



Missouri Department of Health and Senior Services

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PM-16-03
VM-16-03

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MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS




FROM: Celesta Hartgraves, Director *Celesta Hartgraves*
Division of Senior and Disability Services

SUBJECT: Provider Staff Safety Documentation

Situations may arise that pose a safety risk (e.g., drug use, weapons etc.) to individuals entering and working with a participant in their home.

In order to ensure that Home and Community Based Services (HCBS) providers and Division of Senior and Disability Services (DSDS) staff serving the participant are kept informed of potentially threatening situations, DSDS requests that details surrounding the potential risk are documented within the HCBS Web Tool.

The following steps shall be followed to thoroughly document these types of situations:

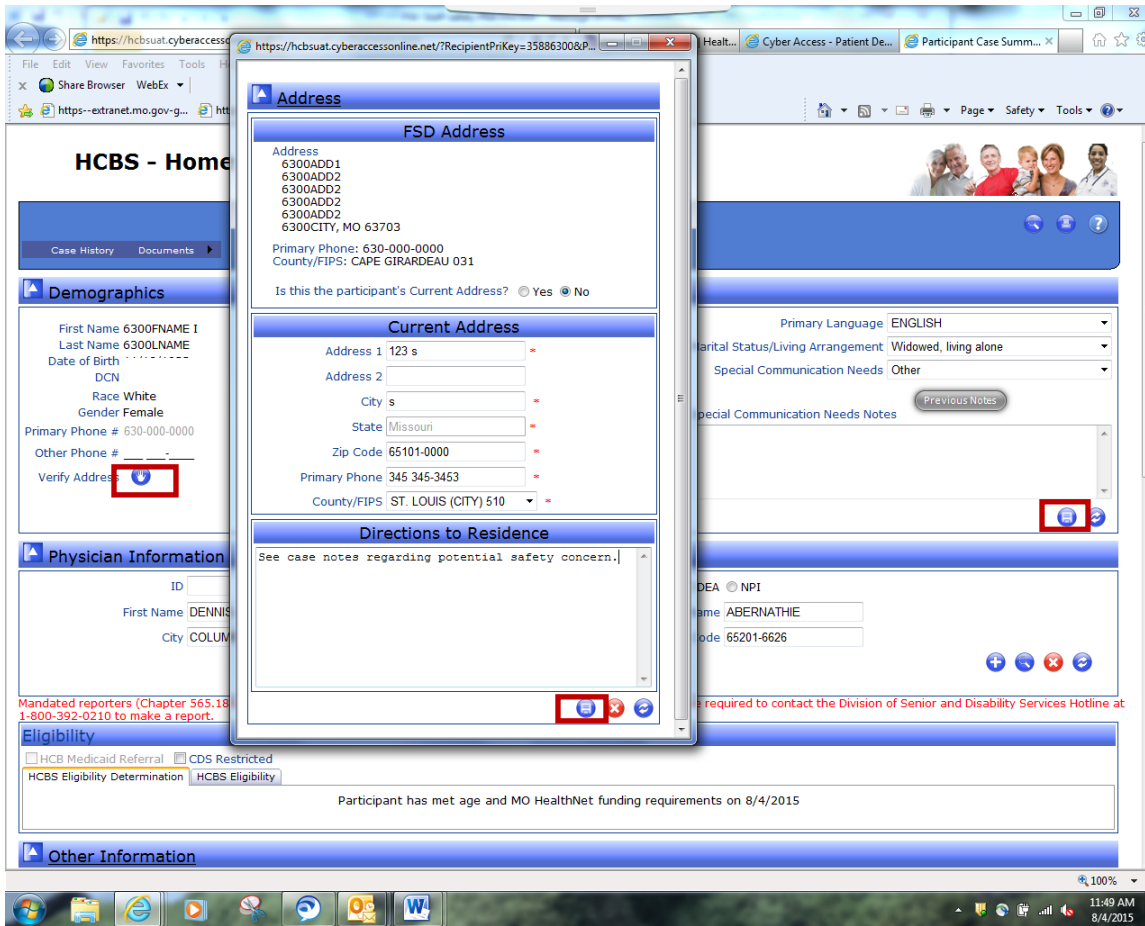
- On the Participant Case Summary screen –
 - Select the Verify Address icon  in the Demographics section.
 - Within the Address pop up box, add a note that states ‘See Case Notes Regarding Potential Safety Concern’ in the Directions to Residence section.
 - Select the save icon  at the bottom of the Address pop up box.
 - Select the save icon  at the bottom of the Demographics Section.


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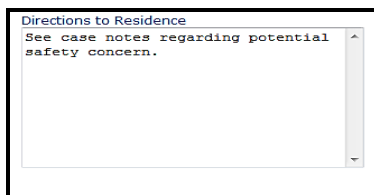
Healthy Missourians for life.

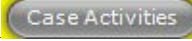
The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

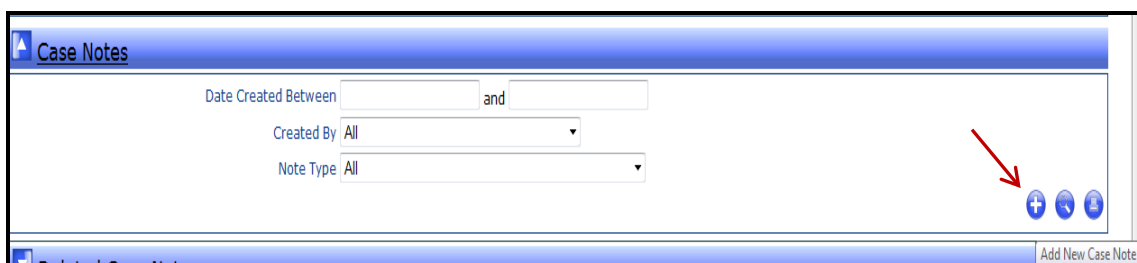


The 'See Case Notes Regarding Potential Safety Concern' entry will populate in the 'Directions to Residence' box on the Participant Case Summary screen after the Save icon  is selected.



Select the Case Activities button  at the bottom of the Participant Case Summary screen.

On the Case Activity screen in the Case Notes section, add a case note documenting the potential safety risk.



When completing this type of case note (as with all case notes) the user shall ensure the information entered:

- Provides a detailed description of the facts observed and avoids judgements;
 - Use action verbs and descriptive phrases
- Is accurate and professional;
- Uses plain language and avoids jargon, unidentified abbreviations and excessive wordiness;
- Is concise;
 - Use specific terms and avoid the use of some, often, many several, etc.
- Addresses who, what, where, when, why and how; and
- Is organized and entered timely.

Any questions regarding the memorandum should be directed to the Bureau of Program Integrity at programintegrity@health.mo.gov or (573) 526-8557.

CH/JB

CC: Distribution List 3 & 4