportune time to establish common permissions for all assessments within all facilities.

- **Determine the rating scales utilized within your organization.** The HCC enables your organization to create numerous rating scales within the system. Rating scales may have several rating levels such as **Meets** and **Does Not Meet**. Each rating level will require a beginning (low), ending (high), and default numeric values.

  For example: For the **Does Not Meet** rating level, the numeric values could be: **Beginning Value** (low) = **0.00**, **Ending Value** (high) = **2.00**, and **Default Value** = **1.00**. The default numeric value is the number the system uses to calculate the score. The low and high numeric values provide a range for the overall assessment score. There is also an option to select NA as a level in the rating scale. NA does not provide any numeric score and does not affect the section or assessment score. These rating scales will be applied to sections within each assessment template and will provide statement, section, and overall assessment scores.

- **Determine the sections for each assessment template.** Your organization may wish to replicate the sections that are listed on your paper forms, such as unit-specific competencies or key job responsibilities. There are certain pieces of information that will need to be identified for each section. Sections require the establishment of a section "type". The selections are: text only (not rated), rated not weighted, rated and weighted, and goals. If your organization identifies a weighted importance for each statement, then the associated section will be rated and weighted. The section will require a percentage weight, such as 50%, and each statement will require a percentage weight. The total weight for all statements, within the section, must add up to 100%. The total weight of all sections must also add up to 100%.

  If a section is identified as any type other then text only, it will require the selection of a rating scale. The rating scale will be applied to all statements within the section. The selected sections, along with the associated statements, make up the framework of the assessment template.

Questions to Consider

- Who will review the competency assessment and performance evaluation processes?
- Who will have the authority to make changes to these processes?
- What workflow will be supported for competency assessments and/or performance evaluations?
- Does your organization support self-assessments, peer assessments, and/or assessment approval?
- Will the workflow be standardized or facility-specific for multi-facility organizations?
- Which rating scales and rating levels will be utilized within the HCC system?
- How will the sections be labeled and associated to the appropriate assessment template?

- ? What section types have been identified for each assessment template: rated, rated and weighted, text only?
- ? Which rating scale will be linked to a rated section?

Competency and Performance Process Management Checklist

- ❑ Identify the competency assessment and performance evaluation processes.
- ❑ Determine assessment workflow for each process.
- ❑ Decide which rating scales will be created within the HCC.
- ❑ Decide which section types will be created and assigned to the appropriate assessment templates.
- ❑ Identify the rating scale to be associated with the section type.
- ❑ Other: ____

Dictionary Management

Your organization may have purchased the HCC statement dictionary. The HCC statement dictionary contains approximately 1300 statements. These statements may be customized to reflect your organization's expectations. The changes may be performed by utilizing the copy and edit features located within Manage Competency Assets-Statements.

If the initial rollout planning includes assigning competency assessments, which will include HCC dictionary statements, first determine which statements from the dictionary will be used. The HCC also supports the ability to create individualized statements. Your organization may wish to replicate statements that are listed on paper assessments. This would be performed by accessing Manage Competency Assets-Statements.

There are specific pieces of information that are required when creating a new statement. These include:

- **Statement Name**
- **Statement Description**
- **Behavioral Criteria**: Bullet points supporting the statement description
- **Evidence of Achievement**: Information supporting the behavioral criteria.
- **Statement Category**
- **Resources:** File or on-line documents that provide additional information to the employee (file resources may be in PDF, Word, or Excel format)

Dictionary statements are reviewed and updated on an annual basis. When a new version of a statement becomes available, the version should be reviewed, accepted, and published to the HCC.

Recommended Practices

- **Engage SMEs to review the dictionary statements to determine which statements will be assigned.** The dictionary statements will be loaded into your organization's HCC site. Once loaded, the SMEs will need to be given access to the dictionary. This access may be view only or full access to add, copy, and edit statements. This access may be a temporary privilege. It is recommended that the SMEs be familiar with the orientation and/or performance assessment content presently utilized within the organization as it may be necessary to cross reference this information with statements in the dictionary.

- **Determine which statements will be assigned to each audience.** For example, determine which statements go to all employees, all clinical employees, all non-clinical employees, all nurses, etc. This will determine the assessment content and structure.

