Minnesota Dual-Training Pipeline
Competency Model for Health Care Services
Occupation: Psychiatric/Mental Health Technician In-Patient

Employer Requirements

Occupation-Specific Competencies*
- Assists Caregivers with Tasks
- Assists with Activities of Daily Living
- Lead Group Discussions
- Restraint Application/Seclusion Room Use
- De-escalation and Crisis Technique
- Self Defense

Industry-Sector Technical Competencies*

Industry-Wide Technical Competencies
- Health Industry Fundamentals
- Healthcare Delivery
- Health Information
- Health Industry Ethics
- Laws and Regulations
- Safety Systems

Workplace Competencies
- Teamwork
- Customer Focus
- Planning and Organizing
- Problem Solving and Decision Making
- Working With Tools and Technology
- Scheduling and Coordinating
- Checking, Examining and Recording
- Workplace Fundamentals

Academic Competencies
- Reading and Writing
- Mathematics
- Science and Technology
- Communication: Listening and Speaking
- Critical and Analytic Thinking
- Basic Computer Skills
- Information Literacy

Personal Effectiveness Competencies
- Interpersonal Skills
- Integrity
- Professionalism
- Initiative
- Dependability and Reliability
- Adaptability and Flexibility
- Lifelong Learning
- Compassion & Empathy
- Cultural Competency

DHS-Specific Requirements
- Knowledge and Training in Functional Assessment Training
- Training in Co-occurring Mental Illness and Substance Abuse
- Education in Mental Health Disorders

Pipeline recommends the Industry-Specific Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.

Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

* Pipeline recommends the Industry-Specific Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.
Competency Model for Health Care Services

Psychiatric/Mental Health Technician In-Patient

A cross-trained employee in areas of caring for patients with mental health issues in an in-patient setting.

Industry-Sector Technical Competencies

- **Part of Treatment Team** – Understand how to function as part of a team of care providers including doctors, nurses, and counselors.
- **Collaborate with Care Team** – Understanding on how to work within a care team environment and effectively collaborate with colleagues for appropriate patient care.
- **Trauma Informed Care** - Knowledge about how trauma impacts the physical, mental, behavioral, social, and spiritual areas for the patient and how to align care with the unique circumstances of the patient.
- **De-Escalation** – Training in how to use various de-escalation techniques when dealing with an agitated patient.
- **Professional Boundaries** - Understand what professional boundaries are and identify poor ones. Learn how to create healthy boundaries from the very beginning of the relationship.
- **Therapeutic Self Use** – Trained in the technique to use oneself in such a way that the technician becomes an effective tool in the evaluation and intervention process.
- **Chemical Dependency Awareness** – Knowledge and experience with patients with chemical dependency and the impact to a patient’s mental health.
- **Psycho-Social Support** – Training in the various types of non-therapeutic intervention and how to effectively use them for patients’ treatment.
- **Treatment Goals Assistance** – Knowledge of methods the technician can help a patient meet their treatment goals.
- **Serious Persistent Mental Illness Exposure** – Either formal training or informal experience with mental illnesses with complex symptoms requiring ongoing treatment and management and how to work with patients with this type of diagnosis.
- **CPR and First Aid** – Training in First Aid and CPR certification.
- **Harm Reduction Model** – Understanding of the treatment method using client-therapist collaboration that combines substance abuse treatment with psychotherapy.
• **Millieu Therapy Management** – Training in creating an environment in which all aspects of the patient’s treatment are considered therapeutic.
• **Patient Vitals** – Training in the proper way to collect and record vital information.
• **Treatment Goals** – Knowledge in assisting patients in achieving treatment goals.

**Occupation-Specific Competencies**
• **Caregiver Assistant** – Provide assistance to caregivers as needed with patient treatment.
• **Activities of Daily Living** – Ability to instruct patient and participate in activities required to manage with day to day living.
• **Group Discussions** – Lead group discussions as part of treatment programs.
• **Restraint Application/Seclusion Room Use** – Able to recognize when to apply necessary restraints on patients and properly use seclusion rooms.
• **Self-Defense** – As needed, demonstrate proper self-defense techniques to protect one’s self in volatile situations.
• **De-Escalation** – Use various de-escalation and crisis management techniques when dealing with an agitated patient.
• **Local Community Resources** – Awareness of various resources within the community which may provide support to patient and their caregivers.
• **CPR and First Aid** – Training in First Aid and CPR certification.

**DHS Specific Requirements**
• **Functional Assessment** – Show proper assessment techniques to ascertain the purpose or reason for behaviors displayed by individuals with mental health issues.
• **Co-occurring Mental Illness and Substance Abuse** – Use appropriate methods for integrated treatment to address mental and substance use conditions at the same time.
• **Mental Health Disorders** – Demonstrate knowledge of mental health disorders and the manifestation of symptoms in mental health patients.
## Psychiatric/Mental Health Technician In-Patient Occupational Training Plan

<table>
<thead>
<tr>
<th>Related Instruction Competencies</th>
<th>Description of Courses and/or Training Program</th>
<th>List Responsible Provider: Company, College, Trainer, or other</th>
<th>Anticipated Completion Date</th>
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<tbody>
<tr>
<td>Collect &amp; Record Patient Vitals</td>
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<td>CPR Certification</td>
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<td>Collaborate with Care Team</td>
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<td>Experience/Knowledge of Chemical Dependency</td>
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<td>Provide Psycho-Social Support</td>
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<td>Use of Therapeutic Self</td>
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<td>Self Defense</td>
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**On-The-Job Training Competencies**

Assists Caregivers with Tasks

Assists with Activities of Daily Living

Lead Group Discussions

Restraint Application/Seclusion Room Use

De-escalation and Crisis Technique

Self Defense

**DHS Specific Competencies**

Knowledge and Training in Functional Assessment Training

Training in Co-occurring Mental Illness and Substance Abuse

Education in Mental Health Disorders