

Title: Behavioral Health Assessment Clinicians Credentialing Criteria

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Location: Saint Joseph Regional Medical Center (SJPMC)		Department: Medical Staff Office

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POLICY:

1. Requirements for Consideration of Application:
 - A. Master degree in social work, mental health counseling, marriage and family therapy or other degree licensable in the state of Indiana.
 - B. Two year prior experience in behavioral health. Experience in acute care mental health assessment and/or addictions assessment preferred.
 - C. Licensed by the state of Indiana as an LCSW, LMHC, LMFT or LCAC preferred.
 - D. Verification of successful Training and Current Competency Requirements listed below.
2. Role and Responsibility
 - A. Responds to all requests for emergency and crisis intervention.
 - B. Under the supervision of the Oaklawn management physician formulates an appropriate recommendation/disposition.
 - C. Initiates planning for transfer/scheduled follow-up as ordered by the Oaklawn managing physician.
 - D. Communicates the assessment, recommendation and plan with the Emergency Department physicians and nurse caring for the patient in the ED.
3. Oaklawn Psychiatric Center Training and Current Competency Requirements
 - A. Demonstrated competency in core areas including but not limited to:
 - 1) Assessment – Establish working relationship with client and conduct interview.
 - a) Obtain needed information from interview, previous records, etc.(see attached).
 - b) Integrate data into a coherent conceptualization of the client.
 - c) Report findings and conclusions orally or in writing.
 - d) Make recommendations to healthcare team.
 - 2) Crisis Intervention
 - a) Effectively de-escalate violent or out-of-control situation through active listening and limit setting skills.
 - b) Assess risk factors for harm to self or others.
 - c) Effectively assess safety planning and demonstrate a safe plan with client/family.
 - d) Effectively consult with appropriate staff members and develop a plan of action for immediate situation in least restrictive manner.
 - e) Understand and be familiar with Oaklawn policy, contractual expectations and procedures regarding crisis intervention.
 - 3) Case Coordination
 - a) Recognize need for additional or alternate services and resources.
 - b) Maintain or access for resources for consultation and referral for alternate/additional treatment.
 - c) Facilitate multiple service providers to work as a team on behalf of client.
 - 4) Clinical Documentation
 - a) Demonstrate ability to document clinical services: clear and concise, established time frames that meet expectation of hospital policy and regulatory guidelines.

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- 5) Professional conduct
 - a) Able to be reached in a timely manner when on-call.
 - b) Is present to assessment within targeted time frame.
 - c) Completes training, testing and orientation of Oaklawn and the hospital host.
 - d) Presents a positive professional image.
 - e) Follows professional code of ethics.
- 6) Policies, Procedures, Manuals, and Resource Documents
 - a) Demonstrates a basic knowledge of policies and procedures and able to locate.
- 7) Ethical/Legal Issues
 - a) Understanding of one's code of ethics.
 - b) Knowledge of state code regarding reporting requirements.
 - c) Understands state code of commitments.
 - d) Understanding of client's rights and observes those rights.
 - e) Understands compliance with federal laws with confidentiality.
 - f) Understands hospital host policies and procedures.
 - g) Understanding of state code of practicing within profession standards.
- 8) Diversity
 - a) Personal behavior that is respectful and supportive of all individuals.
 - b) Demonstrate ability to identify special needs in human diversity and how to modify clinical practice to meet.
- 9) Computer Literacy
 - a) Able to utilize computer resources.
 - b) Understands computer policies and security.
- 10) Teamwork/Performance Improvement
 - a) Ability to work with other disciplines in a team approach.
 - b) Recognize opportunities for improvement.
 - c) Participate in work teams and cross-departmental/cross-functional work teams.
 - d) Work with co-workers in improvement processes.
 - e) Demonstrate ability to work with other disciplines and peers.
- 11) Safety- Incident reporting, emergency safety, infection control, environment of care and safety training
 - a) Understand the eight EOC components.
 - b) Adhere to infection control policies.
 - c) Follow safety manuals/procedures.
 - d) Effectively utilize personal protective equipment.
 - e) Demonstrate knowledge of fire pulls, first aid kit, gloves, and bio-hazard kits.
 - f) Demonstrate knowledge of drill and emergency procedures.

