CASN Competency Development Process

# Modified Delphi approach

CASN’s competency development process has evolved over the last number of years, it has been found that a modified Delphi approach and a series of consensus building exercises, is valuable in the competency development process. The overarching principles of the following steps are that CASN is; engaging diverse stakeholders; building consensus through an iterative process of multiple revisions; refining of the document. The following steps outline CASN’s competency development process.

# Step 1: Establish advisory committee

The first step in the development of competencies is to establish an advisory committee. CASN may bring together past advisory committees if the area is the same or establish a new committee. To establish a new committee, decide how many people are to be on the advisory committee (typically 10-15) and target regional representation. A search of the schools of nursing websites will typically list faculty and their specialty areas. There should also be 1-2 college representatives, in the case where the college does not list faculty and areas of specialization, contact the Dean and ask for an appropriate representative.

Once the faculty have been identified, draft an invitation to join the committee for Cynthia to review and approve. Once approved, the staff responsible for the competency development should send the invitation from their e-mail address with the letter from Cynthia attached. This allows for ease of tracking and replying to responses. Collaborate with Cynthia to appoint a chair for the committee.

When the advisory committee has been established, hold an initial meeting for the committee to introduce themselves and review and approve the terms of reference and workplan. The terms of reference outline the work expected of the committee as a group and as individual members. The workplan establishes timelines for the work to be completed. Both provide clarification and direction to committee members.

Outputs:

* Committee invitation
* Membership list
* Terms of reference
* Workplan

# Step 2: Environmental Scan

The environmental scan can begin while the committee is being established – look for existing competencies in the relevant area with in Canada (CNA has specialty groups, they may have competencies within the given area), internationally (AACN, the Tuning Project from Europe, Australia tends to have good resources, etc.). Competencies for practicing nurses or in the specified area but for other health professions can also be helpful. At the first committee meeting ask committee members to send any relevant literature they have as well.

The committee should review the environmental scan and be given an opportunity to provide input, but be reminded it is not for publication but rather a starting point to develop the competencies.

Outputs:

* Environmental scan

# Step 3: Draft Competencies – series of reviews/revisions by advisory committee

CASN should write the first draft of the competencies. From CASN learned best practices, there should be no more than 5 competencies, ideally there would be 3. With each competency is a set of indicators, these should be kept to 4-8 indicators per competency. This process varies on the committee and the competencies – once there is a draft of the competencies the committee should meet for an in-depth review. Depending on the amount of feedback it may take a series of meetings to get a draft set of competencies and indicators the committee is satisfied with. It is also sometimes helpful to use Adobe Connect or Go-To Meetings to allow committee members to see the changes being made to the document in real time (this depends if the committee is giving overall feedback or going through each competency and indicator statement and making changes).

Once the committee comes to a consensus on the draft competencies they should be brought to a stakeholder forum for wider consultation.

Outputs:

* Draft competencies

# Step 4: Stakeholder Forum

The stakeholder forum is typically one day (sometimes a half-day preconference workshop) in person meeting with representation from across Canada. A world café format is used to gather feedback on the competency and indicator statements. World Café guide - [..\Special Projects\World Café Overview.docx](C:\\Users\\ljorgensen\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\Special Projects\\World Café Overview.docx). The day is facilitated by the chair of the advisory committee and the committee members are table hosts. Table host guide - [..\Special Projects\World Cafe Table Host Guide.docx](C:\\Users\\ljorgensen\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\Special Projects\\World Cafe Table Host Guide.docx).

Outputs:

* Forum attendee list
* Forum agenda
* PPT presentations
* Table worksheets
* Table host guide

# Step 5: Review of stakeholder feedback

CASN collates the feedback from the worksheets at the world café (example: [..\TASK FORCES\Mental Health TF\Competencies\Drafts\Competencies w feedback from forum.docx](file:///C:/Users/ljorgensen/AppData/Local/Microsoft/Windows/Temporary%20Internet%20Files/Content.Outlook/TASK%20FORCES/Mental%20Health%20TF/Competencies/Drafts/Competencies%20w%20feedback%20from%20forum.docx)). For comments that appear a number of times, make the change in the competencies. Comments that need to be discussed by the committee should be written below the competency or indicator statement they relate to. The number of committee meetings needed to review the feedback varies depending on the amount of feedback from the stakeholder forum. Use the same process as before in reviewing and achieving consensus among the committee members (Go-To Meetings and Adobe Connect as needed).

