

Healthcare provider competencies: a systematic literature review

ABSTRACT

The research outlines the facts surrounding the properties of healthcare executives and administrators in competencies and can be tested by the evaluation of skills, abilities, knowledge and attitudes. A comprehensive literature review from 2000 to 2020 has been undertaken to describe management and leadership characteristics that are meant to validate and/or classify the qualifications of healthcare managers. Reviews are performed for the electronic database using the set object collection criteria. A total number of 23 papers were inductively reviewed and found a capabilities model for healthcare management can be developed by drawing the competences and behaviour objects. The following classes were divided: communication, transition, professionalism, evidence, health care, operational and general. The study and evaluation of skills described in earlier studies resulted in a recommendation to extend the leadership and management skills structure for healthcare providers. It provides advice for health care staff in various forms in the development of preparatory and development directions.