



St. Johns County Board of County Commissioners

Health and Human Services | Community Based Care Division

Chronological Note Timeliness

Effective Date: 8/1/15	Aligns With: N/A	Operating Guideline: QM-OG17
Supersedes: N/A	Applicable to: Quality Services staff	Pages: 1 of 1

Policy:

This policy describes the expectations regarding the review of note timeliness during quality assurance activities.

Scope:

This policy applies to all Quality Assurance staff that reviews dependency and non-judicial case files.

Procedure:

- All case management staff have been provided with a copy of the home visit policy and has been made aware of the expectation that all chronological notes need to be entered within a 48 hour timeframe. All new staff entering the agency will receive a copy of this policy upon new hiring orientation.
- All QA case file reviews, conducted by the QA department, will monitor the “lag time” between the date the action occurred and the date the note was entered into FSFN. This should occur for all case file reviews in while FSFN is utilized. This includes, but is not limited to Florida CQI reviews.
- QA staff will provide either face-to-face consultation or written feedback to all case managers and their supervisors. Note lag time, if necessary, will also be addressed during these consultations as a reminder to the case managers. The case manager supervisors will be made aware of this as well to address any further issues regarding lag time.