

## 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 health-related 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 serves as documentation that proficiency has been confirmed in the required competency areas. The focus is on basic DSP and supervisor ability to meet the requirements of the DD waivers and to support individuals to have a life that includes what's important TO each person based on his or her own desires and what's important FOR each person in terms of health, safety and value in the community. **Direct Support Professional** refers to staff members identified by the provider as having the primary role of assisting an individual on a day-to-day basis with routine personal care needs, social support, and physical assistance in a wide range of daily living activities so that the individual can lead a self-directed life in his own community. 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 three required competencies is determined by the provider's director (or designee), as well as through site visits conducted during program reviews.

The columns in the checklist serve as a location to document the type of training received, ability, and proficiency with each competency, skill, and action. The **Training Received** checkboxes are for recording the type of formal and informal training efforts related to the competency. Training can be obtained in a 1:1 setting, through group training, or through formal education such as a professional degree, online learning courses, or college courses that relate to the item. Evidence of training and/or education must be maintained for each individual. The **Implemented Skills** column provides space to indicate staff ability based on the supervisor's direct observations during the 180 day period while identifying strengths and needs. DSPs and/or supervisors may demonstrate one of four levels of ability, which progresses from a basic understanding to proficiency:

- **Basic understanding:** individual is able to communicate a basic understanding of the skill or action; high level of supervision needed
- **Developing:** individual is in the process of developing the ability or are showing some, but not all aspects of the skill or action in practice; moderate level of supervision needed
- **Competent:** individual demonstrates the skill or actions, as appropriate without routine integration; low level of supervision needed

The last column **Proficiency Determined** is a location to confirm that proficiency is achieved. Staff must consistently demonstrate each related skill and action to establish that proficiency is present. All skills and actions must be confirmed as "proficient" to establish an understanding and demonstration of the competencies necessary to support individuals with developmental disabilities under the DD Waivers. By the end of the 180 day evaluation

## Health Competencies Checklist (rev. 1.19.17) DMAS #P244a

period, individuals must demonstrate all skills and actions under each competency, which is confirmed by checkmarks in the last column. The competency is then considered met and can be dated and initialed by the approving supervisor, director, or director's designee.

- **Proficiency confirmed:** individual demonstrates all aspects of the skill or action with routine integration; minimal supervision needed

DSPs and Supervisors are deemed proficient with each competency once all related skills and behaviors have been confirmed and indicated upon the checklist, including noting as not applicable (NA) if an action related to any skill does not apply in the current role. Each competency must be dated and initialed by the supervisor for DSPs or the agency director (or designee) for supervisors.

This checklist must be reconfirmed (and as updated as appropriate) 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.

For additional support with these competencies please contact a Registered Nurse Care Consultant at the DBHDS Office of Integrated Health (OIH). OIH contacts are located online at: <http://www.dbhds.virginia.gov/individuals-and-families/office-of-integrated-health>.

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
<b>Competency 1</b> <b>Effectively collects and shares health information</b>  Training Received: <input type="checkbox"/> 1:1, <input type="checkbox"/> Group, <input type="checkbox"/> Formal education			Enter supervisor initials and date when proficiency is determined or reconfirmed for all elements of <b>Competency 1</b> →	
<b>Skill 1.1 Describes health information accurately while working cooperatively with the person and others providing support</b>	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.1 Relays health information accurately in writing about physician’s orders, hospital orders and medical issues.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.2 Builds positive rapport with individuals, families and healthcare providers.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
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.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.4 Can state individuals’ health history and related support plans efficiently, logically and effectively.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.5 Demonstrates sensitivity in discussing medical issues and states their understanding of how gender, ethnic, socioeconomic and other diversities affect the individual’s support.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
1.1.6 Observed to be a model for Direct Support Professionals by demonstrating effective, respectful communication regarding medical issues.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
1.1.7 Confirms accuracy and timeliness in Direct Support Professionals' ability to document health and supports information.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
<b>Competency 2</b> <b>Provides health related supports correctly</b>  Training Received: <input type="checkbox"/> 1:1, <input type="checkbox"/> Group, <input type="checkbox"/> Formal education			Enter supervisor initials and date when proficiency is determined or reconfirmed for all elements of <b>Competency 2</b> →	
<b>Skill 2.1 Identifies and responds to established and emerging health needs</b>	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
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.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.2 Follows therapeutic instructions related to prescribed procedures and protocols.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.3 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.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.4 Follows universal precaution procedures minimizing risk to self and others.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.5 Demonstrates the ability to carry out delegated or prescribed instructions as written including those needed to protect individuals against common and preventable health diseases, chronic conditions and acute phases of a diagnosed condition.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
2.1.6 Demonstrates the ability to collect and accurately report health data provided to health professionals to complete assessments (e.g. accurate vital signs).	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.7 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.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.8 Serves as a resource for Direct Support Professionals by seeking out professional help in resolving complex issues related to the provision of supports.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.9 Participates in the ISP process and makes suggestions to improve current direct supports that might be helpful in improving individual comfort and independence.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.10 Ensures that Direct Support Professionals have been trained by a licensed professional when needed.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.11 Demonstrates the ability to articulate the rationale of supports provided and perform the prescribed protocols.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
2.1.12 Ensures that Direct Support Professionals know and follow emergency protocols when emergencies occur.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
<b>Competency 3</b> <b>Operates ethically while providing services and supports</b>  Training Received: <input type="checkbox"/> 1:1, <input type="checkbox"/> Group, <input type="checkbox"/> Formal education			Enter supervisor initials and date when proficiency is determined or reconfirmed for all elements of <b>Competency 3</b> →	
<b>Skill 3.1 Provides health related supports within policies and procedures and standards for privacy.</b>	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.1 Recognizes personal limits in knowledge and experience and seeks guidance and further education as needed.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.2 Discloses errors immediately and follows proper methods of reporting and documenting occurrences.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.3 Incorporates supervisory feedback into improving approach and support provided.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
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.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.5 Maintains individual confidentiality and can identify emergency situations that would allow for disclosure without proper releases.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
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.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.7 Responds non-judgmentally to a person’s health history and current health issues.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing	<input type="checkbox"/> proficiency confirmed

