

Virginia's Health Competencies for Direct Support Professionals and Supervisors who support individuals with Developmental Disabilities

The Direct Support Professional (DSP) and Supervisor Health Competencies Checklist is designed to ensure a more consistent level of expertise among DSPs and Supervisors who provide medically intensive supports to individuals (with a Level 5, 6 or 7 based on the completed Supports Intensity Scale) in Virginia's DD services system. The competencies have been developed by professionals with knowledge in best practices and in accordance with established requirements for Virginia's DD waivers. The competencies focus on key areas including the effective collecting and sharing of health information, providing health-related supports, and operating ethically.

This checklist is a tool to guide the development of DSPs and their supervisors in understanding their role in supporting people with DD who also have chronic and/or intensive health support needs. The focus is on DSP and supervisor abilities to meet the requirements of the DD waivers and to support individuals to be healthy, safe and respected. They are also designed to increase individual participation and understanding of their needed health supports to the greatest extent possible.

Direct Support Professional refers to anyone directly supporting individuals with DD in a waiver funded service in Virginia. The initial and ongoing completion of this checklist is the responsibility of direct supervisors who oversee the work of DSPs providing support under any of Virginia's DD waivers. A supervisor's ability to meet the required competencies is observed and determined by the agency's director, as well as through site visits conducted during program reviews.

The columns in the checklist serve as a location to note dates, activities and observations that support a determination of proficiency with each competency. The **Training Received** column provides for recording the dates and details of formal and informal training efforts related to the competency. The **Implemented Skills** column provides space to record the dates and descriptions of the supervisor's direct observation of the related competency. The last column **Proficiency Determined** is a location to record the date that the competency is confirmed by the supervisor through discussion and observation of the DSPs abilities and understanding. DSPs and Supervisors have achieved each competency once all related skills and behaviors are observed. If a behavior related to any skill does not apply in the current role, indicate as not applicable.

This checklist must be updated at least annually and as needed to ensure that DSPs and their supervisors are proficient in the competencies as described. Competencies may be documented on this tool or adapted into an electronic format as long as the competencies and areas of reporting remain consistent with this document. The initial completion of the checklist and annual updates must be maintained in personnel documents and available for review by the Department of Behavioral Health and Developmental Services, the Department of Medical Assistance Services and other reviewers as needed.

Health Competencies Checklist TEMPLATE (rev. 6.10.16)

Competencies, Skills & Abilities	DSP	Supervisor	Training Received	Implemented Skills	Proficiency Determined
1. Effectively collects and shares health information					
1.1 Describes health information accurately while working cooperatively with the person and others providing support	✓	✓			[Enter supervisor initials and date skill 1.1 proficiency was determined or reconfirmed]
1.1.1 Relays health information accurately in writing about physician’s orders, hospital orders and medical issues.	✓	✓			
1.1.2 Builds positive rapport with individuals, families and healthcare providers.	✓	✓			
1.1.3 Translates health information and medical plans received from a healthcare provider to individuals and families and coordinates further consultation with healthcare providers as needed.	✓	✓			
1.1.4 Can state individuals’ health history and related support plans efficiently, logically and effectively.	✓	✓			
1.1.5 Uses active and responsive listening skills in supporting individuals.	✓	✓			
1.1.6 Demonstrates sensitivity in discussing medical issues and states their understanding of how gender, ethnic, socioeconomic and other diversities affect the individual’s support.	✓	✓			
1.1.7 Observed to be a model for Direct Support Professionals by demonstrating effective, respectful communication regarding medical issues.		✓			
1.1.8 Confirms accuracy and timeliness in Direct		✓			

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Competencies, Skills & Abilities	DSP	Supervisor	Training Received	Implemented Skills	Proficiency Determined
Support Professionals' ability to document health and supports information.					
2. Provides health related supports correctly					
2.1 Identifies and responds to established and emerging health needs	✓	✓			[Enter supervisor initials and date skill 2.1 proficiency was determined or reconfirmed]
2.1.1 Recognizes any change from the individual's typical health status or usual ability level and notifies a health professional in a timely manner.	✓	✓			
2.1.2 Follows therapeutic instructions related to prescribed procedures and protocols.	✓	✓			
2.1.3 Demonstrates ability to locate indications and side effects for a prescribed medication.	✓	✓			
2.1.4 Can state potential drug interaction and side effects of medications prescribed for the individuals they support and how the plan for supports reflect these concerns.	✓	✓			
2.1.5 Can state the recommended lifestyle modifications in response to existing health conditions for a person and is able to educate and encourage him or her on options for incorporating these modifications into everyday life.	✓	✓			
2.1.6 Follows universal precaution procedures minimizing risk to self and others.	✓	✓			
2.1.7 Demonstrates the ability to carry out delegated or prescribed instructions as written including those needed to protect individuals against common and	✓	✓			

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preventable health diseases, chronic conditions and acute phases of a diagnosed condition.					
2.1.8 Demonstrates the ability to collect and accurately report health data provided to health professionals to complete assessments (e.g. accurate vital signs).	✓	✓			
2.1.9 Participates with the individual, family, supervisor, healthcare staff and other supporters to construct health strategies and include them in the ISP and provides input into the process of successful use of these strategies.	✓	✓			
2.1.10 Serves as a resource for Direct Support Professionals by seeking out professional help in resolving complex issues related to the provision of supports.		✓			
2.1.11 Participates in the ISP process and makes suggestions to improve current direct supports that might be helpful in improving individual comfort and independence.		✓			
2.1.12 Ensures that Direct Support Professionals have been trained by a licensed professional when needed.		✓			
2.1.13 Demonstrates the ability to articulate the rationale of supports provided and perform the prescribed protocols.		✓			
2.1.14 Ensures that Direct Support Professionals know and follow emergency protocols when emergencies occur.		✓			

