



Service Log Documentation

OAAS-TNG-19-004

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Service Log Documentation

- ▶ Service Logs must be used to document services provided to OAAS participants receiving Long Term-Personal Care Services (LT-PCS) or Community Choices Waiver (CCW) Personal Assistance Services (PAS).
- ▶ Instructions for OAAS Service Logs for LT-PCS and CCW PAS (OAAS-P-18-005) must be followed.
- ▶ Each Direct Service Worker (DSW) must complete his/her own service log for the participant being served. If providing Shared PAS, each participant must have his/her own service log reflecting services provided by a single DSW.

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Service Log Tasks

- ▶ The DSW **must** enter his/her **signed initials** next to each task **actually performed**.
- ▶ A signed initial in the appropriate block will indicate that the task was completed on that day. If the task was **NOT** performed for that particular day, the box should be left blank.
- ▶ These items must be completed **EACH DAY** by **hand** by the DSW.
 - Tasks **CANNOT** be initialed in advance.

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Service Log Tasks Example

Day Of Week:	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Date→	6/7/20	6/8/20	6/9/20	6/10/20	6/11/20	6/12/20	6/13/20
Tasks:	Indicate Tasks Completed Each Day by Signing with Worker's Initials.						
Eating	CB						
Bathing	CB	CB	CB	CB	CB	CB	CB
Dressing	CB						
Grooming							
Transferring	CB	CB	CB	CB	CB	CB	CB
Ambulation							
Toileting							
Light Housekeeping	CB		CB		CB		
Food Preparation & Storage	CB	CB	CB	CB	CB	CB	CB
Shopping							CB
Laundry	CB				CB		
Medication Reminders	CB	CB	CB	CB	CB	CB	CB
Assist To Scheduled Medical Appointment							
Assist To Arrange Medical Transportation							
Accompany To Medical Appointments							
Protective Supervision	CB						
Supervision/Assistance with Health Tasks							
Escort for Assistance with Community Tasks				CB			
Extension of Therapy Services							

Highlighted services are ONLY for CCW participants receiving PAS.

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Progress Notes

- Progress Notes **MUST** be handwritten by the DSW on the day the following occurred:
- Observed changes in the participant's mental and/or medical condition(s);
 - ◆ Changes in the participant's behavior or home situation that may indicate a need for a Re-assessment and POC Revision.
 - Significant deviations from the POC; and
 - Other information important to ensure continuity of care.

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Progress Notes Example

DATE:	PROGRESS NOTES: - Observed changes in physical and mental condition (if applicable) - Documentation of any SIGNIFICANT DEVIATION from what is in the Plan of Care (POC) - Important information for the next worker or caregiver
06/07/2020	Mr. Allen appeared to be confused. He could not remember my name. He required verbal cues when eating and when dressing which he typically completes independently.
06/09/2020	Provided weight bearing assistance with transferring three times today. He normally requires guided assistance.
06/11/2020	Mr. Allen called and declined all services today due to a trip with his sister.
06/13/2020	Mr. Allen transferred independently today. He reported that he felt stronger.

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Service Log and Electronic Visit Verification (EVV)

- ▶ EVV is mandatory and it captures the:
 - Electronic “check in” and “check out” when the DSW begins and when they end service delivery for a participant; and
 - Location where the check in/check out occurs.
- ▶ Service Log should be consistent with EVV entries.
 - **Consistent Dates:**
 - ◆ If the EVV sign in and out date indicates 8/2/2020, the Service Log must reflect that assistance with tasks were performed on 8/2/2020.
 - ◆ If there was no indication that a DSW signed in on 8/3/2020, the Service Log should not reflect that services were provided on that date by initials next to tasks on 8/3/2020.

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Service Log and Electronic Visit Verification (EVV) - cont'd

- **Consistent Times:** The clock in/out times are recorded in EVV; therefore, you do NOT need to record times on the service log/progress notes.

NOTE: If you must indicate times in the progress notes, those times cannot differ from the clock in/out times on EVV.

- **Consistent Location:** Documentation on Service Logs indicates services are being rendered in the home; therefore, EVV must show that the clock in/out time(s) were at the participant's home address, not at the local dollar store miles away from the participant's home.

EVV check in/out times should reflect the ACTUAL time of service that was provided to the participant.

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Importance of Documenting Significant Deviations

- ▶ Provides evidence that the deviation from the approved POC was to meet the needs/requests of the participant.
- ▶ Ensures the deviation did not have a negative impact on the health or welfare of the participant.
- ▶ Provides verification of services being billed for that were rendered outside of POC.

