

THE UNIVERSITY OF MICHIGAN HOSPITALS AND HEALTH CENTERS PERFORMANCE MANAGEMENT PROCESS
HOW DO WE ASSESS COMPETENCY AT UMHC?

WHEN	HIRING & SELECTION TRANSFER	ORIENTATION	ONGOING PERFORMANCE	DEVELOPMENT & PERFORMANCE IMPROVEMENT
WITH WHAT	Job Description * Education Experience Primary Source Verification Documentation ** for Certification/Licensure/ Registration Position Competencies Technical Organizational Job Specific	UMHHC Orientation (MTV) Mission Vision Values Goals Organizational Competencies (Fire/Safety, Critical Incident, Patient Safety, and Corporate Compliance) Departmental/Unit Orientation Orientation Checklist * Unit Orientation Documentation * Job Specific Training Competency Orientation Assessments ** of: Population Specific Age Specific Job Specific Unit Specific	Individual Performance Planning & Evaluation * Individual Competency Assessments **	Education & Training * Continuous Learning *
METHODS	Interview Resume Reference Checks Primary Source Verification Criminal Background Check Health Screening	Mentoring Shadowing Training (1-1, Classroom) Testing Observation Precepting	Performance Evaluation Mandatory Testing (MLearning) Job Specific Competency Assessment	In-Service Learning Resources Classroom Training Focused Training Mentoring
TIMEFRAME	Upon Hire, Transfer or Expiration of cert/lic	MTV Department Orientation within 2 weeks of hire or transfer	Annually for evals & testing Competency Assessments determined by unit or unit-specific schedule	Ongoing

* Blue folder documentation

** Blue folder documentation required for patient care workers