

DACUM Research Chart for ACT Program Nurse

Produced for



This DACUM workshop was sponsored by the Oregon Center of Excellence for Assertive Community Treatment (OCEACT). OCEACT is funded by the Oregon Health Authority through a contract with Options for Southern Oregon.

9 duties/127 tasks

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THE OHIO STATE UNIVERSITY

CENTER ON EDUCATION AND
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**This workshop was conducted
virtually over 14 synchronous
hours on November 8-12, 2021.**

DACUM Research Chart for ACT Program Nurse

DUTIES	TASKS			
A. Manage ACT Participant Medications	A.1 Administer non-IV medications to ACT participants (e.g., IM, SQ, PO routes)	A.2 Maintain medication administration records	A.3 Coordinate medication delivery with staff	A.4 Deliver medications to ACT participants
	A.10 Support ACT participants with packing personal medications	A.11 Reconcile ACT participant medications (e.g., clarify medication orders, assess supply)	A.12 Report ACT participant response to medication to prescriber (e.g., effectiveness, side-effects)	A.13 Dispose of sharps containers per agency protocol
B. Perform ACT Participant Assessments	B.1 Conduct initial ACT nursing assessments (e.g., in-home/on-site, environmental, ADL)	B.2 Perform medication side-effect assessment (e.g., AIMS, Glasgow)	B.3 Perform ongoing safety assessments (e.g., housing, mobility, self/team/community)	B.4 Perform routine assessment of vital signs
	B.10 Assess ACT participant living spaces (e.g., hazards, basic needs/ADL, heat/power/water)	B.11 Recommend ACT participant care based on assessment results	B.12 Analyze diagnostic or laboratory tests	
C. Coordinate Care for ACT Participants with ACT Treatment Team	C.1 Participate in ACT team meetings (e.g., daily, staffing)	C.2 Hold regular consultations with ACT prescriber	C.3 Provide team members info about client medical concerns (e.g., medical, rx side-effects, health status)	C.4 Update treatment team on med changes/increased symptoms/LMP plans
	C.10 Participate in after-hours crisis coverage rotation	C.11 Participate in development and updating of treatment plans (e.g., goals/objectives, with team & ACT participant)	C.12 Review ACT participants' treatment progress	C.13 Participate in discharge/step down evaluation
D. Provide Client-Centered ACT Nursing Interventions	D.1 Conduct regularly scheduled nursing contacts with ACT participants (e.g., in-person, phone, video)	D.2 Provide basic first aid care	D.3 Provide basic nail and foot care	D.4 Provide basic personal care (e.g., physician-ordered, limited mobility, short-term)
	D.10 Facilitate implementation of harm-reduction programs (e.g., syringe exchange, smoking cessation)	D.11 Obtain information from ACT participants for treatment plan development (e.g., treatment goals, health outcomes)	D.12 Respond to urgent nursing needs and requests (e.g., health interventions, provide nursing expertise, client calls)	D.13 Provide client-centered therapeutic interventions according to treatment plan

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A.5 Advise ACT participants on medication (e.g., correct dosage, side-effects, answer questions)	A.6 Observe ACT participants taking medications	A.7 Coordinate medications with pharmacy (e.g., initial, refill, changes)	A.8 Maintain medication storage and lock safety (e.g., boxes, lockers, safes)	A.9 Comply with clozapine REMS program requirements (e.g., labs, pharmacy coordination)
A.14 Assist with disposal of ACT participant medications (e.g., expired, discontinued)	A.15 Support ACT participants in developing medication autonomy (e.g., adherence, dosage/timing, benefits/side-effects)			
B.5 Conduct health screenings (e.g., STI, diabetes)	B.6 Conduct focused health assessments (e.g., wound, skin condition, acute need)	B.7 Conduct mental health assessments (e.g., suicide, MH status, depression)	B.8 Assess ACT participant health needs (e.g., need for treatment, intervention)	B.9 Monitor change in ACT participant behavior (e.g., affect, situational awareness, social appropriateness)
C.5 Consult with LMP on specific med/symptom (e.g., provide med lists, narcotic counts)	C.6 Obtain prior authorizations for services and treatment	C.7 Schedule appointments with ACT prescribers	C.8 Assign tasks to other team members (e.g., schedule appts, prepare paperwork, deliver meds)	C.9 Provide treatment support/coverage as team member
D.5 Recommend non-pharmacological treatments (e.g., heat packs, elevate feet)	D.6 Provide therapeutic communication (e.g., CBT, mindfulness, MI)	D.7 Provide health skills coaching to ACT participants, families, and groups	D.8 Provide crisis intervention	D.9 Provide social skills/cues training

