

Personal Support Worker (PSW) guide to progress notes

What is a progress note?

A progress note is written information that tells what the PSW did to meet the needs of the person they work for. Progress notes can be in the language the PSW writes in. Click here for more information about [Progress Note Requirements](#)

Example #1

Took Janea to the store.

- Good progress note: Assisted Janea with shopping.
- Better progress note: Assisted Janea with grocery shopping, budgeting, making change, talking with people, and transportation.
- Best progress note: Assisted Janea at the grocery store with selecting needed items, staying within budgeted amount, counting correct change, and communicating with the cashier. Provided transportation to and from grocery store.

Example #2

Took Janea bowling.

- Good progress note: Supported Janea at the bowling alley.
- Better progress note: Provided social and communication support to Janea while at the bowling alley
- Best progress note: Provided social and communication support to Janea while at the bowling alley:
 - Prepped for conversation with cashier before going in
 - Reminded of social rules at the bowling alley
 - Reminded of safety rules when talking with people she met at the bowling alley

Example #3

Helped Janea with getting ready

- Good progress note: Helped Janea every morning before work with hygiene
- Better progress note: Helped Janea every morning before work with
 - Brushing teeth
 - Showering
 - Brushing hair
 - Tying shoes
- Best progress note: Helped Janea every morning before work by
 - Rebrushing teeth after Janea to prevent cavities
 - Adjusting water temperature and assisting with washing hair in the shower, reminders to use soap for washing body
 - Brushing hair and styling appropriate for work
 - Reminder to pick clean clothes for work and tied shoes

Janea has had two incidents of overnight incontinence this week. She has needed extra help with changing the bed on those days.

Multiple tasks in one progress note

These examples show ways to write progress notes about one task that a PSW might be providing. Since a progress note might cover a multiple time entries the information of multiple activities may be captured in one progress note.

Example #4

March 1st - 15th Progress Note

Assisted Janea with attendant care.

- Good progress note: Helped Janea every morning before work with hygiene. Supported Janea at the bowling alley. Assisted Janea with shopping.
- Better progress note: Assisted Janea with grocery shopping, budgeting, making change, talking with people, and transportation. Provided social and communication support to Janea while at the bowling alley. Helped Janea every morning before work with brushing teeth, showering, brushing hair, and tying shoes.
- Best progress note:
 - Grocery shopping: Assisted Janea twice with:
 - selecting needed items
 - staying within budgeted amount
 - counting correct change, and
 - communicating with the cashier
 - transportation to and from grocery store.
 - Social integration and communication: Supported Janea at the bowling alley with:
 - prep for conversation with cashier
 - reminders of social rules at the bowling alley
 - reminders of safety rules when talking with people she met at the bowling alley
 - Hygiene: Helped Janea every morning before work by:
 - rebrushing teeth after Janea to prevent cavities
 - adjusting water temperature and assisting with washing hair in the shower, reminders to use soap for washing body
 - brushing hair and styling appropriate for work
 - reminders to pick clean clothes for work and tied shoes

Janea has had two incidents of overnight incontinence this week. She has needed extra help with changing the bed on those days.