

MINNESOTA PIPELINE PROJECT

PRIVATE INVESTMENT, PUBLIC EDUCATION LABOR AND INDUSTRY EXPERIENCE

HEALTH CARE SERVICES OCCUPATIONS

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.

- Milieu 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

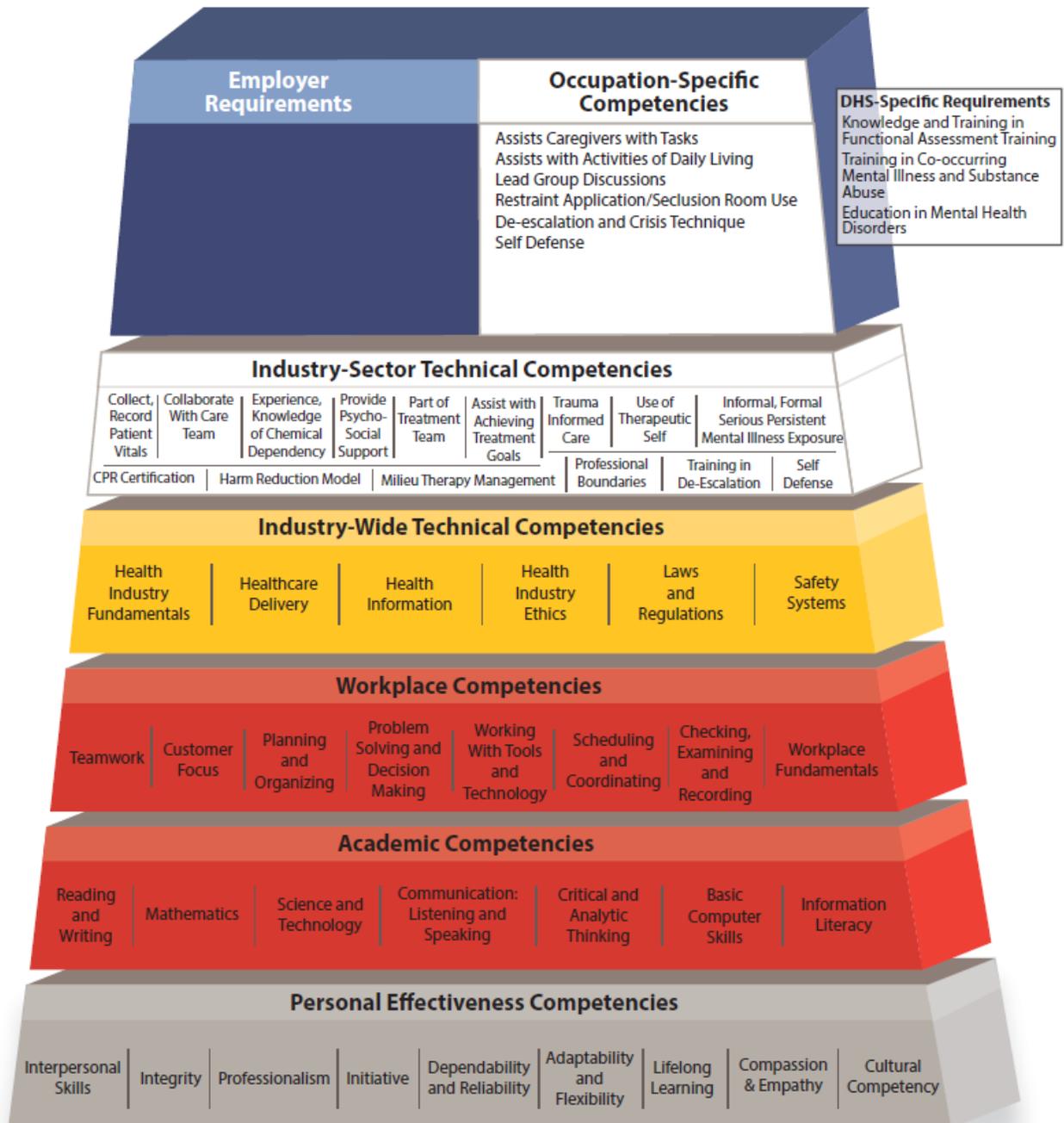
- Caregiver Assistant – Provide assistance to caregivers as needed with patient treatment.
- Activities of Daily Living – Ability to instruct patient and participate in activities required to manage with day to day living.
- Group Discussions – Lead group discussions as part of treatment programs.
- 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.

