

# CARE DELIVERY & DOCUMENTATION

**PURPOSE** To ensure clients consistently receive safe, high-quality care in alignment with their service plan – and to properly document every visit for compliance, billing, and care coordination.

**DIRECTIONS** For each metric, assign an owner and set a goal. The owner will be the person for ensuring the item is recorded each week - but that doesn't mean they are necessarily responsible for hitting the goal.

The goal should be set based on your organization's objectives and what you need to do each week to achieve them.

METRIC	OWNER	WEEKLY GOAL	ACTUAL
% of visits with documentation completed within 24 hrs			
% of completed tasks per care plan			
#of escalations or incident reports per 100 visits			
Compliance audit pass rate			

