

# Therap in South Carolina Newsletter

April 2015

## Therap - CDSS Phase 1 Interface

The Therap-CDSS interface copies 10 demographic fields from CDSS to Therap:

- DDSN Consumer ID Number (Not Visible to Providers)
- First Name
- Middle Name
- Last Name
- Suffix
- Goes By (Preferred Name)
- Birth Date
- Gender
- Social Security Number
- Medicaid Number

The interface runs approximately every 12 hours at about 2:30 am and about 1:30 pm.

Records are queued up for the interface when a change is made in CDSS for the following reasons:

- One of the fields above is changed
- An individual is admitted to a provider
- An individual is discharged from a provider

Because of this interface, a few things change in the way you use your Therap account:

### • YOU SHOULD NOT CREATE DDSN INDIVIDUALS MANUALLY IN THERAP

- Wait for them to be admitted via the interface.
- If you do create them manually, they will not sync to CDSS and will cause data conflicts.
- Newly admitted individuals will show in your account in Admitted Status
  - [View guide](#) for setting up notifications so that you will know when this happens.
  - [View guide](#) for instructions on how to assign an individual in Admitted Status to the appropriate program.
- Updates to the fields above should be made in CDSS, they will then be copied to Therap.

- Upon discharge from CDSS, the individual will be discharged in Therap via the interface.

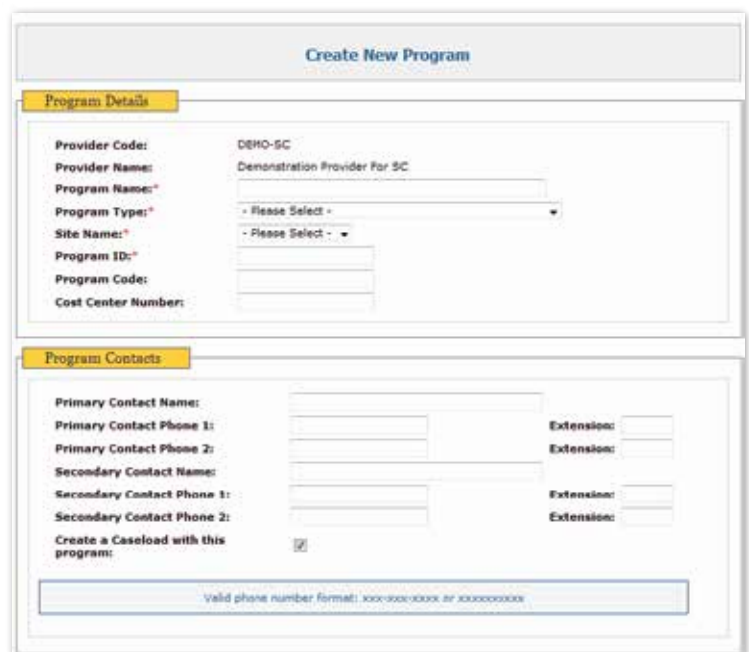
[View Therap's admission and enrollment date.](#)

## Questions?

If you have questions, please contact Therap or DDSN IT Help Desk.

## Creating Caseloads while Creating Programs

Please remember when you create a new program, this screen will pop up:



Make sure the box next to "Create a caseload with this program" remains checked. It is automatic, so do not uncheck the box. It will create caseload problems in the future for you.

## Got Relief?

Many people have asked how to give Therap access to staff who work in a relief or float capacity at their agency. Each Therap user can have up to three profiles associated with their account. The "Initial" profile contains the Super Role and caseload of their full time or regular job responsibility. The second and third profiles can have another Super Role and caseload associated with it. When staff are doing relief hours at another location, they can switch to this second profile and have access to the programs they don't regularly work at on a daily basis. T-Logs can be sorted by program and staff can go through the T-Logs for the residence they are working at. This is also an appropriate way to handle access for staff in your agency who cover on-call.

To learn how to do this, visit:

<http://support.therapservices.net/display/documentation/Manage+User+Privilege+and+User+Profile#ManageUserPrivilegeandUserProfile-AddingProfilestoUserPrivilege%3A>

## Project Implementation Team

### South Carolina DDSN

David Foshee

Gloria Caballero

Donna Lloyd

Susan Cooke

### Therap Services

Deborah Brito

Justin Brockie

Jeff Covington

Barry Pollack

Sazzad Rafique

Leah Marshall

## This month's Spotlight

Each month, Therap will highlight one of their staff members who is part of the Therap Implementation Team in the State of South Carolina.

