



Community/Employment Shift Note Guide

Minnesota follows 245D policies to provide support for people with disabilities. Progress notes are one way to be sure funds are used appropriately to meet the needs of the people served. The goal of this guide is to help Direct Support Professional (DSPs) write useful shift notes.

Shift Notes

A shift note is written information that describes what you did to meet the needs of the person you serve. You must document your DSP activities in progress notes.

Purpose

Paychecks

You must complete a progress note after every shift. Your paycheck could be delayed or less until missing shift notes are turned in.

Billing

245D requires DSP providers to keep records documenting “the extent of services the provider furnishes to recipients”. Shift notes are evidence that the services were provided. They are important for payment of service claims.

Legal Record

Your notes become part of the person’s permanent legal record. Shift notes may be used in legal proceedings, audits or investigations. They can also provide a paper trail in case of conflict or difficult situations.

Monitoring

Services Coordinators review shift notes to see how supports are working. They document progress towards a person’s goals in the Support Plan Addendum and desired outcomes. Your shift notes are a valuable source of information.

Quality Care

Quality shift notes are important to a person's care. The team gains information from your records. At times this may include support staff, medical staff, therapists, and others.

A Person's Story

Shift notes help map out a person's progress. Your notes are part of their story.

*Having your shift notes completed in a timely manner helps keep the team informed.
Please type clearly.*

What to Include

Shift notes are a summary of what occurred. When writing the shift note refer to yourself as Writer, the individual you are working with by their initials.

Shift notes are also needed to explain what activity you did. Make sure to describe the following:

- What actions you took and what specific support you provided.
- What you did to help meet the person's health and safety needs.
- What you did to help meet the person's other support needs.
(example: guiding for street safety, communication strategies, behavior supports, or safety plans)
- Any progress towards the person's goals in the Support Plan Addendum and outcomes.
- Is the plan working? Are there any new needs?

NOTE: Refer to your Service Agreement to see what tasks you are authorized to provide. The support you provide should address the needs and goals listed Support Plan Addendum. You may also talk to your employer or the person's Services Coordinator.

Examples

DSPs may help with a variety of activities at home and in the community. These could include:

- Prompting grooming such as hair brushing and brushing teeth
- Communication
- Cognition (thinking and understanding)
- Social interactions
- Behavior
- Housekeeping
- Laundry
- Shopping and money management
- Transportation

Examples of supports that DSPs may provide:

- Giving cues to help a person complete an activity.
- Doing an activity because a person is unable to do so.
- Monitoring to see if help is needed.
- Offering encouragement and support.
- Redirecting a person.
- Taking care of personal items, supplies, or equipment.

NOTE: Be sure to use details. Be specific. Shift notes should be unique to the person served.

Notes should never be copied. Even if two people have similar support needs, their notes should be personal.

Additional Considerations

Privacy

Shift notes should not include the names of other people served. This is for privacy purposes.

Reporting Incidents

You must provide notifications to the case management entity if unusual incidents occur. Be sure to report what happened before, during and after the incident.

And Incident Report is the written report of any:

- Injury
- Accident
- Act of physical aggression
- Use of protective physical intervention, or
- Unusual incident involving an individual

An Unusual Incident is any incident involving an individual that includes:

- Serious illness or accident
- Death
- Injury or illness requiring inpatient or emergency hospitalization
- A suicide attempt
- When an individual contacts the police or is contacted by the police
- A fire requiring the services of a fire department
- An act of physical aggression, or
- Any incident requiring an abuse investigation.

Reporting Abuse

Note: Direct Support Professionals are mandatory reporters.

Checklist

The note describes:

- What occurred during the dates for that timesheet.
- What you did to support the person
- What you did to help the person make progress towards PCP outcomes.
- How the person's needs are being met.
- Any new needs that may have come up.
- Any incidents that occurred.
- Any problems completing your work, including if someone does not want support.

Professional writing:

- State the facts. Avoid personal opinions.
- Use respectful language.
- Avoid slang or abbreviations.

TIP: Writing notes soon after service occurs helps you remember the details of the interaction. Submitting them in a timely manner helps keep the team updated.

Consequences:

Shift notes are a very important part of your job. They are to be completed by the end of your shift. If this does not happen, below will be that consequence:

1. Paycheck will be less as we will not approve any days worked that do not have a shift note completed. Shift notes are vital for administration to know you actually worked that shift. Once it is completed those

hours will be added to the next payroll after the shift note has been completed.

2. After three missed shift note documentations, Human Resources will give you your **first written warning**. You will need to come to the office and sign it as soon as possible.
3. If you miss two more shift note documentations. Human Resources will provide a **second written warning**. You will need to come to the office and sign the written warning as soon as possible.
4. If you miss one more shift note documentation. Human Resources will provide a **third and final written warning**. You will need to come to the office and sign the written warning and this will be terms for termination.

When shift notes are not put in, we bill the State/County for those services and we have no documentation that client was even seen is fraud. Shift notes are legal binding document that helps Case Managers, Family, Staff know what is going on with that client day to day. No shift notes, no verification of shift being worked.