HEALTH WORKFORCE SKILLS ASSESSMENT:

Supporting health workers achieve person-centred care

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OVERVIEW

Feasibility Study on Health Workforce Skills Assessment*

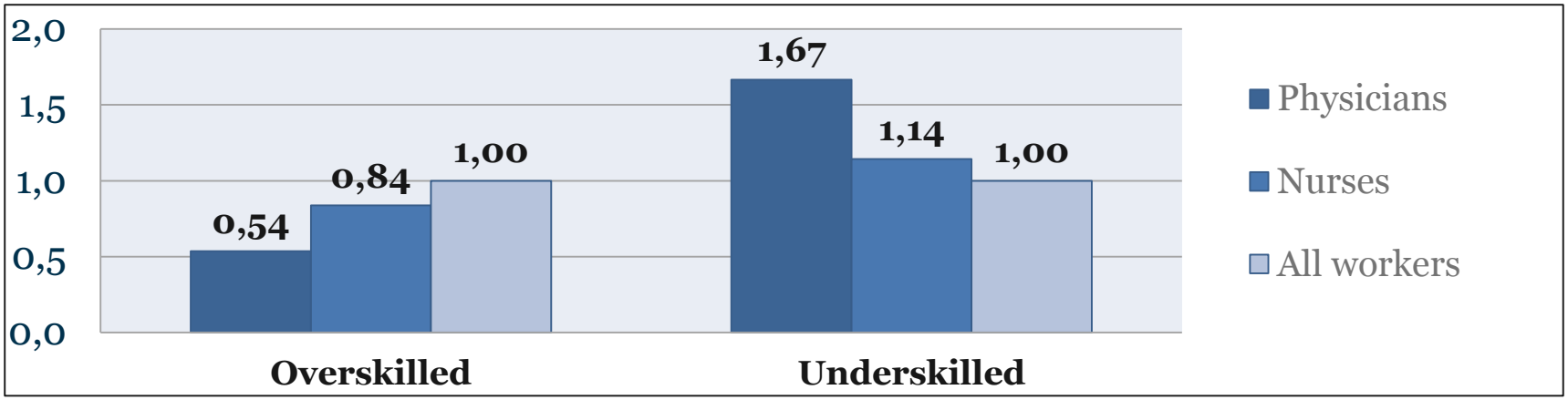
- **Why** do we need new skills assessment initiative?
- **What** skills are demanded in a person-centred care?
- **How** can we measure skills?

* This study was funded by the European Commission under EC Grant # 2015 5302.

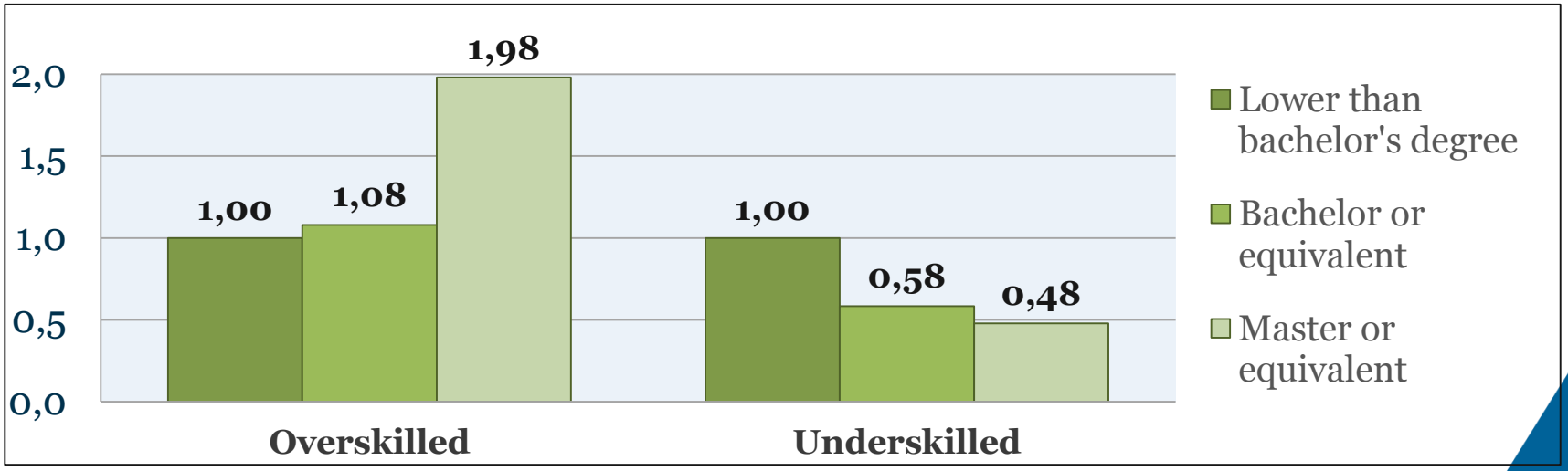
Case for transforming health workforce skills – what is the evidence?

Skills mismatch of physicians, nurses and all workers

(Multinomial logistic regression, odds ratios)



Skills mismatch among nurses by level of education



Source: PIAAC 2011-2012

Potential performance losses due to skills mismatch

Emerging evidence of how skill mismatch leads to performance issues - **low quality of care, poor patient outcomes, low productivity**

- Poor communication with patients
- Ineffective teamwork
- Ineffective use of technology
- Using high wage workers for routine work
- Poor management of risks

Focus on **TRANSVERSAL SKILLS** for the Future-proof Health Workforce

1. Working in technically complex environment

Skills for handling complex tasks

2. Developing supportive work environment

Skills for personalised care

3. Managing complex personal relations

Skills supporting positive work culture

Addressing diversity of healthcare systems and health worker roles

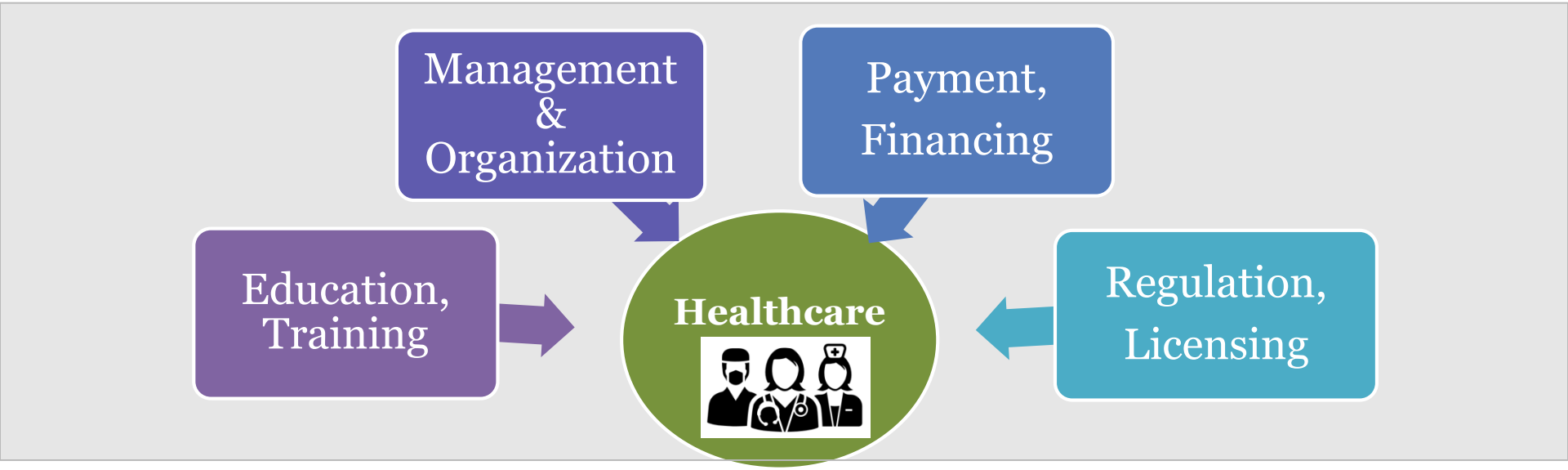
Country variations exist in the scope of practice of health professionals

New functions and categories of workers are emerging

Existing skills assessment tools are highly specific to professions and local systems

However, there is a growing ***convergence*** *among the professional groups on* ***common areas*** *of competencies.*

What is the cause of skills mismatch?

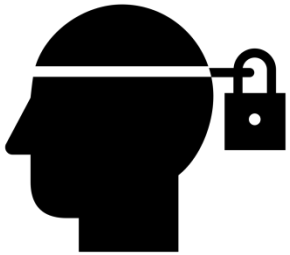


- Inadequate education and training?
- Ineffective organization?
- Inappropriate incentives?
- Restrictions due to regulations?

Methods
– what to measure

Ability to perform the task

Attitude towards the task



Skills = performance in a given task

Perceived organisational barriers

Building on the existing instruments – how to measure

Self-reporting

- organisation-based surveys (many)
- risk of bias ↑ but costs ↓
- cannot assess problem solving skills

Direct assessment

- tests / observational methods (few)
- risk of bias ↓ but costs ↑
- cannot assess attitudes or skills use

Identified areas for improvement

- address narrow definitions of service requirements and skills
- incorporate patients' and inter-professional perspectives
- contextualise answers by using practice-based scenarios
- combine skills and skills use assessments

CONCLUSIONS

- Broaden the policy relevance of skills assessment tools - beyond qualification & regulation
- Focus on skills for person-centred care and include patients, families and communities in the design
- Build on the convergence of skills requirements across professions and systems

For more information, please contact:

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