

Service Plan Update and Documentation Review Guide

Purpose

Service plans can be complex, and updates often affect multiple areas of documentation, communication, and service delivery. [Minnesota Statute 144G.70, Subdivision 4](#) for assisted living providers and [Minnesota Statute 144A.4791, Subdivision 9](#) for home care providers require service plans to reflect the individual's current needs, preferences, and services and to be updated when changes occur.

When one part of the service plan changes, related documents and processes should be reviewed to support accuracy, consistency, and continuity of care.

Use this guide to:

- Identify when service plan updates may be needed.
- Review related service plan sections and documentation.
- Maintain consistency between the service plan, staff responsibilities, and care delivery.

Two tools are included:

- **When a Change Occurs:** Helps identify service plan sections and related documentation to review after a specific event or change (for example, a condition change, incident, new service, or staffing change).
- **When Updating a Service Plan Section:** Helps identify related documentation that should be reviewed when updating a specific section of the service plan.

These tools support complete, coordinated, person-centered documentation practices and can help organizations maintain service plans that accurately reflect current needs and services.

After any update, confirm that:

- The service plan reflects the individual's current needs and services.
- Staff responsibilities are clear and consistent.
- Related documentation has been updated.
- Communication has occurred with appropriate staff, the individual, representative, and others as needed.

Changes That May Require Updates

Use this section when an event or change occurs, such as a condition change, incident, new service, or staffing change.

Event	Documentation Update
Individual Assessment or Condition Change	• Services to be provided • Staffing responsibilities (if support needs change) • Contingency plan (if risks change) • Individual and/or representative participation and agreement (if preferences, decisions, or services change) • Fire safety evacuation plan (AL Only)
New Service Added or Discontinued	• Services to be provided • Staffing assignments • Contingency plan (if service affects risk or continuity) • Service documentation requirements (logs, notes, records, or tracking tools)
Incident or Significant Event Occurs <i>(e.g., fall, hospitalization, emergency room visit, change in functioning)</i>	• Services to be provided (interventions may change) • Assessment (if new risks or support needs are identified) • Contingency plan • Staffing responsibilities (supervision or assistance needs) • Individual/representative communication
Staffing Change	• Staffing section • Services to be provided (if responsibility for service delivery changes) • Task lists or assignments • Contingency plan (coverage during disruptions) • Fire safety evacuation plan (AL Only)
Individual Preferences or Representative Changes	• Individual/representative participation section • Services to be provided (if preferences affect delivery) • Staffing assignments (if preferences affect who provides services)
Contingency Plan Gaps Identified	• Contingency plan • Services to be provided (if service delivery or interventions change) • Staffing assignments • Assessment (if new risks or support needs are identified) • Fire safety evacuation plan (AL Only)

Updating a Service Plan Section

Use this section to identify related documentation that should be reviewed when a specific service plan section is updated.

Services to be Provided

Update When	Also Review
• Assessment changes • Individual's condition or support needs change • New service is added or discontinued • Incident occurs (e.g., fall, hospitalization)	• Medication administration record (if impacted) • Service delivery documentation (logs, notes) • Staffing assignments • Care protocols or interventions • Incident records • Visit schedules or service calendars (home care, if applicable) • Fire safety evacuation plan (AL Only)

Staffing

Update When	Also Review
• Schedules change • Staffing model changes • Delegation of care changes • Individual preferences affect who provides services	• Staffing schedules • Task lists and assignment sheets • Staff competency documentation (if delegation or skills change) • Visit schedules and caregiver assignments (home care, if applicable) • Fire safety evacuation plan (AL Only)

Individual/Representative Participation and Agreement

Update When	Also Review
• Individual preferences change • Care conference or service plan review results in updates • Service plan is revised • Representative changes	• Care conference documentation • Consent forms • Staff communication tools • Activity, routine, or meal-related planning documents (if applicable)

Contingency Plan

Update When	Also Review
• Individual condition changes • Individual service needs change • A new service, support need, dependency, or risk is identified • An incident or emergency event occurs (e.g., fall, hospitalization, evacuation) • Plan is not individualized or does not reflect the individual's needs and services • Steps are unclear or not actionable • Plan does not reflect how services will be delivered during a disruption	• Other service plan sections (if care needs or interventions change) • Assessment (if new risks are identified) • Staffing assignments • Communication with staff and responsible parties • Fire safety evacuation plan (AL Only)

This material was prepared by Stratis Health under contract with the Minnesota Department of Health (MDH). Use of this tool is not mandated by MDH, nor does its completion ensure regulatory compliance.