

SC and Liability: Documentation



Kimberly Fry, President
Kimberly Fry Consulting Services, Inc.
Shannon Mowery, Director of Supportive Services
Pennrose Management Company

Welcome!



You are getting *sleeeeeepy?*



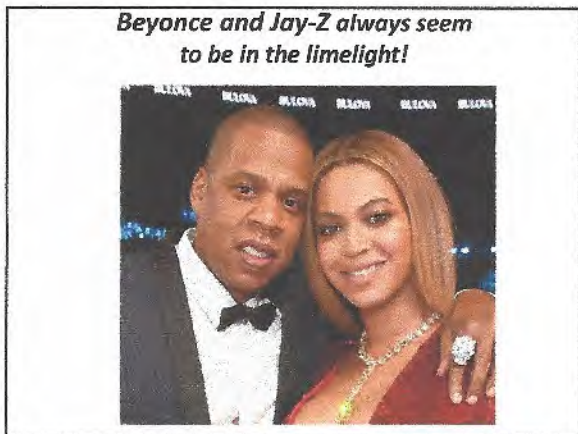
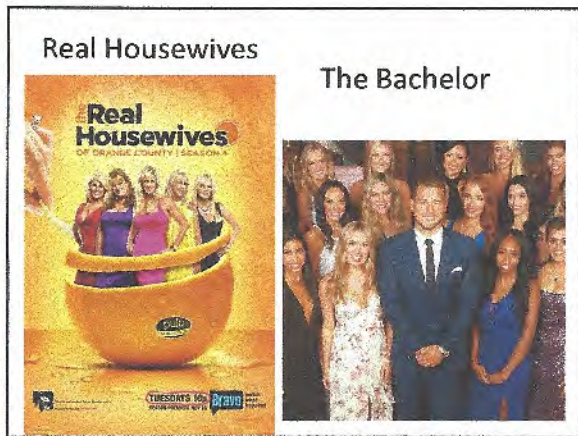
- **Educate**
- **Inform**
- **“Armed & dangerous”**
- **Prepared to avoid liability**

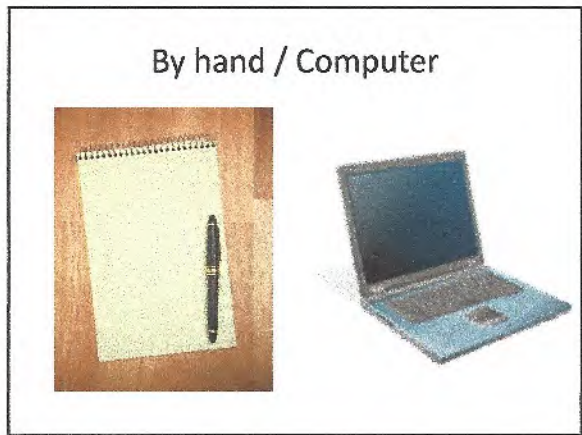
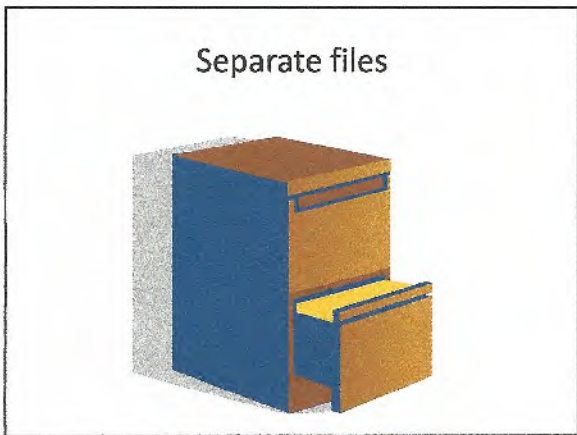
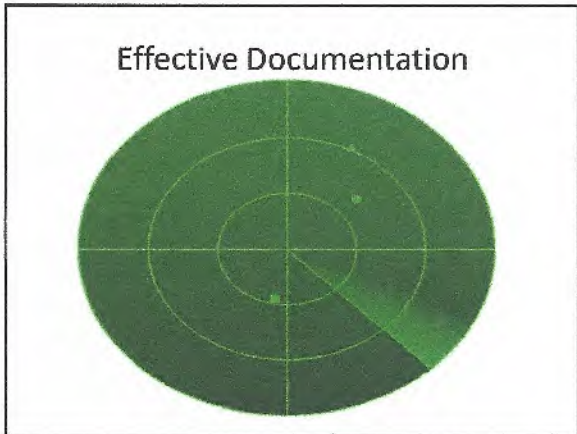
ASK QUESTIONS

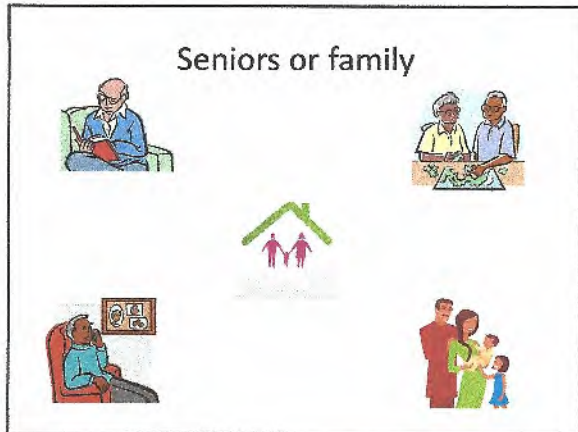


Disclaimer









- GOALS**
1. Have a better understanding of the importance of proper documentation
 2. Define what information is required to be documented
 3. Learn how to document more efficiently
 4. How to steer clear of liability



