



*Mental Health & Addiction
Certification Board of Oregon*

Research-based Mental Health Associate Competencies

CES Behavioral Health Scientific Role Delineation Analysis Examination Blueprint©
Core Competencies for Integrated Behavioral Health & Primary Care, SAMHSA-HRSA
DSW Core Competencies, Centers for Medicaid & Medicare Services (CMS)



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Validated Multi-site Qualitative, Quantitative, and Psychometric Research

- 1. Core Competencies for Integrated Behavioral Health & Primary Care, SAMHSA-HRSA**
The method for arriving at the core set of competencies involved three major activities: (1) structured interviews with the key informants; (2) review of the recent literature on integration, and (3) review and analysis of selected competency sets judged to have relevance to this process. Each of these sources yielded potential content for inclusion in the competency set. Using a qualitative and consensus driven process, the Project Team integrated and distilled the recommendations into a number of competency categories and then placed individual competencies within those categories.
- 2. DSW Core Competencies, Centers for Medicaid & Medicare Services (CMS)**
The Centers for Medicaid & Medicare Services (CMS) Core Competency set has been developed and validated through a multi-phased research study implemented through the DSW Research Center. A large sample of workforce stakeholders, including state and provider representatives from different sectors, competency development experts, direct service workers, service recipients and family members participated in a range of evidence-based validation activities.
- 3. CES Behavioral Health Scientific Role Delineation Analysis Examination Blueprint®**
CES is an experienced analytic research organization contracted with the SAMHSA GAINS Center, and Mental Health America. CES produces both the mental health associate and mental health professional scientific role delineation analyses examination blueprints for their psychometric exams.

Competencies are formatted in the “Examination Blueprint” to facilitate ease of use in preparing for the QMHA Examination.

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Domain 1: Clinical Competence

Task 1.1 Engaging Consumers

Establishes a helping relationship with the consumer receiving services by demonstrating empathy respect and genuineness in order to build trust.

KSAs
*Knowledge
Skills
Attitudes*

- 1) Demonstrates active listening skills, establishing rapport, rapidly developing and maintaining effective working relationships with diverse individuals, including consumers, family members, supporters and other providers.
- 2) Uses non-judgmental and person-first language to develop engagement. Clearly conveys relevant information in a non-judgmental manner about behavioral health, general health, and health behaviors using person-centered concepts and terms that are free of jargon and acronyms and are easily understood by the listener.
- 3) Knowledge of qualities, characteristics needs, developmental level of population served to facilitate admission and engagement.
- 4) Able to maintain availability, consistent and predictable behavior throughout the admission and engagement process.
- 5) Implements comfort strategies for the purposes of de-escalation and engagement.
- 6) Implements measures to avoid crisis situations or use of coercive measures.
- 7) Promotes a mutual helping relationship to facilitate motivation.

Task 1.2 Orienting Consumers

Orients the consumer receiving services to the program including rules and expectations.

KSAs
*Knowledge
Skills
Attitudes*

- 1) Orients consumers to program rules and expectations.
- 2) Explains to consumers and families the roles and responsibilities of each team member and how they will work together to provide services.
- 3) Demonstrates effective communication regarding the nature of services, rules and expectations.
- 4) Orients consumers to the physical plant and safety procedures.
- 5) Explains forms to be completed.

- 6) Explains purpose and process of services to be provided (informed consent).
- 7) Explains mandatory abuse reporting requirements.
- 8) Orients consumers to their rights and responsibilities.
- 9) Explains grievance procedures.

Task 1.3 Collecting Information for Assessment

Assist in gathering information about basic and community living characteristics of the person receiving services to be used in the assessment process.

