

Therap in South Carolina Newsletter

April-May 2016

Agency Implementation Highlight

Community Options staff were trained on the use of Therap in late May of last year. Serving 103 individuals in their residential programs, Community Options has approximately 140 staff. Community Options is a national provider that serves individuals in several states, including South Carolina. They serve individuals in the Columbia, Greenville, and Charleston areas. Community Options is currently utilizing T-logs, S-Comms, ISP Programs & ISP Data, Health Tracking, IDF, Time Tracking and just began using General Event Reports (GER) for non-critical incidents. In March of 2016 they averaged an impressive 37 T-Logs per individual.

Residential Coordinator, Lindsey Daniel and Executive Director, Dorothy Goodwin have led the effort at implementing Therap for Community Options in South Carolina. Both feel that “staff has been dedicated and committed to implementation.” Ms. Goodwin feels that the success of Community Options implementation can be attributed to both upper and middle management, “Our Therap guru, Lindsey Daniel and Program Managers have been extremely patient and supportive – guiding employees through the process.”

That’s not to say, there haven’t been bumps along the road. As with many providers, the biggest hurdles were staff not retaining their passwords and quality of communication. “Staff were trained and re-trained”, states Ms. Daniel. Dorothy adds “We have been impressed with the increased level of communication. Some employees’ attitude toward the program initially was apprehensive. However, we have seen higher level of enthusiasm and some sense of accomplishment. Particularly with employees with limited computer skills.”

For Community Options, real time data and increased communication have been the largest benefits to using Therap at their agency. “Therap has helped improve communication. The S-Comms allow for timely communi-

cation, whether it is to one employee or company wide” states Ms. Goodwin.

Community Options also enjoys the reporting capability within Therap. Dorothy states “Program Managers love the fact that the system calculates information related to training objectives. The information allows for a smoother process with completing monthly and quarterly progress notes.”

As far as regrets on their implementation, Community Options has very few. They would make two changes. They would train earlier and would focus more strongly and sooner on the quality of data entry.

With this high level of engagement surrounding Therap usage, Community Options offers this to those who wish to mimic their success “There has to be buy in and support from the top down. Be patient, especially with staff with little computer and technical skills. Sell the great benefits Therap offers to improve service delivery.” The pair of administrators also believe that there is a strong need to establish deadlines for implementation that are realistic and stick to them.

Therap implementation has been a very positive change for Community Options. Increased communication, greater transparency, and real time data have all come together to improve the services to those they support in their residential programs.

Case Management Pilot Update

In March of this year, Therap developed a new type of account, “Case Management”. From this account, providers who serve individuals through case management have access to view certain information from day and residential provider accounts for the individuals they support. This access includes read-only privileges for T-Logs, Health track-

ing, Individual Data, Individual Home Page and ISP Programs/ISP Data for the time being.

Later that month, three South Carolina Case Management Providers began piloting this process: Charles Lea Center, Newberry DSN Board and Arc of South Carolina. Each was chosen due to their unique attributes and the varied feedback they could give about their pilot participation. Charles Lea began using Therap in February of 2012.

Newberry DSNB has a full year of usage under their belt. Arc of South Carolina is unique as a QPL Case Management agency. Prior to the pilot, Arc of SC had only a cursory knowledge of Therap and had not been using it. Arc of South Carolina provides case management services to approximately 500 individuals across the great state of South Carolina. This article focuses on the experiences of

the Arc of SC as not having used Therap prior to the pilot.

Carly Fieldhouse is a Case Management Supervisor at ARC of SC and was the first case manager trained in South Carolina on using Therap as a case manager. When discussing the landmark accessibility she now has on the individuals she supports, Carly states “Therap has helped us better serve our clients because we can actually monitor their day and residential services. It helps us to have immediate access to their plans and goals and we can see how they are making progress or regressing.” Carly has found using Therap CM adds a critical facet to her work. “We can be more person centered because we actually know what is going on in their day to day lives from a service stand point. We can talk with our clients about the goals that they have and ask how they feel about them and how they see themselves progressing”, states Carly.

By accessing information from the day and residential providers, Carly feels that this strengthens the relationship she has with those providers and leads to better outcomes. Carly states “We have been able to better discuss plan goals with providers and work with them on how to better assist the client in reaching their goals.” This is a huge help in “closing the communication gap between the two service entities.” Carly notes, “The use of Therap has been able to assist us in communicating with providers. We don't have to call providers and track down the staff who is working with our clients, we can look on Therap and see who their staff is and then reach out to them. It helps to be able to let provider staff know that we are reading their T-Logs and we can communicate with them through Therap. We also know who to contact when scheduling meetings and have been able to make sure that a staff person is able to be a part of the meetings so we can hear directly from them about how our client is doing. This will only continue to improve when Therap is implemented for Case Managers.”

For the Arc of South Carolina there are some distinct advantages to having access to this level of detail and information about those they support. Carly elaborates, “I think a huge advantage to Therap is being able to take an even more person-centered approach to case management. We have been able to better our relationship with our

Module Implementation Dates

DDSN has issued dates for the required use of certain modules by South Carolina providers. Please ensure that you are using these modules by the date listed. If you need additional assistance in ensuring implementation, please contact Jeff Covington or Leah Sewell.