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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.

Psychiatric/Mental Health Technician In-Patient Occupational Competency Training Plan

Related Instruction means an organized and systematic form of instruction designed to provide the apprentice with the knowledge of the theoretical and technical subjects related to the apprentice's trade of occupation, or industrial courses or, when of equivalent value, by correspondence, electronic media, or other forms or self-study approved by the commissioner.

	Course	Course Description	Credit/Non-Credit	Hours Spent on Competency
Collect & Record Patient Vitals				
CPR Certification				
Collaborate with Care Team				
Experience/Knowledge of Chemical Dependency				
Provide Psycho-Social Support				
Part of Treatment Team				
Assist with Achieving Treatment Goals				
Trauma Informed Care				
Use of Therapeutic Self				
Informal/Formal Serious Persistent Mental Illness Exposure				
Harm Reduction Model				
Milieu Therapy Management				

Professional Boundaries				
Training in De-Escalation				
Self Defense				

On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below.

	Trainer/Instructor	Name of person responsible for verifying competency mastery	Hours spent on competency
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			
<i>DHS Specific Competencies</i>			
Knowledge and Training in Functional Assessment Training			
Training in Co-occurring Mental Illness and Substance Abuse			
Education in Metal Health Disorders			

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PRIVATE INVESTMENT, PUBLIC EDUCATION LABOR AND INDUSTRY EXPERIENCE

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

- 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.

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 day to day living.
- Self-Defense – As needed, demonstrate proper self-defense techniques to protect one’s self in volatile situations.

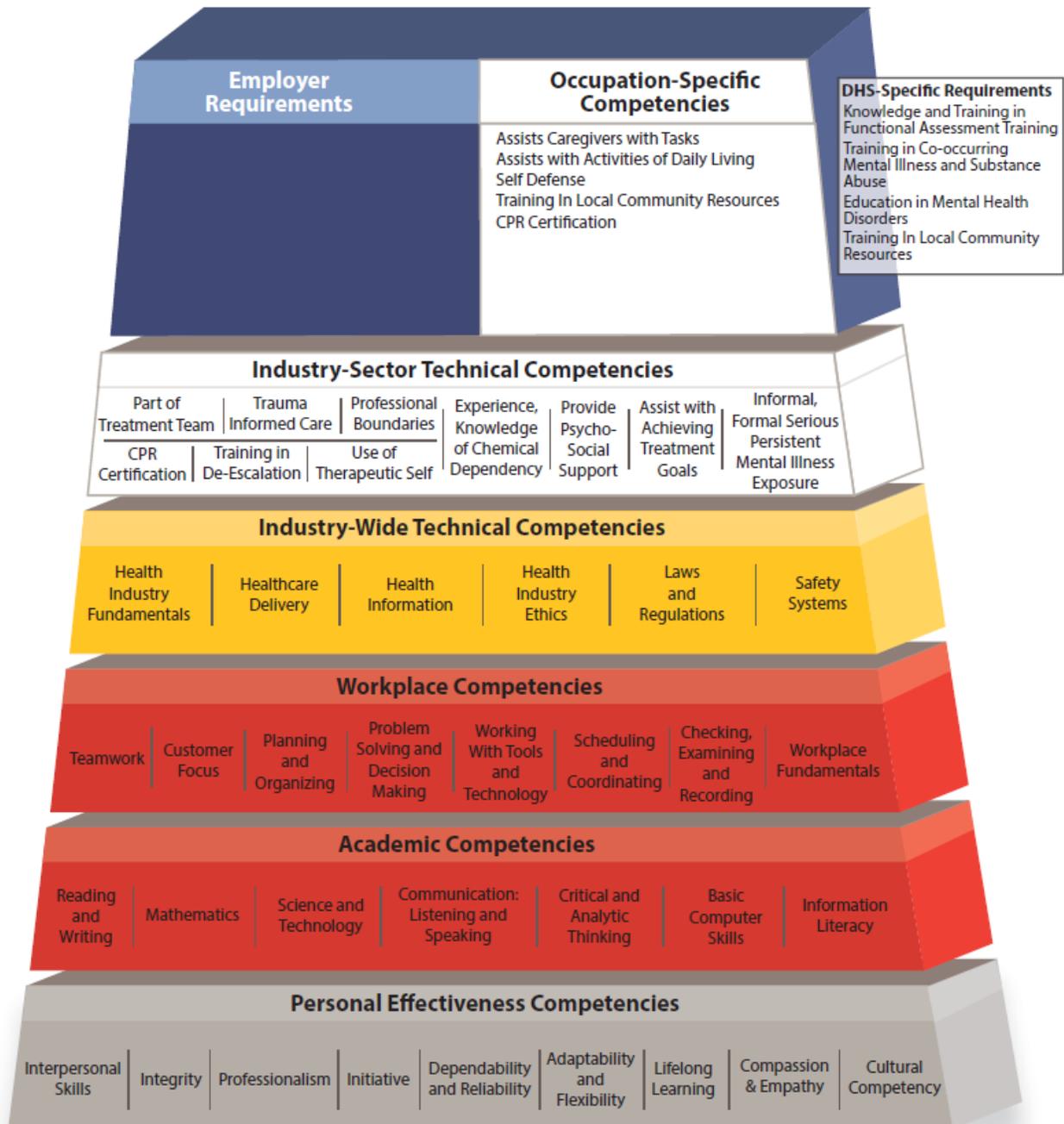
- Local Community Resources – Awareness of various resources within the community which may provide support to patient and their caregivers.
- CPR and First Aid – Training in First Aid and CPR certification.

