

MIH Program Competencies by Personnel

Medical Director	Clinical Care Supervisor	Program Manager	Type I Practitioner	Type II Practitioner
*or BC				
*or BC				
*or BC				

BC = Board Certified

COMPETENCY AREA 1: Emergency Medical Services

1. Advanced Cardiac Life Support (ACLS) – documented evidence of current ACLS according to the AHA
2. Basic Life Support (BLS) - documented evidence of current BLS certification according to the American Heart Association (AHA)
3. Pediatric Advanced Life Support (PALS) according to the AHA - or Advanced Pediatric Life Support (APLS) according to ACEP, or equivalent education (if pediatrics is part of the scope of care)
4. Neonatal Resuscitation Program (NRP) if scope of care includes care of infants 28 days old or less.
5. EMT/paramedic certifications (EMT, paramedic, CCP-C) must be current if required by position description.
6. Certified Community Paramedic (CP-C) for eligible clinicians is strongly recommended within two (2) years of date of hire.
7. Vehicle and Equipment Operation Training

COMPETENCY AREA 2: Education Specific to MIH Environment

COMMUNITY BASED NEEDS

1. Knowledge of the local community needs assessment
2. Social determinants of health
3. Cultural competencies (Religion, Language, Sexual Orientation, Ethnicity, Race)
4. At risk needs (physical and mental abuse, neglect, PTSD, malnutrition, medical illiteracy, fall risk)
5. Home safety assessment
6. Scope and roles of other community resources (Public health, other clinical and non- clinical community based organizations)

INTERDISCIPLINARY COLLABORATION

1. Developing Plans of Care and Care coordination
2. Development of exit strategies to discontinue services when no longer needed or appropriate.
3. Palliative care/end of life care

PATIENT-CENTRIC CARE

1. Anatomy, physiology, and assessment for adults, pediatric and neonatal patients as applicable.
2. Chronic disease and management
3. Pharmacology and medication management strategies
4. Medication Safety & Error Prevention
5. Mental and Behavioral Health
6. Substance Use Disorders
7. Crisis communication & intervention training - If program scope includes mental health response
8. Education for procedural activities based on scope of program (Wound care, use of durable medical equipment (DME), catheter placement/replacement)
9. Use of Medical Equipment, Point of Care testing equipment, Remote Patient Monitoring Equipment, and Lab Specimen Equipment, as appropriate
10. Patient care capabilities and limitations (i.e., assessment and invasive procedures)
11. Telemedicine/telehealth use & equipment as appropriate.

PREVENTATIVE CARE AND PATIENT EDUCATION

1. Motivational interviewing
2. Knowledge of wellness & health teaching
3. Prevention (Immunizations and screening, physical safety, personal risks)
4. Additional education related to the program's specialty

COMPETENCY AREA 3: Human Factors & Personnel Management

1. Crew resource management and safety and risk management education
2. Compassion fatigue and professional boundary setting
3. Psychological first aid and stress recognition and management/resilience
4. Promotion of healthy lifestyle, recognizing signs of fatigue, fitness for duty
5. "Just Culture" or equivalent education is strongly encouraged
6. Knowledge of the Employee Assistance Program (EAP)
7. Recognition of real and perceived pressures that may influence unsafe acts by staff.

COMPETENCY AREA 4: General Operations

1. Communication operations and procedures

--	--	--	--	--

