

**DISCLAIMER:** Please note that this Quality Assurance (QA) Survey is intended for educational purposes only, including determining areas of emphasis for training. The documentation samples used are excerpts adapted from real documentation and exclude any Protected Health Information or agency identifiers. The samples used are purely intended to aid in the educational process and are in no way intended to represent an example of documentation that meets all Federal, State and County requirements.

## QA KNOWLEDGE ASSESSMENT SURVEY

### DOCUMENTATION SAMPLE – PROGRESS NOTE

**Goal (Objective):** Client will improve his ability to cope with feelings of being overwhelmed, irritability and anger related to Depression by reducing anger outbursts from twice daily to three times a week.

**Intervention:** Staff inquired about current stressors and client's progress toward obtaining employment. Staff utilized scaling questions to gauge client's current level of Depression on a scale from zero (not depressed at all) to ten (extremely depressed). Staff actively listened to client share regarding a stressful situation with his daughter and assisted client in identifying what strategies he utilized to help him emotionally regulate and effectively communicate with the school administration and a student's parent. Staff asked if client's daughter was okay. Staff assisted client in processing his feelings of concern, frustration and anger related to the stressful situation with his daughter. Staff challenged client's negative thoughts related to finding and maintaining employment and assisted client in reality testing some of his catastrophic thinking. Staff highlighted how the skills client utilized to calm himself, communicate and problem solve the situation with his daughter could transfer to future employment and assist in conflicts with colleagues/employers. Staff explored client's learned insight and discussed ways client can increase use of coping skills. Staff faxed client's resume to Neighborhood Trattoria per client's request for help with responding to a job ad.

**Response:** Client arrived to session and discussed continuing to follow through with his intention of regulating anger, frustration, and staying grounded. Client shared continued efforts in completing employment applications. Client asked for help with sending his resume to a restaurant advertising to fill a server position. Client reported his current level of Depression was at a six. Client discussed a stressful situation regarding his daughter and school administration. Client reported another child kicked his daughter. Client reported taking daughter to the doctor and that she was medically cleared. Client discussed ways he employed emotional regulation techniques to discuss options with staff at the school and the students' family. Client discussed ways he can continue to manage his frustration, anger, and expectations. Client identified ways this can help him with future employers. Client expressed he will continue practicing grounding, deep breathing, and relaxation techniques.

**Plan:** Staff will continue to meet with client 2 times per month to assist with improving his ability to cope with Depression and Anger. Next appointment is scheduled for xx/xx/xx.

## QUESTIONS

1. Which of the following activities documented in the “Intervention” section of the sample are Medi-Cal reimbursable service components:
  - A. Asked if client’s daughter was okay
  - B. Challenged client’s negative thoughts related to finding and maintaining employment and assisted client in reality testing some of his catastrophic thinking
  - C. Faxed client’s resume to Neighborhood Trattoria per client’s request for help with responding to a job ad
  - D. None of the above
  
2. The Medi- Cal reimbursable service components documented in the sample best match which of the following procedure codes?
  - A. Rehabilitation (H2015)
  - B. Targeted Case Management (T1017)
  - C. Individual Psychotherapy (90832, 90834, or 90837)
  - D. Can’t tell, documentation is unclear and ambiguous
  
3. What would be required for this progress note to meet Medical Necessity?
  - A. There must be a current Assessment in the clinical record that documents the impairments, symptoms, and behaviors being addressed in the service documented in the note
  - B. There must be a Treatment Plan in place, and the service documented in the note would need to relate back to an Objective and Intervention identified in the Treatment Plan.
  - C. The service documented in the note must fit within the Clinical Loop
  - D. A and B
  - E. All of the above
  
4. The Goal (Objective) included in this progress note sample was pulled directly from the client’s treatment plan. With that in mind, which of the following interventions relate back to the Goal (Objective)?
  - A. Assisted client in identifying what strategies he utilized to help him emotionally regulate and effectively communicate
  - B. Utilized scaling questions to gauge client’s current level of Depression on a scale from zero (not depressed at all) to ten (extremely depressed)
  - C. Assisted client in processing his feelings of concern, frustration and anger related to the stressful situation with his daughter
  - D. None of the above
  - E. All of the above