

PROGRESS NOTES – Tips for PSWS

What is a progress note?

A progress note is written documentation that accompanies a timesheet that describes what you, the PSW, have done (Medicaid tasks) to meet the needs of the individual you support.

What should a progress note look like?

A progress note should reflect the support (Medicaid tasks) provided to the individual. *Refer to your copy of the **Support Needs List** that accompanies your Service Agreement.

You may also include progress towards the individual's ISP goals and outcomes, however the primary focus of the progress note should be support provided.

What NOT to do:

- DO NOT write one-word notes.
- DO NOT copy and paste the same progress note each month. Progress notes are a description of the tasks you completed during the frame of time you are billing for. Progress notes should be unique to the person served and should never be copied or “cookie cutter.”

Tips:

- Start sentences with “I” statements like “I assisted...” or “I provided...”
- Refer to the task list (also known as the **Support Needs List**) that accompanies your Service Agreement to see what tasks you are authorized to provide.

Examples:

ACCEPTABLE NOTE: I provided social and communication support to Sally while at the bowling alley.

DO NOT WRITE: Had fun bowling.

ACCEPTABLE NOTE: I assisted Sally with grocery shopping, budgeting, counting change, communication, and transportation.

DO NOT WRITE: Shopping.

ACCEPTABLE NOTE: I reminded Sally every morning before work to:

- Brush her teeth
- Shower
- Brush her hair
- Select clean clothes for work

DO NOT WRITE: Hygiene support.