# Step 6: Validation Survey

The competencies should be considered in a final version before the validation survey is distributed. Each competency and indicator statement is put into a survey for the respondent to rate the statement as “essential”, “important”, “somewhat important”, “not important”, or “unsure”. There should also be space for comments throughout the survey. The survey should be sent to the advisory committee to be distributed among their networks as well.

Once the survey closes, the data should be collated. Any competency/indicator with less than 70% important or essential rating should be reviewed by the committee. Comments that also need to be addressed by the advisory committee should be done at this time as well. Once this review is complete the competencies are final.

(Example: [..\TASK FORCES\Mental Health TF\Competencies\Drafts\Competencies\_survey responsesTF Review\_sept18.docx](file:///C:/Users/ljorgensen/AppData/Local/Microsoft/Windows/Temporary%20Internet%20Files/Content.Outlook/TASK%20FORCES/Mental%20Health%20TF/Competencies/Drafts/Competencies_survey%20responsesTF%20Review_sept18.docx))

Outputs:

* Survey
* Survey invitation

# Step 7: Finalize the Document

Once the competencies are complete the accompanying preamble should be written and reviewed by Cynthia. The order of the document should be along the lines of (doesn’t have to be exact – what is relevant to the competencies and the discussions to this point):

* Acknowledgements (list of committee members)
* Introduction/Preamble
* Purpose
* Methods
* Competency Framework
* Entry-to-practice competencies
* Glossary
* References

Outputs:

* Competency document with preamble etc.

# Step 8: Publication

Before the competencies can be printed, they must be approved by the CASN Board of Directors. Sharada (Check this) sends the competencies to the Board with instructions for approval. At this time the competencies should be sent to Sharada to send to translation as well.

The English version can be sent to Siobhan for layout and design. Once the French is reviewed by Sharada it can also be sent for layout and design. Once the document is final and has been reviewed after layout/design, it can be sent to print and posted on the CASN website.

Output:

* Final, printed competency document, French and English

Competency Update Process

# Step 1: Re-establish a committee

A committee will need to be struck to carry out the updating process. This committee could be made up of members of the previous committee, depending on ongoing engagement by members, or a mix of new and previous committee members. Draft a letter of invitation for Cynthia to review/approve, and send out to potential committee members.

Once the committee is established, hold an initial meeting for introductions and discussion about the work to be done. Ask committee members for any new or additional resources they could send to help with the updating of the competencies. Have a general overarching discussion about the current state of the competencies to be revised. CASN to use this information to help complete a revised first draft of the competencies.

# Step 2: Updating Environmental Scan

With the help of resources suggested by the Advisory Committee, revise the environmental scan. This will include a search of relevant literature that has been published since the competencies were developed, as well as a search of new competencies developed in this area. Update the environmental scan to include the new literature and highlight new key concepts or legislation that is relevant to the updating of the competencies.

# Step 3: Revising/redrafting of competencies

After CASN does a first redraft, have a general discussion about the direction of the revised draft. Collect overall feedback and glaring changes to be made. Following this initial feedback from the committee, set up a series of in-depth review meetings where each competency and accompanying indicator statement is reviewed by the group using either Go-To Meetings or Adobe Connect.

# Step 4: Validation Survey

The competencies should be considered in a final version before the validation survey is distributed. Each competency and indicator statement is put into a survey for the respondent to rate the statement as “essential”, “important”, “somewhat important”, “not important”, or “unsure”. There should also be space for comments throughout the survey. The survey should be sent to the advisory committee to distribute the survey among their networks.

Once the survey closes, the data should be collated. Any competency/indicator with less than 70% important or essential rating should be reviewed by the committee. Comments that also need to be addressed by the advisory committee should be done at this time as well. Once this review is complete the competencies are final.

# Step 5: Finalize the Document

Once the competencies are complete the accompanying preamble should be revised and reviewed by Cynthia (this can happen concurrently with step 4).

# Step 6: Publication

Before the competencies can be printed, they must be approved by the CASN Board of Directors. Sharada sends the competencies to the Board with instructions for approval. At this time the revised competencies should be sent to Sharada, with the changes highlighted for her to update (depending on the extent of the changes – the process will vary from updating the translation to sending for a full translation).

The English version can be sent to Siobhan for layout and design. Once the French is reviewed by Sharada it can also be sent for layout and design. Once the document is final and has been reviewed after layout/design, it can be sent to print and posted on the CASN website.