

USING THE CORE COMPETENCIES

The identification of core competencies creates an essential foundation for preparing and further developing a workforce to deliver integrated care. These competencies can be used to further that agenda in multiple ways.

Shaping Workforce Training

Competency sets are a reference point for educators who are designing and delivering a training curriculum. This set of competencies on integrated care can be used to identify the need for training courses and can shape the content of such courses. It can be used to update and expand the focus of existing courses, to design continuing education events, and to select topics for in-service education within healthcare organizations.

Informing Job Descriptions

The competencies can be used to develop or update job descriptions and duties for positions within settings where integrated care is delivered. Lack of role clarity is a prime driver of dissatisfaction with and turnover in healthcare positions. Greater clarity in job descriptions and job roles can help improve employee satisfaction and retention.

Employee Recruitment

These competencies in integrated care can be used in the recruitment process to educate prospective employees about the nature of the work, since “realistic job previews” tend to decrease the frequency with which candidates are offered and/or accept jobs for which they are not well suited. Similarly, the competencies can be used to assess the qualifications of job candidates, both during a review of applications and during the interview process.

A Guide to Orientation

The integrated competencies can be used as a guide to orienting new employees to their role and responsibilities in the delivery of integrated care. Supervisors and employees can jointly review the competencies and discuss the employee’s perspective on areas where additional training and mentoring may be beneficial.

Performance Assessment

Competencies should be the foundation on which assessments of performance are based. These competencies on integrated care can be incorporated into employee self-assessment tools, 360-degree evaluations, and formal performance reviews used within healthcare organizations.

Shaping Existing & Future Competency Sets

There are many existing competency sets that have been developed for the health professions, for the direct care workforce, and for peer support workers. The integrated care competencies identified in this document can be used by the developers of existing competency sets as a benchmark for assessing the extent to which those other sets adequately incorporate content regarding integrated care. Those sets can be updated based on such a review and new competency sets under development can draw from the information within this report as well.