Consider assigning orientation competency statements to new employees, annual competency statements to incumbent employees, and performance statements to all employees. This will ensure that all new employees are assigned the appropriate competency statements that outline the orientation process. The incumbent employees may be assigned annual competency statements that reflect job title and/or department specific issues, for example, Restraints. Performance statements are often the same for all employees or may be specific to the employee's job role.

Multi-facility organizations may wish to consider standardizing the organizational statements and assigning them to all employees. If a statement requires customization for each facility, consider utilizing the Manage Competency Assets-Statements copy/edit feature to add facility-specific information to a statement. All edited statements will include the name of the person making the edit as well as the date the edit was completed. This provides tracking information should the statement require a review.

Questions to Consider

- Who will review the dictionary statements?
- Which statements will be assigned to each internal audience?
- When will orientation competency statements vs. annual competency statements be used?
- When will performance statements be used?
- How will enterprise-wide statement selections be made (if applicable)?

Dictionary Management Checklist

- [ ] Identify SMEs to review and edit dictionary statements.
- [ ] Determine statement assignments for each internal audience.
- [ ] Decide which competency statements will be assigned for orientation and annual assessments.
- [ ] Determine which performance statements will need to be created and assigned.
- [ ] Draft a policy for creating and selecting enterprise-wide statements (if applicable).
- [ ] Other: ____

Resource Management

Administrators may enhance a dictionary statement by creating and linking a file and/or online resource. File resources may be information presently kept on your organization's intranet. These may include policies, procedures, manufacturers' guidelines, articles, or checklists. A file resource must be formatted as PDF, Word, or Excel to be utilized within the HCC. You may also link online content by including the URL when creating the resource. Employees will access the document by clicking on the icon when viewing the statement. SMEs may be engaged to review and associate the correct resources to each statement.

Recommended Practices

- **Review the resources available within the organization.** Resources may be kept in numerous departments and in various formats. It may be necessary to review each resource and make necessary updates to reflect current practices. SMEs from the education and human resource departments may provide assistance and guidance during this process. It may also be necessary to change the resource format to PDF, Word, or Excel.
- **Determine who is responsible for selecting and creating the resources within the HCC.** This responsibility may be assigned to an education instructor or a human resources representative. The person(s) selected will need access to the system to perform this task.
- **Determine who is responsible for mapping the resources to the statements.** This responsibility may be delegated to SMEs who are more familiar with the resource content. The person(s) selected will need access to the system to perform this task. It may require more than one person if your organization has numerous resource files.
- **Determine who is responsible for updating resources.** Resources may require updating as practices and policies change. These changes will be reflected in both the original version as well as the online entry.

Questions to Consider

- Who are your internal SMEs?
- Who will be responsible for selecting and creating the resources in the HCC?
- Who will be responsible for mapping the resources to the statements?
- Who will be responsible for updating the resources?

Resource Management Checklist

- ❑ Identify internal SMEs for resource review.
- ❑ Determine who will be responsible for selecting and creating the resources.
- ❑ Determine who will be responsible for mapping the resources to the statements.
- ❑ Determine who will be responsible for updating the resources.
- ❑ Other: ____

Assessment Assignments Management

The HCC provides an efficient tool for delivering assessment assignments by utilizing the individual or group assignment feature. Refer to the *Student Group Management* section for additional information.

Recommended Practices

- **Plan assessment assignments carefully.** Consider what assessment template is appropriate and/or required for each target audience. Similar to student groups, the triangle depiction may be helpful to plot out assessment assignments.

- **Establish an assessment template naming convention that is standardized across the facility and allows for easy searching.** The system requires that each assessment template contain a name and description. Once the assessment template is published it will become available for assignment. Consider including the following when naming your assessment templates:
  - Date of assignment creation (2008 Annual Performance Appraisal)
  - Target audience (RN/ICU Orientation)
  - Theme or content category (New Hire 90 Day Assessment)

- Use the following template when creating an assessment:
  - Assessment Name and Description: 2010 Performance Evaluation
  - Assessment Instructions: Specific information for completing the assessment
  - Assessment Permissions: The workflow of the assessment and visibility to those assigned the assessment
  - Rating Scale: To provide the overall assessment score
  - Sections and applicable type: Text, Rated, Rated and Weighted, or Goals
  - Rating Scale for each section: Will be applied to associated statements)
  - Statements: Select statements for each section
  - Risks and Methods of Validation: May be selected for each statement or one statement in each section and applied to all

- **Consider that all assessment templates may be associated with a category.** This is not a requirement but does provide another option when searching for the templates.

- **Consider that each assessment template may follow a different permission workflow.** Assessment permission workflows provide the template with the appropriate pathway (for self-assessments, peer assessments, and assessment approvals).

- **Determine the naming convention for your assessment templates.**
  Assessment templates may be assigned using specific student groups. Name the templates in familiar and recognizable terms. This will help when searching and making the student group assignments.

  Example: 2010 Annual Performance Appraisal may be assigned to all employees within the institution. This would require one student group and one group assignment.

- **Determine which sections will be created for each assessment template.**
  The sections will apply identified information to the associated statements. This may include a rating scale and weights if this type of section was created.

- **Determine which assessment content will be appropriate for all employees.**
  The HCC provides a copy feature that will allow administrators to create assessment templates to a certain level and then copy for repeated use. The assessment template is created and populated with sections and statements that are to be assigned to all or many employees. The assessment template is copied, renamed, and saved (not published).This provides the administrator with the ability to create once and copy as needed. Once completed, the assessment template is published and available for assignment.

Questions to Consider

- What will the assessment template naming convention include?
- What instructions will be included on the template?
- What permissions will the assessment template support?
- What rating scale will be selected for the template and sections?
- What sections and statements will be included on the template?
- Will you be creating a generic assessment template that applies to many employees?
- How will the assessment templates be assigned? Individually or by groups?

Assessments Assignment Management Checklist

- ☐ Determine the assessment template naming convention.
- ☐ Determine the assessment template permissions (workflow)
- ☐ Determine the rating scales that will be applied to the template and sections
- ☐ Identify sections and statements that apply to all/many employees.
- ☐ Determine if the template will be assigned to individual employees or to a group of employees
- ☐ Other: ____

Assessment Assignment-related Reports

To track student completion of assessments that have been assigned (have a specified due date) use the HCC Reports.

Recommended Practices

Understand the meaning of various assessment states:

- **Evaluate:** The assessment has been assigned and the rater, employee, and peer(s) are in the process of rating the assessment. Once completed, the assessment is submitted and moves to the rater (manager/supervisor) for review. The rater (manager/supervisor) can modify the assessment and then submits the assessment to the next state.
- **Review:** The assessment has been rated and moved to review by the rater. The rater (manager/supervisor) and the employee review the assessment (which can be done in either the Evaluate state or the Review state. This review can be completed together or remotely (if your organization allows). After all necessary changes are made to the assessment ratings and comments, the employee and rater will sign off on the assessment. Before sign-off, the rater (manager/supervisor) can select statements to move to a reflective plan.
- **Closed:** The assessment has been signed off by the appropriate personnel and the system has closed it. If a reflective plan was generated during the review state, closing the assessment will activate the plan assignment.

When seeking information about assessment assignment states, use the HCC Form Status Schedulable or Drill-Through reports. These reports will provide a listing by department, manager, assessment, and student with the assessment state: Evaluate, Approval, Review, and Closed. A date range is also required.

Determine how report data will be routed and shared within the organization. Provide key individuals with the HCC Reporter administrator role. Add key recipients to the e-mail distribution list for scheduled reports, or PDF and send pertinent reports via e-mail attachment.

Establish expectations for employee completion. Be sure employees know the organization's policy regarding completion of mandatory assessment assignments and the consequences for non-compliance.

Questions to Consider

- Who will be responsible for running and analyzing assessment assignment-related reports?
- What key stakeholders will require access to report data?
- Who will enforce the assessment completion policy?
- Which reports will be scheduled for auto-generation?

Assessments Assignment-related Reports Checklist

- ❑ Designate those responsible for report generation and analysis.
- ❑ Conduct training for those responsible for reports.
- ❑ Determine who will be responsible for enforcing the assessment completion policy.
- ❑ Other: ____

Conclusion

Once again, thank you for choosing HealthStream as your partner in competency and performance management! We hope you find this tool helpful as you plan your rollout of the HCC.

For additional information, contact HealthStream Customer Service at 800.521.0574, or if available, your internal HLC Support Staff.

Notes