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Significant Deviations

- ▶ Significant deviations include:
 - A DSW providing **more assistance** to the participant than what is in the POC.
 - A DSW providing **less assistance** to the participant than what is in the POC.
 - A DSW providing **no assistance** with a particular task because the participant does not need help with that task.
 - A DSW deviating from the scheduled shift start or end time.

Example: POC shows DSW should work from 5am - 9am but DSW actually works from 4am – 8 am.

NOTE: A DSW arriving or departing within 15 minutes of the scheduled time is **NOT** considered a significant deviation, **AS LONG AS** services are provided in the **SAME AMOUNT, FREQUENCY and DURATION** as indicated in the POC.

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Significant Deviation Documentation Examples

DATE:	PROGRESS NOTES: - Observed changes in physical and mental condition (if applicable) - Documentation of any SIGNIFICANT DEVIATION from what is in the Plan of Care (POC) - Important information for the next worker or caregiver
04/01/2020	Mr. Lett called and doesn't want me to come til noon since his appointment is at 1pm. I provided transportation to and from appointment and stayed with him at his appointment.
04/04/2020	Today, Mr. Lett's daughter completed his personal hygiene before the start of my shift.

DATE:	PROGRESS NOTES: - Observed changes in physical and mental condition (if applicable) - Documentation of any SIGNIFICANT DEVIATION from what is in the Plan of Care (POC) - Important information for the next worker or caregiver
06/02/2020	Mrs. Flowers was weak this morning, I wrapped my arms around to assist her with sitting up in order to get out of bed.
06/05/2020	I put on Mrs. Flowers socks & shoes while she lifted her legs this morning she was too weak to bend over.

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Documentation Specific to LT-PCS

- ▶ LT-PCS POCs indicate an allotment of time per task, e.g., 15 minutes allotted for light housekeeping; however, LT-PCS approvals and the hours allotted per week **ARE NOT** based on the time per task.
- ▶ Deviating from the time allotted for a specific task in the POC is **NOT** considered a significant deviation. Documentation is not necessary.
Example: If the DSW spends 30 minutes completing light housekeeping, rather than 15 minutes as allotted in the POC, documentation is not required. It is not considered a deviation from the POC.
- ▶ The focus is on documenting whether or not the POC task is **ACTUALLY COMPLETED**.

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Service Log Documentation Errors

- ▶ When an error is made, only the individual that made the error is allowed to correct the error. Office staff **may not** change anything entered by the DSW.

Example: DSW documented an incorrect date on the service log. Office staff cannot correct the error. Only the DSW can correct the date error.

- ▶ To correct errors, draw a single line through the incorrect entry, write "error" above the entry, initial the correction and place the correct information on the form.

DATE:
<i>Error</i>
04/04/2020 <i>CB</i>
04/03/2020

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Service Log Signatures

- ▶ Signatures and dates must be obtained at the **END** of the prior authorized week. The participant may sign, or, their responsible representative. If the participant has a legal representative, the legal representative must sign and date the form.
- ▶ The DSW must also sign and date the form at the **END** of the prior authorized week. The DSW may **NOT** complete this section until all the work for the week has been completed.

PARTICIPANT/RESPONSIBLE REPRESENTATIVE/LEGAL REPRESENTATIVE'S SIGNATURE : <i>d. Goff</i>	DATE: <u>04/04/2020</u>
DIRECT SERVICE WORKER'S SIGNATURE: <i>Edna Gentude</i>	DATE: <u>04/04/2020</u>

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References

- ▶ OAAS-PF-11-015 - Community Choices Waiver Service Log with Instructions - Reissued March 12, 2018
- ▶ OAAS-PF-10-010 - Long Term-Personal Care Services Weekly Services Log with Instructions - Reissued March 12, 2018
- ▶ Community Choices Waiver Manual - Section 7.5 Service Access and Authorization - Issued March 02, 2020
- ▶ Community Choices Waiver Manual - Section 7.7 Record Keeping - Issued January 16, 2019
- ▶ Community Choices Waiver Manual - Section 7.8 Reimbursement - Issued March 2, 2020
- ▶ OAAS-P-19-003 - Electronic Visit Verification (EVV) Compliance Memo - Issued March 20, 2019
- ▶ Personal Care Services Provider Manual - Section 30.7 LT-PCS Services Delivery - Issued May 16, 2019
- ▶ Personal Care Services Provider Manual - Section 30.8 LT-PCS Record Keeping - Issued May 16, 2019

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