



# User Presentations

National Provider Administrator Conference  
New Jersey, February 7-9, 2012

## □ Agency Buy-In: Using Influence and Advertising Techniques to “Sell” Therap to Your Employees

7 February - 10:15 am

This lecture describes the process of getting agency buy in for Therap by using influence, marketing and advertising on a micro level. Mandates from the top of an agency can seem cold and ill-conceived but marketing to a small group of employees can motivate quickly. Starting with staff at the bottom of the hierarchy and working up, individualized influence techniques can be used to “sell” Therap. Along with marketing and advertising techniques that are proven psychological motivators, frontline staff can go from skeptical but willing, to motivated and driven. When training employees on the use of Therap, managers are not only educating them but more importantly, selling staff on the idea of using Therap. Getting buy in from just a few frontline employees can spread the benefits of Therap throughout the ranks with informal dialogue and “water cooler conversation.”

Advertising techniques such as “Bandwagon” and “Statistics” have been used by Fortune 500 companies to sell their products for decades. During this presentation you will learn how to use these techniques to sell Therap, instead of soda or sneakers.

### Randall Van Bommel

Residential Coordinator

Fraser Ltd.  
North Dakota

## □ An “AHA” Experience with Pivot Tables

7 February - 12:35 pm

This presentation explains the a, b, c's of using Excel pivot tables to drill down through Therap's mass of data to glean insights, patterns, and information for decision making and analysis. While explaining what a pivot table is, the presentation focuses on the simplicity of the process and the multiple possible uses of this incredibly valuable tool. Pivot tables are the power drill of Excel - yet many Therap users mistakenly believe that pivot tables are an advanced skill beyond their comfort level and continue to labor intensively with the familiar screwdriver of spreadsheet. If you haven't used pivot tables, this will be an "Aha" experience. What used to take hours, need only 5 minutes - once you acquire some simple know how.

### Pat Watt

Organization Development Specialist

REACH, Inc.  
ALASKA

## Discussion on Training Staff When English is a Second Language

7 February - 11:25 am

More and more individuals are entering into the workforce from a different culture and English is there second language. This discussion group will discuss how you can train employees from different cultures and deal with the language barrier, so that they can be successful in their job at providing quality care.

### Kari Schultz

IT Specialist

Fraser Ltd.  
North Dakota

## Getting Familiar with TMS

TBA

Therap's Training Management System is an excellent module to simplify an agencies' training compliance. At first glance, this module can be a bit overwhelming. Participants in this training will get the foundations of developing classes and courses, assigning trainings, and monitoring training via the available reports. The format for this session will mainly be lecture, followed by a question and answer period.

### Joseph Pendergast, M.S. Ed.

Staff Development Coordinator

*Community Services for the  
Developmentally Disabled  
New York*

## Getting Staff Buy-in: The Beginning or the End – It's Up to You!

The work of creating buy-in for your agency staff to use Therap begins long before the date you "go live". People are often intimidated by technology and change. To broker a good experience from the beginning, an agency must create a lot of positive energy about Therap to ensure the initial buy-in. Touting what the system can do and how it will make a difference for staff and those they serve are crucial. At CCDS, we successfully implemented Therap in March of 2011. We credit our success with a very aggressive campaign of getting support, buy-in, and enthusiasm several weeks before the system was up and running. We'd like to share these methods with those facing a "go live" date in the future and offer our expertise on how that was accomplished.

### Jeff Covington

Director of Residential Services

### Alicia Matulewicz

Quality Assurance/  
Corporate Compliance Manager

*Catholic Charities  
Disabilities Services  
New York*

7 February - 11:25 am

## □ Getting to know your Therap Administrator Role

Understanding the Provider Administrator Role is an essential piece in getting Therap started off on the right track and maintaining it. During this presentation the learner will hear how our agency does this, not by solely maintaining super roles and caseloads but by ensuring systems are in place for efficiency. This session is beneficial for all agencies working with Therap and is not state specific.

**Kelly Kinderman**

Director of Quality Management

**Kim Blamowski**

Compliance Coordinator

**Erin Bigler**

Records Manager and Therap Administrator

**Kristina Masterson**

Assistant Director of Residential Services

*Community Services  
for the Developmentally Disabled  
New Jersey*

7 February - 01:45 pm

## □ Guides: Papers to Help Us Go Paperless

"Papers to Help Us Go Paperless" shows users The Resource Center's Therap Guides. These guides include T-Log, GER, Health Tracking, Scomm, Where in the World, and Offline Forms. This session will explain the background behind the guides, and the process of making them. Overall this session will allow users to see how "Best Practices" can be implemented across departments, as well as learn how an advanced Therap agency is using the system.

