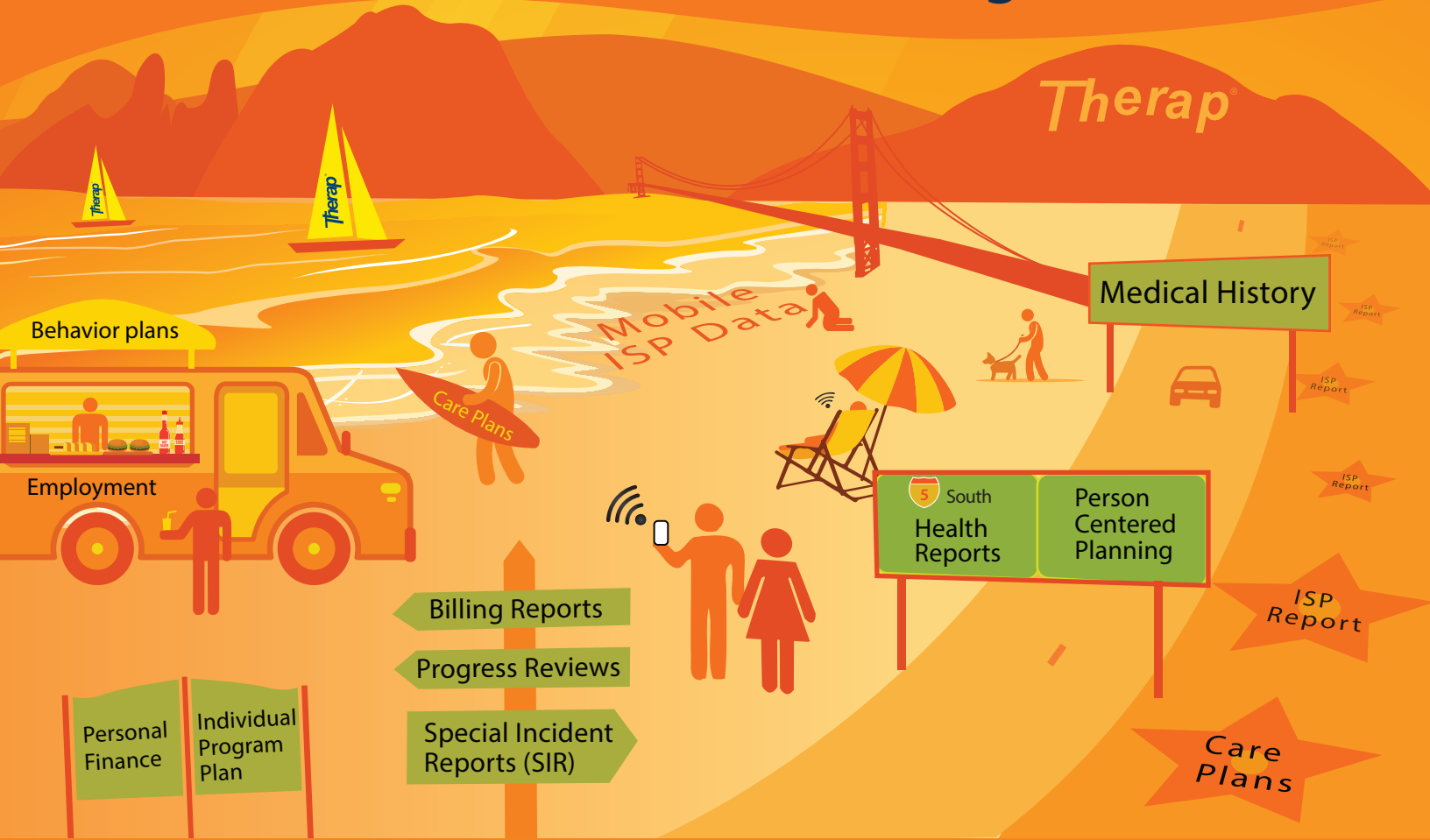




# Electronic Documentation for I/DD Service Providers

## Celebrating 10 Years Documenting in California



### Services include

- Community Employment
- Supported Employment
- Foster Homes for Child & Adult
- Independent Living Services (ILS)
- Supported Living Services (SLS)
- Residential & Respite
- ICFDD-N & ICFDD-H

