Core domains and practice competencies required for integrated primary behavioral healthcare

Clinical Practice Skills

Identifies problem quickly and accepts patient’s point of view
Efficiently describes and employs biopsychosocial model of behavior change
Limits number of target problems consistent with strategic theories of change
Applies patient strengths & resources to identified problems
Uses patient education and home based practice model
Focuses on functional outcomes
Interventions emphasizes acceptance as well as first order change
Evaluates client’s readiness to change and emphasizes client driven change
Interventions are simple, racially and culturally sensitive and supportable by other PC team members
Uses brief, culturally appropriate assessments and interventions
Shows understanding of relationship of medical and psychological processes
Shows knowledge of psychotropic medicines and adherence strategies
Uses evidence based treatments and protocols for behavioral health conditions
Ready to provide primary care lifestyle class or group care clinic alone or with a PC team member

Practice Management Skills

Measures outcomes of behavior change plan at every visit
Uses 30 minute sessions efficiently*
Stays on time when conducting consecutive appointments
Uses community resource and social support strategies
Evaluates outcomes of interventions and develops alternative treatment when indicated
Uses intermittent visit strategy to support home based practice model
Choreographs patient visits within existing medical services process
Uses flexible patient contact strategies (i.e., phone, letter)
Uses patient care modalities designed to manage caseload (classes, group care clinics)
Coordinates triage of patients to and from external specialty services *

Consultation Skills

Focuses on referral question*
Provides feedback to referring providers on a same day basis*
Tailors recommendations to work pace of medical units*
Conducts effective curbside consultations
Recommendations are concrete and easily understood by all PC team members*
Consultations incorporate health and behavioral health factors*
Willing to aggressively follow up with health care team members, when indicated
Leads efforts to develop clinical pathways for behavioral health conditions*
Focuses on recommendations that reduce PCP workload*
Uses prescribing psychiatric consultant appropriately

Documentation Skills

Document BHC response to PCP referral question
Writes clear, concise chart notes indicating BH treatment plan, treatment response and patient adherence to homework
Gets chart notes and feedback to physicians on same day basis
Chart notes are consistent with curbside conversation results
Protects sensitive and/or confidential information
Knowledgeable regarding physical or sexual abuse, neglect reporting requirements

Team Performance Skills

Shows awareness of medical provider roles within the PC team
Understands and operates comfortably within primary care culture
Frequently circulates through medical practice area to create top of mind awareness among PC team members*
Readily provides unscheduled services when required
Is available for on-demand consultations by beeper or cell phone
Willing to provide brief educational talks during lunch hour meetings

Administrative Skills

Understands relevant policies and procedures from services manual
Understands and applies risk management protocols
Accurately and quickly completes all service capture and billing activities

* Indicates core competency specific to the behavioral health provider; all others are shared competencies for the medical and behavioral health team members