# Competency Matrix

**The University of Michigan Hospitals and Health Centers Performance Management Process**

**How do we assess competency at UMHHC?**

<table>
<thead>
<tr>
<th>WHEN</th>
<th>Hiring &amp; Selection</th>
<th>Orientation</th>
<th>Ongoing Performance</th>
<th>Development &amp; Performance Improvement</th>
</tr>
</thead>
</table>
| WITH WHAT | Job Description *  
Education  
Experience  
Primary Source Verification Documentation ** for Certification/Licensure/Registration  
Position Competencies  
Technical  
Organizational  
Job Specific | UMHHHC 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

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