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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Produced by

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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

<table>
<thead>
<tr>
<th>DUTIES</th>
<th>TASKS</th>
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<tbody>
<tr>
<td><strong>A. Manage ACT Participant Medications</strong></td>
<td>A.1 Administer non-IV medications to ACT participants (e.g., IM, SQ, PO routes)</td>
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<td>A.10 Support ACT participants with packing personal medications</td>
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<tr>
<td><strong>B. Perform ACT Participant Assessments</strong></td>
<td>B.1 Conduct initial ACT nursing assessments (e.g., in-home/on-site, environmental, ADL)</td>
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<td>B.10 Assess ACT participant living spaces (e.g., hazards, basic needs/ ADL, heat/power/water)</td>
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<tr>
<td><strong>C. Coordinate Care for ACT Participants with ACT Treatment Team</strong></td>
<td>C.1 Participate in ACT team meetings (e.g., daily, staffing)</td>
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<td>C.10 Participate in after-hours crisis coverage rotation</td>
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<tr>
<td><strong>D. Provide Client-Centered ACT Nursing Interventions</strong></td>
<td>D.1 Conduct regularly scheduled nursing contacts with ACT participants (e.g., in-person, phone, video)</td>
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<td>D.10 Facilitate implementation of harm-reduction programs (e.g., syringe exchange, smoking cessation)</td>
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<tr>
<td>A.5 Advise ACT participants on medication (e.g., correct dosage, side-effects, answer questions)</td>
<td>A.6 Observe ACT participants taking medications</td>
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<tr>
<td>A.14 Assist with disposal of ACT participant medications (e.g., expired, discontinued)</td>
<td>A.15 Support ACT participants in developing medication autonomy (e.g., adherence, dosage/timing, benefits/side-effects)</td>
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<tr>
<td>B.5 Conduct health screenings (e.g., STI, diabetes)</td>
<td>B.6 Conduct focused health assessments (e.g., wound, skin condition, acute need)</td>
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<tr>
<td>C.5 Consult with LMP on specific med/symptom (e.g., provide med lists, narcotic counts)</td>
<td>C.6 Obtain prior authorizations for services and treatment</td>
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<tr>
<td>D.5 Recommend non-pharmacological treatments (e.g., heat packs, elevate feet)</td>
<td>D.6 Provide therapeutic communication (e.g., CBT, mindfulness, MI)</td>
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<tr>
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<tr>
<td>E. Provide Health Education to ACT Participants, Family, and Staff</td>
<td>E.1 Support ACT participants in developing health literacy</td>
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<td>E.10 Coach staff on health crises interventions (e.g., overdose, suicide prevention)</td>
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<tr>
<td>F. Support ACT Participants in the Community</td>
<td>F.1 Visit ACT participants in jail</td>
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<tr>
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<td>F.10 Negotiate financial benefits on behalf of ACT participants (e.g., reduced rx costs, lower copays)</td>
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<tr>
<td>G. Perform Case Management for ACT Participants</td>
<td>G.1 Track participants' providers to identify gaps in care</td>
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<tr>
<td></td>
<td>G.10 Manage ACT participant care schedule (e.g., reminders, transportation, work with partners)</td>
</tr>
<tr>
<td>H. Perform Administrative Tasks</td>
<td>H.1 Manage professional communications (e.g., email, voicemail, text)</td>
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<tr>
<td>E.5 Educate ACT participants on weather-related/environmental risks (e.g., flood risks, hypo/hyperthermia, impact on medication)</td>
<td>E.6 Educate ACT participants on mental/physical health topics (e.g., handouts, videos, pamphlets)</td>
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<tr>
<td>F.5 Provide transportation assistance to ACT participants</td>
<td>F.6 Assist ACT participants in navigating public transportation system (e.g., skills training, schedules, accompany en route)</td>
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<tr>
<td>F.14 Assist ACT participants in participating in harm reduction strategies (e.g., needle exchange, PP)</td>
<td>F.15 Provide ACT participants information on community resources (e.g., laundromat, food banks, showers)</td>
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<tr>
<td>G.5 Support ACT participants in obtaining benefits and entitlements (e.g., SNAP, Honored Citizen, OHP)</td>
<td>G.6 Schedule appointments for ACT participants</td>
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<tr>
<td>G.14 Support ACT participants in obtaining authorization for companion animals</td>
<td>G.15 Consult with professionals on complex cases (e.g., specialty physicians, ortho, psychiatric)</td>
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<td>H.5 Maintain supply inventory</td>
<td>H.6 Maintain time and attendance reports</td>
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<td><strong>H. Perform Administrative Tasks (con’t.)</strong></td>
<td><strong>I. Participate in Personal Professional Development</strong></td>
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<tr>
<td>H.10 Manage work schedule (e.g., appointments, coverage, PTO)</td>
<td>I.1 Participate in annual ACT conference</td>
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<tr>
<td>H.11 Participate in quality assurance activities (e.g., staff chart audits, fidelity review, service codes)</td>
<td>I.2 Maintain professional certifications and licensures</td>
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<tr>
<td>H.12 Participate in staff hiring processes (e.g., screening applicants, interviews)</td>
<td>I.3 Participate in agency/department ACT retreats</td>
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<tr>
<td><strong>H.13 Draft BH policies/procedures for review and approval</strong></td>
<td>I.4 Participate in required training activities</td>
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<tr>
<td><strong>I.10 Participate in peer-reviews</strong></td>
<td>I.11 Participate in cross-training/transdisciplinary training activities (e.g., universities, other medical professions)</td>
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<tr>
<td>I.12 Collaborate with academic institutions to improve population health outcomes</td>
<td>I.13 Participate in leadership/stretch assignments (e.g., ONA activities, board activities, advisory committees)</td>
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### 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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<tr>
<th>H.14 Provide input into development of BH policies/procedures</th>
<th>H.15 Contribute data to tracking population health trends (e.g., CDC, Oregon Health Authority)</th>
<th>H.16 Complete authorization documentation for restorative services to secure housing</th>
</tr>
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<tbody>
<tr>
<td>I.5 Participate in supplemental/interest-based training activities</td>
<td>I.6 Participate in personal performance review process</td>
<td>I.7 Participate in annual RN retreat</td>
</tr>
<tr>
<td>I.14 Advocate on behalf of profession (e.g., labor organizations, related fields)</td>
<td>I.15 Implement quality assurance processes (e.g., ACT fidelity review requirements, safety committee)</td>
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**Acronyms**

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