

## **Evaluating the Quality of a Progress Note**

The table on the following page provides a scoring grid that can be used to score progress notes. This scoring grid will be used for quality assurance purposes. Direct service providers and their supervisors can utilize this tool to evaluate the quality of progress notes. Every month an employee(s) notes will be reviewed and scored. These scores will be forwarded on to the supervisor along with any suggestions. The goal is not to achieve perfection in scoring, but to learn how to improve the quality of notes over time with a standardized scoring system.

We cannot overemphasize the importance of good documentation. The scoring grid can be used by a supervisor or as a group exercise in supervision. All staff members within a team could practice scoring each other's notes as part of a case review process. The scores could be discussed with ideas on how to improve them over time.

Based on the scoring grid, a score under 5 points or a 0 in categories 3 or 4 will be considered a non-billable note. There will be no reimbursement for this service until the note has been corrected. Supervisors will receive all employee note reviews completed by the 1<sup>st</sup> of the month, providing ample time for corrections to be made and submitted. Keeping fidelity to the TARP format should greatly reduce the possibility of having a note that is considered non-billable. The hope is that this can not only be used as a teaching tool but also a tool to praise employee's efforts by recognition in staffing's, etc.

Item #	Structural item of the progress note.	Score of 2	Score of 1	Score of 0
1	Is the note structured in the TARP format identifying each category? T-Treatment Plan goal A-Assessment/Activity R-Response/Reaction P-Plan	Note is structured in the TARP format utilizing the T A R P documentation format.	Note does not utilize the exact T A R P documentation format but does cover all categories.	Note is not structured in TARP format nor does it cover all of the categories.
2	Was a treatment plan goal listed for the meeting that is a current goal on consumer's treatment plan?	Note begins with current treatment plan goal listed.	Note has current treatment plan goal in body of note.	Note is not linked to current treatment plan goal.
3	Does the note have a clear statement of the purpose for the meeting, the intervention/activity connected to a treatment plan goal that took place using action words?	The note clearly indicates why the meeting occurred, interventions/ activities that took place linked to a treatment plan goal, using action words.	Either the purpose for the meeting was unclear or the activity was not linked to a treatment plan goal.	There is not indication of the purpose for the meeting or linkage of activity to the treatment plan.
4	Does the note contain the consumer's response to the session/intervention? How did they respond and participate? What did they get out of the session? Did it help them?	The note included an evaluative statement that was clear regarding response and participation, also utilized clients own words	The note contains an evaluation of the session, but the statement is vague or general (e.g., client was satisfied with the session)	There is no indication of how consumer responded to the session or what was achieved.
5	Does the note contain information regarding the plan moving forward? When is next scheduled meeting? What will be worked on?	The note contains a specific date for the next meeting and it also includes a brief statement about what will occur in the next session.	The note contains a follow up date or a brief discussion of what will occur in the next meeting, but not both.	There is no indication of a follow-up session or it is unclear when the two individuals will meet again and for what reason.