

ENCOUNTER NOTE EXERCISE

Read the narrative case information and formulate an encounter note.

**DAVID**

<b>Domain:</b> Money Management	<b>FA LOA:</b> 3
<b>Client's Goal:</b> "I want to manage my finances."	
<b>Objective 1:</b> David will develop monthly budget in order to maintain his finances.	
David is a 34 year old male who has his own apartment but has been unemployed for a number of months and is at risk of being evicted. David has been diagnosed with Opiate dependence in partial remission.	
<b>Narrative of Encounter:</b> I met with David in my office. David reports that he is struggling financially this year. David has been working part-time as a landscaper and has been babysitting for his niece and nephew on Wednesday and Friday. We looked at David's budget that he had prepared and he reports that he has been depositing the money from these side jobs into his bank account. He brought in his receipts and ATM withdrawal slips and said that he is having trouble with balancing his checkbook. I had to show David how to balance his checkbook and then he subtracted his ATM withdrawals. David had enough money left to pay his rent and buy groceries for the week. I told David that we would meet again next week.	

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### MARK

<b>Domain:</b> Health Awareness	<b>FA LOA:</b> 4
<b>Goal:</b> "I want to stay well."	
<b>Objective:</b> Mark will self-manage his medications effectively. Mark will also be able to identify side effects of his medication.	
Mark is a 22 year old male recently out of the hospital after being diagnosed with Schizoaffective Disorder. Mark is new to taking medications on a daily basis. Mark experienced his first psychotic break in college leading him to drop out. Mark would like to return to college. He has a history of stopping his medications.	
<b>Narrative of Encounter:</b> I went to meet with Mark at his parents' house. Mark was watching television while eating a bowl of sugary cereal. He says that his medications make him feel tired and hungry. He also reports that he has been gaining weight since starting the anti-psychotic medication. I told him to get out the list of side effects that the doctor gave him. He found it after several minutes of searching his room. He is having difficulty fitting into his clothes. We discussed avoiding weight gain through diet and exercise. We discussed doing some exercises while at home and Mark agreed to do more exercise. I showed him how to some exercises. We also made a list of foods that are healthy.	

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**SUSAN**

<b>Domain:</b> Interpersonal Communication Skills	<b>FA LOA:</b> 3
<b>Goal:</b> "I'm lonely and want to meet people."	
<b>Objective:</b> Susan will have an expanded network of friends and supports. Susan will improve social skills as evidenced by making eye contact while greeting strangers appropriately.	
Susan is a 35 year old single female who lives in a boarding house. She is diagnosed with Major Depression, Severe, Recurrent with Psychotic Features. She has been medication compliant since her last hospitalization 2 years ago. Susan does not have any family in the area and wants to build a support system.	
<b>Narrative of Encounter:</b> Susan and I went to Starbucks to practice making friends and socializing. Before we went in we pretended that I was part of the staff and Susan had to order coffee from me. While still pretending to be the staff member, I asked Susan how her day was going. She engaged in small talk. When we went inside Susan was slightly nervous, but was able to say "Good Morning!" to staff. Susan said that she felt comfortable doing this and said that she feels she is getting better at doing this. Susan said that she is looking forward to going to the grocery store on Friday and said that she would practice greeting the cashier on her own.	

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### EUGENE

<b>Domain:</b> Vocational	<b>FA LOA:</b> 2
<b>Goal:</b> "I want to get a job."	
<b>Objective:</b> Eugene will be able to utilize the internet to find employment opportunities and apply for jobs on-line.	
Eugene is a 25 year old single male who has been unemployed for 2 years. Previously he worked under the table for a friend's landscaping business. His friend no longer has this landscaping business. He is diagnosed with Bipolar Disorder and is compliant with his medications most of the time- often he will forget to take his medications. However, at this time, Eugene is stable and understands the importance of being compliant with his medications in order to be able to work.	
<b>Narrative of Encounter:</b> Eugene met with me in my office. Eugene brought in some newspaper want ads where he had circled jobs for which he may be qualified. This was his homework assignment from our session last week. We reviewed the ads that he brought in. Eugene wants to apply for a cashier at Stop and Shop, Lowes, and Walmart. He also found an ad for a job at Dunkin Donuts. I showed him how to turn the computer on and how to access the internet. We sat at the computer and navigated to the different websites to apply for the various positions. Eugene filled out the applications. It took him a while to do each one. He said that he was nervous about waiting to hear back from these companies but is proud of himself now that he knows how to use the internet and apply for jobs on-line.	