Guidance on implementation can be found at:

<https://www.therapservices.net/southcarolina/>

Therap Module	Required Implementation Date
Admin	07/01/16
Sign-Up Agreement	07/01/16
Provider Preferences	07/01/16
SComms	07/01/16
IDF	07/01/16
T-Logs	07/01/16
Health Tracking	09/01/16
ISP Programs & Data	09/02/16
All Case Management providers on-boarding complete	07/01/16

clients because we can see how they are doing in their day to day lives. We can truly monitor their services and see the progress they are making. We have also been able to assist the client and the provider in creating goals. Another advantage is being able to better communicate with providers and really help facilitate a better relationship between the client/family and the provider. We can better advocate on behalf of the client/family and also the provider.”

When asked about some of the discrepancies in usage by providers, Carly is cautious, “It makes it more challenging for us when a provider does not use Therap as much as others or does not keep the information updated. When we need to get information about a client, we have to track down the staff, request the information and then rely on them to get it back to us. However, when the information is in Therap and is up to date we have access to it immediately. We are able to work more efficiently and effectively.”

The move towards conflict free case management has taken a monumental lead in South Carolina with the design of this new case management type account. As the pilot project demonstrates, this is a very positive change in the lives of case managers, providers, and most of all, for they people they support.

What a Difference a Year Makes!

As we gather in Columbia for the second annual South Carolina State Conference, it is an excellent time to reflect on the changes - massive changes - we’ve seen with Therap usage compared to this time last year.

Here’s a look at some of the improvement between March of 2015 and March of 2016:

	2015	2016	Growth
T-Logs	65,502	173,306	63%
Users	8,582	12,162	30%
S-Comms	3,125	10,485	70%
Time Tracking	406	18,815	800%
Appointments	4,269	8,971	53%
ISP Data	95,835	146,405	35%
Total	179,734	372,160	207%

This is a tremendous amount of growth in one year. Activity has more than doubled overall.

Providers in South Carolina should be extremely proud of the tremendous progress they have made on short year. Keep up the good work! I can’t wait to do this again in 2017!

Adding Individuals to Your Therap Account – A Big No-No

There is a continual interface between CDSS and Therap that links individuals to provider accounts when they are active at that provider in CDSS. Therefore, providers have no need to add individuals to their accounts manually. It causes a duplicate individual in your account when the interface happens and can cause a host of headaches for you and DDSN.

If you feel that an individual should be in your account and is not – your first step should be to look at their status in CDSS. If this is inaccurate, take the necessary steps to get it changed. If it is up-to-date and the person does not appear, contact the DDSN IT Helpdesk at:

Helpdesk@ddsn.sc.gov

If you have an emergency admission, there is a protocol to follow. That protocol is located here:

<https://www.therapservices.net/resources/southcarolina/IntakeNewIndividual-SCQuickGuide.pdf>

Therap MAR Comes to South Carolina

In March of 2016, over 12 million medications were passed using the Medication Administration Record (MAR) module in Therap. Shortly, providers in South Carolina will be adding to that astronomical number by dispensing medications through Therap.

In late April, the long awaited QS1 Interface will be in place between Therap and pharmacies who use the QS1 Interface. If you’re not sure if your pharmacy uses the QS1 Interface, just ask them!

Through the interface, medications prescribed to each

individual will be transferred on to Therap by the pharmacy. Nurses will configure the MAR each month and staff will use Therap to document the passing of each medication.

Training will have two distinct phases for MAR. We will train nurses and then we will train supervisors and staff.

Look for information soon from Jeff Covington, Leah Sewell, or Deb Brito for this training. Training will be done through on-site, Training Academy, and pre-recorded videos.

Therap Wants YOU!!

Therap is looking for South Carolinians to become Certified Trainers.

Love using Therap? Do you enjoy teaching others how to use Therap and reap the benefits of real time data? If you answered yes to both, the Certified Trainer program may be a good fit for you.

Certified Trainers provide invaluable support to Therap and Therap users across the country. Therap's Certified Trainer program gives Therap users the opportunity to become certified as trainers of the system, having completed courses and requirements including, but not limited to, participating in regional conferences and hosting webinars. Certified Trainers present at many Therap conferences and participate in a national community of professionals with a common shared experience using Therap. The networking opportunities include participating in webinars, discussions, and direct feedback with the Therap team. Certified Trainers maintain credentials through yearly re-certification process.

Certified Trainers are eligible for:

- Discounted/ Compensated conference registrations
- Annual reception at the Therap National Conference
- Opportunities to host regional user groups
- Contribute posts to the Certified Trainer blog

If you'd like to learn more about the Certified Trainer program, please visit:

<http://www.therapservices.net/support/current-users/certified-trainers/>

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.



Fayonne Johnson

fayonne.johnson@therapservices.net

- Started Therap 2013
- Started field 2010
- BA Sociology 2009
- Practical Nursing 2005

Fayonne will be one of the presenters at the South Carolina Conference May 3-5, 2016. Ms. Johnson comes from a Nursing background with extensive experience in caring for and documenting needs of children and adults with emotional and mental disorders, including Dementia and Alzheimer's, in a clinical setting. She has also held supervisory roles in an agency catering to individuals with Alzheimer's, where she provided case management services including annual budget management, payroll services, staffing, staff training, hiring and retention, in addition to the oversight of daily practice operations. At Therap, Fayonne provides on-site training and consultation to providers, families, self-advocates, and other users of Therap and has presented on numerous Therap conferences and webinars for Therap users.

Project Implementation Team

South Carolina DDSN

David Foshee

Donna Lloyd

Susan Cooke

Don Penney

Therap Services

Deborah Brito

Justin Brockie

Jeff Covington

Barry Pollack

Sazzad Rafique

Leah Sewell