



# HURON BEHAVIORAL HEALTH PROCEDURE

Procedure #: **CSM.2.04**  
Issue Date: 05/26/04  
Rev. Date: 04/16/23  
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## Title: Progress Note Documentation Procedure

Prepared By: Clinical Director

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### Purpose:

To define the process and protocols for documenting clinical progress notes.

### Scope:

This procedure applies to all employees (including full-time and part-time employees), contract clinical providers, volunteers, students, and/or interns of Huron Behavioral Health (HBH) and all consumers served.

### Information:

- The delivery of services is to be documented in the consumer's case record using the progress note form in the Electronic Medical Record (EMR) system.
- Progress notes may be generated by either clinical staff or clerical staff. Clinical staff progress notes typically record the consumer's progress toward the stated goals, objectives, and team assignments as identified through the person-centered planning process in their Individual Plan of Service (IPOS).
- Additionally, progress notes are used to document activities prior to the development of the IPOS, such as documenting initial activities from the time of the first contact, intake assessment, first scheduled appointment, etc. Clerical staff will generate progress notes which capture the activities in which state reporting parameters require the record-keeping of such activities.
- Progress notes may be billable or non-billable, but any contact that is made with/for a consumer in relation to authorized services (as defined in the IPOS and in alignment with the Medicaid Provider Manual), must be documented on a progress note and coded (for billing purposes) as a contact.

### Procedure:

1. Contacts are to be provided in accordance with the frequency, amount, and duration defined in the individual's IPOS and documented promptly (typically within 24 business hours) of the service (see also ["Person-Centered Planning Policy" QI.1.05](#) and ["Person-Centered Planning and Individual Plan of Service \(IPOS\) Procedure" QI.2.18](#)).
2. Staff will document the consumer's progress (or lack of progress) on the progress note form in the EMR system each time a service is provided.
3. Staff will document the following information (as applicable) on the progress note:
  - Consumer name, case number, service codes, place of service, location, etc.
  - Goals and progress toward defined goals (as defined in the IPOS)
  - Mental status and/or Observations
  - Medication compliance (if applicable)
  - Behavioral concerns
  - Presenting issues
  - Interventions
  - Other issues as pertinent/applicable
4. Concurrent documentation is encouraged, but in all cases, progress notes should be completed within twenty-four (24) hours of the contact.
5. Staff should also document (in the case record) consumer cancellations and/or no-shows, as well as staff cancellations.

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**Definitions/Acronyms:**

COA – Council on Accreditation  
EMR – Electronic Medical Record  
HBH – Huron Behavioral Health  
IPOS – Individual Plan of Service

**Forms:**

Progress Note Form (in EMR)

**Records:**

Progress Notes are retained in the consumer's case record in accordance with the ["HBH Record Storage and Retention Policy" \(QI.1.23\)](#).

**Reference(s) and/or Legal Authority**

COA standards  
[QI.1.05 Person-Centered Planning Policy](#)  
[QI.1.23 HBH Record Storage and Retention Policy](#)  
[QI.2.18 Person-Centered Planning Process and Individual Plan of Service \(IPOS\) Procedure](#)

**Change History:**

Change Letter	Date of Change(s)	Changes
None		Old procedure brought into new Controlled Documentation format with minimal content changes.
A	09/11/07	Revised to include the new regional Progress Note Form (90-1008), removed all references to old HBH progress note forms (90-208 & 30-001), added "EMR" to "Acronym" and "Records" sections, revised bullets in #3 to comply with items on new Progress Note form, revised some wording to clarify without changing content, removed #7 (Record keeping) as it was redundant with "Records" section of Policy, added hyperlinks
B	02/21/13	Reviewed and revised to comply with 8 <sup>th</sup> edition COA standards – removed COA chapter-specific (G9) reference, combined numbers 2 & 3, changed "appropriate" to "responsible" in # 2 and added "within 24 business hours", added "Business" to #6, reworded #8 which referred to the paper form process and changed to reflect new EMR system, removed EMR note in "Records" section as it was moved to #8, in "Acronym" section removed "AAM", "DD", "MI", & "QI" and added "PCP".
C	10/14/15	Bulletized "Information" section and moved #1 from "Procedure" section to 3 <sup>rd</sup> bullet, removed progress note form # (90-1008) and added "in EMR" (3 places), removed #8 which stated "Effective 1001/07, all progress notes are to be documented in EMR", corrected numbering errors, made numerous other grammatical corrections/changes without changing sentence content.
D	07/25/17	In 3 <sup>rd</sup> bullet in "Information" section changed "There are two types of billable contacts, direct and support" to "There are two types of progress notes, direct and support (support progress notes are not billable)", made several additional minor wording/grammatical changes/corrections throughout document without changing sentence content.
E	04/03/19	In "Scope" section changed "contractual providers" to "contractual clinical provides", changed "PCP" to "IPOS" throughout document (4 places), in "Acronyms" section added "IPOS", made several minor wording/grammatical changes/corrections throughout document without changing sentence content.
F	07/30/19	In "Information" section second bullet added first sentence and added "Clinical staff" & "typically", added third bullet.
G	05/22/21	In "Information" section removed "There are two (2) types of progress notes, direct and support (support progress notes are not billable). In a "direct contact", the worker must meet face-to-face with the consumer. "Support contacts" may include telephone contact(s) with consumer, agencies, or other persons regarding the consumer's status or treatment without the consumer present." and added "Progress notes may be billable or non-billable, but any", made several minor wording/grammatical changes/corrections throughout document without changing sentence content.
H	04/16/23	In "Procedure" section #3 first bullet changed "address" to "location", in "Acronyms" section removed "PCP", made several minor wording/grammatical changes/corrections throughout procedure without changing sentence content.