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.
- Local Community Resources – Awareness of various resources within the community which may assist a patient and their caregivers with support.

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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.

Psychiatric/Mental Health Technician Out-Patient Occupational Competency Training Plan

Related Instruction means an organized and systematic form of instruction designed to provide the apprentice with the knowledge of the theoretical and technical subjects related to the apprentice's trade of occupation, or industrial courses or, when of equivalent value, by correspondence, electronic media, or other forms or self-study approved by the commissioner.

	Course	Course Description	Credit/Non-Credit	Hours Spent on Competency
CPR Certification				
Experience/Knowledge of Chemical Dependency				
Provide Psycho-Social Support				
Part of Treatment Team				
Assist with Achieving Treatment Goals				
Trauma Informed Care				
Use of Therapeutic Self				
Informal/Formal Serious Persistent Metal Illness Exposure				
Professional Boundaries				
Training in De-Escalation				

On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below.

	Trainer/Instructor	Name of person responsible for verifying competency mastery	Hours spent on competency
Assists Caregivers with Tasks			
Assists with Activities of Daily Living			
Training in Local Community Resources			
CPR Certification			
<i>DHS Specific Competencies</i>			
Knowledge and Training in Functional Assessment Training			
Training in Co-occurring Mental Illness and Substance Abuse			
Education in Metal Health Disorders			
Training in Local Community Resources			

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PRIVATE INVESTMENT, PUBLIC EDUCATION LABOR AND INDUSTRY EXPERIENCE

Health Support Specialist - A cross trained employee in all areas of caring for older adults including memory care, culinary care, environmental services, meaningful activities, physiological care and psychosocial care.

Industry-Sector Technical Competencies

- State Regulation for Adult Health – Knowledge of the governing state regulations for the safe delivery of Adult Health Care.
- Environmental Services Dress Code – Awareness of requirements of appropriate work attire to maintain safe and healthy environments for workers and clients.
- CPR and First Aid – Training in First Aid and CPR certification.
- Patient Transfer and Bed Mobility – Learn to assess a patient’s mobility status, to identify equipment options for safely mobilizing the patient to beds/chairs/toilet and determine the mobility level of the patient.
- Food Safety Preparation – Understand the importance of proper food handling procedures and hygiene practices surrounding meal preparation and serving.
- Understand MSDS – Learn how to read and use the information on Material Safety Data Sheets (MSDS).
- Central Supply Store Room Usage and Access – Understand proper supply room procedures and use of products found there.
- Infection Control Procedures – Understand and practice infection control to ensure a sanitary environment for clients. Knowledge of basic hand washing, gloving, waste disposal and infection containment procedures.

