

Capabilities Assessment Tool

Core Competences: General

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.

1. Communication Skills

Competency	Able to:	Entry	Journey
Display effective oral and written communication skills	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 knowledge and concerns • Respond effectively to patient questions and concerns 	Aware	Proficient
Demonstrate an unbiased and non-judgmental manner in communications with others	<ul style="list-style-type: none"> • 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 	Knowledgeable	Proficient

Competency	Able to:	Entry	Journey
	negativity • Respect patient's independence to make decisions about their healthcare or lifestyle choices • Acknowledge personal biases that may hinder effective communication with others		
Demonstrate ability to follow instructions and work with licensed health care staff	• 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

Competency	Able to:	Entry	Journey
Recognize the role of economic, cultural, social, and behavioral 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

Competency	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	• Communicate clearly, consistently, and openly about the role and objectives of public health care providers • Be flexible and open with persons who have differing	Aware	Proficient

Competency	Able to:	Entry	Journey
resolution skills to build community partnerships	<ul style="list-style-type: none"> • opinions; but, clear about public health objectives and their benefit to patients and/or the community • Make clear agreements with community partners 		
Display high standards of conduct and ethics; understand the impact of violating confidentiality standards on the patient, program, self, and others	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Understand the function and responsibility of public health • Recognize the essential role public health plays in our daily lives and community 	Aware	Knowledgeable
Participates in community activities concerned with health care delivery	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Identify public health topic areas needing further self education and knowledge • Know where and how to research topics 	Aware	Knowledgeable

4. Team Skills

Competency	Able to:	Entry	Journey
Participate productively as a team member	<ul style="list-style-type: none"> • 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
Contribute to programmatic goals	<ul style="list-style-type: none"> • Carry out responsibilities in a manner that contributes to the team's effort to reach programmatic goals 	Aware	Proficient
Identify limits to own knowledge/skill/authority and identify resources for referring matters that exceed these limits	<ul style="list-style-type: none"> • 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 	Aware	Proficient
Demonstrate fiscal responsibility and utilize resources according to program priorities and policies	<ul style="list-style-type: none"> • Recognize public health operates with fiscal responsibilities • Apply fiscal policies as needed 	Aware	Proficient