

Behavioral Health Consultant Core Competency Tool

Competency	Rating 1=low 5=high
Domain 1: Clinical Practice Skills	
1. Attends to entire clinic population.	
2. Participates in preventative care.	
3. Promotes small changes in a large number of patients.	
4. Participates in development and implementation of PCBH pathways.	
5. Describes services accurately to new patients.	
6. Understands the relationship of medical and psychological systems.	
7. Uses appropriate assessment tools.	
8. Clarifies referral problem with patient and PCP.	
9. Limits assessment focus to one referral problem.	
10. Conducts brief life context interview.	
11. Conducts effective functional analysis of target problem.	
12. Combines information from life context and functional analysis interviews to create effective interventions.	
13. Offers patient a choice among interventions.	
14. Shows knowledge of best practice guidelines, ESTs.	
15. Matches interventions to patient's strengths and deficits.	
16. Uses self-management, home-based practice.	
17. Provides patient with written or printed copy of plan.	
18. Assesses patient confidence in behavior change plan.	
19. Demonstrates basic knowledge of medications.	
20. Provides groups or classes for a variety of problems (sleep, stress, lifestyle).	
21. Provides group medical visits.	

Domain 2: Practice Management Skills	
22. Uses 30-minute visits efficiently.	
23. Stays on time when conducting consecutive appointments.	
24. Completes treatment episode when improvements noted and plan is clear.	
25. Uses continuity visits.	
26. Uses flexible patient contact strategies.	
27. Assists with high-utilizers of medical care.	
28. Appropriately refers patients to groups and classes in PC.	
29. Provides PC case management strategies.	
30. Coordinates care with ACO, CCO, school, hospital or other staff not co-located.	
31. Uses community resources.	
32. Appropriately triages to specialty MH and chemical dependency.	
33. Effectively markets BHC services.	
Domain 3: Consultation Skills	
34. Focuses on and responds to referral question.	
35. Conducts effective curbside consultations.	
36. Describes interventions in transparent language to encourage PC team support.	
37. Focuses on recommendations that reduce PCP/RN visits and workload.	
38. Tailors recommendations to work pace of PC.	
39. Provides presentations to PCPs and other team members.	
40. Researches questions about BH interventions.	
41. Assertively follows up with PCPs, when indicated.	
Domain 4: Documentation Skills	
42. Writes clear, concise chart notes.	
43. Gets chart notes and feedback to PCP/RN on same day basis.	
44. Chart notes are consistent with curbside conversation results.	

Domain 5: Team Performance Skills	
45. Understands and operates comfortably within PC culture.	
46. Understands team roles.	
47. Leaves information as to location and time of return, when away from station.	
48. Readily provides unscheduled services when needed.	
49. Provides exam room posters that help patients and PCMH team members recognize and address BH issues.	
50. Available for on-demand consultations.	
Domain 6: Administrative Skills	
51. Understands relevant policies and procedures of the BHC service.	
52. Understands and applies risk management protocols.	
53. Routinely completes all billing activities.	
Notes:	

Use a rating scale of 1 (low) to 5 (high) to assess skill competence in attributes within each of the six domains. Place rating in the "Rating" column corresponding to the skill rating that best describes current skill level.

Note: A BHC may use this tool for self-assessment and career development planning and/or an expert trainer or clinical supervisor may use it as part of a training and evaluation process.

Figure 5.1. Behavioral Health Consultant Core Competency Tool.