

**PIEDMONT BEHAVIORAL HEALTHCARE –LME**  
**ON-SITE MONITORING -CLINICAL COMPETENCE**  
**STAFF INTERVIEW**

**Directions:** The reviewer should interview staff away from clients and other staff members. Ask the staff two questions from each of the sections listed below and write staff’s answers. Only provide the minimal assistance to staff to obtain answers. Please complete the rating scales at the end of the section based on answers provided by staff.

Reviewer: \_\_\_\_\_ Date: \_\_\_\_\_  
Provider Agency: \_\_\_\_\_  
Staff Name: \_\_\_\_\_ Position: \_\_\_\_\_

**Person-Centered Services/Planning:**

1. What are the strengths of the consumer you assist?
2. What are some preferences the consumer has?
3. What types of needs does the consumer have?
4. What are the primary diagnoses of the consumer?
5. How would you describe the consumer’s best learning style?

**Please score Person-Centered Services/Planning**

1-Poor 2-Needs Improvement 3-Average 4-Above Average 5-Exceeds Expectations

Please list any additional comments here:

---

---

**Client Rights:**

1. Name 5 client rights that the consumer has?
2. Tell me how you promote these rights with the consumer?
3. A consumer tells you they washed another staff members car, what would you do?
4. If someone calls the home or office asking questions about the consumer what would you do?
5. Describe what would happen if you violate the consumer’s confidentiality?

**Please score Client Rights**

1-Poor 2-Needs Improvement 3-Average 4-Above Average 5-Exceeds Expectations

Please list any additional comments here:

---

---

**Communication and Interpersonal Skills:**

1. Describe the de-escalation techniques you use when the consumer becomes agitated, upset, etc.?
2. What would you do if the consumer became out of control by hitting you, hurting others, breaking items, etc.?
3. What relaxation technique works best with this consumer?
4. What is the communication style that works best with your consumer?

**Please score Communication and Interpersonal Skills**

1-Poor 2-Needs Improvement 3-Average 4-Above Average 5-Exceeds Expectations

Please list any additional comments here:

---

---

**Clinical Skills:**

1. What signs and symptoms does the consumer exhibit that would indicate they are de-compensating?
2. Tell me about any behaviors the consumer has?
3. Does the consumer have a crisis plan? If yes, tell me about the crisis plan and what it entails?
4. What type of input do you have into the consumer's progress?
5. How are you involved in the treatment planning process?

**Please score Clinical Skills**

1-Poor 2-Needs Improvement 3-Average 4-Above Average 5-Exceeds Expectations

Please list any additional comments here:

---

---

**Cultural Awareness:**

1. What are the cultural beliefs, differences and background of the consumer/consumer's family?
2. How do you support them in this area?
3. What type of community outings/involvement does the client participate in routinely?
4. Does the client have input into community outings or make choices about leisure activities?

**Please score Cultural Awareness**

1-Poor 2-Needs Improvement 3-Average 4-Above Average 5-Exceeds Expectations

Please list any additional comments here:

---

---

**Decision Making, Judgment and Analytical Skills:**

1. A consumer tells you that another staff hit them, what would you do?
2. A consumer tells you that they overheard another staff talking to their boyfriend on the phone about the consumer's behaviors and diagnosis, what would you do?
3. What would you do if you and the consumer were involved in a car accident?
4. If a client has a seizure, what would you do?
5. What would you do if there was a medication error with your client?

**Please score Decision Making, Judgment and Analytical Skills**

1-Poor 2-Needs Improvement 3-Average 4-Above Average 5-Exceeds Expectations

Please list any additional comments here:

---

---

**Technical Knowledge/Emergency Planning:**

1. If the consumer was unconscious what would you do?
2. What type of safety precautions do you use if some one is bleeding?
3. If the weather predictions are calling for a snow or ice storm, how do you prepare according to your agency's protocol?
4. What would you do if there was a fire?

**Please score Technical Knowledge**

1-Poor 2-Needs Improvement 3-Average 4-Above Average 5-Exceeds Expectations

Please list any additional comments here:

---

---

**Performance, Training & Overall job skills:**

1. Tell me about the last training you went to?
2. What type of supervision do you receive?
3. Do you feel you receive the support needed to do your job?

**Please score Performance, Training & Overall job skills**

Staff appears to have the skills needed to support the person and perform their job

\*1-strongly disagree \*2- disagree \*3Neutral 4-agree 5-strongly agree

