

Documentation & Incident Reports

The progress notes and documentation logs serve three functions. First, it provides a centralized place for you to document what you do and what the client's day is like. Second, it serves as a place for you and the family to communicate with one another. Third, it allows you to communicate with other caregivers on the same assignment.

You should take the first 5 minutes of each shift to check the log for messages from the family or other caregivers to you. If they want something special done, such as "pick up the bedspread from the dry cleaners" you will be able to work it into your day's schedule. If you don't check until the end of the shift, you won't get it done that day.

Treat every message as time sensitive!

Take the last 10 minutes of each shift to note in the log what tasks you performed such as making lunch, vacuuming the house, taking the client to the doctor's office, or playing a board game. When noting the client's meals, it is important to report what they ate and in what quantities. If the client is concerned about what day he is scheduled for his dental exam, leave a note clearly marked for the family member who checks in on him regularly to write it in the log. Errors in documentation are corrected by putting a line through the information to be corrected, placing the initials of the person correcting the information above the line and writing error.

Please remember that detail is necessary. You and the family can watch for trends in changed behaviors and health such as headaches, decreased appetite or fatigue. These trends can signal serious health problems that are best caught early. All documentation records are monitored prior to being placed in the client's medical records by the office staff. Documentation records are submitted to the office every two weeks during pay day.

Documenting incidents are crucial and are filled out following the same rules as the documentation logs. All unexpected incidents whether harm occurs or not will be reported immediately to the agency. The following steps will be completed once an incident occurs:

1. The agency will generate an incident report in writing detailing the events of the incident.
2. The employee will generate in writing the details of the incident. They will be asked to complete an incident report, located in the office.
3. The agency will notify the family of the incident.
4. The agency will investigate the facts of the incident and make recommendations for further prevention. They will also inform the family as needed.
5. Care Plan changes will be initiated as appropriate.

Assignment:

Please take time to fill out the blank progress note and incident report, labeled as Documentation Test. You will make up a client and complete the sheet as if you worked with them for a week. You will also fill out an incident report, as if your client fell while you were in their home.

Please make sure to fill everything out as outlined in this orientation.

Please remember to check your work- we have listed some things that we see frequently missing from notes and incident reports when they come into the office!

Don't Forget:

1. Sign your First and Last Name as the company representative, with the initials "CHHA" placed next to it. If you are a Certified Nurses Assistant please sign "CNA".
2. Have your client or client's family sign the progress notes as each week is completed.
3. Always date the paper work, the week beginning is the Monday of the work week.
4. Even though you clock in/ out using the client's telephone, you are still required to fill in your times on the progress notes.
5. Progress notes are double sided, make sure you are complete both sides.
6. All documents need to be completed in blue or black ink, no pencil or colored ink.
7. Do not write over or use whiteout to correct errors.
8. Progress notes are required to be submitted to the office every two weeks, failure to produce these will result in suspension. Incident reports are due within 48 hours, failure to produce these will result in suspension.