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### JANET

<b>Domain:</b> Transportation	<b>FA LOA:</b> 3
<b>Client's Goal:</b> "I don't have a car and I need to get to my appointments." Objective 1: Janet will be able to complete schedule of her appointments and arrange for medical transport services independently.	
Janet is a 58 year old divorced female. She does not have a car and has had to depend on her adult children to transport her to medical appointments. However, her appointments have become more frequent and her children have not been able to accommodate the increase in her appointments. Janet is diagnosed with Major Depression. She is medication compliant and clinical staff continues to evaluate for a personality disorder.	
<b>Narrative of Encounter:</b> Met with Janet at her apartment. Janet continues to focus on me not transporting her to her appointments. I worked with Janet to refocus the topic to how can we work together to allow her to develop skills for independent living. We sat down at her kitchen table, collected all of her upcoming appointment cards, and wrote them down on the calendar. We discussed calling the medical taxi the week before her appointments to arrange transportation. Janet was able to write down her appointments from her appointment cards but did require some redirection when stating that it was easier when I took her to her appointments. We discussed how she will feel when she is able to get to her appointments on her own. I then encouraged Janet to call the medical taxi and schedule her appointments with them. Janet was able to do this successfully. Janet says that she is still upset that I "won't take her to her appointments anymore," but feels good that she is able to be less dependent on her children. We scheduled to meet again next week.	

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### DOUG

<b>Domain:</b> Personal Care	<b>FA LOA:</b> 5
<b>Client's Goal:</b> "I want to get a job."	
<b>Objective 1:</b> Doug will demonstrate awareness of need to obtain/maintain proper grooming habits.	
Doug is a 28 year old single male who lives alone in his own apartment. He is diagnosed with Schizophrenia-Paranoid Type. He was recently in the hospital after being non-compliant with his medication. Doug wants to get a job and has been compliant with his medication. However, Doug has had difficulty maintaining his grooming and hygiene. He often goes for days without showering or changing his clothes. He is very anxious about being in the shower. He has often let his beard become unkempt and unruly.	
<b>Narrative of Encounter:</b> I met with Doug at his apartment. He presented as slightly disheveled and in the same outfit as he was wearing 2 days ago when I met with him. When asked about this, Doug said that he hasn't felt like taking a bath or changing his clothes because he hasn't done anything that would make him dirty and he hasn't had to leave his apartment. He reports that he "slacks off" when not being monitored. I reminded him that maintaining his grooming habits on a daily basis was one of his recovery objectives as his overall goal is to find a job. I reminded him that being appropriately groomed is very important in getting and keeping his job. We discussed the grooming activities he would need to do before going to work (brushing teeth, showering, shaving, combing hair, etc.). Doug is able to state the proper steps to completing these tasks. He is also able to identify the tools he would need to accomplish these tasks such as a comb, toothbrush, toothpaste, soap, razor, and shaving cream. Doug says he feels bad that he was unable to adhere to his plan but feels he could improve if monitored more closely. David agreed to make a schedule and record his daily grooming tasks. I agreed to check in with Doug every other day as two times per week was not enough for him at this time. We will meet on Friday at 10am where Doug will show me his recorded tasks.	

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### DEBRA

**Domain:** Coping, Stress and Impulse

**FA LOA:** 5

**Client's Goal:** "I want to be more in control of my emotions."

**Objective 1:** Debra will keep a record of all her encounters where she feels she responds "appropriately" or "inappropriately" to the situation.

Debra is a 38 year old married female. She has 2 children who live with her sister and her family. Debra's husband is dually diagnosed and continues to use in addition to not taking his medications correctly which is a source of stress and often leads to arguments between the couple. Debra is diagnosed with Bipolar Disorder and is medication compliant.

**Narrative of Encounter:**

I met with Debra at her apartment and discussed her progress with improving her coping skills in social situations. Debra reported being very frustrated at identifying how ineffective she is with coping appropriately and berated herself for having identified 12 encounters where she responded inappropriately and 8 encounters where she responded appropriately. A large percentage of the "inappropriate" encounters showed her yelling at people when there was a disagreement over what Debra refers to as "minor" issues. She acknowledges that she "overreacts." We role played one particular encounter that happened at the grocery store where Debra yelled at the cashier who accidentally overcharged her for an item. Debra was able to demonstrate healthy coping skills and effective communication skills during the role play by appropriately pointing out to the cashier that he scanned the item twice in a non-threatening manner. Debra will continue to document encounters where she feels she responds appropriately and inappropriately. We will review these encounters next week. Debra states that she enjoys doing these role plays as they give her ideas about how to react to negative situations and deal with them appropriately.