**Renee Moffatt**

Residence Coordinator

The Resource Center  
New York

7 February - 02:55 pm

## □ Headache-Free Caseloads and Super Roles

"Attendees of this presentation will learn the basic "how-to" of Caseload and Super Role set-ups. They will understand the differences in the implementation of each, begin a plan for development for the Caseloads and Super Roles within their organization, and how Caseloads and Super Roles affect access/privileges to client information within Therap.

Learn one method of creating Caseloads and Super Roles and apply it to the specific needs of your organization."

**Michelle Brunner**

Asst Director, Community Services

*Southeast Works  
New York*

8 February - 01:45 pm

## □ Headache-Free Data Collection and Entry

7 February - 04:05 pm

"Attendees of this presentation will learn the basic "how-to" of data collection and entry. They will learn how our organization planned for and implemented data collection and entry in the Therap system while insuring efficiency and accuracy, and be able to transfer their learning for use in their own organization.

Learn how to effectively and efficiently collect and enter data into Therap while insuring accuracy."

### Lori Sojka

Therap Administrator

*Southeast Works  
New York*

## □ Headache-Free Therap Start-Up

8 February - 10:15 am

Attendees of this presentation will learn how Southeast Works' culture of character and competence provided the forum for designing and implementing Therap. The attendees will learn how a focus on accountability, collaboration, commitment, keeping promises, and being strategic can ensure high quality electronic records and 100% compliance in our regulated environment.

### Michelle Smith

Director, Residential Services

*Southeast Works  
New York*

## □ House Budgets - Using Therap to Monitor & Control

8 February - 10:15 am

"Beyond Abilities uses the Therap financial system to control household budgets. Our DSPs and managers have real time access to where the program stands from a yearly budget standpoint. The system also allows others outside the program (finance, operations managers) to see where the program sits financially. This presentation will show you how to set up your company to do something similar. The presenter will go through what Beyond Abilities has set up and how it has saved money by doing this.

Come see how another Therap user uses the financial module to keep track of house budgets throughout the company."

### Josh Hundrucker

Operations & IT Manager

*Beyond Abilities, LLC  
Wisconsin*

## □ Implementing Electronic Billing using ISP Data – Lessons Learned

8 February - 11:25 am

Over the course of a 12-month period, REACH Inc. converted its Medicaid Billing to Therap using ISP Data as the source of its Billing Data. With no clear road-map the ultimately successful implementation was not an easy process and many lessons were learned the hard way. This presentation examines REACH's implementation process and lays out a path for other agencies based on the lessons it learned along the way.

### Patricia Watt

Organization Development Specialist

*Reach, Inc.*

*Alaska*

## □ MAR Utilization

8 February - 12:35 pm

“MAR Utilization” will teach users how to implement MARs. It will show users how to create Med Histories, Configure the MAR, and Record Data. Users will see how The Resource Center uses basic functions to create and document more than just the Medication Record. For example, having a Medication named MAR Review with specific lines for medical staff to electronically sign off for reviewing the MAR. Other ideas include defining T-Note colors to notify staff of different types of information (i.e. Yellow – Discontinued Medication, Green – New Medication, Orange – Medication on Hold, Blue – Notes to staff for missed documentation) for a specific time frame.

### Beverly Arvidson

RN Manager

*The Resource Center*

*New York*

## □ Medication Administration Records on a Tablet (iPad & Xoom)

8 February - 02:55 pm

Nathan will discuss and demonstrate the pros and cons of using both an Apple iPad and a Motorola Xoom (Android) tablet as a mobile Therap device in his role as Director of Nursing.

### Nathan Armstrong

RN, Director of Nursing

*PrimeCare Inc.*

*Connecticut*

## □ NJ UIRs

This will be a demonstration of creating an NJ DDD UIR from a GER. The speaker will create a GER, translate that document into an UIR, demonstrate how to attach reports (Police Report; Fax Confirmation) to the GER and finally how to create a DDD Follow-Up UIR. She will also share tips and her agency's guidelines to proper UIR documentation.

