

Case Notes Checklist¹

Use this checklist or your state-specific form when determining if all pertinent information is documented in the case notes.

Documenting intake information, did I include...	
The description of the problem as presented by the complainant?	
Steps the complainant has already taken to resolve the problem?	
A statement about the complainant’s opinion of the resident’s ability to communicate informed consent (if the complainant is not the resident)? NOTE: The complainant’s opinion may or may not be accurate, but it is important to document their opinion. In later entries, you may need to include your own observations on this matter.	
A statement about permission to reveal the complainant’s identity?	
Documenting the remainder of the investigation, did I include...	
The resident’s perception of the problem(s)?	
The resident’s desired outcome?	
The initial plan of action, including all involved parties?	
Each step taken in the investigation process, including interviews, observations, and record reviews?	
All actions taken to resolve the complaint(s)?	
A statement about the resident’s satisfaction with the resolution?	
Follow-up communication with the resident or other relevant parties?	
In general, did I...	
Record all events in chronological order by date and approximate time?	
Use quotes, when possible, especially to capture the speaker’s attitude, opinions, or observations?	
Limit the use of abbreviations to those that all representatives would understand, or initially define an abbreviation when questionable?	
Use names and titles of individuals and not “he,” “she,” “they”?	
Use objective language?	
Attach all required documents?	

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¹ Initial Certification Training Curriculum for Long-Term Care Ombudsman Programs. NORC. Chapter 10. https://ltcombudsman.org/omb_support/training/norc-curriculum