

**XXXX Hospital
Age Appropriate Competencies**

EMPLOYEE:

Job Title:

Category:

Communication - Quiet People

DOMAIN	BEHAVIORS DESIRED	ADOLESCENT	ADULT	GERIATRIC
Knowledge of Growth & Development Principles	Pass Written Test with at least a score of 80%	Score:		
Ability to Assess Appropriate Data	Signs & Symptoms to look for:	Refuses to talk, threatened by presence of others. Comforted by the presence of family or friends.	Slow to answer, does not raise voice. Tends not to ask questions even if pt. has a question.	Withdraws physically and verbally, Nervous, tremors
Ability to Interpret/Apply Data	What do these signs & symptoms mean?	Feels threatened by the situation and the environment. May be comforted by presence of family or friends. Remain calm. Repeat instructions as needed	May be overwhelmed by the noisy environment. May not hear or respond to even simple requests Speak softly and calmly. Be non-threatening in your verbal and non-verbal communications.	Fear of unknown or of possible changes that may be a result of change in health status .Be gentle & non-threatening in your approach. Don't physically crowd pt.
Ability to Communicate with patient / significant other	Demonstration of ability to alter communication style based on condition of patient & age;	Assess hearing and speaking ability; Communicate with patient as an adult, but do not forget that the pt may not be able to comprehend all information.	Assess hearing and speaking ability	Speak deeply and slowly ; Assess hearing and speaking ability;
Ability To Evaluate Effectiveness	How will you know the message was received?	Speak quietly in a non-threatening manner. Ask the patient regarding understanding. Have support person present if possible.	Ask for verbal feedback to information given.	Ask pt. to repeat instructions if possible, or assure that family / care giver can.

Evaluate Employee's competency in each age group, for each domain. Insert date achieved/demonstrated competency and Supervisor's initials in the appropriate column & row.

Must be completed during Orientation to a new position, and again on an annual basis.

The above listed employee has demonstrated competency in all of the above age appropriate behaviors.

SUPERVISOR :

DATE COMPLETED:

Submit to HR on at the end of the orientation period and on an annual basis thereafter.