- ✓ Meeting Regional Center and Community Care Licensing Requirements for 10 years
- ✓ Leading in Person Centered Documentation and Best Practices
- ✓ Compliant with CMS Settings Rules and Outcome Focused Tracking
- ✓ Driving Quality Assurance for Individuals, Programs and Agencies



203-596-7553



www.TherapServices.net

ONC Certified HIT  
2014 EDITION



**HIPAA  
Compliant**

# Support Planning and Incident Reports

## Individual Program Plan (IPP) & Individual Service Plan (ISP)

Therap is designed to capture California's IPP and ISP process electronically. Therap features allow for providing feedback at every step in the process of tracking and managing the progress of individuals.

- Create individualized goals, objectives and action steps
- Create ISP templates based on your agency's unique approaches
- Immediate tracking from staff notes
- Manage individual progress
- Manage program and agency performance

## Special Incident Reports (SIR)

Therap has been proven to meet Title 17 requirements and has been successfully helping agencies in California with SIR tracking and submissions for 10 years. Information is available for reporting, allowing you to identify trends and patterns, such as the types of injuries that were most common in the previous year, locations where the incident occurred and time of the day.

Action Plan					
<b>Action Plan 1</b>					
<b>Desired Outcome:</b>	Direct Support Staff will assist Mary with Bathing every morning and evening. They will remind her of bath times, assist her in undressing, ensure that the soap is lathered, explain to Mary the importance of checking water temperature, and remind her of proper bathing techniques, such as: using shampoo for hair, using soap to lather her loofah, and scrub and rinse all parts of her body. Direct Support staff will also assist Mary in drying herself with a towel before she gets dressed.		<b>Need/Issue:</b>	Mary, at times, can become depressed and does not want to bathe. Direct Support Staff need to encourage her to bathe. She also requires support to bathe when embarrassed.	
Measurable steps that will be taken to reach desired outcome					
Description of Measurable Step	Who is Responsible	How Often or Due Date	Where to Record	Notes	
By the end of the first quarter, Mary will alert staff that she needs to shower 50% of the time out of the week. She will also check the water temperature and apply shampoo and soap thoroughly 60% of the time out of the week.	For Home: Direct Support Staff For Vwork: Support Staff For Other:	Direct March 31, 2016	ISP Data	Direct Support Staff will praise Mary when she successfully completes bathing so that she can be encouraged to continue and not be embarrassed.	
By the end of the second quarter, Mary will alert staff that she needs to shower 65% of the time out of the week. She will also check the water temperature and apply shampoo and soap thoroughly 75% of the time out of the week.	For Home: Direct Support Staff For Vwork: Support Staff For Other:	Direct June 30, 2016	ISP Data	Direct Support Staff will praise Mary when she successfully completes bathing so that she can be encouraged to continue and not be embarrassed.	
By the end of the third quarter, Mary will alert staff that she needs to shower 85% of the time out of the week. She will also check the water temperature and apply shampoo and soap thoroughly 95% of the time out of the week.	For Home: Direct Support Staff For Vwork: Support Staff For Other:	Direct September 30, 2016	ISP Data	Direct Support Staff will praise Mary when she successfully completes bathing so that she can be encouraged to continue and not be embarrassed.	
By the end of the fourth quarter, Mary will alert staff that she needs to shower 100% of the time out of the week. She will also check the water temperature and apply shampoo and soap thoroughly 100% of the time out of the week.	For Home: Direct Support Staff For Vwork: Support Staff For Other:	Direct December 31, 2016	ISP Data	if Mary is able to complete her goal, Direct Support Staff will simply give Mary a verbal cue and allow her to attempt to bathe on her own only assisting with steps that she has difficulty with.	
<b>Outcome Measure(s):</b> Satisfaction, Self-Determination, Community and Inclusion, Health, Wellness, Independence, Integration, Skill Building, People Realize Personal Goals, People are Treated Fairly					
<b>ISP Program:</b>					
ISP Program Name	Provider Name	Created Date	Target Completion Date	Program Name	Status
Mary's ADL's	Therap California	01/01/2016		ILS Vendor #1234567	Approved