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DUTIES	TASKS			
E. Provide Health Education to ACT Participants, Family, and Staff	E.1 Support ACT participants in developing health literacy	E.2 Educate ACT participants on harm reduction strategies (e.g., safer sex practices, substance abuse)	E.3 Coach ACT participants on diabetes management and skills (e.g., finger sticks, CBG values, equipment)	E.4 Educate ACT participants on fluids/hydration
	E.10 Coach staff on health crises interventions (e.g., overdose, suicide prevention)	E.11 Educate staff on medication and s/s of side effects (e.g., potential risks, response)	E.12 Provide cross-training to staff	
F. Support ACT Participants in the Community	F.1 Visit ACT participants in jail	F.2 Provide housing supports to ACT participants (e.g., facilitate lease signing, eviction prevention)	F.3 Collaborate with community housing providers to support ACT participants (e.g., apartment managers, non-profit housing orgs, shelters/supportive housing)	F.4 Accompany ACT participants in wellness activities (e.g., water aerobics, walks)
	F.10 Negotiate financial benefits on behalf of ACT participants (e.g., reduced rx costs, lower copays)	F.11 Advocate for expanded services/supports (e.g., mental health, additional training)	F.12 Advocate for criminal/legal services (e.g., jail diversion, mental health court)	F.13 Conduct outreach to ACT participants to increase participation in treatment (e.g., text message, drop by)
G. Perform Case Management for ACT Participants	G.1 Track participants' providers to identify gaps in care	G.2 Coordinate care with outside providers to address ACT participant goals (e.g., ophthalmology, dental, medically assisted treatments)	G.3 Advocate for ACT participants during interactions with outside organizations (e.g., community providers, local organizations, court hearings)	G.4 Accompany ACT participants to medical appointments
	G.10 Manage ACT participant care schedule (e.g., reminders, transportation, work with partners)	G.11 Facilitate ACT participant transition within levels of care (e.g., from BH unit, from sub-acute, from ER)	G.12 Obtain ROI consent from ACT participants	G.13 Provide consultation to home care providers for ACT participant care (e.g., home health, respiratory providers)
H. Perform Administrative Tasks	H.1 Manage professional communications (e.g., email, voicemail, text)	H.2 Maintain ACT-required documentation (e.g., activities, encounters, treatments)	H.3 Develop medical forms/templates	H.4 Create tracking systems (e.g., labs, injection dates, providers)

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E.5 Educate ACT participants on weather-related/ environmental risks (e.g., flood risks, hypo/hyperthermia, impact on medication)	E.6 Educate ACT participants on mental/physical health topics (e.g., handouts, videos, pamphlets)	E.7 Educate ACT participants on health crises interventions (e.g., s/s stroke, airway obstruction, overdose)	E.8 Educate ACT participants on disease prevention and wellness	E.9 Provide training on overdose prevention and response (e.g., use of Narcan, emergency response)
F.5 Provide transportation assistance to ACT participants	F.6 Assist ACT participants in navigating public transportation system (e.g., skills training, schedules, accompany en route)	F.7 Model prosocial behavior in community	F.8 Accompany ACT participants to obtain basic living needs (e.g., SNAP, banking, food pantry)	F.9 Assist ACT participants in obtaining community assistance (e.g., completing forms, SS, ID)
F.14 Assist ACT participants in participating in harm reduction strategies (e.g., needle exchange, PP)	F.15 Provide ACT participants information on community resources (e.g., laundromat, food banks, showers)	F.16 Advocate for accommodations on behalf of ACT participants (e.g., school, work)		
G.5 Support ACT participants in obtaining benefits and entitlements (e.g., SNAP, Honored Citizen, OHP)	G.6 Schedule appointments for ACT participants	G.7 Develop ACT participant appointment reminder system	G.8 Troubleshoot issues in ACT participant insurance coverage (e.g., lapses, denied claims)	G.9 Facilitate ACT participants in obtaining supplemental supports (e.g., vouchers, med samples, equipment)
G.14 Support ACT participants in obtaining authorization for companion animals	G.15 Consult with professionals on complex cases (e.g., specialty physicians, ortho, psychiatric)			
H.5 Maintain supply inventory	H.6 Maintain time and attendance reports	H.7 Maintain productivity logs (e.g., contacts, locations, direct service hours)	H.8 Complete expense/ reimbursement reports	H.9 Manage transportation use/ acquisition (e.g., fleet vehicle, mileage logs)