Occupation-Specific Competencies

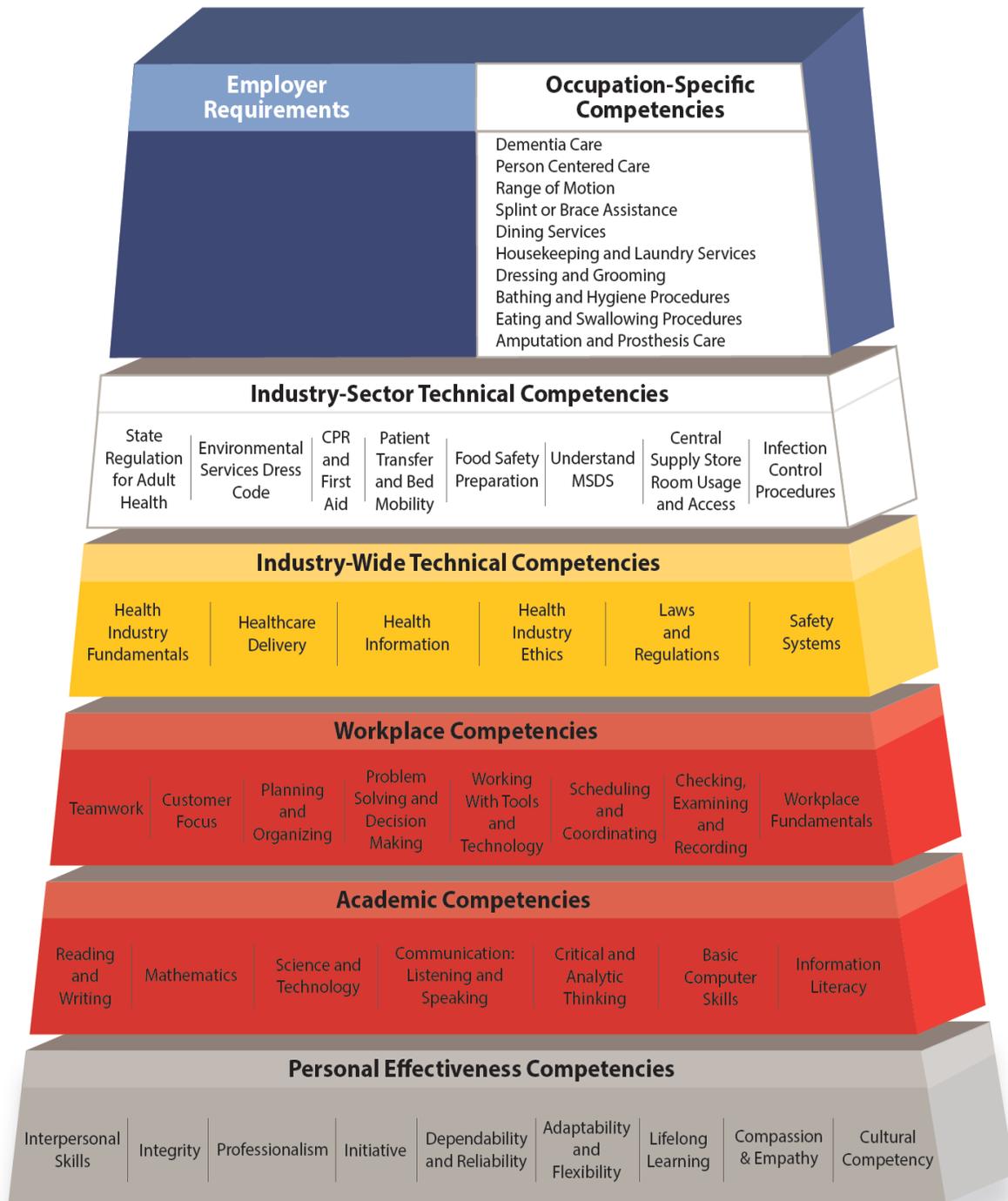
- Dementia Care – Understanding of diseases that cause dementia and how to care and interact with older adults affected by such conditions.
- Person Centered Care – Training in the human values necessary to implement person centered care and vital elements for older adults to maintain quality of life.
- Range of Motion – Demonstrate knowledge of movement potential of the various joints of the body and how to properly assist older adults with limited range.
- Splint or Brace Assistance – Assist older adults with splints and braces for injuries and/or support.