### Individual Service Plans

- Instant SIR sharing across the organization
- Collaborative editing and workflow roles
- Various levels of alerts and notifications
- Controlled access to allegations of abuse and neglect
- Incident types include injuries, medication errors, behavior incidents
- Detailed and nuanced trends and reports

California Medication Error Form	
<p>NOTE: On this window, you can enter additional information for state form. This includes information that is on the state form but not on GER. The fields you will see depend on event(s) you chose in the previous step.</p> <p>If you have selected 'Other' or any value in a GER field that does not correspond to state form, you will be asked for that information on this screen.</p>	
SANDIS Incident #:	<input type="text"/>
Who was tasked to give the Medications:*	Nurse
What step(s) went wrong and how did they go wrong	
Set-up/Prepare Medications:	<input type="checkbox"/> Did not start on time <input type="checkbox"/> Did not check med log before getting meds from storage <input checked="" type="checkbox"/> Did not compare labels on meds with med log when getting meds from storage <input type="checkbox"/> Meds in log not the same as current physician orders <input type="checkbox"/> Meds in log not the same as labels on bottles, packaging <input type="checkbox"/> Took wrong meds from storage: misread label or med log <input checked="" type="checkbox"/> Did not get all meds: left some meds in storage <input type="checkbox"/> Not able to find some meds: meds not in usual place <input type="checkbox"/> Not able to find some meds: meds not ordered or re-ordered <input type="checkbox"/> Not able to find some meds: pharmacy failed to fill some ordered meds <input type="checkbox"/> Physician orders not copied correctly by the pharmacy or in med log <input type="checkbox"/> Resident was away from home and did not have meds along
Give/Take Medications:	<input checked="" type="checkbox"/> Did not place all meds in the cup when pouring <input type="checkbox"/> Did not give all of the meds in the cup or bubble pack <input type="checkbox"/> Did not give meds to the correct resident <input type="checkbox"/> Was interrupted while giving meds; made an error when resumed <input type="checkbox"/> Dropped or lost a pill when giving it, or resident dropped or lost a pill when taking it <input type="checkbox"/> Resident was not able to follow the medication routine as planned
Record/Check Medications Afterward:	<input checked="" type="checkbox"/> Staff who gave meds did not log meds that a resident took <input type="checkbox"/> Staff who gave meds did not log time when a resident took meds <input type="checkbox"/> Staff who gave meds did not check meds, packs, and log after <input type="checkbox"/> No one else checked meds, packs after <input type="checkbox"/> No one else checked the med log after

Injury Information	
<b>Injury Type:</b>	Bruise
<b>Injury Cause:</b>	Bumped Into
<b>This event was:</b>	Observed
<b>Time of Injury:</b>	01 : 00 am
<b>Specific Location:</b>	Hallway
<b>Treatment by:</b>	Staff/LPN
<b>Time of Treatment:</b>	01 : 05 am
<b>Treatment date, if different than event date:</b>	
<b>Injury Size:</b>	
<b>Length (cm):</b>	<b>Width (cm):</b>
<b>Depth (mm):</b>	
<b>Injury Color:</b>	Red
<b>Injury Severity:</b>	Minor (First aid)

Regional  
Conference  
2016

October 5-6  
Anaheim,  
California

Celebrating 10 years  
Documenting in California



203-596-7553



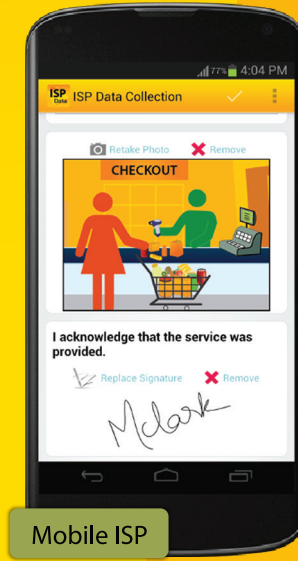
www.TherapServices.net

# Mobile App, Nursing and Employment

## Mobile Documentation

Therap's **Mobile Documentation** tools are designed for a workforce that is on the go. Using smartphones or tablets, staff can quickly enter service documentation and billing information.

