TECHNICAL COMPETENCIES

for Canada's Substance Use Workforce v. 3

RECORD KEEPING and DOCUMENTATION

Canadian Centre
on Substance Use
and Addiction

Evidence. Engagement. Impact.

Canadian Centre
**on Substance Use
and Addiction**

All behavioural indicators across proficiency levels are examples only and can be adapted or tailored to meet individual organizational needs and mandates.

For CCSA's competencies, substance use is inclusive of situations where professionals are working with individuals who use or have used substances, are diagnosed with a medically recognized substance use disorder or are experiencing harms as a result of using substances. For more information, please refer to the criteria for substance use disorders in the *Diagnostic and Statistical Manual of Mental Disorders*, 5th edition (DSM-5).

For more information on sex- and gender-based analysis (SGBA+), please visit www.ccsa.ca/sex-and-gender-based-analysis

Creating and maintaining accurate, up-to-date, comprehensive records in accordance with professional standards and legal regulations.

EXAMPLES

1 = Foundational	2 = Developing	3 = Proficient	4 = Advanced
1. Assists in updating less sensitive records (e.g., intake reports, release forms, progress notes) 2. Adheres to all legislation, organizational guidelines, procedures, protocols and applicable regulatory requirements about where, when and how individual records are to be safeguarded 3. Enters, accurately and legibly, all required elements of documentation records into information systems in a timely manner 4. Identifies the legal responsibilities and obligations for record keeping for own role and job function 5. Obtains informed consent from people and required documentation for exchanging information (e.g., during the referral process) 6. Discusses the limits of confidentiality with people to ensure they understand the circumstances in which information will or will not be shared 7. Ensures that entries are legible if handwritten or accurately typed and coded for electronic systems 8. Demonstrates ability to use technology and electronic systems for record keeping and documentation	1. Updates sensitive documentation records (e.g., screening and assessment reports, court-mandated reports, etc.) 2. Uses non-stigmatizing language, appropriate terminology and approved abbreviations in individual records and documentation 3. Records all individual and related professional interactions in an objective and accurate manner that reflects organizational protocols, established regulatory practices and record keeping guidelines 4. Documents all stages of the treatment process clearly, accurately and concisely	1. Ascertains and conveys to others the approved abbreviations for use in individual records 2. Prepares discharge summaries 3. Responds to case-sensitive or specialized requests for records from external organizations	1. Monitors and samples all types of individual records to ensure that practices adhere to confidentiality, information-sharing and data protection requirements and protocols 2. Supervises or coaches others to: 　a. Ensure adherence to all relevant requirements and protocols 　b. Remedy any lapses discovered through file sampling and monitoring 3. Monitors research, bulletins, newsletters, journals and websites to keep up to date on legislative changes likely to have an impact on individual record keeping policies for the organization 4. Reviews discharge summaries for accuracy of content, referral and follow up services 5. Supervises or coaches others on case-sensitive requests for records from external organizations for referral or wrap-around service planning 6. Ensures that electronic record keeping systems are securely protected and backed up so that records are retrievable in the event of computer crashes, viral infections or other technical problems