

SAMHSA-HRSA Center for Integrated Health Solutions (2014) Core Competencies for Integrated Behavioral Health and Primary Care

Interpersonal Communication

The ability to establish rapport quickly and to communicate effectively with consumers of healthcare, their family members and other providers.

- Examples: active listening; conveying information in a jargon-free, non-judgmental manner; using terminology common to the setting in which care is delivered; and adapting to the preferred mode of communication of the consumers and families served.

Collaboration and Teamwork

The ability to function effectively as a member of an interprofessional team that includes behavioral health and primary care providers, consumers and family members.

- Examples include: understanding and valuing the roles and responsibilities of other team members, expressing professional opinions and resolving differences of opinion quickly, providing and seeking consultation, and fostering shared decision-making.

Screening and Assessment

The ability to conduct brief, evidence-based and developmentally appropriate screening and to conduct or arrange for more detailed assessments when indicated.

- Examples include screening and assessment for: risky, harmful or dependent use of substances; cognitive impairment; mental health problems; behaviors that compromise health; harm to self or others; and abuse, neglect, and domestic violence.

Care Planning and Care Coordination

The ability to create and implement integrated care plans, ensuring access to an array of linked services, and the exchange of information among consumers, family members, and providers.

- Examples include: assisting in the development of care plans, whole health, and wellness recovery plans; matching the type and intensity of services to consumers' needs; providing patient navigation services; and implementing disease management programs.

Intervention

The ability to provide a range of brief, focused prevention, treatment and recovery services, as well as longer-term treatment and support for consumers with persistent illnesses.

- Examples include: motivational interventions, health promotion and wellness services, health education, crisis intervention, brief treatments for mental health and substance use problems, and medication assisted treatments.

Cultural Competence and Adaptation

The ability to provide services that are relevant to the culture of the consumer and their family.

- Examples include: identifying and addressing disparities in healthcare access and quality, adapting services to language preferences and cultural norms, and promoting diversity among the providers working in interprofessional teams.

System Oriented Practice

The ability to function effectively within the organizational and financial structures of the local system of healthcare.

- Examples include: understanding and educating consumers about healthcare benefits, navigating utilization management processes, and adjusting the delivery of care to emerging healthcare reforms.

Practice-Based Learning and Quality Improvement

The ability to assess and continually improve the services delivered as an individual provider and as an interprofessional team.

- Examples include: identifying and implementing evidence-based practices, assessing treatment fidelity, measuring consumer satisfaction and healthcare outcomes, recognizing and rapidly addressing errors in care, and collaborating with other team members on service improvement.

Informatics

The ability to use information technology to support and improve integrated healthcare.

- Examples include: using electronic health records efficiently and effectively; employing computer and web-based screening, assessment, and intervention tools; utilizing telehealth applications; and safeguarding privacy and confidentiality.

