CANS AND COLLABORATIVE DOCUMENTATION

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WHAT IS COLLABORATIVE DOCUMENTATION?

- Completing the CANS, Progress Notes/Session Notes, Safety Plan, Assessments, Treatment Plans and other documentation in collaboration with the child and/family.

- CD is a clinical tool that provides kids and families with the opportunity to provide their input and perspective of services and progress, and allows kids/families and providers the opportunity to clarify their understanding of important issues and focus on outcomes.

COLLABORATIVE DOCUMENTATION- WHY NOW?

- Employee Engagement Survey- Work Life Balance

- Times are changing- more kiddos, higher case loads with the same revenue….

- Increased scrutiny on documentation timeliness

- Increased scrutiny on targeted interventions and outcomes

BENEFITS OF COLLABORATIVE DOCUMENTATION

- Work/Life balance- direct service staff completes documentation in the visit or meeting in real time.
  - No documentation once the visit/meeting is complete
  - Documentation is completed by the end of the work day- direct service staff do not have to worry about completing documentation after hours or on the weekend- "No homework"
  - Documentation is always caught up
  - Positive outcomes- employee and kiddo/family sense of accomplishment

- Increases the ability for the direct service staff to spend 2-7 hours per week delivering services

Benefits of Collaborative Documentation

- Provides Person Centered Care
  - The family is further integrated into treatment

  - The child/family is on the same page about what occurred during the visit

  - The plan for after the visit is clarified and both parties are on the same page

  - Ensures voice and choice in all documentation. Both the family and clinician have a shared understanding of what is going to occur in treatment

CREATING THE SPACE FOR CHANGE- CD CHANGE MANAGEMENT

- Huge culture shift

- Requires behavior change

- Begin from day 1

- Director/Manage buy-in is key

- Identifying from the beginning potential early adopters, etc.

Increase Readiness

Beginning

Targets experience
Ambivalence (want vs. fear)

Targets Need
- Reorientation
- Short-term goals
- Risk-taking (Support to move beyond comfort zone)

Neutral Zone

Targets experience
Anxiety, low motivation, overwhelmed, confused

Targets need
- 2-way communication
- Involvement
- Nurturing of creativity
- Refined systems/roles

Ending

Targets experience
Sense of loss & grieving

Targets need:
- Detailed description of the change
- Identification of who is losing what
- Open discussions regarding the change
- Empathy

IMPLEMENTATION OF CD

- **<u>Testing and Planning</u>**
  - Work with IT to enhance technology to meet the needs of a successful Collaborative Documentation implementation

  - Meet with Director/Managers to discuss and plan the implementation- start the change management process

  - Choose individuals to test technology

  - Train the testers, AD and CPM on CD.

IMPLEMENTATION OF CD

- Find the bugs and fix them

- Gather the needed IT information in order to distribute
  - Need list of employees to be included in the initial implementation
  - Identify if any of them don't have equipment
  - Identify those who use their technology in the field, which do not. For those that do not, why?
  - What support is needed – training versus troubleshooting and technical solutions

Implementation of CD

- **<u>Training and Sustaining</u>**
  - Outfit the team with the needed technology enhancements
  - Train staff
  - Monitor the implementation on-going- using reports and metrics to supervise
  - Structured Supervision

QUESTIONS?

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