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Healthcare Workforce Solutions

Empowering Clinical Excellence Through Innovative Competency Development

Sept. 9 2025

PARKVIEW HEALTH

American Hospital Association

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Your Presenters

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Parkview Health

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PARKVIEW HEALTH

Not-for-profit community healthcare system serving northeast Indiana and northwest Ohio

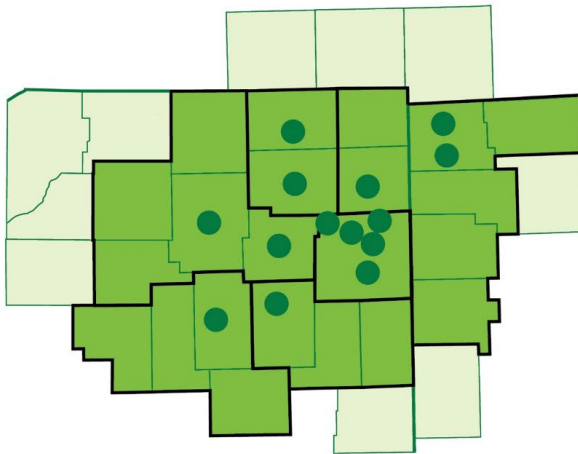Parkview Health System was incorporated in May 1995

16,000+ co-workers

1,200+ employed physicians and advanced practice providers

>200 physician group locations (including clinic locations)

22 counties in northeast Indiana and northwest Ohio

14 hospitals 1,287 total beds

Service area population

1.36M

3,994,000+ Patient encounters (2024)

Healthcare's Quality Challenge

Procedure-Based Assessments

- Mix of regulatory requirements (fire and safety) and skills-checklist
- Reliance on preceptors alone to teach clinical decision-making

Variation in Assessment and Performance Validation Approaches

- Reliance on educational, content-driven approach
- Lack of standardization across a system or across the organization

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Healthcare's Efficiency Challenge

Lack of Transparency in Competency Performance

- Manual paper-process

- Documentation typically occurring at the end of orientation

- Inability to see competency progress & performance across the workforce

Time-Based Onboarding

- Lack of customization based on the individual's capabilities and performance

- Focus on time and not on acquisition of competencies and skills

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Competencies
Going Beyond a Skills Checklist

Competency

"An expected level of performance that integrates knowledge, skills, abilities, and judgment"

- ANA Scope and Standards of Practice

We must elevate practice beyond regulatory compliance and procedure-based skills checklists

Clinical Competencies

Procedure-Based Skills Checklists

Regulatory Compliance

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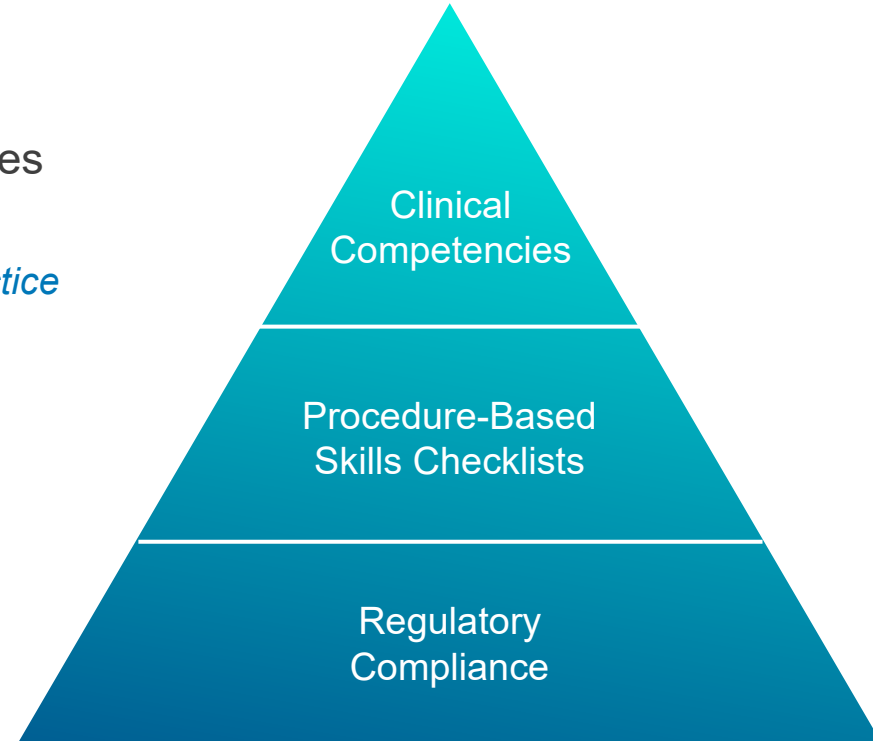
Problems To Be Solved

