

Task Title: Documentation for Personal Support Workers

OALCF Cover Sheet – Learner Copy

Learner Name:		
Date Started:		
Date Completed:		
Successful Completion	Yes No]
Goal Path:	Employment	Apprenticeship
Secondary School	Post Secondary	Independence

Task Description: The learner will review documentation requirements followed by Personal Support Workers in Ontario.

Main Competency/Task Group/Level Indicator:

• Find and Use Information/Read continuous text/A1.2

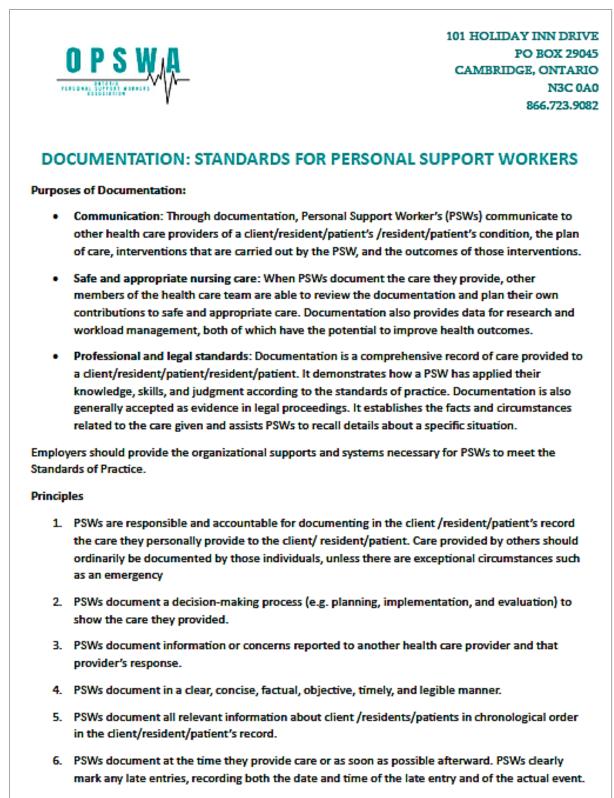
Materials Required:

• Pen/pencil and paper and/or digital device

Learner Information

As regulated health professionals, Personal Support Workers (PSWs) must document their activities with patients.

Read "Documentation: Standards for Personal Support Workers".



- 7. PSWs correct any documentation errors in a timely, honest, and forthright manner.
- 8. PSWs do not document before giving care.



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- PSWs indicate their accountability and responsibility by signing with a unique identifier (such as
 a written signature or an electronically-generated identifier) and their title, in a clear and legible
 manner to each entry they make in the client/resident/patient record.
- 10. PSWs carry out more comprehensive, in-depth and frequent documentation when client/resident/patient's are acutely ill, high risk, or have complex health problems.
- 11. When PSWs provide services to a group of client/resident/patient's they use service records (or equivalent) to document the service provided and overall observations pertaining to the group. When PSWs document information about individual client/resident/patients within the group, they record it in the individual client/resident/patient's record.
- 12. PSWs complete a safety event report (sometimes called an incident report) following an event such as a fall. The safety event report is not part of the client/resident/patient record. PSWs record facts about any safety event affecting the client/resident/patient in the client/resident/patient record.
- PSWs who are self-employed or have responsibility for client/resident/patient records adhere to relevant legislation.

Applying the principles

- Familiarize yourself with organizational policies, procedures, or restrictions on documentation
 and follow them, including policies on documenting verbal and telephone orders and completing
 safety event reports.
- If your organization uses an electronic client/resident/patient record, understand that the same
 documentation principles apply, although there will be different strategies to record data, and to
 ensure privacy, security, and confidentiality.
- Information provided by a third party that is relevant to the client/resident/patient's circumstances may be recorded in the client/resident/patient's record. It should include the name of the person providing the information and their relationship to the client/resident/patient and be clearly marked if the information was provided "in confidence."
- Document only the care you provide, do not allow others to document for you and do not document care that anyone else provides. Exceptions include:
 - In an emergency, such as when you are designated as recorder, document the care provided by other health professionals.
 - In cases where organizational policies, procedures, or restrictions do not allow certain individuals to document in the client/resident/patient record, record what client/resident/patient information was reported to you and by whom.



- Understand that safety event reports are for quality improvement purposes. Follow your organization's documentation policies, procedures, or restrictions when reporting safety events.
- PSWs have a role in safeguarding the privacy, security, and confidentiality of client/resident/patient records. PSWs assist client/resident/patient's/resident's/patients with the process of accessing information on their client/resident/patient record, in accordance with relevant legislation and organization policies, procedures, or restrictions.

Footnotes

"Clients/Residents/Patients" include individuals, families, groups, populations or entire communities receiving nursing care or services from a Personal Support Worker (PSW).

Modelled after the British Columbia College of Nurses & Midwives Documentation Practice Standards

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Work Sheet

Task 1: List four things that are communicated through PSW documentation.

Answer:

Task 2: Who is responsible for providing the systems needed for PSWs to meet their Standards of Practice?

Answer:

Task 3: How are the principles of documentation standards applied differently in organizations that use electronic patient records?

Answer:

Task 4: What is the risk in a court of law if documentation has not been done correctly?

Answer:

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Task 5: When does a PSW complete a safety event report?

Answer: