Analysis on Literature review on competency mapping for nurses in healthcare

NaliniDevi.S*, Dr.N.Panchanathan**
*Research Scholar, **Registrar Annamalai University

I. Introduction

Organization performance depends on the quality of the employees. Competency mapping helps the employer as well as the employees to face the competition and to design their career planning. Competency means a standard set of requirement for an individual to perform specific job efficiently. Competency is a mix of knowledge and skills to perform a particular job effectively and efficiently. This proves by Faerman, Thompson, and McGrath (1990) indicated that competencies were associated with knowledge and skills for implementing certain assignments or projects effectively. Competency mapping is a process through which one assesses and determines one's strengths as an individual worker and in some cases, as part of an organization. On doing this mapping Managers and employees are benefited in various ways such as in improving the accuracy of selection process, Easier communication of performance expectations and identifying the behavioral standards of performance excellence and Enhance the clarity on career related issues. There are various steps involved in the process of competency mapping in the initial step job analysis is conducted, using the result to frame competency based job description. Based on this mapping is done for all the human resource and at the final stage it is found that an individual will know where they stand and the gap between the individual level and organization level of expectations and thus a training program is determined. This study is based on competency mapping for nurses and how their skills and knowledge helps in assisting the patients.Klein, T., Kaplan, L(February 2010) have found in their study under Prescribing Competencies for Advanced Practice Registered Nurses A study was conducted to confirm competencies that could be adopted to prepare APRNs for prescribing. Prescribing competencies can serve as the foundation for evidence-based legislation, and regulation by state boards, which could allow APRNs to reach their full potential. Because of the increase in the disease in the recent days competencies identification has become a top priority in order to serve the society. As a conclusion we can understand the effectiveness of competency mapping in healthcare sector for nurses.

II. Objectives of the study

1. To understand the general role of nurses.
2. To learn the impact of competency mapping on nurses
3. To know the benefits of competency mapping in improving the quality of the healthcare.

Competency mapping is a process an individual uses to identify and describe competencies that are the most critical to success in a work situation or work role. In recent trends of human resource management it emphasis more on the competency mapping which helps in improve the job performance. According to the Analysis on Literature Review of Competency Su-Chin Hsieh, Jui-Shin Lin, Hung-Chun Lee October 2012 it proves that Current trends in human resource management place emphasis on the development and application of the term competency particularly the important role it plays in improving job performance which in turn achieves heightened organizational competitiveness (Velde, 2001; Cardy&Selvarajan, 2006). Competency mapping will be an effective one if only there is proper support from the management side since it involves the involvement of the entire organization growth and development. Dr.Y. Nagaraju and V. Sathyunarayana Gowda has stated in their paper A Study of employee Competency Mapping strategies at select organizations of Bangalore has stated that Smita Nigam, Poonam Pandey, Dhruv Kumar Pandey et al., (2009) in their research paper entitled ‘Competence Mapping: An Innovative Management Practice Tool’, expounds that employee competency mapping is one such innovative practice that is widely being used by organizations today. Competency mapping is about assessing the value of human capital and its development. Care needs to be taken to ensure the involvement of the entire organization. The need to map and monitor the competence is perceived by most organizations as a tool to add value to their key resource areas as observed by the authors.
Need for competencies: In current era the business has become globalized, there is a transfer of competition from efficiency to innovation. Hence the Management needs to be oriented towards the strategic use of human resources. Competency mapping is a field of developing competencies which is growing fast with administrative management in businesses and agencies worldwide. One important reason to collect data and build competency models is that they are powerful decision-making tool. Competency mapping for nurses: competency mapping is referred as a systematic method that is applied in healthcare settings to determine the core actions and readiness in case of emergencies for the healthcare providers especially in case of nurses who attends to the patients initially. The effectiveness of competency mapping reflects everyday in the working procedure of the nurses and can be formulated through the initiative of the nurse to provide the concept of their work (Mc Ada,2003). Public Health Nursing Competencies are the integrated knowledge, skills, judgement and attributes required of a public health nurse to practice safely and ethically. Attributes include, but are not limited to attitudes, values and beliefs. (Canadian Nurses Association Code of Ethics, 2008). A nursing competency should be available with skill and knowledge which they have to apply to the society even in case of emergencies without direct supervision. In the article of Competencies: A competency framework for nurses working in Parkinson’s disease management it states that a nurse is competent when (s) he possesses the skills and abilities required for lawful, safe and effective professional practice without direct supervision. Yaowalak Jitlakoat (Oct. 2005) has mentioned in the article The Effectiveness of Using Concept Mapping to Improve Primary Medical Care Nursing Competencies among Fourth Year Assumption University Nursing Students The purpose of mapping nursing practice in nursing education is to have students develop critical thinking skills; that is, assess the patient, gather information from the literature, select relevant points, relate all of this information to the care of the patient, and illustrate the information graphically.