KSAs
Knowledge
Skills
Attitudes

- 1) Demonstrates effective interviewing techniques, including appropriate follow-up questions.
- 2) Uses open-ended questions to gather non-sequential information, allowing consumers to explain their circumstances in their own way.
- 3) Identifies possible sources of collateral information regarding person receiving services. Facilitates collaborative care by actively sharing relevant information with others through communications that are authorized by the healthcare consumer and are permissible under HIPAA, CFR 42 P II and related laws, regulations and policies. Collects information regarding the nature of the consumer’s family and social support system and other socio-economic resources that have an impact on health and behavioral health.
- 4) Demonstrates active listening skills to gather non-sequential information. Listening actively and effectively, as demonstrated by the ability to quickly grasp presenting problems, needs, and preferences as communicated by others, and reflect back that information to ensure that others have been accurately understood.
- 5) Serve as an effective member of an interprofessional team, helping other providers on the team to quickly conceptualize a consumer’s strengths, healthcare problems, and an appropriate plan of care.
- 6) Use strengths-based wellness, resilience, and recovery models in conceptualizing the health and behavioral health of consumers.
- 7) Aware and comprehends all forms to be completed.
- 8) Aware of procedures and requirements, releases/consents for information.
- 9) Understands definitions of basic and community-living skills and assessing basic and community-living characteristics.
- 10) Able to observe and record behavior of person receiving assessment services and its relevance to the assessment process. Cognizant of non-verbal communication and adapts the style of communication to account for the impact of health conditions on a consumer’s ability to process and understand information.
- 11) Respond to the expressed needs of healthcare consumers, family members, and other providers, while minimizing the extent to which provider preconceptions of illness and treatment obscure those expressed needs.
- 12) Examine the experiences of culturally diverse behavioral health consumers and family members with respect to quality of care and adjust the delivery of care as needed.

Task 1.4 Supporting Consumer Inclusion

Works as part of a treatment team to assist the consumer in formulating measurable service/recovery goals.

KSAs
Knowledge
Skills
Attitudes

- 1) Aware of consumer strengths, needs, outcomes and their relevance to measurable goals. Recognize, respect and value the role and expertise of consumers, family members, and both behavioral health and primary care providers in the process of behavioral health care planning.
- 2) Fosters shared decision-making with behavioral health consumers, family members, and other providers.
- 3) Cognizant of the purpose and components of a treatment/recovery plan.
- 4) Understands measurable goals/outcomes of mental health recovery, substance use disorder recovery, and co-occurring disorders recovery.
- 5) Advocates for, teaches, and supports illness and whole health self-management and recovery approaches to health conditions within the behavioral health team and setting.
- 6) Understands and utilizes the roles/functions of a treatment team. Develops a shared understanding of the respective roles and responsibilities of team members to ensure that collaboration is efficient.
- 7) Understands the steps in setting measurable goals.
- 8) Implements care that is person-centered and/or family-centered.
- 9) Recognizes the limits of one's knowledge and skills and seeks assistance from other team members.
- 10) Exhibits leadership by directing, guiding, or influencing the collaboration and service delivery of the behavioral health team.
- 11) Respond immediately, if possible, to requests for consultation or intervention from other providers.
- 12) Advocates for and foster the use of peer support approaches and peer support providers in the behavioral healthcare setting as a component of behavioral health delivery.
- 13) Fosters and values diversity in terms of the composition of the interprofessional team members in all roles.
- 14) Respects and respond to the leadership displayed by other providers in a behavioral health setting or team.
- 15) Assertively represent one's professional opinions, encourage other team members to express opinions, and resolve differences of opinion or conflicts quickly and without acrimony.

Task 1.5 Monitoring, Observing & Reporting

Monitors and record the behavior of the person receiving services in order to measure their response to interventions.

KSAs
Knowledge
Skills
Attitudes

- 1) Demonstrate practicality, flexibility, and adaptability in the process of working with others, emphasizing the achievement of treatment goals as opposed to rigid adherence to treatment models.
- 2) Aware of treatment plan components.

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| | <ol style="list-style-type: none"> 3) Implements specific interventions, within scope of practice from the treatment/recovery plan. 4) Makes observations of behavior in response to interventions. 5) Understands clinical/psychiatric terminology and is able to record observations in requisite professional terms. 6) Understands documentation requirements, including applicable legal standards. 7) Understands and upholds consumer confidentiality. 8) Understands the common symptoms and treatments for the major healthcare and behavioral health conditions experienced by the consumers being served. 9) Recognizes the primary indications, effects, and side effects of pharmacological agents used in the treatment setting for the most common health and behavioral health conditions. 10) Recognizes the potential impact and interaction of over-the-counter medications and other non-prescription remedies on health and healthcare treatments |
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Task 1.6 Teaching Basic & Community Living Skills

Teaches basic and community living skills to persons receiving services either individually or in group settings.