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DUTIES	TASKS			
H. Perform Administrative Tasks (con't.)	H.10 Manage work schedule (e.g., appointments, coverage, PTO)	H.11 Participate in quality assurance activities (e.g., staff chart audits, fidelity review, service codes)	H.12 Participate in staff hiring processes (e.g., screening applicants, interviews)	H.13 Draft BH policies/ procedures for review and approval
I. Participate in Personal Professional Development	I.1 Participate in annual ACT conference	I.2 Maintain professional certifications and licensures	I.3 Participate in agency/department ACT retreats	I.4 Participate in required training activities
	I.10 Participate in peer-reviews	I.11 Participate in cross-training/transdisciplinary training activities (e.g., universities, other medical professions)	I.12 Collaborate with academic institutions to improve population health outcomes	I.13 Participate in leadership/stretch assignments (e.g., ONA activities, board activities, advisory committees)

Future Trends and Concerns

- Accelerating rate of RN retirements/skilled nurses
- Changes in policing - pros/cons
- Decreased time in facilities for stabilization
- Equity of resources
- Fewer resources
- Funding changes - could be more/less
- Growing housing scarcity impacting ACT participants
- Impact of climate change: housing issues exacerbated by extreme weather events
- Impact of inflation, increasing costs of living/coverage
- Increase in prevalence of substance abuse & designer drugs
- Increased acuity of behavioral health issues
- Greater co-morbidity of chronic health conditions
- Increased community outreach
- Increased harassment of nursing/medical professionals
- Increasing prevalence of chronic illness impacting ACT nurses
- Need for expanded DEI in recruitment and hiring processes for nursing professionals
- Need for more continuum care programs
- Ongoing pandemic/COVID-19
- Potential for burn-out among nursing professionals - need for self-care
- Uncertainty of health reform
- Workplace hazards - presence of weapons, hazardous environments

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H.14 Provide input into development of BH policies/procedures	H.15 Contribute data to tracking population health trends (e.g., CDC, Oregon Health Authority)	H.16 Complete authorization documentation for restorative services to secure housing		
I.5 Participate in supplemental/interest-based training activities	I.6 Participate in personal performance review process	I.7 Participate in annual RN retreat	I.8 Participate in ACT-RN Network activities	I.9 Provide precept/shadowing opportunities for nursing students
I.14 Advocate on behalf of profession (e.g., labor organizations, related fields)	I.15 Implement quality assurance processes (e.g., ACT fidelity review requirements, safety committee)			

Acronyms

ACT	Assertive Community Treatment	MH	Mental Health
ADL	Activities of Daily Living	MI	Motivational Interviewing
AIMS	Abnormal Involuntary Movement Scale	OHP	Oregon Health Plan
APS	Adult Protective Services	ONA	Oregon Nurses Association
BH	Behavioral Health	PO	By Mouth
CBG	Capillary Blood Glucose	PP	Planned Parenthood
CBT	Cognitive Behavioral Therapy	PPE	Personal Protective Equipment
CBTp	Cognitive Behavioral Therapy for Psychosis	PTO	Personal Time Off/Paid Time Off
CFR	Code of Federal Regulations	REMS	Risk Evaluation and Mitigation Strategy
CPR	Cardiopulmonary Resuscitation	RN	Registered Nurse
DBT	Dialectical Behavioral Therapy	ROI	Release of Information
DEI	Diversity, Equity, and Inclusion	RX	Prescription
DSM	Diagnostic and Statistical Manual of Mental Disorders	S/S	Signs and Symptoms
EMR	Electronic Medical Record	SNAP	Supplemental Nutrition Assistance Program
ID	Identification	SQ	Subcutaneous
IM	Intramuscular	SS	Social Security
LMP	Licensed Medical Practitioner	STI	Sexually Transmitted Infections
MAR	Medication Administration Records	VPN	Virtual Private Network