III. Role of nurse

1. Care taker:
The caregiver role has traditionally included those activities that assist the patients physically and psychologically while maintaining the patient’s pride.
2. Good Communicator:
Communication is an integral to all nursing roles. Nurses communicate with the patients, other health professionals, and people in the community. In the role of communicator, nurses identify patient’s problems and then communicate these orally or in writing to other members of the health team. According to Berry, J.A Nurse Practitioners (NPs) spend more than two thirds of patient-encounter clinical time in intrapersonal communication Nurse Practitioner/Patient Communication Styles in Clinical Practice
3. Teacher:
As a teacher, the nurse helps the patients to learn about their health and the health care procedures they need to perform to maintain their health.
4. Client advocates:
Client advocate acts to protect the patients. In this role the nurse may represent the patient’s needs and wishes to other health professionals, such as communicating the patient’s wishes to the physician.
5. Counselor
Counseling is a process of helping patients to recognize and cope with stressful psychological problems, to develop interpersonal relationships, and to promote personal growth and support to the patients.
6. Leader
A leader influences others to work together to accomplish a specific goal. The leader role can be used at different levels; individual patient, groups of patients, colleagues, or the community. Effective leadership is a learned process requiring an understanding of the needs and goals that motivate people, the knowledge to apply the leadership skills, and the interpersonal skills to influence others.
7. Manager
The nurse manages the nursing care of individuals, families, and communities. The nurse manager also delegates nursing activities to secondary workers and other nurses, and supervises and evaluates their performance.
8. Nurse administrator
A nurse who functions at various levels of management in health settings; responsible for the management and administration of resources and personnel involved in giving patient care.
Impact of competency mapping among nurses: It brings about changes in various ways among nurses like,
1. Recruitment & Selection
2. Performance Management System
3. Training and Development
4. Compensation Management
5. Provide development tool and methods for enhancing their skills

Benefits of competency mapping: Competency mapping is a process which identifies the key competencies for a particular position in an organization using it for job-evaluation, recruitment, training and development, performance management, succession planning, etc. As a result of competency mapping, all the HR processes like talent induction, management development, appraisals and training yield much better results. The competency mapping process needs to be strongly integrated to help companies “raise the bar” of performance expectations. (Dr. P. Suguna * T. Tamil Selvi Competency Mapping – A Drive for Garment Firms in Tirupur District)

1. Improvement in Performance of the employees which enables the nurse to serve the society better.
2. Training that is focused on Organizational objectives can be accomplished on fixed time.
3. Employees know directly what is expected from them by the patients as well as from the management side.
4. Once the gap is filled by the proper training the Talent nurse are retained.
5. Help to properly utilize and manage HR which in turn reduces the cost of investment from the management side.

IV. Conclusion

Competency Management groups all methods and instruments used in a company to systematically assess current and future competencies required for the work to be performed, as well as to assess available competencies. Competency Management is seen as the future of management as well as to the individual because it enables organizations to succeed in various business environments. Based on the above discussion it is clearly understood about the competency mapping, the need and the impact of the competency mapping on the nurses.

References