**WHY
Document?**

- TOP 10 LIST**
10. Provides accountability
 9. Identifies goals & plans
 8. Provides record of on-going issues
 7. Log of resident's progress
 6. Tracks services resident receives
 5. Consent / refusal forms
 4. Demographic & financial information
 3. Helps you get credit for all you do
 2. Protects you & organization from litigation
 1. IF IT'S NOT WRITTEN, IT WASN'T DONE

**WHAT
to document**

REQUIRED FORMS

- Intake forms
- Assessment forms
- Confidentiality agreement
- Release of information
- Non-participation form (when applicable)
- Service management plan
- Progress notes
- other

Intake form

- Important & required
- Shows record of resident's background, demographics & current information
- Income, health insurance
- Includes information necessary for making referrals
- Emergency contact information
- Note in progress notes when completed

Assessment forms

- Important & required
- Information provided by resident & SC observations
- Assesses current strengths, needs & ADL status
- If deficient in an area, is she receiving services
- Not a one-time document. Update as needed or annually or per company policy

Assessment form

- You may add new information to form as needed
- Date new information
- You may record information you observe that is different than resident report – note is as your observation
- You may include observations of other professionals – note it as such

Confidentiality Agreement

- It is our duty to protect our resident's right to privacy
- We need to take this issue seriously & act in a professional manner at all times
- "What we discuss doesn't leave this office"
- "I will not disclose any information about you without your written permission unless I am required by law to do so"

Exceptions

- Abuse or neglect of any kind, including physical, mental, financial
- Endangerment – to themselves or others
- Fraudulent activity & other violations of the law
- Lease violations
- Information pursuant to a court order

Release of information

- Important & required
- Allows SC to discuss resident's service needs with service providers, family members, physicians, other designated individuals
- Allows SC to link resident to programs & services
- Be specific

Non-participation form

- A.K.A. Refusal of Service form
- Service Coordination program is voluntary
- Strive for 100% participation
- Usually reconsider when they need your help
- Word of mouth
- Relationship building

Service management plan

- Important & required
- Lists resident's specific needs
- Generated from assessment or as service is requested by resident
- Write a SMP when a referral has been made
- Follow up minimally every 3 months to assure services are being provided & are satisfactory to resident

Service management plan

- Documents available resources to meet needs
- Helps verify services are being provided
- Provides a way to monitor services
- Increases quality & accountability of the work you do every day

Examples

- Needs help with personal care – home health aide referral
- Needs transportation to appointments – door to door transportation referral
- Needs help ensuring adequate nutrition – Meals On Wheels referral
- Needs assistance cleaning apartment – cleaning service referral
- Accessing employment opportunities or affordable day care

Am I boring you yet???



Progress notes

- Used to document new or additional information
- Results of monitoring & follow-ups
- Notes all interactions with resident, family, service providers
- Critical situations – observations, behaviors, violations, threats, incidents
- The “meat” of the documentation process

Other forms

- Resident surveys, questionnaire
- Entitlement program applications
- Resident photo with release
- Report of violations

RESOURCES

- Your company
- PHFA website
- AASC (for members)



- Work smarter, not harder
- O.K. to duplicate excellence
- No need to reinvent the wheel

Your own file

- Signed copy of SC job description
- Most recent HUD SFS (Standards for Success) Report
- Copies of flyers, announcements, showing resident educational / wellness programs coordinated by SC
- Resource Directory
- Sample of resident file showing what it contains
- Updated copy of your continuing education trainings in the last year

HOW to Document


Two methods, same information

- Date
- Description of contact made or action taken
- Follow-up actions that need to be taken
- When action will be taken
- SC initials if hand-written

Just the facts, please

- Describe events only in terms of what was actually seen and heard
- Check for accuracy

Just do it!




- Documentation should be immediate when possible
- Use aids such as tally sheet, short note

Helpful hints

- Stay focused
- Be objective, factual
- Be concise, keep it short & simple
- Keep files locked when you are out of office
- Keep files current
- Use resident quotations when possible
- Omit opinions, judgments, chit-chat and never take down any information that you do not intend to use BECAUSE.....

Kim has a story...



LIABILITY

**We are the
GATEKEEPERS
for our residents**

“Nobody gets in to see the Wizard”



FAIR HOUSING



...it's the law!

Now for the good part!
...as promised -- *CANDY!!!*



RECAP

- Some Top 10 list examples of Why We Document
- Unlike Kim Kardashian, Beyonce / Jay-Z, why do we NOT want to get noticed for our documentation ?
- Why does "Nobody get in to see the Wizard?"
- Why do we always do for one as we would for everyone?

QUESTIONS



**THANK YOU FOR
YOUR ATTENTION**



**NOW CLAP
YOUR HANDS!!**