



Older Individuals who are Blind – Technical Assistance Center

Case File Review

State: _____ Date: _____

Reviewers: _____ Format of cases: _____

<u>Category</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>Total</u>
Eye Report	None present	Eye report more than 12 months old	Eye report less than 12 months old	
Documentation noting Visual acuity, diagnosis, and prognosis	No information	Unclear documentation	Clear documentation	
Signatures present, release of information, privacy practices, CAP form, etc.	None present	Some present	All present	
Application or Intake form completed and present including demographics	Not present	Present but not complete	Complete form present	
Documentation for dates length, and purpose of each contact	Unclear or very little documentation	Some documentation, but not complete	Complete clear documentation	
Notes on each contact	Limited or missing documentation	Documentation with some information, may be missing consumer's performance	Clear documentation noting instruction and performance of consumer as a result of instruction	
Comprehensive Assessment includes several items on O&M, VRT, I&R, and LV	No assessment documented	Incomplete assessment documented	Completed comprehensive assessment	
Measurable goals	No goals documented	Goals present, but not measurable	Measurable goals present	
List of equipment provided or recommended	Little or no information about devices provided	Devices listed in notes, but not on separate list	Devices listed clearly with date provided/recommended	
Referrals made to outside services, NLS, News line, Radio Reading, Directory Assistance, etc.	No documentation	Some documentation, but not complete	Complete clear documentation	



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Timeliness of services	Undocumented gaps in services, including from initial phone call to first appointment	Some documentation, but not complete	Clear documentation of contacts and explanations about any gaps longer than 1 month in length	
Documentation of follow up	No or little documentation on reviewing skills, following up on devices and their usefulness	Some documentation on reviewing of skills and devices provided, but not for all items	Documentation reveals review or follow up phone calls for each device and skill provided and additional instruction provided when indicated	
Case Closure (when applicable)	Undocumented or no record of consumers being closed	Some documentation, but unclear if goals were met	Clear documentation and clear if goals were met, satisfaction survey sent, and information given to client on what to do if services are needed again	

Score of _____ out of 24 points no closed cases

Score of _____ out of 26 points if closed cases reviewed

General Observations:



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Agency File Quality

<u>Category</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>Total</u>
Case files are consistent	No or very little consistency of documentation between files reviewed	Some consistency is in place	Files and documentation are consistent	
Agency policy backs consistent documentation	No or very few policies address how documentation should be done	Some policies address this, but they don't address all areas	Agency policy supports consistent documentation procedures	
Training is provided to staff on how to document services	No training has been provided in the past year and is not currently scheduled	Procedures have been briefly reviewed in a meeting within the last year	A training related to documentation has been provided within the past year	

Score: _____ of possible 6 points

General Observations: