



Case Note Structure Worksheet Activity for IOT Group Viewing

INSTRUCTIONS:

1. Print copies of the BRO CRIP worksheet for each participant.
2. Using the BRO CRIP worksheet, ask participants to write a case note using a customer they are currently assisting.
3. Give participants 20 minutes to work on their own.
4. After 20 minutes, ask participants to share their case note with the group.
5. After participants have shared their case note, ask the following questions:
 - Does the BRO CRIP structure help case managers ask the right questions? If yes, then how? If no, then how can we improve our case note writing?
 - Does the BRO CRIP structure apply to the best practices mention in this IOT training?
 - Does the BRO CRIP structure help create consistency within the case notes of the organization?
 - Will using the BRO CRIP structure ensure case notes will be clear, relevant, and useful?