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| <p>KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i></p> | <ol style="list-style-type: none"> 1) Understands definitions of basic and community living skills. 2) Models desirable behavior regarding basic and community living skills. 3) Reinforces target behaviors of basic and community living skills. 4) Understands course curriculum content regarding basic and community living skills. Provides behavioral health education materials that are appropriate to the communication style and literacy of the behavioral health consumer and family and that reinforce information provided verbally during healthcare visits. 5) Implements teaching strategies using developmentally appropriate techniques. 6) Understands how to modify strategies according to consumer progress. 7) Elicits feedback regarding teaching methods and interventions. 8) Aware of group facilitation and management strategies. 9) Encourages participation of all group participants. 10) Motivates person receiving services to learn new behavior and skills. 11) Understands connection of basic and community living skills to the recovery process. |
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Task 1.7 Resource Referral

Assist persons receiving services to obtain needed community resources.

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| <p>KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i></p> | <ol style="list-style-type: none"> 1) Connects healthcare consumers and family members to other members of the behavioral health and healthcare team through face-to-face encounters known as “warm hand-offs.” 2) Works collaboratively to resolve differing perspectives, priorities and schedules among providers and community resources. |
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- 3) Aware of an array of outside community resources.
- 4) Support healthcare consumers personal choices in considering and accessing complementary and alternative services designed to support mental health and wellness.
- 5) Understands referral process/linkage to those resources.
- 6) Provides or arranges access to “patient navigation” services that focus on benefits and financial counseling, transportation, home care, and access to social services, peer support, and treatment, including medications.
- 7) Aware of confidentiality and releases needed for specific resource referrals.
- 8) Demonstrates ability to identify needs, teach consumers, and promote self-advocacy to access community resources.
- 9) Consistently demonstrates communication with community resource partners.
- 10) Demonstrates advocacy skills and relationship building with community resource partners.
- 11) Exercises cultural competency in referrals. Develops collaborative relationships with providers of services tailored to the needs of culturally diverse healthcare consumers and family members
- 12) Knowledge of working with family/support and referrals for family/support resources.
- 13) Facilitates development of natural supports.
- 14) Develops relationship with family and supports, and person receiving services.
- 15) Demonstrates follow up procedure to evaluate the efficacy of resources and referrals.

Task 1.8 Implementing Interventions

Implements designated interventions and behavioral management program.

KSAs
Knowledge
Skills
Attitudes

- 1) Effectively implements treatment plan interventions within scope of practice.
- 2) Understands specific intervention techniques for the person receiving services.
- 3) Understands the importance of trauma when implementing interventions and behavioral management.
- 4) Demonstrates a fundamental belief in the value and effectiveness of brief interventions to improve health through practice patterns and communications with behavioral health consumers, family members, and other providers.
- 5) Uses focused interventions to engage behavioral health consumers and increase their desire to improve health (e.g., motivational interviewing, motivational enhancement therapy).
- 6) Implements non-physical behavior management techniques.
- 7) Aware of reinforcement contingencies and token economies.
- 8) Effectively implements crisis intervention techniques.
- 9) Cognizant of medications as they relate to the immediate responses and outcomes of treatment plan interventions.
- 10) Cognizant of medical conditions that can affect treatment plan interventions and behavioral management.
- 11) Aware of interventions for both mental health and substance abuse.

Task 1.9 Enhancing Consumer Participation

Organizes, supervises and encourages participation in social, educational, spiritual, cultural and recreational activities.

KSAs
Knowledge
Skills
Attitudes

- 1) Understands definitions of basic and community living skills and their relationship to community activities (social, educational, spiritual, cultural and recreational)
- 2) Models desirable behavior related to participation in community-based activities.
- 3) Reinforces target behaviors.
- 4) Understands and effectively facilitates educational course curriculum content.
- 5) Implements teaching strategies using developmentally appropriate techniques.
- 6) Understands how to modify strategies according to progress.
- 7) Elicits feedback regarding facilitation of activities.
- 8) Aware of group facilitation and management strategies.
- 9) Supports and encourages participation.
- 10) Motivates person receiving services to learn new behavior and skills.
- 11) Understands connection of basic and community living skills to recovery process.
- 12) Demonstrates effective communication in group activities.
- 13) Understands the importance of relationships in activities.
- 14) Understands issues related to cultural diversity and their relationship to community activities (social, educational, spiritual, cultural and recreational)
- 15) Implements age appropriate recreational activities.
- 16) Assist behavioral health consumers in using web-based tools as part of their personal healthcare plan.

