

MODEL

IN-HOME AIDE SERVICES COMPETENCY TESTING TOOLS

Effective Date: July 1993

Background Information
for Using the
In-Home Aide Services Competency Testing Tools

In December 1991, the North Carolina Department of Human Resources (DHR) implemented uniform service standards for the delivery of In-Home Aide Services operated under the auspices of various DHR Divisions. In-Home Aide Services are comprised of four levels which are based on the complexity of home management and/or personal care tasks provided. For more information regarding competency requirements, please refer to your copy of the In-Home Aide Services standards.

The Department of Human Resources was asked by service provider agencies to develop tools to test and document aide competence. The In-Home Aide Services Competency Testing Tools which follow were created in response to that request. Provider agencies may use the tools to determine if an in-home aide has adequate skills and knowledge to perform individual tasks and the level of service assigned. Since use of these particular tools is not required, agencies may also use these tools as a model for developing their own competency testing tools.

The Competency Testing Tools correspond to the four levels of the In-Home Aide Services standards. The tool for each level includes "demonstrated skills" and related knowledge questions. The skills to be demonstrated are representative of the tasks which may be performed at that level of service. The knowledge questions ascertain an aide's general knowledge of issues and content information related to the level of service provided.

It is up to the agency to determine whether an aide's performance on the test demonstrates competence. To make this decision, the provider must determine which procedures within each demonstrated skill or area of knowledge are critical to the competent performance of the task or service. The knowledge test may be administered orally or in written form. Note that for an aide to be competent to perform some tasks, such as identifying medications for a visually impaired client or assisting an illiterate client with paying bills, the aide must be able to read and write at a level necessary to carry-out these assigned tasks properly. Since the tasks included in the task listings for the service standards are not all inclusive, agencies will need to verify competency for any task not included in these testing tools. Due to the incremental nature of the design of these tools, the section for Level III Personal Care will not meet competency testing requirements for Nurse Aide I Registry.

The content of the individual skills and knowledge questions has been verified through a review of professional publications and by the expertise of home care professionals who field tested the Competency Testing Tools.

Please note that your funding source may not cover all of the tasks described in the test. Contact the appropriate state Division which administers the funding source(s) used if you have questions regarding covered tasks/services: Division of Aging (919-733-3983), Division of Medical Assistance (919-733-3945), Division of Social Services (919-733-3818), or the Division of Services to the Blind (919-733-9822).

It is the intent of these In-Home Aide Competency Testing Tools that the contents be used as a means of evaluating the competence of individuals to provide In-Home Aide Services at each of the levels described in the In-Home Aide Services Standards.

Development of the Competency Testing Tools, with the step-by-step approach to the evaluation of each task, has been a coordinated effort by individuals representing various agencies responsible for the administration and provision of In-Home Aide Services in North Carolina.

It is the responsibility of each agency utilizing this instrument to assure that qualified evaluators are employed. Documentation of each evaluator's qualifications should be maintained by the agency providing competency testing.

Developed by: North Carolina Division of Aging
North Carolina Division of Medical Assistance
North Carolina Division of Services for the Blind
North Carolina Division of Social Services

The staff from the Divisions express their sincere appreciation and gratitude to the Advisory Committee for Competency Testing and the fourteen field test agencies who volunteered their time and expertise to make these tools possible.

Consultation: - Advisory Committee for Competency Testing

- Columbus County Department of Aging
- Commission of Indian Affairs
- Community Care , Inc. (Greensboro)
- Craven County Department of Social Services
- Division of Services to the Blind Areas III and IV
- Durham County Department of Social Services
- Interim Health Care (Whiteville)
- Mecklenburg County Department of Social Services
- Moore County Department of Aging
- Person County Council on Aging
- Senior Citizens Services of Pender County
- Stanly County Senior Services
- The Right Staff, Inc. (Chapel Hill)
- Union County Department of Social Services