

Core Competencies: Key Drivers Influencing Health, Health Care & Performance (work, fiscal...)

Who?		What?	How? Tactics to Improve, Facilitate & Sustain											Comments	
All Employees/Adults	w/ Chronic/Severe Cond/Illness	Competency Area	Benefit & Incentive Design	Benefits Enrollment	Priority Core Trainings ¹					HRA & Screening	Worksite Health/Safety Teams	Online Decision Tools	Nurse/EAP/Coach Support		Launch & Reinforcing Comm.
					Self Care 101	Health Care Safety 101	Early Detection 101	Prevention 101	Other Targeted Training						
X	XX	1. Seek and acquire affordable health care coverage.	XX	XX		X					X	XX		X	e.g., a health benefit plan that allows participants to obtain the care they need and can afford and that is consistent with their values and preferences. ²
X	X	2. Choose a qualified main doctor (PCP) that has good clinical & interpersonal skills.	X	X	X	XX	X			X	X	X	X	X	Can be difficult because in most cases individuals will be offered a network of providers with only scant details about individual providers.
		3. Choose other qualified health professionals & facilities (as needed)	XX		X	XX	X					X	X	X	Health professionals – e.g., dentist, other physician specialists, RNs, PsyDs, PTs... Facilities – e.g., clinic/office, hospital, surgi-center, testing & treatment centers... Qualified; meets all related criteria – e.g., board certified, JACHO accredited, outcome quality indicators, financial
X	XX	4. Recognize how much personal choices contribute to the cost and efficacy of care.		X	XX	XX	XX	XX	XX	XX	X	X	XX	X	Includes choices at all steps of a health episode – e.g., prevention, early detection, follow-up, Dx, Tx, benefit utilization, etc.
X	XX	5. Become care cost and benefits savvy	XX	XX	X	XX	X					X	X		e.g., understand what constitutes the “right” care and learning how to make care and cost trade-offs when there are multiple efficacious diagnostic and treatment options with a wide range of costs.

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X	X	6. Adopt healthy prevention behaviors.			X	XX	X	XX		XX	XX	X	X		e.g., immunizations, nutrition, fitness, resilience, safety & other choices to stay healthy; reduce risks of illness, disease, injury and premature death; improve capabilities, quality of life.
X	XX	7. Handle health problems appropriately.			XX	XX	X			X	X	X	X		Self & family members – e.g., evidence-based caregiving at home, watchful waiting, when to call a health professional – e.g., doctor, dentist, ER, 911, etc.
X	XX	8. Adopt appropriate early detection practices.			X	X	XX	X		XX	X	XX	X X		Daily, monthly and every 1-5 years.
X	XX	9. Seek timely and appropriate professional assistance for health problems.			XX	X	XX	X		XX	X	X	X		e.g., nurse mentor, EAP, doctor, dentist, pharmacist, etc.
X	X	10. Disclose/share all symptom & other info for timely & accurate Dx & Tx			X	XX	XX	X		X		X	XX		Includes making sure the physician listens and gives information.

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		11. Learn situation-specific evidence-based test & treatment options, benefits, risks & costs													
X	X	12. Choose evidence-based diagnostics.				XX	X			XX		X	X		...and that is consistent with their values and preferences.
X	XX	13. Choose evidence-based treatments.			X	XX	XX					X	X		...and that is consistent with their values and preferences.
X	XX	14. Help coordinate their own care.				XX							X		
X	XX	15. Follow/comply with treatment plans.			X	XX				X		X	XX		
X	XX	16. Expect and use info technology in health & health care.			X	XX	XX	X		X	XX	XX	XX		with respect to information exchange, quality and affordability of care.
X	XX	17. Help prevent medical errors, complications, other poor quality care & related consequences			XX	XX	X			X	XX	XX	XX		e.g., wrong site surgery, hospital-acquired infections & other iatrogenic illnesses, drug/supplement/food interactions, injuries, disabilities (short & long-term), increased recovery times, fatalities

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X	XX	18. Legal decisions and resources.				XX					X	XX	XX	e.g., POA for health care, adv directives, organ donor, living will; for all adults not just older adults; also POA for children if parents travel/out of town.	
X	XX	19. Use tools for learning how to approach & apply the resources available through the benefit plan		X	XX	XX	XX	XX		XX	XX	XX	XX		
X	XX	20. Decisions needed for the “common good”			X	X		X			X	X	X	e.g., avoiding waste, preventable problems, errors, unnecessary costs, litigation, etc; being prevention minded, cost conscious, collaborative problem solving, etc.	

¹ Targeting falls into two primary categories: Mass (group-wide) training programs focus on competencies beneficial to all individuals; while Cluster trainings focus on competencies only beneficial to specific clusters of individuals (population sub-groups) - e.g., those with asthma, diabetes, obesity, depression. Both mass and cluster trainings may consist of core (required) and elective (optional) programs, with completion of core programs required before taking elective programs.

² Choosing affordable health care benefit plans will become increasingly difficult because making a decision about a health benefit plan is a complex step in an individual’s personal financial planning process. No matter what type of plan is offered, for most Americans, acquiring health care coverage is voluntary. With personal costs for health care rising, being uninsured or under insured could result in serious financial consequences.