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| **Figure 5.12** | | **Possible Elements for OPPE General Competencies** | |
| **Competency** | **Description** | | **Possible elements** |
| Patient care | Provide patient care that is compas- sionate, appropriate, and effective | | Core measures compliance rates Procedural complication rates Mortality rates (rarely useful)  Rates for procedures, such as primary C-section, etc.  Peer review scoring summary |
| Delivery of patient care | | Availability and thoroughness in patient care Medical knowledge  Technical and clinical skills Clinical judgment  Use of consultants when needed |
| Mechanism | | Chart review (MSQC) Outcomes (MSQC) Complications (MSQC) Mortalities (MSQC)  Peer references medical staff office (MSSD) |

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| **Figure 5.12** | | **Possible Elements for OPPE General Competencies (cont.)** | |
| **Competency** | **Description** | | **Possible elements** |
| Medical/clinical knowledge | Knowledge of current science and application of knowledge to patient care and education of others | | Evidence of current board certification/ recertification  Evidence of optional organized knowledge updates  Evidence of teaching activities, such as with residencies  CME logs with specific programs listed Use of preprinted orders |
| Medical/clinical knowledge | | Medical knowledge Technical and clinical skills Clinical judgment |
| Mechanism | | CME (education, MSSD) Board certification (MSSD)  Use of preprinted orders (quality) Peer references (MSSD) |

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| **Figure 5.12** | | **Possible Elements for OPPE General Competencies (cont.)** | |
| **Competency** | **Description** | | **Possible elements** |
| Practice-based learning and improvement | Use scientific evidence and methods to investigate, evaluate, and improve patient care | | Participation in committees working on professional care improvement: MSQC, quality council, wellness, special care, P&T, steering, and CME committees, etc.  Presentations at service line meetings, such as literature review, case presentation, and morbidity and mortality review  Case log assembly or improvement projects mandated for recertification  Lectures/teaching/precepting |
| Use of scientific evidence and methods in clinical practice | | Use of scientific evidence and methods in patient care practices |
| Mechanism | | CME (education, MSSD)  Teaching/precepting (residency program, MSSD)  Lectures (education, MSSD) Participation in QI projects (quality) |

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| **Figure 5.12** | | **Possible Elements for OPPE General Competencies (cont.)** | |
| **Competency** | **Description** | | **Possible elements** |
| Interpersonal and communication skills | Establish and maintain professional relations with patients, families, and other members of the healthcare team | | Medical records maintenance and delinquency reports  Complaint-compliment file reports Peer references |
| Interpersonal and communication skills | | Order clarification (quality)  Chart documentation, legibility (HIM/quality)  Adherence to conduct policies (MSSD/ wellness)  Patient satisfaction data (quality) |
| Medical record timeliness | | » Medical record timeliness, clarity, and completeness  » Verbal and written fluency in English  » Physician-patient relationships  » Ability to work/communicate with others |
| Mechanism | | Peer references (MSSD) Complaints/concerns (risk, MSSD) Order clarification (quality)  Chart documentation (HIM, quality) Chart legibility (HIM, quality)  Adherence to conduct policies (MSSD, wellness)  Patient satisfaction data (quality) |

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| **Figure 5.12** | | **Possible Elements for OPPE General Competencies (cont.)** | |
| **Competency** | **Description** | | **Possible elements** |
| Professionalism | Demonstrate behaviors that reflect a commitment to continuous professional development, ethical practice, sensitivity to diversity, and a responsible attitude | | Wellness reports, etc.  DNU abbreviations (HIM/quality) Policy/procedure compliance Medical records completion  Surgical/procedure delays (OR/quality) Rounding (quality)  Responsiveness (quality)  Attendance/participation (MSO) |
| Professional behavior | | Ethical conduct/professionalism Sense of responsibility Relationship with hospital staff |
| Mechanism | | DNU abbreviations (HIM, quality)  Policy and procedure compliance (MSO, quality)  Medical record completion (HIM, quality) Surgical and procedural delays (OR, quality) Rounding (quality)  Responsiveness (quality)  Attendance/participation (MSO) |

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| **Figure 5.12** | | **Possible Elements for OPPE General Competencies (cont.)** | |
| **Competency** | **Description** | | **Possible elements** |
| Systems-based practice | Understand the contexts and systems in which healthcare is provided | | Utilization reviews: Ask case management or finance to evaluate LOS, costs, etc., for service  Participate in leadership development meetings  Participate in root cause analysis C-section rate (quality)  CMS core measures (quality) Blood product utilization (quality)  Cost-effective care (utilization/quality) |
| Use of healthcare systems | | » Understands context and systems in which healthcare is provided |
| Mechanism | | C-section rate (quality)  CMS core measures (quality) Blood product utilization (quality)  Cost-effective care utilization (quality) |