- Dining Services – Demonstrate knowledge of preparing food while following food safety guidelines and accommodating special dietary restrictions and needs for older adults.
- Housekeeping and Laundry Services – Maintain a clean environment by completing housekeeping, laundering and simple maintenance tasks within the guidelines of facility policies and procedures.
- Dressing and Grooming – Show proper techniques and propriety in assisting clients with dressing and grooming.
- Bathing and Hygiene Procedures – Use appropriate methods of bathing and hygiene practices for older adults.
- Eating and Swallowing Procedures – Monitor eating and swallowing and assist with special accommodations and practices for older adults.
- Amputation and Prosthesis Care – Assist with putting a prosthesis on, how to take it off, and how to care for the skin of the stump and the prosthesis.

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Competency Model Health Care Services

Occupation: Health Support Specialist



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

Health Support Specialist Occupational Competency Training Plan

Related Instruction means an organized and systematic form of instruction designed to provide the apprentice with the knowledge of the theoretical and technical subjects related to the apprentice's trade of occupation, or industrial courses or, when of equivalent value, by correspondence, electronic media, or other forms or self-study approved by the commissioner.

	Course	Course Description	Credit/Non-Credit	Hours Spent on Competency
	State Regulation for Adult Health			
	Environmental Services Dress Code			
	CPR and First Aid			
	Patient Transfer and Bed Mobility			
	Food Safety Preparation			
	Understand MSDS			
	Central Supply Store Room Usage and Access			
	Infection Control Procedures			

On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below.

	Trainer/Instructor	Name of person responsible for verifying competency mastery		Hours spent on competency
	Dementia Care			
	Person Centered Care			

Range of Motion				
Splint or Brace Assistance				
Dining Services				
Housekeeping and Laundry Services				
Dressing and Grooming				
Bathing and Hygiene Procedures				
Eating and Swallowing Procedures				
Amputation and Prosthesis Care				

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PRIVATE INVESTMENT, PUBLIC EDUCATION LABOR AND INDUSTRY EXPERIENCE

Medical Assistant - Medical assistants are cross-trained to perform administrative and clinical duties, primarily in outpatient or ambulatory care facilities, such as medical offices and clinics.

Industry-Sector Technical Competencies

- Medical Terminology – Knowledge of medical terms.
- Meds Administration (oral, injection, SQ) – Understanding of medication classifications, usages, and side effects. Able to safely administer using various methods.
- EKG Admin – Safely and accurately administer an EKG and record results.
- Specimen Collection – Understand the process and procedures of collecting specimen samples.
- Lab Techniques - Knowledge of sterile lab techniques and tests.
- Clinical Procedures – Understanding of the processes and procedures of a medical clinic environment.
- CPR/First Aid Cert/OSHA – Obtain CPR/First Aid certification and OSHA/Regulations CLIA Standard Precautions Certificate.
- Pharmacology – How drugs and medications are used for treating patients and the effects of these substances.
- Medical Ethics – Understand principles of medical ethics and how they apply in professional standards.
- Health Records – Knows regulations around health records, how to use record software and record management.
- Basic X-Ray – Understand safe practices and procedures around X-Ray Machine operation.
- Medical Office Skills – Knowledge of procedures for running an efficient, functional medical office setting.