References/Standards:

- Policy Origin: Date: May 1998, Policy archived 2008
- Review Date: March 2004, December 2015, December 2018
- Revised Date: April 2003, February 2014, September 2014
- Effective Date: May 1998
- Reviewed/Recommended By: Medical Executive Committee
- Policy 90

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Oaklawn Psychiatric Center

Position Description/Performance Appraisal/Competency Assessment

Position Title: Emergency Assessment Clinician Position Code:
Department Name: Access Services RU/Dept #: 83
Position(s) Supervised: None FLSA Status:

Incumbent's Name:
Reports to: Director of Access and Admissions
Date Written/Revised: January 2014
Wage Grade:

Position Purpose: To provide emergency assessments within the emergency room setting to assist with triage and disposition of those who present with behavioral health conditions.

Scope:

Supervision/delegation: This position has no responsibility or authority for the direction of others.

Budgetary Authority: This position has no budgetary authority. Any budgetary recommendations must be reviewed at a higher level.

Decision Making: This position can make decisions which are generally limited to short range decision and organizing own work, but may affect other departments and activities.

Critical Thinking: This position's responsibilities are moderately complex, requiring the selection and application of technical guidelines. Independent judgment and the ability to identify alternative actions, is required.

Customer Contact/Relationships: This position forms relationships with host multidisciplinary colleagues in the emergency room, admission staff and physicians in area behavioral health inpatient units and resources in the community.

Minimum Hiring Requirements:

Academic: Masters degree in social work, mental health counseling, marriage and family therapy or other degree that is licensable in the state of Indiana.

Experience: At least 2 years of experience in the field of behavioral health. Experience in acute care mental health assessment and/or addictions assessment preferred.

Other

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Requirements: Licensed by the state of Indiana as an LCSW, LMHC, LMFT or LCAC strongly preferred

Language: Ability to read, analyze and interpret technical/medical/legal information. Ability to respond to routine inquiries or complaints from customers, partners, regulatory agencies, or members of the broader community. Ability to effectively communicate with others.

Math: Ability to apply concepts such as averages, ratios, fractions, and percentages to practical situations.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete and/or abstract variables where only limited information or standardization exists. Ability to interpret a variety of instructions furnished in written or verbal form. Ability to prioritize projects or assignments based on limited supporting information, and to develop creative alternative solutions.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

The employee must have the physical ability to consistently and competently perform the essential functions of the position, with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear in order to communicate in person or over the telephone with employees, applicants, and other customers. This position must also be able to travel to customer sites when necessary, and may occasionally need to put in hours beyond the standard workweek in order to meet customer demands.

The employee is frequently required to stand; walk; reach; bend; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms. The employee is occasionally required to sit.

This position must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The employee is required to have fine motor skills for legible and accurate writing of reports, charting, scheduling and correspondence.

This position is required to visit customer homes and other required locations.

This position must be able to work with seriously mentally ill individuals in a positive manner, and must be familiar with stress management and conflict resolution techniques. Must be able to tolerate a high degree of stress, and have the physical agility and emotional stamina to respond quickly, appropriately and effectively to emergency situations.

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Essential Functions	Criteria/Performance Expectations	Met/Not Met		Comments/Documentation
		Self	Supr	
<p><u>Assessment</u> ~Establish appropriate working relationship with client(s) and conduct interviewing during which necessary information is gathered. ~Identify and obtain needed information from sources other than the interview (previous records, collateral information, etc. as available) ~Integrate data from various sources into a coherent conceptualization of the client. ~Report findings and conclusions of assessment orally and/or in writing in a coherent, organized, and accurate form. ~Make recommendations which are appropriate given the client's strengths, weaknesses, and unique circumstances and characteristics including issues of diversity.</p>	<p>Demonstrate ability to provide clinical assessment with the following age and/or disability groups: <input type="checkbox"/> children <input type="checkbox"/> adolescents <input type="checkbox"/> adults <input type="checkbox"/> older adults <input type="checkbox"/> substance abusers Criteria (for each age and/or disability group indicated above, the following criteria must be used to measure attainment of competency):</p> <ul style="list-style-type: none"> Chart Review: Six assessments per year have been reviewed and demonstrate accurate completion of the designated format, appropriate recommendations and adequate plan of disposition 	<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	
<p><u>Crisis Intervention</u> ~Effectively de-escalate potentially violent or out-of-control situations through active listening and limit-setting skills ~Effectively assess for risk factors for harm to self and others ~Effectively assess need for safety planning and demonstrate ability to compose a safety plan with the client and family that addresses specific risk factors ~Effectively consult with appropriate staff members and develop a plan of action to deal</p>	<p>Demonstrate ability to provide crisis intervention with the following age and/or disability groups: <input type="checkbox"/> children <input type="checkbox"/> adolescents <input type="checkbox"/> adults <input type="checkbox"/> older adults <input type="checkbox"/> substance abusers Criteria (for each age and/or disability group indicated above, the following criteria must be used to measure attainment of competency):</p> <ul style="list-style-type: none"> Risk assessments are completed for every positive risk screening per supervisory chart review Safety plans are comprehensive and according to expected practice, utilizing both 	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	

