

Capabilities Assessment

General Communicable Disease Investigator Core Competencies

Criteria:

Aware: Basic level of mastery of the competency. Individuals may be able to identify the concept or skill, but have limited ability to perform the skill.

Knowledgeable: Intermediate level of mastery of the competency. Individuals are able to apply and describe the skill.

Proficient: Advanced level of mastery of the competency. Individuals are able to integrate, critique, and teach the skill.

General Competencies:

1. Communication Skills	Able to:	Entry	Journey
Display effective oral and written communication skills	Use language that is understandable to the patient When possible, use materials written in patient’s primary language Utilize interpreters when necessary	Knowledgeable	Proficient
Use communication strategies that build trust and rapport	Recognize that building trust is a process and does not happen in one interaction Explain confidentiality to the patient Involve patients in decision-making Avoid making assumptions; ask for clarification when needed Utilize open-ended questions to elicit thorough information Utilize active listening skills in order to understand the patient’s TB knowledge and concerns Respond effectively to patient questions and concerns	Aware	Proficient
Demonstrate an unbiased and non-judgmental manner in communications with others	Recognize and respect cultural differences and utilize methods for interacting sensitively, effectively, and professionally with persons from diverse backgrounds Avoid body language and facial expressions that may convey negativity	Knowledgeable	Proficient

1. Communication Skills	Able to:	Entry	Journey
	Respect patient’s independence to make decisions about their healthcare or lifestyle choices Acknowledge personal biases that may hinder effective communication with others	Knowledgeable	Proficient
Demonstrate ability to follow instructions and work with licensed health care workers	Understand scope of CDI role as an unlicensed staff Utilize and consult with licensed staff as needed and appropriate	Knowledgeable	Proficient

2. Cultural Competency Skills	Able to:	Entry	Journey
Recognize the role of economic, cultural, social, behavioral and historical factors while performing interviewing and field investigation activities	Recognize patient’s beliefs re: disease diagnoses may hinder case management and/or contact investigation activities Understand that patients may react defensively or deny the possibility that they need evaluation and/or treatment Maintain flexibility when developing and implementing a “plan of action” for patients, such as tailoring plans to meet patient’s needs based on lifestyle, cultural identity, and psychosocial factors	Aware	Knowledgeable
Develop and adapt approaches that take into account cultural differences	Seek out and learn specific patient cultural differences as needed and apply attained information Consider changes to approaching patients with an awareness of cultural differences	Aware	Knowledgeable

3. Community Dimensions of Practice Skills	Able to:	Entry	Journey
Establish and maintain linkages with appropriate persons in a variety of settings to elicit patient information and access special populations	Act as an advocate for patient and family needs Build collaborative relationships with health care providers Follow through with community partner commitments Maintain contact with community partners	Aware	Proficient
Utilize leadership, team building, communication, negotiation, and conflict resolution skills to build community partnerships	Communicate clearly, consistently, and openly about the role and objectives of public health care providers Be flexible and open with persons who have differing opinions; but, clear about public health objectives and their benefit to patients and/or the community Make clear agreements with community partners	Aware	Proficient
Display high standards of conduct and ethics; understand the impact of violating confidentiality on the patient, program, self, and others	Understand and apply HIPAA regulations when using and sharing health information and data Protect patient's privacy while conducting public health interventions Recognize the adverse effects of violating patient confidentiality	Aware	Proficient
Follow and refer to local, state, and national guidelines and established protocols	Recognize local, state, and national guidelines and protocols as an essential references Communicates local, state, and national guidelines to the community and providers Apply and follow local, state, and national guidelines and protocols when needed	Aware	Proficient
Demonstrate understanding of public health's role in the community	Understand the function and responsibility of public health Recognize the essential role public health plays in our daily lives and community	Aware	Knowledgeable

3. Community Dimensions of Practice Skills	Able to:	Entry	Journey
Participates in community activities concerned with health care delivery	Be willing to attend and participate in community events such as health fairs, screenings, board meetings, and social gatherings Identify community events which public health might participate Comfortably interact and engage with a various communities	Aware	Proficient
Develop and maintain knowledge of public health laws and regulations	Understand basic public health laws Apply and reference public health laws when necessary to achieve desirable and intended outcomes Explain relevant public health law to patients when needed	Aware	Knowledgeable
Develop a commitment to learning and rigorous critical thinking	Identify public health topic areas needing further self-education and knowledge Know where and how to research topics	Aware	Knowledgeable

4. Team Skills	Able to:	Entry	Journey
Participate productively as a team member	Understand CDI role and its' relationship to other team member's roles Understand CDI scope of responsibilities and know when to consult with a supervisor Be open with information and ask questions when necessary Adapt personal position based on shared information and different perceptions of a problem Encourage open and non-judgmental sharing from all members of a team Emphasize the positive and shared vision in a group process instead of focusing on conflict	Aware	Knowledgeable

<p>Contribute to programmatic goals</p>	<p>Carry out responsibilities in a manner that contributes to the team's effort to reach programmatic goals</p>	<p>Aware</p>	<p>Proficient</p>
<p>Identify limits to own knowledge/skill/authority and identify resources for referring matters that exceed these limits</p>	<p>Work within the scope and responsibilities of a non-licensed professional Confer with licensed staff regarding actions and decisions outside of the CDIs scope of practice Consult with supervisor when CDI expected limits are surpassed</p>	<p>Aware</p>	<p>Proficient</p>
<p>Demonstrate fiscal responsibility and utilize resources according to program priorities and policies</p>	<p>Recognize public health operates with fiscal responsibilities Apply fiscal policies as needed</p>	<p>Aware</p>	<p>Proficient</p>