

## **Peer Counselor Documentation Review**

### **Purpose of the Procedure:**

Documentation review for compliance with contact and documentation standards will be conducted routinely for each Peer Counselor.

### **Scope of the Procedure:**

BFPC Coordinators will review documentation of each Peer Counselor on a monthly basis using reports generated by the WIC electronic data system.

### **General Procedure:**

Using the WIC electronic data system, retrieve the most recent BFPC Contacts Summary report and pull complete documentation on five random clients for each Peer Counselor.

Review documentation for:

1. Timeliness of entry
2. Completeness and quality of documentation
3. Appropriate referrals
4. Compliance with the BFPC Client Contact Schedule

Follow-up:

All Peer Counselors will be informed of findings from the document review.

If, through documentation review a deficiency or opportunity for improvement is identified, this will be addressed by the Peer Counseling Coordinator through appropriate, applicable means, which may include a face-to-face meeting with the Peer Counselor, provision of written information/education, developing a plan for improvement, education at a staff meeting, or disciplinary measures as required/suggested by the WIC agency, etc.

Results of documentation review will be shared with the state BFPC Coordinator during the annual site review and at any time requested by the state coordinator.