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with the immediate situation in the least restrictive manner ~Effectively understand and be familiar with Oaklawn policy, contractual expectations and procedures regarding crisis interventions	<p>formal and informal resources as indicated per supervisory chart review</p> <ul style="list-style-type: none"> • Demonstrated ability to verbally deescalate agitated clients in at least 70% of cases 	<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	
<p>Case Coordination ~Recognize the need for additional or alternative services and resources for the client, including collateral and family involvement. ~Maintain or have access to a set of resources to use for consultation purposes and/or for referral for alternative or additional treatment. ~Understand social services treatment delivery system and select appropriate resources. ~ Ability to facilitate multiple service (internal and/or external) providers to work as a team on behalf of the client. Follow up with referrals to ensure that the client has obtained the necessary service and advocate for the client as necessary</p>	<p>Demonstrate ability to coordinate case needs and disposition with the following age and/or disability groups:</p> <ul style="list-style-type: none"> <input type="checkbox"/> children <input type="checkbox"/> adolescents <input type="checkbox"/> adults <input type="checkbox"/> older adults <input type="checkbox"/> substance abusers <p>Criteria (for each age and/or disability group indicated above, the following criteria must be used to measure attainment of competency):</p> <ul style="list-style-type: none"> • Demonstrates the ability to complete a request for Emergency Detention per supervisory review • Can name contacts and admission criteria/needs at each behavioral health system in the region and has effective relationships with those contacts • Follows up to assure good hand-offs as documented in chart reviews 	<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	
<p>Clinical documentation ~Demonstrate ability to document clinical services</p> <ul style="list-style-type: none"> • In a clear and concise manner • Within established time frames • That meet the expectations of hospital policy and regulatory guidelines 	<p>Demonstrate ability to provide quality clinical documentation with the following age and/or disability groups:</p> <ul style="list-style-type: none"> <input type="checkbox"/> children <input type="checkbox"/> adolescents <input type="checkbox"/> adults <input type="checkbox"/> older adults <input type="checkbox"/> substance abusers <p>Criteria (for each age and/or disability group indicated above, the following criteria must be used to measure</p>	<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	

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	attainment of competency): <ul style="list-style-type: none"> Documentation meets standards of regulation and policy per supervisory chart review Documentation is completed within expected time frames 	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	
Professional Conduct ~Can be reached in a timely way when on-call ~Is present for assessments within the targeted time frames ~Completes trainings, testing and orientations of both Oaklawn and the host environment in accordance with deadlines ~Presents a positive and professional image through good grooming, appropriate attire, social skills, and respect for others. ~Familiarity with, and adherence to professional code of ethics and designated policies and procedures	Demonstrate ability to present as a professional. Criteria: <ul style="list-style-type: none"> No more than 1 valid complaint per year of not being able to be reached when on-call No more than 1 valid complaint of not being on site within expected time frames per year Trainings, testing and orientations will be completed on time or will be working with supervisor in an active process of completion No more than 1 valid complaint of presentation of professional image or conduct per year 	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	
Policies, Procedures, Manuals, Resource Documents <ul style="list-style-type: none"> Demonstrate a basic understanding of policies and procedures within the department. Must be able to locate policies and identify where they can be found. 	Demonstrate ability to follow established guidelines and procedures: Criteria: <ol style="list-style-type: none"> Able to locate critical policies (specify in comments section) 	<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	
Ethical/Legal Issues <ul style="list-style-type: none"> Demonstrate understanding of one's professional code of ethics and comply with the code Demonstrate knowledge of state code regarding reporting procedures for child and adult abuse and comply with those procedures 	Demonstrate ability to maintain appropriate relationships with clients: Criteria: <ol style="list-style-type: none"> Absence of valid complaints from clients, family members or appropriate others that result in disciplinary actions. No noted boundary or client rights violations (noted by supervisor) 	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	