Task 1.10 Assisting with Activities of Daily Living

Assists and supervises the person receiving services in completing daily living activities such as, but not limited to, hygiene, grooming and meals.

KSAs
Knowledge
Skills
Attitudes

- 1) Aware of health and behavioral conditions of persons receiving services and its impact on hygiene, grooming and self-care.
- 2) Understands special needs listed on treatment plan of persons receiving services.
- 3) Facilitates the use of mechanical devices such as lifts and grab bars.
- 4) Understands required tasks for performing specific daily living activities.
- 5) Exercises specific and general safety precautions for consumers and staff.
- 6) Accommodates limitations based on developmental level and ability of person receiving services.
- 7) Implements defined procedures for medication monitoring.
- 8) Protects privacy and demonstrates respect for persons receiving services.
- 9) Demonstrates role modeling for self-care.
- 10) Facilitates basic hygiene, grooming and meals.
- 11) Honors consumer rights.

- 12) Recognizes diversity issues and demonstrates cultural competence regarding activities of daily living.
- 13) Exercises professional conduct.
- 14) Provide health promotion, wellness and prevention interventions.
- 15) Aware of federal, state and local regulations regarding the delivery of personal care, including hygiene, grooming and meals.
- 16) Aware of agency policies and procedures regarding the delivery of personal care, including hygiene, grooming and meals.

Task 1.11 Facilitating Family Involvement

Works with the family or designated support persons to understand the needs of the consumer receiving services and help the family/support persons assist in the interventions.

KSAs
Knowledge
Skills
Attitudes

- 1) Aware of family/supports confidentiality issues.
- 2) Facilitates family/supports participation in treatment/recovery planning for person receiving services.
- 3) Cognizant of family dynamics and history.
- 4) Promote behavioral health consumer and family adherence to care plans.
- 5) Honors limitations on disclosure as set by person receiving services.
- 6) Recognizes diversity issues related to eliciting support for family/support persons assistance in interventions.
- 7) Facilitates family participating in the treatment/recovery process or service plan.
- 8) Teaches specific intervention techniques to family/support persons.
- 9) Educates behavioral health consumers, family members, supports and other providers about healthcare and behavioral health conditions, prevention, available treatments, illness and whole health self-management, peer support and the recovery process.
- 10) Recognizes safety issues related to family and support persons implementing interventions.
- 11) Explains and honors consumer rights, including the rights of consumer's families and support persons.
- 12) Practices professional conduct with consumers, their families and their support persons.
- 13) Understands documentation requirements as it pertains to recording information regarding consumer's families and support persons.
- 14) Understands Federal, state, and local regulations as it relates to family services.
- 15) Understands agency policies and procedures regarding family/supports participation in treatment.

Domain 2: Professional Responsibility

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| Task 2.1 Respectful Care Treats persons receiving services, their families, support persons and staff with respect and dignity. | |
| KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i> | <ol style="list-style-type: none"> 1) Consistently uses active listening with consumers, families, support persons, and staff. 2) Advocates within the behavioral health and healthcare setting or team for the role of the behavioral health consumer and family member in healthcare decisions. 3) Uses non-judgmental language with consumers, families, support persons, and staff. 4) Recognizes qualities, characteristics needs, and the developmental level of population served. 5) Maintains consistent and predictable behavior with consumers, their families, support persons and other staff. 6) Promotes health, wellness and comfort strategies for consumers, their families, support persons and staff. 7) Practices measures to avoid crisis situations or use of coercive measures. 8) Recognizes the importance of cultural diversity regarding consumers, their families, support persons and staff. 9) Practices good customer relations/service with consumers, families and their support persons. 10) Demonstrates proficiency in interpersonal communication, with consumers, families and their support persons. 11) Aware of consumer rights, and how they apply to your work, families, support persons and other staff. |
| Task 2.2 Regulatory Compliance Complies with federal state local and program regulations to protect the privacy and confidentiality of the person receiving services. | |
| KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i> | <ol style="list-style-type: none"> 1) Knowledge of applicable state and federal confidentiality regulations and limitations of disclosures. 2) Understands proper forms for release of information and informed consent. 3) Is aware of consumer rights, especially those rights that are a provision of law. |
| Task 2.3 Ethical Standards Adheres to ethical standards of conduct in dealing with persons receiving services, their families, support persons and staff. | |
| KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i> | <ol style="list-style-type: none"> 1) Cognizant of consequences of violating ethical standards. 2) Adheres to scope and limitations of practice. 3) Complies with mandatory reporting. 4) Honors consumer rights. 5) Inquires, "What regulations and codes of behavior are applicable?" 6) Demonstrates ethical and "professional" behavior. |

Task 2.4 Professional Boundaries

Recognizes and demonstrate appropriate boundaries in interactions with persons receiving services, their families, support persons and staff.