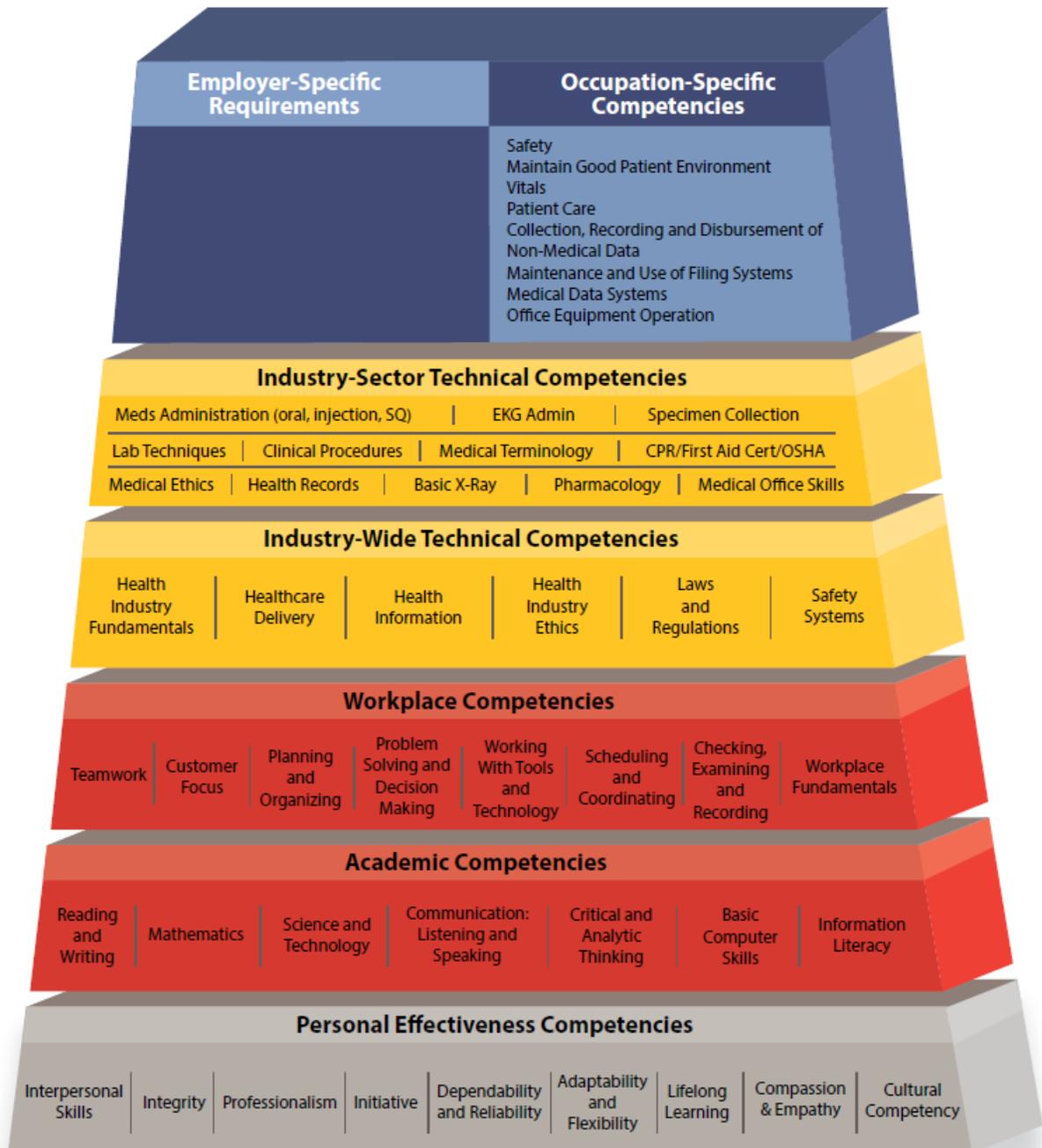
Occupation-Specific Competencies

- Safety - Operating with attention to safety within a medical setting, as well as Evacuation/Safety plans.

- Maintain Good Patient Environment - Practice infection control and hazard management. Clean and sterilize instruments and keep in orderly manner. Prep treatment rooms for exams.
- Vitals – Accurate take and record vital information: temperature, height, weight, pulse, respiration, blood pressure.
- Patient Care – Assist with medical procedures, as well as scheduling, insurance form and reports.
- Collection, Recording and Disbursement of Non-Medical Data – Maintain inventory of office and clinical supplies and instruments. Prepare and distribute office communications as required.
- Medical Office – Maintain medical records, process written communications, computer scheduling and billing,
- Medical Data Systems – Able to use specific medical software, as well as manual charts and filing procedures.
- Office Equipment Operation – Demonstrate proficiency in computer systems, phones, copiers and other equipment used in the office processes.

