**Minnesota Dual-Training Pipeline**

**Competency Model for Health Care Services**

**Occupation:** Psychiatric/Mental Health Technician In-Patient

### Employer Requirements

<table>
<thead>
<tr>
<th>Personal Effectiveness Competencies</th>
<th>Industry-Sector Technical Competencies</th>
<th>Industry-Wide Technical Competencies</th>
<th>Workplace Fundamentals</th>
<th>Academic Competencies</th>
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### Occupation-Specific Competencies

- Caregivers assistant
- Assists with activities of daily living
- Lead group discussions
- Restraint application/seclusion room use
- De-escalation and crisis technique
- Self defense
- Local community resources

**DHS-Specific Requirements**
- Functional assessment training
- Training in co-occurring mental illness and substance abuse
- Education in mental health disorders

**Health industry fundamentals**
- Patient vitals
- Collaborate with care team
- Chemical dependency awareness
- Provide psycho-social support
- Part of treatment team
- Treatment goals assistance
- Trauma informed care
- Use of therapeutic self
- Serious persistent mental illness exposure

**Health care delivery**
- CPR and first aid
- Harm reduction model
- Milieu therapy management
- Professional boundaries
- Training in de-escalation

**Health information**

**Health industry ethics**

**Laws and regulations**

**Safety systems**

**Problem solving and decision making**

**Working with tools and technology**

**Scheduling and coordinating**

**Checking, examining and recording**

**Workplace fundamentals**

**Teamwork**

**Customer focus**

**Planning and organizing**

**Communication: listening and speaking**

**Critical and analytic thinking**

**Basic computer skills**

**Information literacy**

**Reading and writing**

**Mathematics**

**Science and technology**

**Minnesota Dual-Training Pipeline**

**Competency Model for Health Care Services**

**Occupation:** Psychiatric/Mental Health Technician In-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.*
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.

**Occupation-Specific Competencies**
• **Caregiver Assistant** – Provide assistance to caregivers as needed with patient treatment.
• **Assists with Activities of Daily Living** – Ability to instruct patient and participate in activities required to manage with day to day living.
• **Lead 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 and Crisis Technique** – 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.

**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.
• **Training in Co-occurring Mental Illness and Substance Abuse** – Use appropriate methods for integrated treatment to address mental and substance use conditions at the same time.
• **Education in Mental Health Disorders** – Demonstrate knowledge of mental health disorders and the manifestation of symptoms in mental health patients.
<table>
<thead>
<tr>
<th>Related Instruction Competencies</th>
<th>List Course/Training Name and Title</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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**On-The-Job Training Competencies**

- Caregiver Assistant

  - Assists with Activities of Daily Living
  - Lead Group Discussions
  - Restraint Application/Seclusion Room Use
  - De-escalation and Crisis Technique
  - Self Defense

- Local Community Resources

**DHS Specific Competencies**

- Functional Assessment Training
  - Training in Co-occurring Mental Illness and Substance Abuse
  - Education in Mental Health Disorders