General Knowledge and Skills

Skills

Advocacy
Analytical
Assessment
Basic first aid/wound
 assessment and care
Case management
Collaboration with transdisciplinary/
 multidisciplinary team
Communication
 (verbal, listening, written)
Conflict resolution
CPR
Crisis intervention/management
Critical thinking
Cultural competence
Decision making
De-escalation
Delegating
Establishing healthy boundaries
Health coaching/training
Health guidance for ages/
 developmentally-appropriate
Injection administration
 (intramuscular, subcutaneous)
Interpersonal
Leadership
Mental & physical stamina
Motivational interviewing
Online research
Prioritizing
Problem solving
Public speaking
Resource navigation
Self care
Situational awareness
 (safety, exits, environment, lighting)
Spelling
Synthesis
Time management
Triageing

Knowledge

42 CFR
ACT Fidelity Model
Agency operational policies and guidelines
Anatomy & physiology
Assessment administration
Behavior management techniques
CBT/CBTp
Chronic disease management
Client-centered care principles
Cultural humility
Current trends in DEI
Death/dying/grieving processes
Dialectical behavioral therapy
Differential diagnoses
 (physiological vs psychological illnesses)
Disability laws
Evidence-based practices
 (nursing, mental health, substance abuse)
Harm reduction
Health care system (e.g. insurance, DHS, APS)
Health standard guidelines for communicable diseases
Human emotions
Human growth and development/stages of life
Injection administration techniques (intramuscular, subcutaneous)
Justice system (criminal, MH, family court)
Landlord/tenant laws
Local/community service providers and resources for clients
Mandatory reporting requirements
Medicare/Medicaid basics
Mental health and medical illnesses/disease processes
Mental health terminology
Neuroscience & neurobiology
Nurse Practice Act
Nursing best practices
Nursing process
Pathophysiology
Personal safety/awareness
Pharmacology (classifications, side effects, etc.)
PPE guidelines and use
Psychopharmacology
Recovery process
RN service & delivery differences for different client groups
Social Justice/social determinates of health
Social norms of the community
State professional licensure requirements/scope of practice
Therapeutic communication techniques
Trauma-informed care

Tools, Equipment, Supplies & Materials

Appointment/calendar book
Assessment form/chart guide
Basic office supplies
Cell phone
Contact cards
Diabetic supplies: glucometer, strips, lancets, gauze
Document templates (reports, email)
Drug book
DSM-V
Ear phones
Employee handbook
Fax
Gas card/ car
Gloves (antipuncture, sterile)
Hand sanitizer
Highlighters
ID badge
Incontinence care items
Injection supplies & sharps container
Internet/Wi-Fi
Laptop/printer
Lock box with lock
Locked medicine cabinet
Masks
Nursing bag with wheels
Phone list/contact sheet
Pill cutters/boxes
Portable first aid kit
PPE
Procedure manuals
Reference documents
REMS testing device & supply kit (neutrophil)
Sani wipes
Scanner/copier
Screenings/assessments (AIMS, Glasgow, suicidal/homicidal ideation, CMS checks, safety)
Tablet/iPad
Tracking documents
Vital signs equipment (stethoscope, BP cuff, thermometer, pulse oximeter)
VPN
Wound dressing/first aid supplies: tape/cleanser/gauze/steri strips

Software:

* BH EMR (CPI, Credible, EPIC, Carelogic)
* Drug database
* MS Office Teams
* MS Office
* Payroll software (Paycom, APD, Kronos)
* Premanage - EPIC/crisis alerts
* Social media apps (FB, Instagram, Twitter, TikTok)
* Web conferencing software (Zoom, WebEx)

Behaviors

Accepting
Accurate
Adaptable
Affirming
Approachable
Assertive
Authentic
Caring
Collaborative
Courageous
Creative
Cultural humility
Dependable
Detail oriented
Durable
Emotional intelligence
Emotional/physical stamina
Emotionally available
Empathetic
Flexible
Generous
Good listener
Honest
Kind
Knowledgeable
Non-judgmental
Open minded
Open to feedback
Open to growth & change
Patient
Persistent
Present
Punctual
Reliable
Resilient
Responsive
Self disciplined
Self-aware
Self-starter
Sense of humor
Street-savvy
Strong moral compass (ethical)
Supportive
Tech savvy
Willing to learn
Willing to meet people where they are
(physical/emotional)
Willing to take on new challenges