

QA on Service Contact Logs

November 13, 1998

General Comments

DO:

- Use ONLY most recent version of the log (November 13, 1998)
- Review how to use Collateral ID because it changed since the logs were first developed
- Code engagement whenever conducting an actual session with a participant or a collateral
- Code more than one client event per day on the same form
- Use the Clinical Supervision (904) code for case reviews, group supervision, and individual supervision
- Code reviewing the clinical record or the GAIN-I in preparation for a session as case preparation (905)
- Code the destination as the location code when using the TRAVEL code (903)
- Code travel (903) to participant homes and back to the office or to different office sites; remember that only one part of a round trip is coded at a time
- Code urine tests (800) and feedback so that it can be attributed to each participant (e.g. all Ids are present on a group log or coded by ID on an individual log; if actual time spent with the urine code as (999)
- Code *Participant ID [XPID], Mode, Service Type, PROC Code LOC Code, Time Spent, and Engagement* whenever coding a direct service to a participant.
- Code *Participant ID [XPID], TX Collateral ID, Relationship Code, Mode, Service Type, PROC Code, LOC Code, Time Spent, and Engagement* whenever coding a direct service to a participant.
- Set up QA procedures for SCL at each site to expedite data entry
- **Circle appropriate intervention in title (MCB5, MCB12, FSN) when completing the MCB5/MC12/FSN log.**

DO NOT:

- Do not code telephone calls unless a message is left or therapist talks to a person
- Do not code the *Family Service Type Code (3)* on an Individual Service Log; in all cases you can use the *Collateral code (4)*
- Do not code getting the room ready for a session as case preparation (905); code it as other indirect activities (999)
- Do not code engagement for telephone contacts unless they are an actual session
- Do not code engagement for contact with others (e.g. probation) besides participants and collaterals
- Do not code activities totally unrelated to CYT, for example, talking a licensing exam or performing strictly research tasks such as going over an informed consent or MOU.
- Do not need to code Participant ID, TX Collateral ID, Relationship code, mode, or Service Type when coding indirect Services (901-999), but can code XPID for 902,904, or 905.

REVISIONS:

- MDFT Family Service Log has been revised to allow (a) for more procedure codes for one session and (b) to provide an easier way of rating engagement for each participant in a session.
- ACRA now has a Family Service Log for the same reasons as above.
- N/A is coded as 0 or 00
- An other category is always coded as 99

Notes re. service logs:

- Overall, thought people were doing a good job
- This review helped us (a) see what were the most common errors and (b) helped us make some revisions to make the forms work better in a couple of cases.
- Work has already begun on the data entry program and many of the rules for using the log will be built into the program—it will be less frustrating for everyone to use the program if we can do a good job with the logs manually.