How GER data is downloaded and shared with shareholders including staff and Board of Directors will also be demonstrated.

### Lisa Intili

Director of Quality

*The Arc of Somerset  
New Jersey*

8 February - 02:55 pm

## □ Personal Finance Made Easy

Personal Finance Made Easy will provide users with interactive example of how using the Therap Personal Finance Module will make bookkeeping a lot similar than the paper days. This session will include introductory information such as administrative tasks, creating accounts, creating transactions, and running reports. This session will also go into unique ways to use the Personal Finance module, such as specific reports for budgeting and communication between programs concerning personal finances.

### Letisha Echevarria

Therap Administrator

*The Resource Center  
New York*

TBA

## □ Provider Admin Realization

"Provider Admin Realization" session will give new users ideas about do's and don'ts about starting and advanced users with ideas to organize their set up. We will discuss Super Roles and Caseloads, and how to allow users to enter only information for the program they work for, but view information from every program involved with the individuals on their team. We will share The Resource Center's do's and don'ts including topics such as piloting and rolling out modules, creating Substitute and On-Call accounts, Password Policy, Survey and Family accounts, and Shared Contacts.

### Letisha Echevarria

Therap Administrator

*The Resource Center  
New York*

9 February - 11:25 am

## □ Pushing the Limits on ISPs: If You Can Dream It You Can Do It!

"This presentation focuses on the administrative and operational task oriented responsibilities of agencies requiring both regular quality improvement oversight and supporting documentation.

This presentation addresses the following key question: If Therap has covered all the needs of the supported individual's service delivery documentation, what else is there?

In a community-based service delivery agency like LifeShare Management Group, we require many other types of regular reports. The following are a few reports we have worked into ISP:

1. Monthly Site Visit Reporting: this program considers state regulatory and funding source requirements as they relate to certified or licensed community based homes.
2. Office Safety Checklists: this program considers OSHA requirements, green office practices and state regulatory requirements for certified locations.
3. Invoicing for Consultants: programs that allow consultants to record clinical data, duration of visit and mileage so that finance can compensate consultants through ISP searches.
4. Staff Weekly Reviews: this program includes each item in a staff's job description and requires them to report on a regular basis."

### **Nathan Armstrong**

Vice President of  
Quality Improvement

*LifeShare Management  
Group, Inc.  
New Hampshire*

9 February - 10:15 am

## □ Service Coordination & Therap: Rolling With the Changes

It seems that there are always agencies who are just beginning to use Therap, trying to decide whether or not to use Therap, or only using Therap in a limited capacity. There have also been some changes since the 10/1/10 MSC redesign, and could talk about how Therap has been able to adapt to the new regulations.

### **Todd Becker**

MSC Supervisor

*The Resource Center  
New York*

7 February - 04:05 pm

## □ Technology side of a Therap Implementation

9 February - 10:15 am

Are you wondering what other Agencies have done technology-wise to successfully implement Therap? Do you have any ideas on what other Agencies implementing Therap should be doing? Join us for a discussion describing the steps the Arc of Onondaga, in Syracuse, NY, took to implement Therap, what technologies were used and how they are implementing Therap in regards to technology. We will discuss our pre- and post- Therap environments and relay feedback received from our end users. We will discuss the use of group policy to lock down our terminal PC's and using third party applications to control access.

### Jarrod M. Shupe

Director of IT

*Arc of Onondaga*

*New York*

## □ The More You Know - DSPs at the Center of Care

8 February - 11:25 am

Direct Support Professionals work the closest with the people we serve. DSP's are involved in every aspect of a person's care: medical, social, behavioral and emotional. The DSP becomes the "expert" on the folks we work for, knowing better than nearly anyone what differentiates the happy scream from the angry scream, or the sad face from the tired face. If the knowledge held by the DSP gets lost, it is a great loss indeed. When the specialists have access to this type of information, they can create high quality plans of service with greater chances of success. The same is true when information flows the other way, when DSPs have access to the notes and plans created by the specialists, the DSP will be prepared to provide high quality care. As the point of contact with people served, information must flow from and to the DSP.

