Narration Standards

- Oregon's Aging and Disability Resource Connection/ADRC has developed a list of essential narrative elements to be used when recording information about clients contacting ADRC. Narration is a chronological record of any contact or action that affects the client. If it is not narrated, it didn't happen.

- Essential elements as identified for each case status should be narrated at each encounter. Narration will be done at the time of contact or activity and entered and <u>finalized</u> no later than three business day after the event. Records should not be saved as "draft" or "incomplete" unless extenuating circumstances require user to do so.

- Narration will be objective, factual, and free from personal bias, comments, or emphasis. Quotations are only used for actual statements. Narratives can be read by clients and their representatives,

- Narration will be descriptive, concise and complete so that others can understand the consumer's circumstances and work actions. Each narration should include:
  - Who was seen, contacted, initiated the contact?
  - What was the purpose of the contact?
  - When & where did the contact take place?
  - What Changed?
  - What & Why were action taken? When are they effective?
  - What is the plan? What follow-up is needed?
  - How were decisions determined?

- Instances of client involvement or the reason why the client is unable to participate should be documented.

- Narratives should be checked for proper grammar, spelling and punctuation, and should use sentence case and agency-accepted acronyms and abbreviations.

- Narration will address each goal and the decision made and/or action taken. This will be done at application, redetermination and when changes occur. Each eligibility case must have a narrative entry at least annually.

- All mathematical calculations must be documented.

- Narration will <u>not</u> include any information on HIV/AIDS or Protective Services. Domestic Violence allegations are only addressed through objective observances and quotes from the client.