- Take picture of the individual receiving services
- Service time capture
- Voice to Text
- HIPAA secure photo attachment
- Staff electronic signature, with time and date stamps
- GPS location stamps



### Features:

#### GPS Location

910 Ocean Avenue  
Los Angeles, CA 90043

#### Signatures

Individuals can sign to verify service

## Employment Tracking

Therap is aligned with California's Employment practices including the Employment First Policy. Therap tracks community based employment in integrated settings as well as center based and enclave employments. These modules are designed to address the unique requirements for tracking individuals and their **employment history**.

- Job readiness assessments
- Career planning
- Job outcome data
- Wage tracking against prevailing wage
- Job and volunteer placement history

Employment/Volunteering History					
<b>Individual Information</b>					
Individual Name:		Mary Active			
<b>Employment Referral</b>					
Add Referral					
Referral Date	Referral By	Referral Source	Referral Type	Initial Meeting Date	Attached File
03/05/2016	James Young	Case Manager	Internal	04/01/2016	
<b>Assessment</b>					
Add Assessment					
Assessment Date	Assessment Type	Score	Band/Percentile	Attached File	Comments
04/06/2016	Employment	10			
<b>Career Development Plan</b>					
Add Career Development Plan					
Effective Date	Summary	Attached File			
04/10/2016	Career Development Plan is in progress.				
<b>Employment Milestone</b>					
Add Milestone					
Due Date	Start Date	Milestone Type	Description		
04/30/2016	04/01/2016	Job Discovery			
<b>Training/Coaching</b>					
Add Training/Coaching					
Start Date	End Date	Skill Developed	Total Contact Hour	Description	
04/10/2016	05/10/2016	Choice Making, Decision Making, Problem Solving	20		

## Nursing

Therap is a certified EHR that meets Federal ONC requirements and the national standards for specialized documentation. Therap's nursing system is capable of managing complex nursing notes. Therap's Care Plan Library is available for you to access Care Plan templates, or create your own. Track Physician and Nursing Orders and ensure they get reviewed and renewed on time. **Learn more about Quarterly Nursing Reports.**

- Comprehensive Health Assessment
- Medical History
- Physician/Nursing Orders & Reports
- Care Plans

Individual Care Plan of Active, Mary					
Form ID: ICP-TICT-D794N7FXJML6					
Status: Approved					
Author: Anthony Mitchell, Direct Support Professional on 05/07/2016 05:10 AM					
Last Updated By: Anthony Mitchell, Direct Support Professional on 05/07/2016 06:24 AM					
Time Zone: US/Pacific					
<b>Individual Care Plan</b>					
Jump to					
Care Plan Name: Mary's Walking Support					
Problem(s): Mary often stumbles and is at risk of falling while walking.					
Goal(s): Mary will use her walker for extra support while walking at all times.					
Edit					
Approach(es)					
Approach	Responsible Party				
Ensure that Mary always uses her walker.	Direct support professional				
Add					
Attachment(s)					
File Name	Description	Size	Date	Attached By	Action
Care Plan of Mary - Instructions.docx	Walking support guidelines	9.99 KB	05/07/2016	Anthony Mitchell, Direct Support Professional	Download   Remove
Total uploaded 9.99 KB and remaining 9.99 MB.					
Add File   Scan File					
Reviews					



# Electronic Documentation for I/DD Service Providers

Celebrating 10 years Documenting in California

## MediCal Billing and Tracking

Therap's **billing** system currently processes over \$1 Billion dollars in service claims a year. Therap tracks and manages billable activities directly from staff service notes and/or attendance data.

