

MONITORING THE IMPLEMENTATION OF THE ISP THERAPEUTIC SERVICES

What: Clinicians are responsible for monitoring the implementation of therapeutic services in accordance with the ISP. Supporting documentation must be completed. Monitoring of therapeutic services allows clinicians to assure that:

- services are having their intended effect;
- staff are able to carry out staff instructions as written;
- the ISC/case manager is notified when there are barriers to service provision or when the ISP may need to be amended.

Who: Clinicians
Direct support staff
Personal Assistants

When: Once planning is completed and services are authorized to begin.

Process: Clinicians must monitor the provision of their services as a part of the service provision process. Monitoring takes place at three levels:

1. At each service visit with the person;
2. Monthly reassessment during an on-site visit for each month in which services are authorized to be provided (the documentation of this monthly reassessment is in the form of a monthly review); and
3. Annual reassessment.

Monitoring At Each Visit

Monitoring takes place during each visit the clinician makes with the individual. The clinician should document the purpose of the visit, the outcome of the visit, an analysis of progress (based on data), and the intended focus of the next visit. The clinician should note and take any necessary action if additional risks are noted, significant regression is noted, or there are barriers to service provision.

The clinician is responsible for assuring that direct support staff and/or personal assistants are competently trained in carrying out relevant staff instructions. They are also responsible for following up on the status of any equipment being ordered for the individual.

Monthly Reassessments

For each month in which services are authorized, the clinician (the therapist, not a therapy assistant) is responsible for completing an onsite reassessment of services and completing a written monthly review based on the reassessment. This level of monitoring focuses the clinician on analyzing progress towards ISP actions across a period of time. Data is to be reviewed and analyzed. Any

additional training needs for staff are to be identified. During the analysis of information each month, the clinician is to determine whether or not the plan of care, including the amount, frequency, and duration of services is still appropriate or needs to be modified.

Annual Reassessment

Clinicians are responsible for providing an annual reassessment of the status of the individual if services are recommended to continue into the following year. At this level of monitoring, the clinician is required to analyze the status of the individual based on the preceding year of data. The clinician is expected to provide a picture of where the individual was a year ago, the gains that have been made, and if applicable, continued needs towards the same goals or additional goals.

Other Important Things to Know:

- All therapeutic services must be provided face to face with the individual in order to be billed, with the exception of nutrition and orientation and mobility services. These two services can be provided just with the person's staff *for the purposes of training* when necessary and appropriate. Documentation (i.e. contact notes, monthly reviews, and assessments) is not billable.

Provider Manual References:

- Specific requirements for documentation are found in Chapter 3, Section 3.18.a-b, Chapter 8, Section 8.9, and Chapter 13, Sections 13.14.a, 13.15 and 13.16 as well as the corresponding sections in Chapters 14 for orientation and mobility and Chapter 15 for nutrition.

Resources:

- The Regional Therapeutic Services Teams are available to provide consultation and technical assistance to service providers regarding the monitoring of services including documentation.
- Technical Assistance Manual for Therapeutic Services

Training Available:

- Training on appropriate documentation of services provision, including justifying the need for services is available from the Regional Therapeutic Services Teams.