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<ul style="list-style-type: none"> • Demonstrate an understanding of the state code regarding commitments • Demonstrate an understanding of clients' rights and observe those rights • Demonstrate an understanding of and compliance with state and federal laws regarding confidentiality • Demonstrate knowledge of organization's policies on ethical standards and confidentiality and comply with those policies • Demonstrate an understanding of state code regarding practice within one's profession and follow those standards 				
<p><u>Diversity</u></p> <ul style="list-style-type: none"> • Demonstrate personal behavior and attitudes that are respectful and supportive of individuals, including those who are different from him/herself in terms of race/ethnicity, national origin, sexual orientation, age, sex, religion/spirituality or disability • Demonstrate ability to identify special needs in human diversity and modify his/her clinical practice to accommodate or deal with these diversity needs 	<p>Demonstrate ability to identify special needs in human diversity:</p> <p>Criteria:</p> <ul style="list-style-type: none"> a. Evidence of modification of clinical practice, if applicable, to accommodate diversity needs (specify evidence in comments section). b. No complaints of problems due to discriminatory practices or due to lack of understanding or insensitivity to diversity issues. c. Training report documents attendance at at least one workshop in the area of Human Diversity, if applicable 	<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	
<p><u>Computer Literacy</u></p> <ul style="list-style-type: none"> • Demonstrate ability to utilize computer resources required to perform job responsibilities 	<p>Demonstrate ability to appropriately utilize computer/ computer applications as required:</p> <p>Criteria:</p> <ul style="list-style-type: none"> a. Review any performance/competency problems related 	<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	

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<ul style="list-style-type: none"> • Appropriate adherence to computer policies, security issues and user Guidelines 	to this competency assessment. Job performance problems are not due to computer literacy level			
<p><u>Teamwork/Performance Improvement</u></p> <ul style="list-style-type: none"> • Demonstrate ability to work with other disciplines in a team approach, and with supervisor, peers and subordinates • Recognize opportunities for improvement in processes/systems • Actively and effectively participate in work teams and cross-departmental and/or cross-functional work teams when requested • Work cooperatively with co-workers in quality improvement processes • Demonstrate ability to work with other disciplines in a team approach, and with supervisor, peers and subordinates 	<p>Demonstrate teamwork and participate in performance improvement activities:</p> <p>Criteria:</p> <ol style="list-style-type: none"> Actively participates in team discussions as it relates to department and performance improvement activities. No complaints from clients or staff about incumbent's ability to work effectively with others. 	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	
<p><u>Safety</u></p> <p>Incident reporting, emergency/safety and infection control procedures; environment of care; safety training</p> <ul style="list-style-type: none"> • Demonstrate an understanding of the 8 Environment of Care components (safety, security, hazardous materials, life safety, emergency preparedness, utilities management, physical management and medical equipment) 	<p>Demonstrate compliance with Environment of Care standards</p> <p>Criteria:</p> <ol style="list-style-type: none"> Review incident reports. No reports that identify negligence on the part of the incumbent No reports that employee failed or refused to participate in fire or other emergency drills 	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N <input type="checkbox"/> M <input type="checkbox"/> N	

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<ul style="list-style-type: none"> • Understand and adhere to infection control procedures, including universal precautions and exposure incidents • Follow safety procedures indicated for specific job performance and general surroundings, and demonstrate knowledge of unusual event report procedures. Act to safeguard staff, clients, visitors and property from potential harm • Effectively utilize personal protective equipment and demonstrate knowledge of location of fire pull, fire extinguishers, first aid kits, flashlights, gloves and bio-hazard kits • Demonstrate knowledge of drill and emergency procedures including bomb threats, severe weather, fire drills, administrator-in-charge, evacuation routes and emergency codes 				

Other Functions	Criteria/Performance Expectations	Met/Not Met		Comments/Documentation
		Self	Supervisor	
		<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	
		<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	
		<input type="checkbox"/> M <input type="checkbox"/> N	<input type="checkbox"/> M <input type="checkbox"/> N	

Training & Other Employment Requirements:

Employment Requirements	Required?	Frequency	Met/Not Met	Comments
CPR	<input type="checkbox"/> yes <input type="checkbox"/> no	Within 1 st ___ days; annual	<input type="checkbox"/> M <input type="checkbox"/> N	