- **Accessibility of data**
  - For internal performance management
  - For regulatory reporting and surveys

- **Standardization**
  - Ability to update information once and deploy to all similar units

- **Scalability**
  - Supporting the organization's growth

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Best Practices for Adopting a Digital Solution for Competency Management

Strategy Alignment

Ensure the solution supports strategic goals to maximize program impact

Workforce Engagement

Involve staff early to build buy-in and boost effective use of the solution

Efficiency & Automation

Emphasize features for streamlining workflows and improving competency management process

Data-Driven Insights

Apply analytics insights to guide decisions and tailor competency development to evolving patient care needs

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Competency - Based Clinical Development Strategy

- **Evidence-Based Clinical Competencies**
  - Integration of regulatory requirements, scope and standards of practice, and quality initiatives
  - Competency structure to support clinical decision making and development of clinical judgment
  - Foundational nursing competencies and specialty-specific competencies
  - Standardized where required and customizable where needed
 - Meet the needs of new graduate nurses, experienced nurses, and current nursing workforce

- **Competency Management System**
  - Preceptees know exactly how they are performing
  - Preceptors have a standardized method of assessing and validating performance
  - Leaders have insights on their workforce's performance
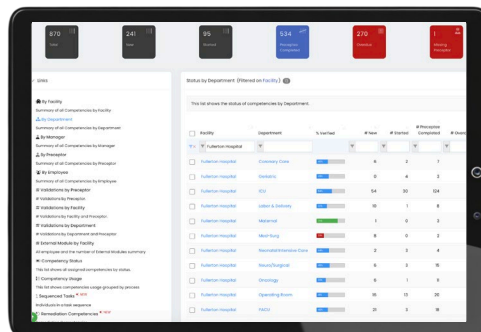
Process Efficiencies

Nurse Managers

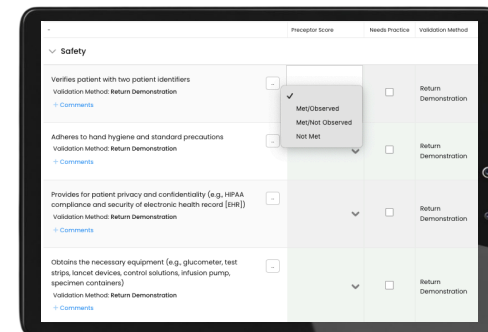**Data-Driven Insights for Early Intervention**
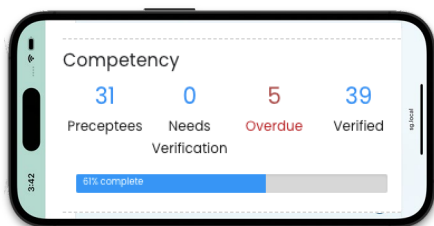
NPD Specialists

Scalability Across Systems Reduces Redundancies & Variation

Preceptors

Transparency in Expectations Enhancing Overall Productivity

Workforce Intelligence

Transparency of performance

- Regulatory body requirements

- Performance of new graduate nurses during onboarding

Accelerating onboarding

- Connecting knowledge to knowing

- Building foundational skills and developing critical thinking

Future Trends and Call to Action

Future Trends

- Data-driven strategies assist in sharing the future of the workforce

- Continuous learning and development is critical to meet the needs of the workforce

Call to Action

Adopting a digital solution for competency management will help ensure organizations remains agile, competitive, and ready to seize new opportunities. Together, we must lead the way in building a future-ready workforce that drives innovation and success

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