Competencies, Skills & Abilities	DSP	Supervisor	Implemented Skills	Proficiency Determined
			<input type="checkbox"/> competent	
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.	✓	✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.9 Ensures Direct Support Professionals understand confidentiality and privacy related to health supports and related documentation.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed
3.1.10 Identifies when Direct Support Professionals do not understand or are unable to offer appropriate health supports and adjusts assignments accordingly.		✓	<input type="checkbox"/> basic understanding <input type="checkbox"/> developing <input type="checkbox"/> competent	<input type="checkbox"/> proficiency confirmed

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Initials      \_\_\_\_\_  
Date

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 form must be completed in the 5<sup>th</sup> year.**

Annual DSP and Supervisor Health Competencies Updates		
Second year	Third Year	Fourth year
<p><b>Complete the appropriate section below:</b></p> <p>I have observed that the employee <b><u>continues</u></b> to meet DBHDS-standards by demonstrating the skills and actions in each of the three required areas:</p> <p>1. <u>Collecting/sharing information,</u> _____ Initials                      2. <u>Provides supports correctly,</u> _____ Initials                      3. <u>Operates ethically.</u> _____ Initials</p> <p>_____</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 actions in the three required areas, the employee will review the training information, retesting will be completed, and the employee will have 180 days to demonstrate these competencies. Once the test is passed with a score of 80% or above and competencies are confirmed, sign and date below.</p> <p>_____</p> <p>Printed name _____</p> <p>Signature _____</p> <p>Date _____</p>	<p><b>Complete the appropriate section below:</b></p> <p>I have observed that the employee <b><u>continues</u></b> to meet DBHDS-standards by demonstrating the skills and actions in each of the three required areas:</p> <p>1. <u>Collecting/sharing information,</u> _____ Initials                      2. <u>Provides supports correctly,</u> _____ Initials                      3. <u>Operates ethically.</u> _____ Initials</p> <p>_____</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 actions in the three required areas, the employee will review the training information, retesting will be completed, and the employee will have 180 days to demonstrate these competencies. Once the test is passed with a score of 80% or above and competencies are confirmed, sign and date below.</p> <p>_____</p> <p>Printed name _____</p> <p>Signature _____</p> <p>Date _____</p>	<p><b>Complete the appropriate section below:</b></p> <p>I have observed that the employee <b><u>continues</u></b> to meet DBHDS-standards by demonstrating the skills and actions in each of the three required areas:</p> <p>1. <u>Collecting/sharing information,</u> _____ Initials                      2. <u>Provides supports correctly,</u> _____ Initials                      3. <u>Operates ethically.</u> _____ Initials</p> <p>_____</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 actions in the three required areas, the employee will review the training information, retesting will be completed, and the employee will have 180 days to demonstrate these competencies. Once the test is passed with a score of 80% or above and competencies are confirmed, sign and date below.</p> <p>_____</p> <p>Printed name _____</p> <p>Signature _____</p> <p>Date _____</p>