KSAs
Knowledge
Skills
Attitudes

- 1) Maintains personal space.
- 2) Understands ethical and agency policy restrictions regarding social and personal relationships with consumers.
- 3) Able to recognize and define dual relationships that constitute abuse, exploitation, neglect, or harassment.
- 4) Understands parameters of the staff/consumer relationship and dynamics of power differentials.
- 5) Practices confidentiality within close working relationships with co-workers, community partners, and others.
- 6) Understands consumer rights, and the right to receive treatment free from abuse, exploitation, neglect, harassment, or other dual relationships.
- 7) Practices appropriate boundaries with thoughtful self-disclosure in the helping relationship.

Task 2.5 Non-discriminatory Care

Provides services without discrimination or preference based on age, ethnicity, culture, race, disability, gender identity, religion, sexual orientation, or socio-economic status.

KSAs
Knowledge
Skills
Attitudes

- 1) Awareness of Title IX of the Civil Rights Act
- 2) Awareness of personal biases/attitudes and how they affect occupational functioning.
- 3) Understanding of cultural diversity and disparity within behavioral health services.
- 4) Demonstrates and promotes work with diverse types/groups.
- 5) Understanding of the ethnic/racial make-up population to be served.
- 6) Understand how cultural factors influence recovery or the therapeutic process, working with historically oppressed and marginalized populations (ethnic/racial minorities, LGBT2QI, those with mental health challenges, those with substance use disorders, and veterans).
- 7) Demonstrates sensitivity to issues of language, respectful language, and the inherent risk of humor that further oppresses and marginalizes minority groups.

Task 2.6 Community Inclusion

Values the ability of each person receiving services to seek and sustain a satisfying life in the community.

KSAs
Knowledge
Skills
Attitudes

- 1) Builds on consumer strengths while implementing interventions, supporting self-efficacy.
- 2) Understands the philosophy of community-based non-institutional care.
- 3) Demonstrates belief in the concepts of resiliency and recovery.
- 4) Appreciating the value of a personal support system.

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| | 5) Instills hope through self-disclosure and facilitating self-disclosure of recovery successes. |
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Task 2.7 Professional Growth & Development

Seeks and participates in effective approaches and training to enhance job skills.

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| KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i> | <ol style="list-style-type: none"> 1) Locates sources of training, and understands requirements for obtaining and maintaining credentials. 2) Self-identifies areas for growth in job-related skills. 3) Recognizing limits of personal skill level. 4) Exercises self-care. 5) Understands limits of therapeutic work with consumers vs. personal expectations. |
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Domain 3: Safety

Task 3.1 Implements Safety Assessments

Recognizes unsafe behaviors situations and environments and evaluates risks to persons receiving services, staff and community members.

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| KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i> | <ol style="list-style-type: none"> 1) Recognizes signs of relapse warning signs, substance use, and symptoms of overdose. 2) Recognizes signs of threatening behavior, and routinely conducts brief screens for risk related to self-harm, harm to others, impairments in functional self-care, and environmental safety. 3) Detects signs of abuse, neglect, domestic violence, inappropriate use of restraints, and other trauma in individuals across the lifespan. 4) Recognizes when safety plans are needed. 5) Ability to identify and assess suicidal/homicidal risk indicators. 6) Evaluates and defines safe parameters for persons receiving services who have sex offending or other assaultive behaviors. 7) Recognizes signs of change in behavior. 8) Cognizant of requirements to inform / duty to warn. 9) Aware of medication side effects, or contraindicated use of medications with other substances, including over the counter drugs. 10) Recognizes physical plant/environmental dangers that present a risk to health and safety of consumers, their families, support persons or staff. 11) Knowledge of possible legal restrictions and their impact on interventions. 12) Awareness of a consumers advanced directives (Living Wills, Medical Power of Attorney etc.) |
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Task 3.2 Responding to Safety Threats

Responds appropriately to unsafe behaviors situations and environments to ensure the safety and well-being of persons receiving services staff and community members.

