

Therap in South Carolina Newsletter

May 2015

Therap Release 2015.0 –

What it means for South Carolina Users

To meet our commitment to improve our product and meet the needs of our valued customers, we make updates to Therap on a periodic basis. This is the first update we have done since our contract started with DDSN.

Upon doing a release, we do send out release notes and user guides. You probably noticed links to these on a recent Therap Splash Page. In the future, when we establish User Groups in South Carolina, those release notes will be reviewed. System and Provider Administrators should read these release notes thoroughly and be able to relay changes to the staff of their agency that are affected by the changes. To learn more about Therap Release 2015.0, please visit:

support.therapservices.net/display/support/Release+Notes+for+2015.0#ReleaseNotesfor2015.0-TLogs

Here are some highlights of the new release for users in the Palmetto State

Individual Based Caseloads

The most significant change with Release 2015.0 is the change to Individual Based Caseloads. This is one of the most significant changes in Therap's history. Existing users likely understand the implications and enormity of this change. For new users, it isn't as easy to put into context. The change to individual caseloads allows staff to see information on people regardless of the program they are enrolled in without having to give permission. So, if your agency serves someone in more than one program, you will see information across programs. If you work in residential, you will see the day program T-Logs, Health Tracking, etc. and vice versa. It brings Therap to a new level of transparency and person-centeredness. Prior to this change, it was a lot of work for the Provider Administrator to give day program staff access to residential information or vice versa. Agencies have been clamoring for this change for quite some time. Caseloads that are program based will

automatically convert to individual based caseloads. Users will not be able to edit these caseloads but only view the list of individuals that are in that Program.

Body Mass Index (BMI)

Another new feature in this release, is the auto-calculation of BMI when height and weight are entered into the Individual Data Form and Health Tracking.

GER Resolution

A new module named GER Resolution has been added to Therap. It appears under the Individual tab in the Care section of the Dashboard. It is accessible to users who are assigned with the GER Resolution View or GER Resolution Edit roles in their super role. This new module will allow users to record ongoing and closed investigation reports on a GER. Users can add investigation details, recommendations, comments, etc. in this form. This document can be created only for GERs which are in Approved status.

Document Storage

Agency Wide Document Storage section has been added under the Agency tab on the Dashboard. Users can store non-individual documents in Document Storage option available under this section. Users will have access to Agency Wide Document Storage if they have Agency Documents role assigned to them. Users will be able to add several fields like: Type, Received, Date, Description, etc. in the Document Details page.

Updating, Deleting, and Deactivating Programs

You can now update and delete programs that were previously created. This is particularly useful for providers who created programs prior to the SCDDSN issued guidance on creating programs. If you have to go back and delete or update programs, you can now. Many of you had been asked to wait to do this until this release.

Update Program: Selecting a Program from the Program List page opens the Update/Delete Program page. This page is similar to the Create New Program page. Make relevant changes to the information previously entered on this page or enter new information in the empty fields. Click on the 'Update' button at the bottom of the page to save the updates.

Delete Program: Click on the 'Delete' button at the bottom of the page to delete the Program.

Deactivating a Program: Click on the Deactivate option by selecting the checkbox. Please select the date of deactivating the program from the date picker option. If you don't select the date of deactivating the program, then an error message will appear. After you have selected select the checkbox and the deactivation date of the program, please click on the 'update' button located at the bottom of the page.

You will receive the confirmation of updating of the program in the following page.

Individual Data Changes

As you know, the information in your Individual Data pages for the individuals you serve had ten fields populated through the interface between Therap and CDSS. You have been asked NOT to enter new people since they will be automatically put into your account through the interface.

What do you do if something that came through the interface is incorrect? Some examples may be a misspelling of a name or an incorrect entry in the "Goes By" field for someone's preferred nickname. You cannot make those changes in Therap. If you do, they will be overridden by the interface. To make those changes, you should contact the individual's service coordinator/case manager to make those changes in CDSS and they will automatically update in Therap through the interface which runs every twelve hours – twice per day.

This only pertains to the ten fields that came over from the interface: First Name, Last Name, Middle Name, Date of Birth, Social Security Number, Medicaid Number, Gender, Goes By. All other fields can be entered without complications from the interface.

Therap Regional Conference in Columbia, South Carolina



First day of the Therap Regional Conference in Columbia, South Carolina

Nearly 500 people attended the Therap Regional Conference in Columbia on May 12 & 13 held at the Double Tree Inn by Hilton. Agencies large and small brought multiple staff to

enjoy two days of learning about and discussing all things Therap in South Carolina.

Thirteen members of Therap's staff taught nearly 70 sessions in conjunction with Certified Trainer Kristy Dominy of Georgia and staff from Babcock Center, Charles Lea Center, Georgetown DSN Board, and Thad E. Saleeby Development Center/Pee Dee Regional Center.

Highlights of the Conference included:

- Day 1 Plenary session with discussion on Individual Caseloads and opening remarks by Dr. Beverly Buscemi, SCDDSN Director
- Day 2 Plenary session Q & A Session with Therap & SCDDSN Implementation Teams
- Discussions on topics such as Quality Assurance, Access to Families, and the CDSS Interface
- Sessions by existing Therap users in South Carolina

The two days of training and learning were fast and furious as new users in South Carolina soaked up 14 hours of knowledge about the usage of Therap and the tremendous capability of the electronic database tool for documentation and improving communication.

Mark your calendars as the conference will return to the Double Tree on May 11 & 12, 2016. It is going to be great to get back together and mark our progress in one year!

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.

Sazzad Rafique

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Since Sazzad joined Therap's development team in 2004, he has been involved in system design, project management and software development. His expertise includes JEE based web application development. Sazzad has led teams in the

development of multiple projects using web application frameworks.

As a leading practitioner of the Rapid Application Development methodology, Sazzad is in constant contact with Therap's user base, spending a significant amount of his time on site at provider locations. Sazzad works closely with Justin Brockie in providing solutions including technical designs and deliverables to states, counties, local government agencies, large multi-state provider agencies and other providers that support individuals with developmental disabilities. He is an expert solution architect in the field of electronic documentation, and in the interpretation of regulations and processes. He has a proven track record of leading complex and critical business process re-engineering and system development projects.

Sazzad has been instrumental in implementing state wide implementation of Therap in North Dakota, Idaho, and Nebraska. As a member of the State Project Team, Sazzad has his hands on the pulse of statewide implementation strategy.

Sazzad is a Project Management Institute (PMI) certified Project Management Professional (PMP). Sazzad regularly attends international conferences including Healthcare Information and Management Systems Society (HIMSS), Health Level Seven International (HL7), and eHealth Initiative (eHI). He currently resides in Connecticut with his wife and daughter.

Project Implementation Team

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