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First Aid	<input type="checkbox"/> yes <input type="checkbox"/> no	Within 1 st ___ days; every 3 yrs	<input type="checkbox"/> M <input type="checkbox"/> N
Safety/Infection control	<input type="checkbox"/> yes <input type="checkbox"/> no	Annual	<input type="checkbox"/> M <input type="checkbox"/> N
Non-violent crisis intervention	<input type="checkbox"/> yes <input type="checkbox"/> no	Annual	<input type="checkbox"/> M <input type="checkbox"/> N
Medication monitoring	<input type="checkbox"/> yes <input type="checkbox"/> no	Within 1 st ___ days	<input type="checkbox"/> M <input type="checkbox"/> N
HAPI-A eligible	<input type="checkbox"/> yes <input type="checkbox"/> no	Once	<input type="checkbox"/> M <input type="checkbox"/> N
HAPI-C eligible	<input type="checkbox"/> yes <input type="checkbox"/> no	Once	<input type="checkbox"/> M <input type="checkbox"/> N
Corporate Compliance	<input type="checkbox"/> yes <input type="checkbox"/> no	Once; periodic as offered	<input type="checkbox"/> M <input type="checkbox"/> N
TB test (ppd or xray)	<input type="checkbox"/> yes <input type="checkbox"/> no	Before employment; annual	<input type="checkbox"/> M <input type="checkbox"/> N
HBV	<input type="checkbox"/> yes <input type="checkbox"/> no	Within 10 days of employment or move to new job requiring it	<input type="checkbox"/> M <input type="checkbox"/> N
PPC license current	<input type="checkbox"/> yes <input type="checkbox"/> no	2 years	<input type="checkbox"/> M <input type="checkbox"/> N
DCL license current	<input type="checkbox"/> yes <input type="checkbox"/> no	2 years	<input type="checkbox"/> M <input type="checkbox"/> N
Defensive Driving	<input type="checkbox"/> yes <input type="checkbox"/> no	3 years	<input type="checkbox"/> M <input type="checkbox"/> N
License/certification current	<input type="checkbox"/> yes <input type="checkbox"/> no	2 years	<input type="checkbox"/> M <input type="checkbox"/> N
Clinical privileges current	<input type="checkbox"/> yes <input type="checkbox"/> no	2 years	<input type="checkbox"/> M <input type="checkbox"/> N
Medicaid Training	<input type="checkbox"/> yes <input type="checkbox"/> no	Once	<input type="checkbox"/> M <input type="checkbox"/> N
Meet CEU requirements	<input type="checkbox"/> yes <input type="checkbox"/> no	Annual	<input type="checkbox"/> M <input type="checkbox"/> N
Other (specify)	<input type="checkbox"/> yes <input type="checkbox"/> no		<input type="checkbox"/> M <input type="checkbox"/> N
Other (specify)	<input type="checkbox"/> yes <input type="checkbox"/> no		<input type="checkbox"/> M <input type="checkbox"/> N

Goals/Objectives:

Goals for FY=	Status (<input type="checkbox"/> one)	Comments/Mitigating Circumstances	Goals for FY=
	<input type="checkbox"/> <input type="checkbox"/> Met <input type="checkbox"/> <input type="checkbox"/> Partially Met <input type="checkbox"/> <input type="checkbox"/> Did not Meet		
	<input type="checkbox"/> <input type="checkbox"/> Met <input type="checkbox"/> <input type="checkbox"/> Partially Met <input type="checkbox"/> <input type="checkbox"/> Did not Meet		
	<input type="checkbox"/> <input type="checkbox"/> Met <input type="checkbox"/> <input type="checkbox"/> Partially Met <input type="checkbox"/> <input type="checkbox"/> Did not Meet		

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Goals for FY=	Status (<input type="checkbox"/> one)	Comments/Mitigating Circumstances	Goals for FY=
	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Did not Meet		
	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Did not Meet		

EMPLOYEE & SUPERVISOR: Your signatures indicate that:

This position description has been reviewed with the employee and the employee has been given a copy.

Employee Date

Supervisor Date

SUPERVISOR (if applicable): Your signature indicates that:

I recommend clinical endorsement for this employee.

Supervisor Date

___ **3 Month Evaluation**

___ **Annual Evaluation**

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EMPLOYEE & SUPERVISOR: Your signature indicate that:

The performance appraisal/competency assessment has been reviewed with the employee and the employee has been given A copy.

Employee Date

Supervisor Date

Next Immediate Supervisor Date

Service Director Date