



User Presentations

Therap National Conference 2011

Fishkill, New York, February 8 -10

Getting Started and Evolving With Therap

Michelle Saunders,

Director of Community Integration

*ACT: Alternative Community Training
Columbia, Missouri*

Room : Georgian

Session Type: User Implementation presentations and Discussions

02/08/2011, Tuesday, 10:15am - 11:15am

ACT, Alternative Community Training, began to use Therap on a limited basis, in ten residential sites and across the day program, in April 2009. Within 6 months, the rest of the agency was ready to begin the Therap adventure and current users were ready for additional modules! I will talk about how the agency created its Acceptable Use Policy, rolled out training with existing and new employees and how the agency continues to evolve with Therap. I will highlight Therap's willingness to incorporate statewide forms into their system and discuss the benefits of utilizing electronic communication and documentation. Next, I will discuss other technological products that ACT utilizes, including the College of Direct Support and Web Footed Friends (Talintel.) Finally, I will demonstrate how Therap will assist with preparing for an electronic CARF survey scheduled for June 2011.

New and potential users will take advantage of tips with flair, including: buy in, transitioning, training, the use of mobile devices and reporting.

One awesome agency looks back on their Therap journey and outlines the basics revolving around the following: buy in, transition period, training employees, mobile devices, reporting/analysis and interface systems. We'll provide enough listening pleasure of our steps to leave participants wanting more yet wondering "that's great Holly & Sheena did all of this, but how do I get MY organization on board?" And just as they're about to verbalize that thought, we'll flood them with enough tricks and tips to get them fired up about Therap.

Tricks & Tips from the West-side

Holly Pharms,

*Human Resources Manager [aka "HOLLY-
ISAWESOME"]*

Sheena, Watkins,

*Quality Outcomes Manager [aka "SHEENAI-
SAWESOME"]*

*Community Support Service, Inc.
Salem, Oregon*

Room : Georgian

Session Type: User Implementation presentations and Discussions

02/09/2011, Wednesday, 12:30pm - 1:15pm

Getting your agency started on the right foot, beginning with buy-in.

Kelly Kinderman,

Director of Quality Management

Erin Bigler,

Records Manager and Therap Administrator

Kristina Masterson,

Assistant Director of Residential Services

*Community Services for the Developmentally Disabled
New York*

Room : Georgian

Session Type: User Implementation presentations and Discussions

02/08/2011, Tuesday, 1:30pm - 2:30pm

With every new process always comes frustration, questions and concerns. Therap will affect each agency staff and position in one way or another, therefore, promoting buy-in and offering start up tips is essential for new users. Learning what Therap has to offer is a journey however recognizing what it can do for your agency is everlasting.

Learner Objectives:

1. The learner will be provided with various tools /concepts to utilize to encourage buy-in from agency staff.
2. The learner will be provided with tips of what to do and what not to do in the beginning stages of implementation.
3. The learner will be able to identify what technology is needed to implement Therap modules efficiently and effectively.
4. The learner will be able to identify potential road blocks within their agency.
5. The learner will be provided with training concepts to roll out individual modules.
6. The learner will be provided models for user guides, structures and processes in implementing modules.

Want to share health tracking information created by multiple programs within your agency? Learn how one agency created a single Health Tracking program that allows staff from any program to enter and view all the health tracking information related to the people they serve.

In August 2010, Danville Services of Oregon created a dynamic program called Health Tracking, which allowed all staff involved to see and contribute to a complete picture of an individual throughout any given day. Prior to this, we struggled with duplicate health tracking information for those people that we served in both a day program and residentially. By creating a new health tracking program, new health tracking caseloads and a new health tracking super role we were able to have all health tracking information unified. We were also able to prevent confusion for the direct care staff by removing health tracking privileges from their direct care super role, thus the staff do not have to choose a program when creating new records. One of the main obstacles we had to overcome to achieve this is due to all previous health tracking information no longer being available to staff. Initially, we prepared for this by T-Logging all current tracking information in an attempt to bridge the gap between old and new health tracking records. Also, we continue to allow managers access to both old and new health tracking records. Unforeseen issues included appointments; all previously entered medical appointments were no longer visible to the staff that only have access to the new health tracking program. I propose to give a informal seminar type presentation which outlines the steps I took to create the unified health tracking record, to answer any questions regarding the switch and to possibly brainstorm solutions for some of the obstacles created by making this switch.

“Creating a Shared Health Tracking Record”

Kristen Thompson,

*Washington County Director
Danville Services of Oregon*

Room: Georgian

Session Type: User Implementation presentations and Discussions

02/08/2011, Tuesday, 2:45pm - 3:45pm

What to expect when you 'Go Live'

Kristen Thompson,
*Washington County Director
Danville Services of Oregon*

Room : Georgian
Session Type: User Implementation presentations and Discussions

02/09/2011, Wednesday, 10:00am - 11:00am

One Provider Administrator's story of 'Going Live'. The trainings, the questions and the calls you will experience when you transition to Therap.

