

Development and Adoption of Competency Profiles in a Hematology-Oncology Department: Enhancing Specialist Competencies for the Safety and Effectiveness of Care Processes

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Introduction. The increasing clinical complexity of hematology-oncology care requires organizational models based on clearly defined roles and specialized competencies to ensure quality and procedural safety. Competency profiles are strategic professional governance tools that define responsibilities, activities, and required competencies for each healthcare professional. The aim of this project was to describe the development and implementation of competency profiles within a hematology-oncology department, with the purpose of standardizing role descriptions, enhancing specialist competencies, and improving the safety and effectiveness of clinical care processes.

Methods. A descriptive project report was conducted between 2023 and 2024 through five phases: context analysis, competency mapping, profile development, validation, and adoption. Competency mapping was based on the professional profiles of the healthcare professions and on the Dreyfus-Benner framework for professional development. Each competency profile was formalized as an Operational Instruction and published on the institutional platform used to consult procedures, guidelines, and organizational documents.

Results. Thirteen competency profiles were developed for nurses, physiotherapists, and radiology technologists. The coded system improved document traceability and standardization. Professionals reported greater role clarity, stronger interprofessional integration, and improved alignment between

competencies and operational needs, contributing to increased safety across care processes.

Discussion. This experience demonstrates how structured and shared competency profiles can support patient safety, professional accountability, and organizational quality by reducing procedural variability. The model may be transferable to other healthcare settings and promotes a competency-based organizational culture as a strategic value for the healthcare system.

Keywords: Competency Profiles, Hematology-Oncology, Procedural Safety

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