

Agency Wide Policy and Procedure

SECTION: Compliance
SUBJECT: Service Documentation
POLICY NUMBER: 7.14

ATTACHMENT:
APPROVAL DATE: 1/2022
REVISION DATE: 2/24, 7/25

Documentation serves as a legal document to support billing, court procedures and delivery of services. It is critical that all staff follow the ethical and regulatory requirements set for their service environment.

All staff will receive training during their orientation period, and annually, regarding what should be included in all service documentation. The documentation of services delivered has ethical and legal requirements that need to be abided by all staff.

Treatment/service plans, progress reports, assessments and contact notes are documents used to verify provided services, client progress or lack of progress and to support billing. The staff is responsible to document the delivery of services accurately and timely as required by funding requirements, ethical guidelines and/or First Resources Corp policy and procedures.

The following practices are to be followed when documenting service delivery:

1. Use the client's first and last name.
2. Documentation should be genuine and individualized to the person. Copy and paste SHOULD NOT be done.
3. Document the accurate location of services, service activity, and time the service was delivered.
4. Document staff's participation during services and client responses to goals, prompting, encouragement, etc.
5. Use professional language and limit documentation to the scope of the service delivered progress of the client and relevant information.
6. Eliminate the use of jargon and opinions.
7. Review documentation for accuracy, spelling errors and proper grammar for professionalism.
8. Provide your signature by including the first and last name of staff and their title/credentials. Note: This is done in the electronic health record when staff sign their service forms.
9. Document all services/shifts within 24 hours of service delivery. Exceptions to this timeframe must be approved by the director/manager of the program but must be completed prior to billing.

Not meeting the fore-mentioned expectations is not acceptable and can lead to disciplinary action, up to and including, termination of employment.

The following practices are also not acceptable and can lead to disciplinary action, up to and including, termination of employment. These are only examples, and this list is not all inclusive.

1. Falsely documenting the delivery of services, including, but not limited to, documenting services not delivered or documenting prior to services delivery.
2. Entering incomplete information or false information into required software fields to allow saving of the record.
3. Modifying, deleting, or falsifying another staff member's documentation.
4. Not completing required documentation within 24 hours of service delivery.

The Supervisor/Coordinator is responsible for reviewing documentation requirements with new employees, as well as existing staff. Supervisors/Coordinators should review documentation at least weekly. Department Supervisors/Coordinators are responsible for ensuring that the units of service billed for payment are based on services provided with substantiating documentation.

A sample of all documentation will be reviewed by the Quality Assurance Auditor, or designee, in accordance with First Resources Corp's Quality Assurance Plan. All findings and suggestions will be shared with Supervisors/Coordinators. The Quality Assurance team will be available for consultation.