KSAs*Knowledge**Skills**Attitudes*

- 1) Appropriately trained in CPR-First Aid.
- 2) Demonstrates skills in verbal/de-escalation.
- 3) Implements safety plans.
- 4) Understands responsibility to inform chain of command regarding dangerous and/or critical environmental situations.
- 5) Use of universal precautions.
- 6) Complies with internal policies of duty to warn.
- 7) Aware of location of emergency equipment and protocols.
- 8) Knowledge of atypical incident reporting.
- 9) Aware of when confidential information can be released in emergency situations.
- 10) Demonstrates attention and follow-through on crisis/medical issues.

Task 3.3 Monitoring Safety of Consumers and Environment

Monitor/observe persons receiving services and their environments as required by agency policy and applicable laws and regulations to maintain safety and security.

KSAs*Knowledge**Skills**Attitudes*

- 1) Adheres to agency policy and procedures regarding safety threats.
- 2) Understands and adheres to applicable laws and regulations.
- 3) Implements safety plans and monitors compliance or the lack thereof.
- 4) Records behavioral health data consistent with agency requirements and standards.
- 5) Observes consumers, collecting relevant data in a manner consistent with required frequency, and agency policies and standards.
- 6) Utilizes appropriate reporting forms/software.
- 7) Recognize changes in behavior.
- 8) Recognize changes in environment, especially those presenting a risk to consumer health and safety.

Task 3.4 Safety Policies & Plans

Follows established health and safety protocols to ensure safety of the persons receiving services.

KSAs*Knowledge**Skills**Attitudes*

- 1) Aware of agency policy and procedures for the implementation of CPR-First Aid, or other emergency procedures.
- 2) Utilizes verbal/de-escalation in accordance with agency policies and expectations of consumer behavior.
- 3) Implement safety plans in accordance with agency policies and practices.
- 4) Understands responsibility to inform chain of command regarding emergency situations and critical incidents.
- 5) Follows established agency protocols for addressing dangerous environmental situations.
- 6) Practices universal precautions.
- 7) Follows established procedures for exercising duty to warn.

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| | <ol style="list-style-type: none"> 8) Demonstrates knowledge of location of emergency equipment, and procedures for emergency preparedness and response. 9) Knowledge of procedures for unusual incident reporting. 10) Understands agency procedures regarding the release of confidential information in emergency situation and to first responders. 11) Follows procedures for follow-through on crisis/medical issues. |
| Task 3.5 Disaster Preparation Works with the organization, the community, and the person receiving services to prepare for and respond to disaster situations. | |
| KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i> | <ol style="list-style-type: none"> 1) Follows procedures and requirements for drills and practices. 2) Understands personal responsibilities in emergency/disaster events. 3) Understands corresponding community responsibilities, and has knowledge of their roles and responsibilities. 4) Understands agency disaster plans. 5) Understands personnel response requirements, and job duties in an emergency/disaster 6) Understands the basic roles of First Responders 7) Understands critical care issues, and the necessity of calm response |

Domain 4: Administrative Responsibility

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| Task 4.1 Professional Documentation Document all required information in a clear legible timely concise and accurate manner. | |
| KSAs <i>Knowledge</i> <i>Skills</i> <i>Attitudes</i> | <ol style="list-style-type: none"> 1) Comprehends legal rules/guidelines for documentation. Adheres to confidentiality laws and policies. Communicate with healthcare consumers and family members using secure online, mobile, and “smart” technology and devices. Safeguard healthcare consumer privacy and confidentiality with respect to communication, documentation, and data. 2) Demonstrates functional literacy skills and understanding of clinical taxonomy. 3) Understands the use of an electronic health record to retrieve relevant information and to document care concisely. Knows what, when and where to document in writing or in electronic health records. 4) Demonstrates ability to write clearly and understandably. 5) Understands need to document actions that happened in response to intervention. 6) Cognizant of file maintenance and file location requirements. 7) Uses person first language in documentation. 8) Avoids judgmental language in documentation. 9) Utilizes professional and precise terminology in documentation. 10) Uses behavioral language as descriptors. |

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| | <ol style="list-style-type: none">11) Recognizes importance of keeping documentation fact-based, vs. speculation and interpretation and subjective theories regarding the etiology of behavior12) Cognizant of information to include and not include in documentation. |
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