Specialized Residential Standardized Progress Note Training

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Purpose of Progress Notes

▶ To monitor progress (or lack thereof) and/or concerns related to the Member's achievement of goals in accordance with least-restrictive residential settings

▶ To improve the collaboration, coordination, and communication between the supports coordinator/case manager and the residential provider

▶ ***To capture the actual service time connected with providing clinically, meaningful activities as indicated by the Michigan Medicaid Provider Manual**

*Red text indicates recent change to process.

Purpose of Progress Notes

▶ To justify reimbursement for the services rendered

▶ To understand the connection between the **Residential Assessment**[1] and the **Individual Plan of Service (IPOS)**[2]

  [1]Completed by DWIHN residential staff

  [2]Completed by the CRSP SC/CM in coordination with Member/Guardian, & Residential Provider

▶ Allows direct care staff to work with Member to promote independence in the least restrictive setting

Progress Note DOs and DON'Ts

▶ **DO**: Document a summary of services provided (<u>WHAT</u> you did)

▶ **DO NOT**: Do not write your own *personal opinions*, *frustrations*, *reactions* or *feelings*: "The Member seems a little unstable. / I didn't like how Member folded his laundry."

▶ **DO**: **BE SPECIFIC** - For example, include details such as, "Member raised her voice at Staff multiple times and called them stupid."

▶ **DO**: Use quotations for facts explaining Member's comments (" …")

▶ **DO NOT**: Do not scribble, scratch out, or write side-notes

▶ **DO**: If progress note are handwritten, ensure writing is legible.

Progress Note Instructions

➢ ***Utilize the specific Progress Note for the Member's setting:**
> **Specialized Licensed; or**
> **Specialized Unlicensed | In-Home CLS Staffing Services**

➢ Complete Member information at the top of Face Sheet:
  - ➢ Select Program Designation (**AMI** or **IDD**)*****
  - ➢ Member **Name** and **MHWIN ID#***
  - ➢ Note **Date***
    - ➢ *Now auto-populates onto PAGE #2*

➢ Clinically-Responsible Service Provider **(CRSP)** with Support Coordinator **(SC)**/Case Manager **(CM) Name**

➢ Enter **Facility Name**

*Red text indicates recent change to process.

Instructions (continued)

➢ List **Identified Goal(s)** from Member's Individual Plan of Service (**IPOS**)

  ➢ Any significant behavioral/medical changes in Member's condition must be reported to the CRSP SC/CM to be addressed in the IPOS

➢ **Enter** approved **CLS, PC**, and/or ***Respite** hours confirmed by Residential Assessment

  ➢ Located in MHWIN

  ➢ ***Respite Services does not require a Residential Assessment.**

➢ Staff indicates their **Initials** and Number of **Minutes** spent rendering services for each identified **Objective**

  ➢ Shift Columns: **AM, PM**, or **MN** (Midnight)

  ➢ **Unlicensed settings can utilize "Hours-to-Minutes" conversion chart**

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Instructions (continued)

➢ Each staff enters the **START Time** for when they begin working with the member on the **FIRST** CLS/PC service, and the **STOP Time** for when they stop working with member (regardless of work shift start/stop time).*

  ➢ Per Medicaid Compliance
  ➢ Residential Provider (or Designee) is responsible to review and tally total minutes for rendered services of 24-hour note.

➢ **Respite Care Services Only*:** Member's/Guardian's signature are required as verification of rendered respite services as documented by CLS staffing provider.*

  ➢ *Digital signatures are prohibited.**

Red text indicates recent change to process.

Instructions (continued)

➢ Staff initials each entry, listing the associated **Objective Code, Task ID Code,** and **Progress Code** of the note being written.

    ➢ *Drop-down options are now available in .pdf (fillable) document.**

➢ Each staff member during their respective shifts must **PRINT**, **INITIAL**, and **SIGN** their name when documenting each rendered service.

    ➢ *Digital signatures are prohibited.**

➢ If there is a need for more space to complete the daily progress note, please utilize additional copies of **Page #2**.

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Standardized Progress Note

and Instruction Packet

are available on the DWIHN website:

https://dwihn.org/document-search

[Right-click hyperlink to access web page.]