- Manage multiple funding sources - Regional Centers, MediCal, Private contracts and pay
- Track and filter by UCI#, Vendor Codes, Regional Center, Cost Center and Revenue Codes
- Prevent overlapping billing and managing monthly service limits
- Utilization reports to maximize services

## Quality Assurance/ Improved Outcome Tracking

Therap is designed to help you look at your data not only in terms of individual outcomes and performance, but across programs and agencies. Manage your documentation and track trends in demographic information with Therap.

- Management Summaries
- ISP Reports
- Health Reports
- Training and Certification Reports
- Billing Reports

California Regional Center eBilling Report

Regional Center #	Vendor Number	UCI Number	Last Name	First Name	Authorization Number	Service Code	Sub Code	Service Month-Year	Total Units	Total Dollars	Industry Type	Wage Amount	Wage Type	Record Count
520	H76355	7658735	Active	Mary	7658735	520	SN	JAN-16	30	632.10				21.07
520	H76355	6459032	Active	Peter	6459032	520	SN	JAN-16	20	421.40				21.07
520	H76355	5467342	Active	Ray	5467342	520	SN	JAN-16	30	632.10				21.07

e-Billing Report

Utilization Report

Individual Name	UCI No.	1	2	3	4	5	Total Unit	Total Amount	Monthly Auth. Units	Remaining Monthly Auth. Units	Monthly Utilization (%)	Prior Auth Number
Active, Mary	7658735			3			17	358.19	30	13	56	7658735
Active, Peter	6459032				3		15	316.05	20	5	75	6459032
Active, Ray	5467342				4		26	547.82	30	4	86	5467342
							58.00	1222.06				

Utilization Report

Buying Groceries

Form ID: ISP-TICT-BCY4V7YZP82X3  
 Status: Approved (Dynamic)  
 ISP Program: Buying Groceries  
 Goal/Service: Mary would be able to buy groceries independently.  
 Criteria for Completion: Mary would independently buy Level of Independence  
 Scoring Method: Level of Independence

Score(s):  
 DECL: Declined  
 FULL: Full Physical Prompt  
 PART: Partial Physical Prompt  
 DEMO: Demonstration  
 VRBL: Verbal Cue  
 INDP: Independence

Task(s):  
 Start: Take a cart.  
 Choices: Identify the items such as vegetable  
 Handle: Pick up the items from the shelf  
 Handing: Put them in the cart.  
 Payment: Take them to the counter for payment  
 Money: Make payment for purchasing  
 Packing: Take the bag of purchased goods

Programmatic Report

Programmatic Report

Attendance

Program: Direct Community Rehabilitation  
 Service Description (Code): Community Hab 3 to 1 Ratio(4722)  
 Attendance Type Name: Community Hab  
 Start Date: March, 01, 2015; End Date: March, 01, 2015  
 March, 2015

Input Update Approve Generate Billing Data Change Service: Community

Attendance Options: Present

Time In: 8:15 am in Now  
 Time Out: 2:15 pm in Now

Service Provider: Carra Davidson, Training Director

Select All Attendance Show All: Incomplete In Prep Approved Su

Individual Name	1 Tue	2 Wed	3 Thu	4 Fri	5 Sat
Active, Mary	P	P	P	P	P
Baker, Ella	P	P	P	P	P
Smith, John	P	P	P	P	P
Young, Ella	P	P	P	P	P

Attendance

## Array of Training and Support

Training and Implementation specialists are available to provide onsite support and training. Join us at Conferences in California and across the country, attend California focused User Group discussions. Access our **Training Academy videos** and **Live Help**.



Kevin Dierks



Brent Hesse

Regional Director- Pacific Rim  
kevin.dierks@therapservices.net  
(808) 261-0607

Business Development Consultant  
brent.hessee@therapservices.net  
(303) 808-5532