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Competencies, Skills & Abilities	DSP	Supervisor	Training Received	Implemented Skills	Proficiency Determined
3. Operates ethically while providing services and supports					
3.1 Provides health related supports within policies and procedures and standards for privacy	✓	✓			[Enter supervisor initials and date skill 3.1 proficiency was determined or reconfirmed]
3.1.1 Recognizes personal limits in knowledge and experience and seeks guidance and further education as needed.	✓	✓			
3.1.2 Discloses errors immediately and follows proper methods of reporting and documenting occurrences.	✓	✓			
3.1.3 Incorporates supervisory feedback into improving approach and support provided.	✓	✓			
3.1.4 Demonstrates respect for each person through the use of person-first language (i.e. identifying the person first rather than their health issue or diagnosis) and others at all times.	✓	✓			
3.1.5 Maintains individual confidentiality and can identify emergency situations that would allow for disclosure without proper releases.	✓	✓			
3.1.6 Remains focused on the person and his or her needs and responds in a timely way to all requests, issues or concerns.	✓	✓			
3.1.7 Responds non-judgmentally to a person's health history and current health issues.	✓	✓			
3.1.8 Can state legal processes and agency policies related to capacity to consent or decline treatment and the inclusion of the legal guardian(s) in this process.	✓	✓			

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Competencies, Skills & Abilities	DSP	Supervisor	Training Received	Implemented Skills	Proficiency Determined
3.1.9 Ensures Direct Support Professionals understand confidentiality and privacy related to health supports and related documentation.		✓			
3.1.10 Identifies when Direct Support Professionals do not understand or are unable to offer appropriate health supports and adjusts assignments accordingly.		✓			

Employee's Printed Name

Date

Employee's signature

Supervisor's Printed Name

Date

Supervisor's signature

These competencies must be updated annually by the supervisor (for DSPs) or the agency's director (or designee) for supervisors. Providing a signature and date of review below confirms that the DSP or supervisor continues to meet these competencies. If competencies do not continue to be demonstrated, provide 180 days for repeating the test and reconfirming that the competencies are met. The following update form may be utilized for three consecutive years before a new checklist is needed for updates. **A new competency checklist is needed in the 5th year.**

Annual DSP and Supervisor Competencies Updates		
Second year	Third Year	Fourth year
<p>Complete the appropriate section below:</p> <p>I have observed that the employee <u>continues</u> to meet DBHDS-standards by demonstrating the skills and behaviors in each of the three required areas:</p> <p>1. <u>Collecting/sharing health information,</u> ____ Initials 2. <u>Providing health supports correctly,</u> ____ Initials 3. <u>Operating ethically</u> _____ Initials</p> <p>_____ Printed name Initials</p> <p>_____ Signature</p> <p>_____ Date</p> <p>If the employee does not demonstrate competency in any of the three areas or if the supervisor cannot confirm that the staff member is demonstrating the skills and behaviors in the three required areas, the employee will review the training information, and the employee will have 180 days to demonstrate these competencies. Once the above competencies are confirmed, sign and date below.</p> <p>_____ Printed name</p> <p>_____ Signature</p> <p>_____ Date</p>	<p>Complete the appropriate section below:</p> <p>I have observed that the employee <u>continues</u> to meet DBHDS-standards by demonstrating the skills and behaviors in each of the three required areas:</p> <p>1. <u>Collecting/sharing health information,</u> ____ Initials 2. <u>Providing health supports correctly,</u> ____ Initials 3. <u>Operating ethically</u> _____ Initials</p> <p>_____ Printed name Initials</p> <p>_____ Signature</p> <p>_____ Date</p> <p>If the employee does not demonstrate competency in any of the three areas or if the supervisor cannot confirm that the staff member is demonstrating the skills and behaviors in the three required areas, the employee will review the training information, and the employee will have 180 days to demonstrate these competencies. Once the above competencies are confirmed, sign and date below.</p> <p>_____ Printed name</p> <p>_____ Signature</p> <p>_____ Date</p>	<p>Complete the appropriate section below:</p> <p>I have observed that the employee <u>continues</u> to meet DBHDS-standards by demonstrating the skills and behaviors in each of the three required areas:</p> <p>1. <u>Collecting/sharing health information,</u> ____ Initials 2. <u>Providing health supports correctly,</u> ____ Initials 3. <u>Operating ethically</u> _____ Initials</p> <p>_____ Printed name Initials</p> <p>_____ Signature</p> <p>_____ Date</p> <p>If the employee does not demonstrate competency in any of the three areas or if the supervisor cannot confirm that the staff member is demonstrating the skills and behaviors in the three required areas, the employee will review the training information, and the employee will have 180 days to demonstrate these competencies. Once the above competencies are confirmed, sign and date below.</p> <p>_____ Printed name</p> <p>_____ Signature</p> <p>_____ Date</p>