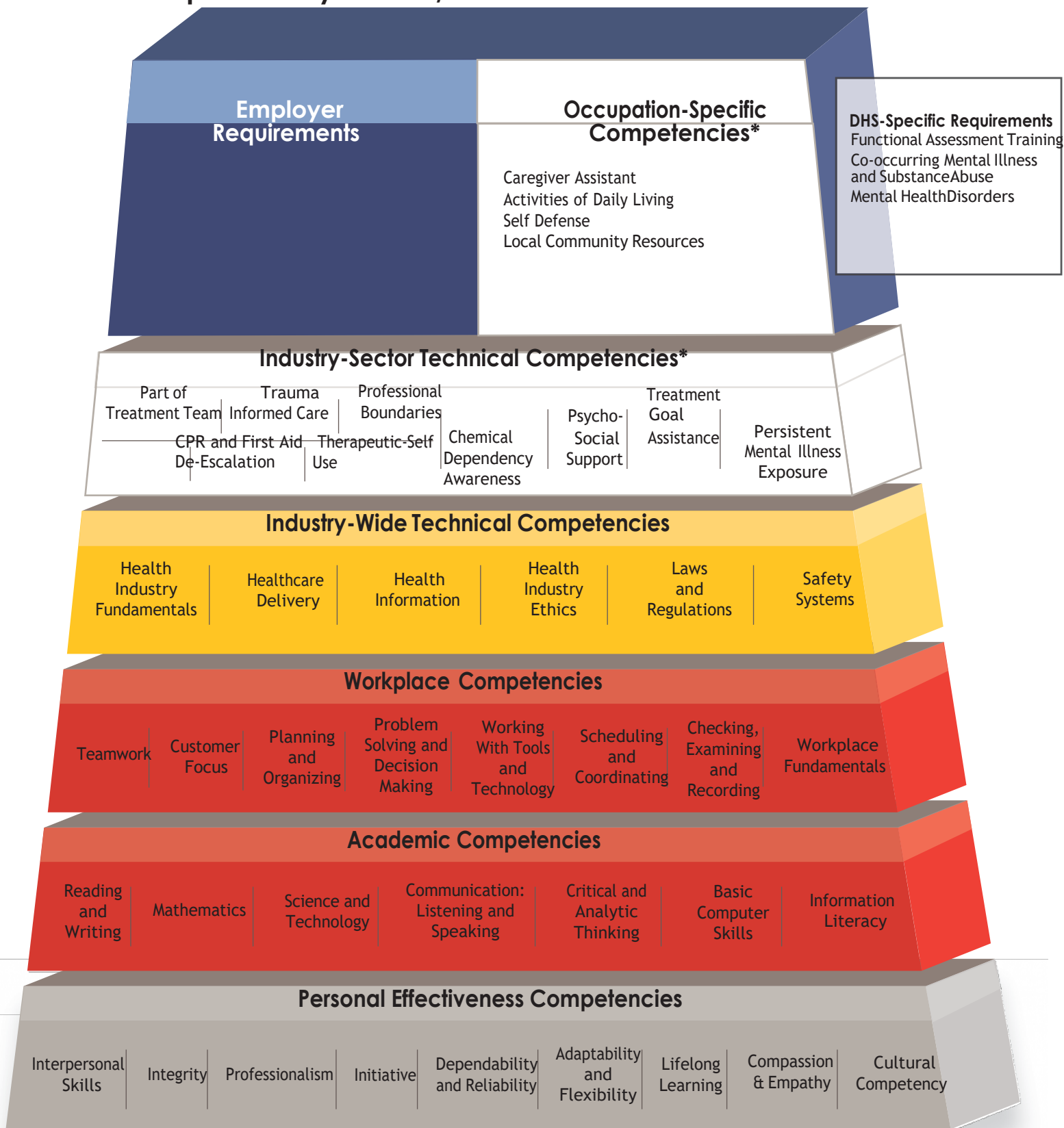


# Minnesota Dual-Training Pipeline

## Competency Model for Health Care Services

### Occupation: Psychiatric/Mental Health Technician Out-Patient



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

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



**Psychiatric/Mental Health Technician Out-Patient** - A cross trained employee in areas of caring for patients with mental health issues in an ambulatory setting.

### **Industry-Sector Technical Competencies**

**Related Instruction** for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Part of Treatment Team** – Understand how to function as part of a team of care providers including doctors, nurses, and counselors.
- **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 about 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.
- **Persistent Mental Illness Exposure** – An understanding of 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.

### **Occupation-Specific Competencies**

**On-the-Job Training (OJT)** is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **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 day to day living.
- **Self-Defense** – As needed, demonstrate proper self-defense techniques to protect one's self

involatile situations.

- **Local Community Resources** – Awareness of various resources within the community which may provide support to patient and their caregivers.

### **DHS Specific Requirements**

- **Functional Assessment Training**– 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.