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**MARY**

**Domain:** Independent Living

**FA LOA:** 3

**Clients Goal** “ I want to maintain my current apartment”

**Objective 1:** Mary will keep apartment rodent/bug free on a regular basis

Mary is a 41 year old female that recently moved into a new apartment after living in a shelter for several months. She has had 4 apartments in the last two years which she has lost due to sanitary problems. She diagnosed with Bi-polar and takes medication.

**Narrative of Encounter:**

I met Mary at her home. When I arrived Mary is just waking up and the dishes and food are piled high in her sink. Mary seems oblivious to the situation. I asked Mary to take a look at her kitchen. Mary went in the kitchen and said “I have not been up to doing dishes in a few days because my boyfriend just broke up with me.” I began looking for some dish soap and sponge and asked Mary to get out a garbage bag. Mary reluctantly started cleaning up, I stayed by her side and talked her through the process. It took about an hour to get the kitchen look clean. Mary talked the entire time while cleaning about her boyfriend and often she would get distracted and stop working but I was able to help her stay focused. When I left I told her I would be back on Thursday and I left her a chart and asked to complete each time she cleaned the kitchen. I told her we would review the chart on Thursday.

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### SAM

<b>Domain:</b> Leisure	<b>FA LOA:</b> 3
<b>Clients Goal</b> “ I would like to isolate less and make new friends”	
<b>Objective 1:</b> Sam will attend one new social group/setting a month.	
Sam is sixty year old male who lives with his eighty year old mother. His mother is in fair health and active in the local senior centers. Sam has been in and out the hospital in his 50’s due to his psychotic episodes from his Schizophrenia.	
<b>Narrative of Encounter:</b> I met Sam at Danny’s Donuts on Main Street. I was a few minutes late but he was there sitting a booth looking at the newspaper. He was appropriately dressed and had a coffee in his hand. I sat down and reminded him that we were going to make a list of social activities he may be interested in. Sam started out talking about his mom’s doctor appt and his worries about her health. I listened for a while and told him he had a right to be worried and gave him suggestions of how to talk to her doctor about it. I then asked him if he brought a notepad or anything to write on, he had not. I gave him a piece of paper and pencil and asked to write at the top of the paper “List of fun activities”. First we talked about some things that he may like. He decided that he want to try something quiet at first, something without too many people. So we brain stormed and he wrote down some things on his list: chess club, book group, church meal. He thought going to the local social club might be too crowded and loud. After an hour of brainstorming and chatting I asked him to keep that list and when we meet next week he should bring one of those free local papers so we could actually identify some activities. I also suggested that he stop in the library to see if they had a list of monthly activities.	

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### JULIE

**Domain:** Safety

**FA LOA:** 4

**Clients Goal** “ I want to provide a safe and healthy environment for myself and my child”

**Objective 1:** Julie will set up a safety list and use it when she feels unsafe.

Julie is a 27 year old single woman who has one child in DCF care that she visits with monthly. She is working towards getting her CNA. She is working towards getting her child back into her custody within the next six months. She has suffered from Major Depression and attempted suicide a year ago. Her parents live on the West coast and are not a resource to her.

**Narrative of Encounter:**

I met Julie in her home at our scheduled time. When I arrived at her apartment she was clean and dressed as she just came home from school. She has a visit with her child tonight so she was in a really good mood. She showed me the pencils and cars she bought for son. I told her that she made good choices and praised on how the nice the apartment looked and told her I could tell she seemed really excited. We reviewed the assignment I gave her last week which was to write in her log every time she felt unsafe which included her triggers and her plan of action to help her feel safe again. She stated that she did not use the log because she did not feel unsafe at all. I praised her again and gently reminded her that is it ok to use the log and that I wont think bad of her if she felt unsafe, the important thing is to use the tools she has. She said she didn't need the log anymore and felt silly using it. We talked about using a different type of method. We talked about a monthly sheet that she could just check off each week. I also reminded her to keep all the numbers she identified, like her therapist, her friend from group, and the mobile crisis number handy just in case. She agreed with the plan and I told her the next visit I would bring the new monthly chart and we could review.

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