

PLANNING

Appendix 2 - Client File Quality Review Checklist Approved October 2007

The purpose of the client file review is to assure that the Agency's quality standards are met in client service.

A review of the client file will show that:

1. A Counsellor (Primary Worker) and Case Manager has been assigned to the client. Changes to the Counsellor (Primary Worker) are infrequent.
2. Client/family needs were assessed using a multidisciplinary approach and where indicated, a multidisciplinary process was used.
3. An assessment and a treatment/action plan have been completed.
4. The client/family was involved in the development, evaluation and any changes to the Treatment /Action Plan.
5. The Treatment/Action Plan addresses the client's individual strengths, needs and goals. The plan is developed using information from the client as well as information from standardized assessments and collaterals.
6. The Treatment/Action Plan identifies clear, specific goals, planned outcomes and planned activities.
7. The plan assigns responsibilities and time frames for the activities.
8. Goals are reviewed with the client/family on a regular basis.
9. The plan is re-evaluated on a regular basis, and adjusted as needed.
10. The planned activities were actually carried out to meet treatment goals. An explanation is provided as to why planned activities were not carried out.
11. Where circumstances indicate interventions and strategies have been developed and implemented during the course of the treatment/action plan.
12. Where a client complaint is indicated in the file, information is included describing what was done to address the complaint and its resolution.
13. Incident reports, serious occurrence reports and records of consequences/interventions are examined for patterns. Strategies and interventions are developed in response, where necessary.
14. Regular personal contact/interview with the client/family occurs. (The time frame for these is dependent on the program. In residential children's programs for example, a formal Counsellor (Primary Worker)/client meeting should occur weekly).