



CASE NOTES TRAINING FEEDBACK REPORT

Event Summary:

As part of the Sector Capacity Building Program activities, the Case Notes Training Workshop was held on the 3rd of December 2012 in Sydney. The training was prepared by Turning Point Alcohol and Drug Centre, an organisation based in Victoria and delivered by Rebekah Couldrey (Turning Point) and Jacqui Cameron from LeeJenn Health Consultants.

The training outlined the principles for writing effective, standardised case notes and illustrated how these written records represent a critical component of delivering quality clinical care.

The training was intended for alcohol & other drug clinicians, managers and workers with direct client services and provided participants with:

- an introduction to case notes including the how, what, when and why of case notes;
- a DIY section with a writing guide, templates and case note models;
- a legal framework with information on protecting client's confidentiality and legal FAQ specific to the AOD sector;
- a systematic review of the case note literature and guidelines for developing case note policies.

Host Service: NADA

Session date: Monday 3rd December 2012

Location: Australian Technology Park, Sydney

Facilitators: Rebekah Couldrey and Jacqui Cameron

Number of attendees: 22

Number of feedback forms received: 22

Feedback form used: Turning Point Alcohol and Drug Centre standard evaluation 2012-2013

Event feedback

1. 73% of participants reported that the training was highly satisfactory overall.
2. Based on the student administration arrangements for the training, 73% of the participants reported to be highly satisfied.
3. 86% of participants thought the information and resources provided during the training were highly satisfactory while 14% of participants thought the information and resources were adequate.

4. Based on their delivery and presentations, 72% of participants reported to be highly satisfied with the trainer's work.

5. Based on their knowledge of the topic, 87% of participants reported to be highly satisfied with the trainers.

6. 68% of the participants reported to be highly satisfied with the learning activities provided.

7. Based on the trainers responsiveness to the student's learning needs, 73% of the participants reported to be highly satisfied.

8. 59% of the participants reported to be highly satisfied with the catering provided while 36% of the participants thought it was adequate.

9. 82 % the participants reported to be highly satisfied with the venue and facilities.

10. Participants listed the most useful things that they got out of the training and in some cases explained why those items will be useful for them:

- Overview of different models and the legal requirements/aspects
- Group activities, discussions and interactions
- Clarifying & use of focused model helped to break down elements of case note development
- Practical application of the two models and writing activities
- Examples of case notes and hearing other services opinions of the value of case notes
- The DAP Model provides with a useful framework to do case note writing
- Very interesting presentation
- *"The case note models will be beneficial for implementing a consistent structure"*
- *"The case notes scenarios will provided an opportunity to be able to indentify our flows in our case note writing"*

11. Participants reported that the skills and knowledge acquired in the training would be applied in their workplaces by:

- Providing a presentation to all staff on the models and the training
- Using the SOAP Model for counselling sessions
- Reviewing my organisation's case note writing process, practice and development of policy
- Writing more cleaner-precise case notes
- Considering the templates and framework, together with the ongoing review of own writing, data, assessments and plans
- Using the DAP model tool and guide
- Discussing at the next internal professional development day with the clinical team
- Using the skills in counselling notes

12. Participants reported that some aspects of the training that should be omitted or changed are:

- More information in regards to the shorter model for TC's
- Too many handouts provided
- What you should and shouldn't put in notes
- The length of the training; a full day would be beneficial because half day felt very rushed.

13. 86% of the participants reported that they would recommend the Case Notes Training to colleagues.

14. Finally, participants provided a range of general comments some of them included:

- *"Thank you for all the information, will use new skills"*
- *"Case management notes model being included would be helpful"*
- *"Great Job"*
- *"Concise and useful, well presented training. Very informative and pertinent for use within a workplace setting".*
- *"Please start on time even if others are late"*
- *"Went to quickly"*
- *"This is such a complex area and it is difficult to learn it adequately in the timeframe"*
- *"It is difficult to cater for the needs of such a diverse group, different health professional backgrounds and different organisations. I would like to have spent time looking at, discussing & comparing everyday current cases of making detailed stories".*