### Kristen Thompson

Health Information Technology  
Coordinator

*Central Florida  
Communities*

*Florida*

## □ External Presentation: Commission on Accreditation of Rehabilitation Facilities CARF

Paul Andrew, Managing Director of CARF will be presenting all three days of the conference on the following topics:

An Introduction to CARF	7 February - 10:15 am
Creating Community Partnerships	8 February - 10:15 am
Discussion: Therap users and CARF	9 February - 12:35 pm

### Paul Andrew

Managing Director

*CARF  
Arizona*

□ **THERAP & OPWDD:**  
A discussion on how  
ISP Plans, Programs &  
Habilitation Plans fit  
together to be in  
compliance in NY

TBA

The ISP Program, Habilitation Plan, and ISP Plan modules in THERAP can greatly assist agencies with staying in compliance with OPWDD and OMIG, but can be overwhelming for agencies when they first begin the THERAP journey. This presentation will discuss strategies and forms that will assist in the transition from paper to THERAP from the overall sequence of these modules, to what button to push when.

**Karen Niedermeier**

MS in Human Services Administration  
Compliance & Records Coordinator

*Arc of Ontario  
New York*

□ **Therap Through  
the Eyes of the  
Service  
Coordinator**

TBA

"A look at Therap through the eyes of the service coordinator. New processes, advancements, and ideas to assist MSC providers in streamlining their processes while continuing to meet state and federal standards. Short presentation followed by Q&A.

Have a Therap account on screen for visual clarification and to assist in answering questions. Show the group how we have been able to utilize different aspects of Therap as related to MSC, and plans to link notes and other documents to Therap. Also how we have been able to scan and attach many documents, reducing paper usage and time when distributing ISP's, attachments, and other relevant documentation."

**Todd Becker**

MSC Supervisor

*The Resource Center  
New York*

□ **External  
Presentation:**

Join the Winner's Circle!  
Meet Your OSPs –  
Organizational Support  
Professionals!

8 February - 11:25 am  
9 February - 10:15 am

What does your future look like without technology? What does your future look like with technology? How does all of this fit into "Human Services"?

Join this session and learn how to wrap your arms around all this "cloud" of electronics. And why!

**Linda Petrini**

President

*Talintel, Inc.  
Nevada*

## □ Using Management Summaries and Other Modules for Data Analysis and Reports

TBA

## □ Using Today's Technology to Improve Tomorrow's Quality

TBA

"At The Resource Center, specifically in the Quality Assurance Department, we collect data on falls, unusual occurrences (low GERs), physical interventions (restrictive techniques of SCIP-R), medication errors, and infections. We collect data using the General Event Reports, T-logs, Reports and Management Summaries modules. The information we collect is typically exported into an Excel format and then is easily filtered and organized so that we can identify and address trends to improve service provision for the individuals who receive services from The Resource Center.

Learn how to collect data and create reports using various modules within Therap. See how The Resource Center uses the data and reports to improve services for the individuals they support. "

### Sherry McMeans

QA/QI Systems Coordinator

*The Resource Center*

*New York*

Mobile devices open the electronic documentation field to a world of opportunities. Whether it be a laptop computer, tablet, or a smart phone, the versatility of each is endless. All mobile devices have potential in every facet of online documentation of DD services. Direct Support Professionals might find that a tablet works better due to the size and durability. The ability to integrate cameras lead toward a more person-centered collection of data. A House Manager may find that using the iPhone's Therap App to access T-Log's on a regular basis is the way to go. During this presentation, the audience will see actual devices doing actual Therap work. Also, the audience will hear how these devices can allow support staff to be more accurate and precise in their documentation. Through snapshot of data collected by mobile devices to the full capability to perform managerial and administrative tasks on the go, this presentation will show the integrity, versatility, and quality improvement potential that mobile devices give us."

### Thomas Skurja

Residential Manager

*Gilmore Center*

*Michigan*

## □ Why Big is Different

Mosaic is a multi-agency organization supporting over 3500 individuals in 10 states. In this presentation, Amy Myers Stevens, VP of Special Projects, will share the success story of implementing Therap in Mosaic's multi-agency, multi-state setting. The presentation will consist of the following:

- Why Big is different
- Process before you ever begin
- Therap implementation necessities
- Communication!! Communication!! Communication!!

### Amy Myers Stevens, MA

VP of Special Projects

*Mosaic  
Nebraska*

TBA

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Check the website later for  
updates, changes and final timings  
[www.TherapServices.net](http://www.TherapServices.net)