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Competency Model for Health Care Services Occupation: Medical Assistant



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

Medical Assistant Occupational Competency Training Plan

Medical assistants are cross-trained to perform administrative and clinical duties, primarily in outpatient or ambulatory care facilities, such as medical offices and clinics.

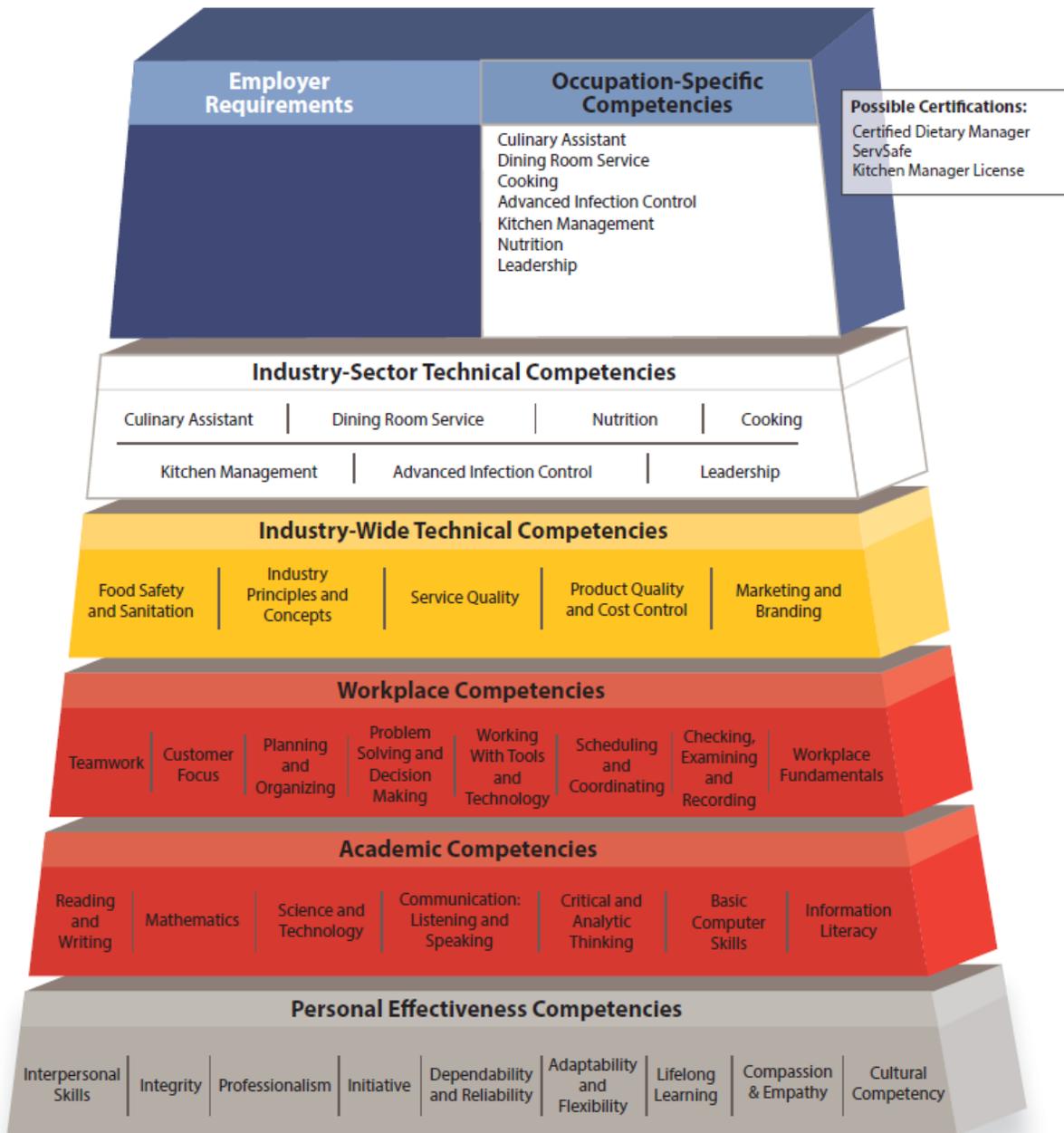
***Related Instruction** means an organized and systematic form of instruction designed to provide the apprentice with the knowledge of the theoretical and technical subjects related to the apprentice's trade of occupation, or industrial courses or, when of equivalent value, by correspondence, electronic media, or other forms or self-study approved by the commissioner.*