### Justin M. Brockie

[justin.brockie@therapservices.net](mailto:justin.brockie@therapservices.net)



Justin began with Therap Services in 2004. Justin has worked directly with state and county governments and large multi-state providers. Justin has led Therap's development, technical, customer support and training teams in devising new, innovative solutions to issues confronted by human service providers with focus on communication, data management, transparency, privacy, data integrity and HIPAA compliance. Since managing Therap's first state-wide implementation in Delaware starting in 2005, Justin has gone on to work on implementing statewide systems for Montana, North Dakota, Nebraska, New Mexico, South Carolina and Idaho.

Justin graduated as a Registered Nurse for the Mentally Handicapped from Lothian College of Nursing and Midwifery in Edinburgh, Scotland. He and his family have been providing support to people with disabilities in their home for more than 20 years, initially providing respite care for children and adults before becoming therapeutic foster parents and later an adoptive family. Justin is a respite therapeutic foster parent through Professional Parent Program of the Institute for Professional Practice, Woodbridge, CT. He is also a surrogate parent for a child with disabilities through Connecticut State Department of Education.

## Therap Training Academy



### Self Paced, On Demand Training Courses

Therap Training Academy is an on-line, self-paced, competency based learning tool to go over the particular modules offered in Therap. This is great for users who simply need a review of what to do and want to sharpen their skills in one particular area or need re-training on any one topic.

The Therap Training Academy offers courses for a variety of users: nurses, direct support professionals, management, auditors, family and guardians, and more. These self-paced training courses are an excellent educational tool for new and seasoned users alike.

This can be found at:

<http://www.therapservices.net/support/training-academy/>

## SC Therap Implementation – FAQ's

Here are some of the answers to the most frequently asked questions recently:

Q1: Can we begin using the time tracking module?

A1: Yes.

Q2: What do we do if the Training Academy is not working as a tool to re-fresh our staff on using certain modules?

A2: Contact Jeff Covington, Deb Hibbard-Brito, or Leah Marshall to arrange for another method of re-training that meets your needs.

Q3: I think my account is set-up correctly. Is someone able to look at it with me and make sure?

A3: Absolutely. Again, contact Jeff, Deb, or Leah to arrange.

Q4: Our staff haven't been trained yet. How do I arrange for that?

A4: Please contact Jeff Covington to arrange for on-site staff training.

Q5: Our agency had training some time prior to implementation. How do we re-fresh the training for our staff?

A5: The best method would be the training academy. Many agencies are already doing it.

## South Carolina Regional Conference

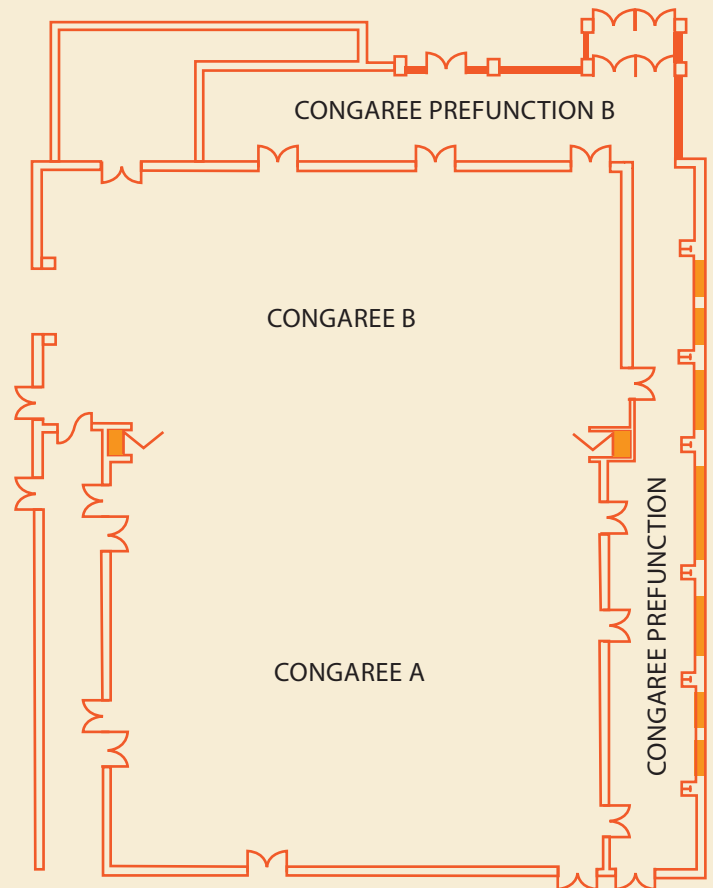
The Therap Regional Conference in Columbia on May 12 & 13 is quickly approaching. Registration was closed on April 24 with a whopping 500 registrants. This conference will be the "place to be" to learn about Therap implementation in the state of South Carolina.

