EDUCATIONAL RESOURCES

Documentation Practices

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Welcome

Thank you for joining us today!

Items we will review

- The importance of documentation
  - For consistency, efficiency, and training
- Cover a few examples of documentation
  - Process documents
  - Complaints/errors
  - Patient Chart Notes
- Missing or Incorrect Documentation
  - Mitigation Processes
- Key to smooth accreditation process

Let's do this!

Why is Documentation Important?

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The Importance of Documentation

- Provides proof
  - Documentation provides proof that something happened, or did not happen

- Consistency
  - Good documentation leads to consistency in a variety of ways
    - Source of knowledge and information
    - Easily accessible

- Supports process improvement initiatives.
  - Areas for improvement are more easily identified
  - Training opportunities are also more easily identified

- Supports how a process is to be performed
  - Audits will look at how you write you process to be performed and then compare to the process or visa versa
  - This also allows for you to perform internal audits on processes, drive consistency and support process improvement initiatives

The Importance of Documentation

- Aids in training and can be used as an ongoing reference
  - Again, with the consistency
  - If everyone is trained on the same processes from the same document there is no question on how the process is to be performed
  - The document can be referred to ongoing if necessary

- Good documentation is a time saver
  - Whether you are searching a patient chart note or providing an auditor with documentation of completing training
  - Digging in file folders or reaching out to colleagues is a waste of time. Especially with most organizations using remote or hybrid work options

Types of Documentation

Process Documents

When do you need a process document?

- There should be a process document for every process that is completed within the organization.

- SOPs should also be written for expectations that the organization has for employees, such as code of conduct, attendance and reporting compliance concerns.

- Visa versa, what should the employee expect from the organization? Pay scales, PTO, non-retaliation.

- HR policies on corrective action, performance reviews and safety processes.

Process Documents

- **Why** are they beneficial?

- Consistency in training
  - Everyone is trained from the same documented process
  - New hire orientation efficiencies
  - Ability to refer to the documented process

- Supports how the process was performed
  - During an audit it can show that the process was performed as outlined and trained on
  - It can also show that changes may have been made to a process by showing previous versions of the process document

- Lead to process improvement initiatives
  - Employees will always be looking to make processes they perform regularly more efficient
  - Comparing how it is written with how it is performed can lead to improvements

Process Documents

- **How** do you write one?

- Create a template that captures
  - Title
  - Numbering system
  - Owner
  - Dates – implemented and last review and current version
  - Scope, Policy, Process, Blanket statement for i.e. expectations, training, document location, etc.

- Outline the process, step-by-step
  - Call out ownership, goals, if-then scenarios

- Use number/letter bullets for ease of citation

- Create a review process by a committee or some sort of approval authority

Error and Complaint Documentation

- Documentation of the error or complaint as it was made from the source.

- Continue through to the remediation process
  - What was done to correct THIS error
  - What is going to be done so that future errors of this nature do not occur

- Ongoing mitigation efforts
  - Via exception reports or internal auditing processes

- Showing that processes were changed, or training was implemented
  - Showing that growth and change resulted from the complaint or error

Patient Chart Notes

- Not only documenting what occurred during an interaction, but who you spoke with and any off-topic items that might be relevant to patient care.
  - Most patient interactions are driven by a patient management software platform that has pre-built questions.

- How do the chart notes transcribe after the conversation? Can anyone understand what went on? Is there too much information or not enough?
  - An external entity should be able to understand what occurred based on the chart notes

- Chart notes can be used for legal purposes
  - They should be complete and accurate
  - You should not be able to edit or delete notes

Other types of documentation

- As stated in a previous slide, we did not cover a complete list of all documentation within an organization.
  - Process to identify and remediate IT issues such as hackers
  - Accounts receivable – outreach for payment on invoices
  - Marketing – process to review and update the website, or write-to-post a blog post process
- Retaining emails to show dates and times of communications with partners or providers
- Invoices from product orders
  - Also include your transaction documents for DSCSA compliance
- Personnel files
  - Licenses, resumes, primary source verification, background checks

Missing Documentation

If it's not documented…

- We typically finish this with 'it didn't happen', but what if it did happen and you need proof?

- Not documenting something in an effort to hide it can have serious implications.

- This can come at an employee level or higher up in management within the organization.
  - Best practice is to document everything and proceed with your mitigation process to show ownership and willingness to grow as an organization.

- This goes for patient situations such as errors etc as well as employee situations like safety or intimidation.

Documentation and Accreditation

Documentation is Key

- Efficient survey process
  - Showing proof of processes
  - Supporting how processes are performed

- Consistency in employee responses
  - Employees prepped with the consistent documentation provide consistent responses

- Supports process improvement
  - Documentation of project plans
  - Support changes via improvement identification

Documentation for Accreditation

- Generally speaking, all of it
  - All documentation should be created with the intention of sharing with an external entity at some point
  - Keep it professional and consistent

- Use good documentation practices
  - Cross out blank areas or mark as 'intentionally left blank'
  - Do not use white out or erase on written documentation. Initial and date corrections
  - Use version control and approval processes
  - Keep all documentation in one area and limit the ability to edit

Questions?

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Thank you

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