	Course	Course Description	Credit/Non-Credit	Hours Spent on Competency
Med Administration (oral, injection, SQ)				
EKG Admin				
Specimen Collection				
Lab Techniques				
Clinical Procedures				
Medical Terminology				
CPR/First Aid Cert/OSHA				
Medical Ethics				
Health Records				
Basic X-Ray				
Pharmacology				

Medical Office Skills				
<i>On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below.</i>				
	Trainer/Instructor	Name of person responsible for verifying competency mastery	Hours Spent on Competency	
Safety				
Maintain Good Patient Environment				
Vitals				
Patient Care				
Collection, Recording and Disbursement of Non-Medical Data				
Maintenance and Use of Filing Systems				
Medical Data Systems				
Office Equipment Operation				

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Competency Model for Health Care Services - Food Industry Occupation: Senior Living Culinary Manager



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

Senior Living Culinary Manager Occupational Competency Training Plan

Related Instruction means an organized and systematic form of instruction designed to provide the apprentice with the knowledge of the theoretical and technical subjects related to the apprentice's trade of occupation, or industrial courses or, when of equivalent value, by correspondence, electronic media, or other forms or self-study approved by the commissioner.

	Course	Course Description	Credit/Non-Credit	Hours Spent on Competency
Culinary Assistant <ul style="list-style-type: none"> • Site specific Mission & Core Values • Care & cleaning of dishes / pots & pans • Care & cleaning of kitchen equipment • Basic infection control procedures • Salad & dessert production / cutting & plating • Stocking & distributing nourishments 				
Dining room service & customer service <ul style="list-style-type: none"> • Setting up tables – linens / place settings / adaptive equipment • Setting up beverage stations & pouring beverages • Greeting customers • Taking orders & serving customers (assisting as needed) / tray cards & diet types • Bussing tables & cleanup • Dining room supervision 				
Cooking <ul style="list-style-type: none"> • Math & measuring / pan sizes / yields • Knife skills & slicer / blenders & choppers • Understanding ingredient function & building flavors without sodium or pre-processed food • Foundation of cooking – 				

<p>knife cuts & mother sauces</p> <ul style="list-style-type: none"> • Protein & cuts of meat • Starch, vegetable & fruit – using fresh ingredients • Stocks & soups • Cooking techniques – braising, sautéing, roasting... • Sandwiches & Salads • Regional & international cuisine • Baking – cake, cookies, pastries, bread • Garnishing & presentation • Texture modification 				
<p>Advanced Infection Control</p> <ul style="list-style-type: none"> • Site specific training modules (Corporate policies & Department of Health regulations) • ServSafe • Kitchen Manager License 				
<p>Kitchen Management</p> <ul style="list-style-type: none"> • Production & prep lists • Plate cost & PPD • Meal costing & budgets • Inventory • Ordering • Staffing & scheduling • Training • Leadership training • Marketing/sales knowledge • HR management 				
<p>Nutrition (Basic Clinical Understanding)</p> <ul style="list-style-type: none"> • Understanding of conditions & diet types • Dysphagia & speech therapy • Supplements • Understanding ingredients – sodium, fat, gluten, allergies & intolerances • Menu writing & recipes 				

<ul style="list-style-type: none"> • Basic MDS knowledge • Charting/Nutritional assessment • Basic Medical Nutrition Therapy (MNT) based on the dxs. 				
Leadership				

On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below.

	Trainer/Instructor	Name of person responsible for verifying competency mastery	Hours spent on competency
Culinary Assistant			
Dining room service & customer service			
Cooking			
Advanced Infection Control			
Kitchen Management			
Nutrition			
Leadership			