To plan your agency's approach to the conference, consult the conference schedule on page #5

We look forward to seeing many of you in Columbia on May 12 & 13!

Bring your laptops to the conference to follow along with the presenters. Registration and continental breakfast begins at 8 am each morning.

Conference Registration will be in the area labeled "Congaree Pre-Function B" and is accessible from the rear entrance of the hotel for day guests and for hotel guests, please follow signage to the registration table. Registration area is also accessible within the hotel, via signage directions to the meeting Conference area.



Map showing the Conference Registration area at Congaree Pre-Function B.

## South Carolina Conference Schedule

Time	Session	Richland	Fairfield	Congaree B	Saluda	Calhoun	Capitol	Newberry	
		Exec	Modules	Modules	Nursing/Health	Provider Admin	Managerial	Discussion	
<b>Day 1</b>									
<b>Tuesday, May 12, 2015</b>									
8:00am - 9:00am		Congaree Prefunction-Registration							
9:00am - 10:00am	1	Conference Opening and Introductions							
10:15am - 11:10am	2	Intro To Therap for New Users: A brief overview of all different modules in Therap and how they interrelate	Collecting and Reporting Data: ISP Programs, Global Templates, Data and Reports	Demographics, Face Sheet, and Emergency Info: IDF's/EDF's & Medical Information	Health Tracking for Nurses, How to use the Health Tracking Module to keep track of everything health related for your clients	9 Steps to setting up your Agency's Therap Account	Reviewing South Carolina's Guidance on Password Policy, Provider Preference, Sites and Programs	SC Therap Implantation: What are the modules in Phase 1 Round 1 I should focus on?	
11:25am - 12:20pm	3	Behavior Planning Part 1: BER to track target behaviors and interventions, producing graphs and reports and Time Tracking, a visual data collection tool	Panel Discussion with long term users: I've had training at my agency...now what?	Agency Communication in Therap: T-Logs, SComm, Calendar, T-Task, and setting up your Notifications	Care Planning and Risk Assessments: Using Therap's Individual Care Plan & Plan of Oversight and Safeguards (IPOP)	What are all those other things in my Provider Admin tab? How can I share policies/memos with everyone at my agency and know that they have read the notice (sign up agreements)	Therap's new Training Academy: Self-paced training courses with quizzes and certificates of completion	Discussion: Q & A Tracking things in Therap...how do you do that?	LUNCH 1
12:35pm - 1:30pm	4	Behavior Tracking part 2: Using ISP data to track Challenging Behaviors	Reviewing where and how to get help when in Therap: Using the help and support, feedback, Training Academy and more!	Aligning Therap Into the Mission Values And Culture Of Your Organization	The Individual Home Page: Where Key Documents Converge	Got Relief? How to handle Therap access for your relief staff	Activity Tracking and Excel: Using Tools to Track Staff Performance	A Tale of Two Systems: Keeping Admissions/New Hires/Terminations Up to Date	LUNCH 2
1:45pm - 2:40pm	5	Health Tracking: Keeping track of day to day Medical Data, Appointments, Seizures, Vital Signs and producing the Health Care Report	When Implementing Therap what are some of the questions that come up regarding computer usage and documentation for staff?	Using Therap in Behavioral Supports	Medication Administration Records (MAR): Using Therap's medication history and live drug database to produce a fully functioning, interactive electronic MAR	Managing your Caseloads and Super Roles	Quality Assurance, What does that look like in Therap?	Discussion: IDF, EDF Demographic reports in Therap	LUNCH 3
2:55pm - 3:50pm	6	Incident and Event Reports In Therap: GER's, MIE's, Management Summaries, and the Report Library	Georgetown DSNB, How not to be afraid of Therap	Staff Scheduling: Building a Staff Schedule to fit within allocated hours and avoid double booking and overtime	Discussion: All about health tracking	Common Questions Provider Administrators ask...	How to take the data out of Therap and look at it in an excel pivot table	Questions and Answers with South Carolina's Therap Implementation Team	