In March of 2010, Danville Services of Oregon had its first 'Go Live' date, transitioning to T-Logs, GERs and S-Comms. As the Provider Administrator, I participated in all of the training sessions and fielded calls from all levels of the agency, directors to direct support staff. I kept notes and a record of all calls that came in the first week of the transition; I can tell you exactly how many passwords I had to reset! I found it most interesting that the transition was perhaps more difficult for those directly managing staff, while the staff themselves, seemed to move seamlessly into using Therap. I propose a brief discussion on the experiences I had while my agency transitioned to Therap.

Indicators of Risk such as number and type of medication errors, number and type of serious illness, staffing patterns, and time factors are all methods to access risk. The ability to assess these factors rely, in part, on knowing what information is to be collected, and understanding how Therap can be used as a data collection and data retrieval system. This demonstration will present a model for data collection using Therap's Health Tracking and General Event modules. Identification of indicators of risk, data collection and retrieval will be discussed. The session will include a demonstration of how data can be easily imported into a Micorcoft Excell or Microsoft Access program from further analysis. Models for sorting data within Access will be demonstrated, as well as a discussion as strategies for organizing data so that users obtain the data they need in the correct format.

Utilization of Therap Demographics and General Event Reporting to Assess Risk

June Ellman,
*Director of Quality Assurance and Quality Improvement
The Arc of the Piedmont
Virginia*

Room: Lorelie
Session Type: Advanced User Presentations and Discussions

02/08/2011, Tuesday, 1:30pm - 2:30pm

Personal Finance Made Easy

Letisha Echevarria,
Therap Administrator

Renee Moffatt,
Residence Coordinator

*The Resource Center
New York*

Room : Georgian
Type: User Implementation presentations and Discussions

02/09/2011, Wednesday, 11:15am - 12:15pm

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.

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.

Learner Objectives:

1. The learner will be provided with various tips on how to balance roles/access within the agency without compromising confidentiality.
2. The learner will gain knowledge on how to develop systems on working with families and outside providers.
3. The learner will be instructed on the use of Therap applications to ensure compliance with training as well as regulatory systems.
4. The learner will gain knowledge in the importance of policy and guideline development with the use of Therap.
5. The learner will gain knowledge on provider admin role regarding staff hiring, release from employment and training needs.

Getting to know your Therap Administrator Role

Kelly Kinderman,
Director of Quality Management

Erin Bigler,
Records Manager and Therap Administrator

Kristina Masterson,
Assistant Director of Residential Services

*Community Services for the Developmentally Disabled
New York*

Room : Lorelie
Type: Advanced User Presentations and Discussions

02/09/2011, Wednesday, 12:30pm - 1:15pm

The Technology Side of a Therap Implementation

Jarrod Shupe,
*Director of IT
Arc of Onondaga
New York*

Mike Tiannello,
*Director of IT
Madison-Cortland ARC
New York*

Room: Georgian
Type: User Implementation presentations and Discussions

02/09/2011, Wednesday, 2:30pm - 3:30pm

We would like to present an open discuss on the Technology side of a Therap implementation. We plan on describing the steps we took to implement Therap, what technologies we used and how we 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.

This open discussion group will focus on the IT side of a Therap implementation. We will discuss the implementation and evolution of Therap in multi-site environments.

Check our schedule for the complete list of sessions in this conference. Check the list of **State User Groups** and if you'd like to arrange for a special session for just your agency, email us at support@therapservices.net to arrange it.

Brainstorm

Come join us and other agency folks in discussing future features and steps to further improve electronic documentation & communication for the DD industry.

See columns L & M on schedule for topics

Vendors Presentations

Talintel System

Building an Effective DSP Workforce

An innovative, research-based, online survey to more effectively align direct support providers with consumers is significantly reducing turnover costs, improving the quality of support services and enhancing career fulfillment for DSPs.

Linda Petrini, creator of talintel™ (talent intelligence), will share results of a multi-year research project involving 26 providers operating in 20 states and approximately 1,000 DSPs active in different work settings. The effort was designed to develop new systems to identify unique DSP roles based on the environment and characteristics of those served. Additionally, researchers mapped traits unique to top performing DSPs to help providers prioritize recruiting efforts by identifying candidates with the highest capacity for success in each of two distinct roles based on consumer profiles.

See: [K4, K6, K11, K13, K17, K20 on schedule.](#)

College of Direct Support

There will of course, be the usual sessions conducted by Therap staff - both their support The College of Direct Support is an online services with a commitment to train and celebrate a workforce of Direct Support Professionals nationwide. CDS is a web-based learning management system available 24 hours a day, seven days a week for learners to improve their skills in providing supports for people across disabilities.

We invite you to spend time with us at Therap's National Conference and learn exactly what we do, who does it and where. We are all about improving the lives of those with disabilities and thus improving the lives of their families by "Building Careers and Supporting Lives." That's the collective vision for the people we serve.

See: [K 3, K7, K13, K14, K18, K19 on schedule.](#)

CARF

Risk Management and Sentinel Events – methods for training and managing services to reduce risks for persons served and staff. See: [K2, K5 on schedule](#)

Discussion on using Therap for CARF Surveys. See: [K6 on schedule](#)

CARF: Using Data in the planning and managing of person centered outcomes. See: [K10 on schedule](#)