

11.08 APPENDIX H

Case Management Chart Review Checklist (Intensive Case Management)

Client Name _____ Initial Contact _____
 Enrollment Date _____ Discharge Date _____
 ICM Staff _____ Date of Review _____

Consent Forms:

Were all necessary consent forms completed and retained, including emergency and follow up contacts?	Y	N	Comments:
Were consent forms completed and applied properly?	Y	N	Comments:
If consent has been revoked, is there documentation of this revocation?	Y	N	Comments:

Inventory of Support Services (ISS)

Are all of the ISS tools retained in the client file?	Y	N	Comments:
Were all of the ISS tools properly dated and completed in their entirety?	Y	N	Comments:
Were client demographics completed within the ISS?	Y	N	Comments:
Were all domains completed?	Y	N	Comments:
Was all scoring completed and calculated correctly?	Y	N	Comments:
Was each ISS tool completed in one session?	Y	N	Comments:
Was an ISS completed at the required interval?	Y	N	Comments:
Was an ISS completed at the time of discharge?	Y	N	Comments:

Service Plans:

Are all service plans retained in the client file?	Y	N	Comments:
Are client strengths identified in the service plans?	Y	N	Comments:
Are ISS scores and status codes listed on the service plans?	Y	N	Comments :
Are goals reflective of ISS scores and domains?	Y	N	Comments :
Are the goals action oriented and measurable?	Y	N	Comments :
Are action steps appropriate and identify who is responsible for the action?	Y	N	Comments :
Are target dates identified and realistic?	Y	N	Comments :
Were service plans reviews conducted and documented as required?	Y	N	Comments:

Were service plans completed for each ISS administration?	Y	N	Comments:
Were service plans signed, dated, and a copy given to the client?	Y	N	Comments:

Case Notes/Documentation:

Do case notes record and analyze current situational data and outline actions taken in chronological order?	Y	N	Comments:
Are case notes signed/initialed and dated?	Y	N	Comments:
Are case notes legible?	Y	N	Comments:
Did all client contacts occur within the required time frames?	Y	N	Comments:
Are the following items documented by client signature: <ul style="list-style-type: none"> o Description of ICM services o Discharge criteria o Grievance and appeal procedure o Appropriate consent forms 	Y	N	Comments:
Is a completed discharge form retained in the client file?	Y	N	Comments: