

QIDP TRAINING FACILITATOR GUIDE

MODULE 5

Record Keeping

This Guide is provided to assist with facilitation of discussion points, exercises, answers to quizzes, etc. Answers given in this guide are only meant to be used as examples and are not all inclusive of possible responses. Agencies are encouraged to supplement the information provided in each module with agency specific information to meet the needs of the agency. Also, the facilitator should be prepared to modify any materials needed to meet the agency needs.

Background reading materials are listed at the end of the module.

Icons

In this curriculum, the following icons are used:



means be prepared to discuss agency specific information.



means be prepared to facilitate discussion.

Preparing for QIDP Training:

- Read over the entire module;
- Gather additional agency-specific information and reference materials;
- Determine which videos and reference materials to incorporate into which module and when the best time is to introduce each;
- Make sure all information is current and up-to-date;
- Anticipate questions and prepare appropriate responses;
- Develop relevant examples to reinforce the points in the modules;
- Duplicate materials for each trainee

Sign-In Sheets

Sign-in sheets should be maintained and available for review by department staff; and should include the following components: module/class name, class date, class times, instructor signature and trainee signature.

Accurate Documentation?

Trainee Notebook Page 5

Facilitator Instructions: Some examples have been provided for you. Have the trainees work to complete the objectives and discuss as a large group.

Subjective Quote	Objective Suggestion
Bob seems to have a stomach ache.	Bob held is stomach two hours following dinner and told staff his stomach hurt after being asked about it.
Courtney acted out.	Courtney pulled the covers off of her bed and threw the pillows around the room when staff suggested that she take her morning shower.
Sarah fell on the driveway.	Sarah stubbed her foot over a bump where the sidewalk meets the drive way and fell down.
Joseph appears restless.	
Hillary would not eat.	
Steven should go to the doctor for a physical soon.	
Robert would not get out of bed.	
Jorge attacked Frank.	

Documentation Guide

Trainee Notebook Page 10

Facilitator Instructions: Review your agency's documentation guidelines for these specific issues with the class.

Issue	Example	Where to Document	Other Necessary Action
Work Related	<i>Difficulty with Job</i>	<i>Progress Note</i>	<i>No</i>
Elopement			
Vehicle Accident			
Yelling			
Physical Aggression			
General Upset			
Fell (No Injury)			
Burn (While Cooking)			
Unusual Crying			
Report of "Not Feeling Well"			
Seizure with Injury			
Blood Exposure			
Fell (Bruise on Leg)			
Alcohol or Drugs			
Sexually Inappropriate Behavior - Self			
Sexually Inappropriate Behavior - Others			
Parent Phone Call with Message for Staff			
Newly Scheduled Family Visit			

Documentation Orientation

Trainee Notebook Page 11

Facilitator Instructions: Trainees should review Mario's documentation and make suggestions for improvement. Some suggested answers are provided for you.

Mario works as a DSP in a residence and helps support Tom who lives there. Yesterday, Mario noticed that Tom was acting differently from his 'usual self.' Below is the documentation that Mario wrote about Tom. Can you find any errors in Mario's documentation?

Tom seems crabby and he's complaining a lot. He's complaining that his stomach aches. He didn't eat most of his dinner. He just wants to lay down and watch TV. I think he probably has heartburn because of what he said. I told him to just go to bed early and maybe he'll feel better tomorrow.

Can you make some suggestions to help Mario with his documentation? Write your suggestions below.

- **Document A.M. or P.M.**
- **Should not use subjective terms such as 'crabby'.**
- **Should have quoted what Tom actually said and did.**
- **Could have been more specific about events (ate only 10% of his dinner).**
- **Mario shouldn't have made the diagnosis of heartburn (he should have described symptoms that he observed or heard Tom say).**

Documentation Review

Optional Activity

Facilitator Instructions: Assist trainee in obtaining an incident report that has already been completed. Instruct trainee to evaluate the report based on the following criteria. Spend time discussing the responses.

- Is not judgmental; only based on facts not personal opinions
- Is legible and written in ink
- Is done retrospectively
- Is specific when describing behaviors and events
- The event is described chronologically, from beginning to end
- Any errors are corrected according to agency procedure
- Does not have “White Out” used