QI News You Can Use

Q2 - 2026 Newsletter from the Las Vegas TGA Recipient's Office

Documentation Matters: Telling the Client's Story and SupportingPerformance Measurement

A service comment is more than a required field. Service comments helps tell the client's story. Clear and meaningful documentation supports continuity of care by helping staff understand a client's history and ongoing needs. It also improves communication among team members, supports compliance with service standards, and ensures chart review and monitoring activities can be completed accurately. In addition, thorough documentation contributes to quality improvement efforts by providing reliable information about services delivered and client outcomes.

If documentation lacks detail, reviewers may be left wondering:

- Why was the client seen?
- What service was provided?
- What was accomplished during the encounter?

If the answer is not clear from the service comment, additional information may be needed.

Here is a 3-Part Documentation Formula

Consider including these three elements when documenting a service:

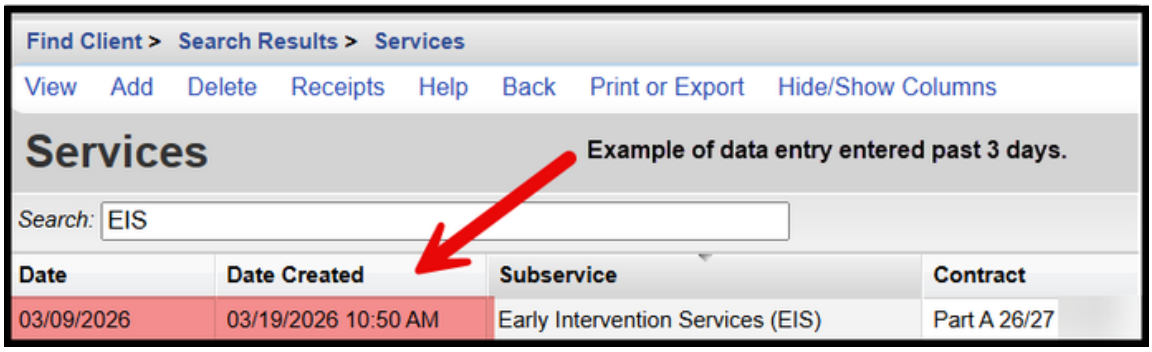
1. **Reason -** Why did the client receive the service?
2. **Intervention -** What assistance, education, referral, or support was provided?
3. **Outcome / Next Step -** What was the result or planned follow-up?

Service Type	Less Helpful Service Comment	More Helpful Service Comment
Transportation Service	Met with client regarding transportation.	Client requested transportation assistance to attend an upcoming medical appointment. Transportation was arranged and confirmed to support the client's access to care.
EIS Service	First visit completed.	Newly Diagnosed client attended an initial EIS visit following an HIV diagnosis and received education regarding available HIV care and support services Referral and linkage activities were completed to connect the client with medical care, and potential barriers to care were discussed.
Oral Health Care Two examples >>>>	Provided a hygiene kit.	Client received an oral hygiene kit containing supplies to support daily dental care. Education was provided on proper brushing and flossing techniques, and the importance of maintaining good oral health to prevent dental disease was discussed.
	Procedure D4212 Ging #30	Client received periodontal treatment on tooth #30 to address gingival inflammation and support oral health. The procedure was completed successfully, and post-treatment care instructions were reviewed with the client.

Additional Data Entry Reminder

Accurate and timely documentation plays a critical role in ensuring high-quality client care and reliable program data. Service comments should be completed within three days of the service so that details remain accurate, complete and meaningful. As outlined in the Annual Clinical Quality Plan, subrecipients are responsible for routinely reviewing performance measures and managing current, consistent, and accurate data for collection and reporting purposes. Entering services and documentation months after an encounter may result in missing details, reduced data quality, and challenges in demonstrating the full impact of services provided. Remember data tells a story. Timely documentation helps ensure that the story reflects the service delivered, the needs addressed, and the outcomes achieved for our clients.

Subrecipients	Committee Members	• Actively engaged in capacity building training and retraining in QI PDSA methodology. • Actively participates in Lab Data Days to integrate data insights into their workflows and enhance data-driven decision-making. • Conducts PDSA cycles, presents QIP proposals and outcomes. • Acts as subject matter experts in monthly CQM Advisory Committee meetings. • Leads QI and data-driven conversations with their internal CQM team and is engaged in planning and evaluation. • Routinely reviews performance measures and is accountable for entering current and consistent data for collection and reporting purposes. • Conducts consumer satisfaction surveys to measure the impact of the RWPA Program. • Meets contract deliverables.



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