

The Role of the ACT Nurse



Using the DACUM process to define ACT
RN competencies and develop
onboarding curriculum

Heidi Herinckx, Senior Director of OCEACT & OSECE

Paula Gubrud-Howe, Nurse Education Consultant



Session Objectives

Discuss

Discuss the needs new nurses have when hired to ACT nurse role

Describe

Describe the DACUM process as a method to identify essential duties and tasks

Explain

Explain the next steps of the plan for developing a robust onboarding system for the RN

- Validation Survey
- Self-assessment



+

•

○

OCEACT

created in 2013
for statewide
implementation
of ACT

- Oregon Center of Excellence for Assertive Community Treatment (OCEACT) created in 2013
- 34 fidelity ACT programs in Oregon
- Mission to provide training and technical assistance to new and existing ACT programs
- Conduct annual fidelity reviews to ensure ACT programs operating to fidelity standards for annual certification



Trainings offered by OCEACT



Enhanced Illness Management and Recovery
(EIMR)



Integrated Dual Disorder Treatment



Motivational Interviewing




Cognitive Behavioral Social Skills
Training for Schizophrenia



Certified Personal Medicine Coaching





From ACT
annual fidelity
reviews: nurse
interviews



ACT Nurses said:


“Upper management doesn’t understand our (the nurses) challenges.”

“I am the only one who does my job here and the previous nurse had been gone for months. I had to piece together my roles and responsibilities.”

“The nurse left several months ago, so it was not a nurse that trained me. It has taken a lot of time to make community contacts and know what I should be doing and when.”

“I don’t have a background in community nursing. I have had to learn how to organize my time to work in the community. It’s much different than inpatient time management.”





Background: Lack of Specific Trainings for the ACT Nurse

Role of ACT nurse specialized and no national curriculum exists

Challenges with onboarding new nurses if role not fully understood and codified

Role and responsibilities of the nurse not consistently understood among OCEACT stakeholders

Nurses (new graduates as well as experienced nurses) often don't have the specialized set of competencies needed for ACT RN role and need additional training



Scope of
practice –
What is
Scope of
Practice?

**American Nurses Association (ANA)
definition:**

Scope of Practice describes the services that a qualified health professional is deemed competent to perform and permitted to undertake-in keeping with the terms of their professional practice

Practicing at the “Top of Scope of Practice”

Managing both psychiatric and chronic health care medications, interventions and conducting assessments (aspirational goal of using ACT model of care applicable to coordinate both physical and psychiatric care-Guided Care

Align ACT fidelity for role of nurse to scope of practice to facilitate Integrated Care

How – The DACUM Process

DACUM – **D**eveloping **A** **C**Urriculu**M**

Paula and Heidi became certified
DACUM facilitators

OCEACT- leadership participated in a
5-day workshop led by DACUM
experts from Ohio State University

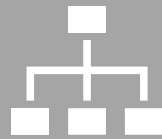


ACT RN DACUM Outcome



Identified and
Prioritized 9 Duties

Duties describe
categories of
work an ACT
Nurse performs



Described the Tasks – aligned
with each Duty – a total 127



Identified the Knowledge,
Skills, and Attitudes required to
function as an ACT Nurse

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

DACUM Facilitators

Heidi Herinckx
Paula Gubrud-
Howe Brad Burge
Rebecca Farrow
Robyn Joynes
Kate Fergus, Team
Leader John Moser,
Team Leader

DACUM Observers

Asia Gray—OCEACT
Alyssa Kerlinger—OCEACT

Produced by



THE OHIO STATE UNIVERSITY

CENTER ON EDUCATION AND
TRAINING FOR EMPLOYMENT

DACUM International Training Center
Columbus, OH

DACUM Panel

Erin Bland, LPN, ACT Nurse
Klamath Basin Behavioral Health
Klamath Falls, OR

Heather DePolitte, RN, BSN
ACT Nurse Consultant
OCEACT
Portland, OR

Lauren Hermann, RN
ACT Nurse
Tillamook Family Counseling Center
Tillamook, OR

Renae McCall, RN, BC
Nurse Manager
Charles Evans Center, ACT Team
Glen Cove, NY

Alene Roberts, RN
ACT Nurse
Laurel Hill Center
Eugene, OR

Alex Smith, RN, BSN, QMHP
ACT Nurse Case Manager
Outside In
Portland, OR

Lindsay Solise, RN, BA
Psychiatric RN
Behavioral Health Resources
Olympia, WA

Loraine Weers, RN
Former FACT Nurse
Cascadia Behavioral Health
Portland, OR

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

DACUM Research Chart for ACT Program Nurse

November 8-12, 2021

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.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.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	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. 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.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)
	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.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
	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.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
	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					

DACUM Nurse Duties

Manage

Manage ACT Participant Medications – 15 Tasks

Perform

Perform ACT Participant Assessments – 12 Tasks

Coordinate

Coordinate Care for ACT Participants with ACT Treatment Plan- 13 Tasks

Provide

Provide Participate Centered ACT Nursing Interventions- 13 Tasks

DACUM Nurse Duties

Provide	Provide Health Education to ACT Participants, Family and Staff – 12 Tasks
Support	Support Act Participants in the Community – 16 Tasks
Perform	Perform Case Management for Act Participants-15 Tasks
Perform	Perform Administrative Tasks- 16 Tasks
Participate in	Participate in Personal Professional Development – 15 tasks

DACUM –The Foundation for Curriculum Development

Goal is to develop a curriculum that will address the Duties identified in the DACUM

Priority development for determining training modules will be informed by post DACUM survey results

Goal is to create learner centered system

Sustainable

Scalable

Training
modules
developed to
date

- ACT Nursing 101 – Overview
- ACT Nursing - Team roles/responsibilities
- Organization and Time Management
- Nursing Documentation
- Mental Health Disorders and Interventions
- De-escalation of Aggression
- Co-Occurring Mental Health Disorders

- Psycho-Pharmacology
- Medication Distribution
- Injection Training
- Delegation and MAR training

Gap Analysis



Content

Self-Assessment

Structure & Systems

Staff

Teaching/Learning Resources

Initial Assessment : Duties that still need training material

1

Perform ACT
Participant
Assessments

2

Coordinate Care for
Act Participants
with ACT Treatment
Team

3

Support ACT
Participants in the
Community

4

Perform Case
Management for
ACT Participants

Validation Procedure and Progress

- Survey sent to ACT nurses in Oregon, Washington, North Carolina, Virginia
- Responses : 44 ACT nurses so far
- Median years experience as nurse=12.5
- Median years experience as an ACT nurse=3

State	Number	Percent
North Carolina	17	39
Oregon	11	25
Virginia	11	25
Washington	5	11
Total	44	100



Preliminary findings DACUM Validation: Managing Medications

TASK	Rank of Difficulty for new nurse to learn
Support ACT participants in developing medication autonomy	1
Advise ACT participants on medications (side effects, correct dosage, answering questions)	2
Reconcile ACT participant medications (clarify orders)	3
Coordinate medications with pharmacy	4
Comply with clozapine REMS program requirements	5
Report ACT participant response to medication to prescriber	6
Maintain MAR	7



Preliminary findings DACUM Validation: Perform ACT Participant Assessments

TASK	Rank of Difficulty for new nurse to learn
Monitor change in ACT participant behavior (affect, situational awareness, social appropriateness)	1
Conduct mental health assessments (e.g. suicide, MH status, depression)	2
Recommend ACT participant care based on assessment results	3
Perform medication side-effect assessment (e.g. AIMS, Glasgow)	4
Conduct Initial ACT nursing assessment	5



ACT Participant Survey



OCEACT is conducting a survey of ACT participants

Assess ACT participant health care needs

Evaluate quality of care from ACT nurses

Identify unmet needs

Inform ACT nurse training





Next Steps – Develop a robust onboarding system

- Self Assessment
- Individual and Group Orientation – Topic based on Tasks and Duties
- Guided Apprenticeship

Questions and Comments

hherinckx@optionsonline.org

gubrudp@gmail.com

www.oceact.org

www.osece.org