4:05pm - 5:00pm	7	Training Management System: Track Licensing and other staff training: setting up classes and assigning instructors, pulling reports	Employment History: Tracking employment and volunteer histories	Discussion/Q&A for Provider Administrators	Health Plus	Using Therap for Administrative Functions	Book your time with a Therap trainer. (individual agency meetings)	Therap & Provider Experience when going through an audit in Therap	
<b>Day 2</b>									
<b>Wednesday, May 13, 2015</b>									
		Modules	Modules	Exec	Nursing/Health	Provider Admin	Managerial	Discussion	
9:00am - 10:00am	8	Question and Answers with DDSN and Therap/ Overview of Status of Therap by David Foshee							
10:15am - 11:15am	9	Reviewing the Therap website, Certified Trainers webinars, Special Interest Groups, Blogs, & a vast array of support materials	Incident and Event Reports In Therap: GER's, MIE's, Management Summaries, and the Report Library	Reporting as an Administrator (List of Reports, Activity Tracking, etc...) Please bring some sample reports you run on a monthly/yearly basis at your agency	Using Therap to Support Better Health Outcomes	Individual based system, how that impacts your Therap set up	Got Relief? How to handle Therap access for your relief staff	Working with two systems...understanding the interface between Therap and CDSS	
11:25am - 12:20pm	10	Behavior Planning and Tracking: BER to track target behaviors and interventions, producing graphs and reports and Time Tracking: A visual data collection tool	Quality Control and Monitoring Usage	How not to be afraid in Therap. Georgetown DSNB	Tracking Appointments in Therap	Provider Administration, an overview of the account including the Report Library, how to create Sign Up Agreements, Setting up your agency Password Policy, and much more	Getting your data out of Therap: Running Reports and using Excel, Filters, Pivot Tables and more	Going over South Carolina's guidance on Password Policy, Provider Preference and setting up Sites and Programs	LUNCH 1
12:35pm - 1:30pm	11	The Individual Home Page: Where Key Documents Converge	ISP programs and data. How to track goals in Therap	Using Therap in Staff Training	Health Plus	Technology discussion	Q & A with a Therap Trainer on Training your Staff how to use Therap...tips and tricks!	Provider accounts and Oversight accounts and how they connect. What is shared?	LUNCH 2
1:45pm - 2:40pm	12	Provider Administration, an overview of the account including the Report Library, how to create Sign Up Agreements, Setting up your agency Password Policy, and much more	Personal Finance: Keeping track of consumers' cash on hand/ accounts	Aligning Therap Into the Mission Values And Culture Of Your Organization	Quality Assurance and Monitoring Tools within Therap: Improving Oversight for your Agency	What are all those other things in my Provider Admin tab? How can I share policies/memos with everyone at my agency and know that they have read the notice (sign up agreements)	Managing your Programs and Sites in Therap	Access For Support Coordinators & Guardians: User Accounts, Roles and Establishing Transparency	LUNCH 3
2:55pm - 3:50pm	13	Health Tracking: Keeping track of day to day Medical Data, Appointments, Seizures, Vital Signs and producing the Health Care Report	Using ISP Data to track Challenging Behaviors	Getting the most out of your Therap documentation. Discussion on how your agencies are using Therap. Come prepared to share your achievements so far and learn from other agencies	Utilizing the Electronic Health Assessment in Therap (E-CHAT)	9 Steps to setting up your Therap account. South Carolina	Training Academy: How to create an online curriculum to train or retrain your staff	Discussion: Meaningful Use and Electronic Health Records	
4:05pm - 5:00pm	14	Libraries: ISP Templates, Global Library, Individual Care Plans	Agency Communication in Therap: T-Logs, SComm, Calendar, T-Task, and setting up your Notifications	Basic Excel Moves for Exported Therap Data: Filtering, Graphing, Pivoting and Macros	Care Plans in Therap	Reviewing where and how to get help when in Therap: Using the help and support, feedback, Training Academy and more!	Book 1:1 time with a Therap trainer	Discussion on Quality Assurance	