

# Therap in South Carolina Newsletter

## February 2016

### Therap Implementation Highlight: Newberry County DSN Board

**Periodically, Therap will highlight the implementation efforts of a South Carolina Provider**

“Work Smarter, Not Harder” has been the motto of the Therap Implementation team at Newberry DSN Board. They began using the required modules: T-Logs, S-Comms, Health Tracking in March of 2015 and have now begun using the General Event Reports (GER) Module for internal incident reports, Time Tracking for overnight accountability, and the Training Management System (TMS) to track and report staff training requirements.

Executive Director Bob Jones really enjoys the enhanced communication that Therap offers Newberry DSN Board. Newberry is a geographically disperse board and the concept of being able to remotely communicate with those on the outer fringes of the catchment area in real time is something Mr. Jones values about the system. Another benefit Bob likes is the removal of waste and redundancy of using paper for documentation. As an Executive Director, Bob also appreciates the reporting capability Therap offers to Newberry.

Director of Quality Enhancement Cindy Farr really enjoys the ease of communication that the Training Management System (TMS) offers to her in her role. They found that there were communication gaps in their old system, she also likes that TMS is easily accessible to staff that adds a new layer of accountability their previous system did not.

Director of Family Supports Annette Bledsoe firmly believes that the key to their successful implementation has been the positive engagement and buy-in from senior management members. There will always be resistance to change, so the proper amount of leverage and sponsorship from leadership is key. Bob Jones adds that “the pockets of resistance are going away as we implement more and more modules.

Newberry is participating in the case management pilot program along with the ARC of South Carolina, and the Charles Lea Center. This enhancement will allow case managers to see data from other providers across accounts in real time.

Newberry’s advice to other providers is to stay positive with the implementation plan and move forward in a thoughtful and systematic way to garner staff support and buy-in.

### Sign-Up Agreement

During the Provider Administration Training we showed System Administrators how to create Sign-Up Agreements in their account. Here is a reminder if you need it:

<http://support.therapservices.net/documentation/provider-administration/policy-acknowledgement-feature-for-electronic-signatures/setting-up-the-policy-acknowledgement-feature-for-electronic-signatures/>

South Carolina DDSN is requiring providers to use a specific “Every Login” Sign-up agreement. The text for that Sign-up Agreement can be found here:

<http://www.therapservices.net/resources/southcarolina/-Sign-Up-Agreement.pdf>

Please ensure that you are using this Sign-up Agreement in your Therap account. If you need assistance please contact Jeff Covington, Leah Sewell, or Deb Brito.

### Got Data?

For the initial roll out for both residential/day and now case management implementation, ten data fields from CDSS came over to Therap through an interface to the IDF: first name, last name, middle name, suffix, date of birth, SSN, ID type and number, Medicaid number, and gender.

In the Spring, the interface between CDSS and Therap will

be enhanced to populate more demographic data points on the Individual Data Form (IDF).

This will include individual and family contact information such as residential address, mailing address, and phone numbers for primary contacts, and emergency contacts.

Other information will include: Medicare Number, Marital Status, Ethnicity, Race, Oral Language, and Interpreter Needed.

If you are someone at your agency who updates data in CDSS, this would be a great time to go into CDSS and make sure this information is accurate and up-to-date. More information will be forthcoming about this data interface as it comes to fruition.

## South Carolina Regional Conference

Guess which Therap conference was the biggest in 2015? If you said our South Carolina Regional Conference, you would be correct! We are hoping to match that feat May 3-5, 2016 at the same location – The Double Tree by Hilton located at 2100 Bush River Road in Columbia.

This year’s conference has been extended to three days to accommodate a full day on day one for case managers only. Days 2 and 3 will highlight Therap usage for day and residential providers. There will be two distinct registrations – one for day one and the other for days two and three.

SCDDSN is generously funding all slots for each day of the conference. To bring fairness to the registration process – each provider may register up to four attendees each for Day 1 and Days 2 & 3 prior to March 18, 2016. Between March 18 and April 8, each provider may register up to an additional four attendees for each of the two sessions. After April 8, providers may register as many as they would like until all slots are filled.

The Case Management day will be structured differently from days two and three. Case management attendees will be broken into five groups and will rotate as a group through a series of four sessions designed to introduce them to the South Carolina case management functionality:

- Administration of your Therap account

- Case Notes and other Case Management documentation in Therap
- Quality Assurance and how that relates
- Reporting and finding data in Therap

Days 2 & 3 will follow a more traditional format and include seven distinct tracks for attendees to choose sessions from: Modules, User Presentations, Executive, Nursing & Health, Provider Administration, Managerial and Discussion.

SCDDSN Director, Dr. Beverly Buscemi will give a keynote address both days 1 & 2. There will be updates on the project plan as well as ample opportunities for one on one training/discussion with Therap staff as well as question and answer sessions.

Whether you attended Therap's National Conference, attended the SC Regional Conference in 2015, or if this is your first time attending a Therap Conference – there will be something for you to learn at this great event!

To learn more, view the draft schedule, and/or to register, please visit:

<http://www.therapservices.net/conferences/regional-conference-in-columbia-south-carolina-2/>

### Project Implementation Team

#### South Carolina DDSN

David Foshee

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Susan Cooke

Don Penney

#### Therap Services

Deborah Brito

Justin Brockie

Jeff Covington

Barry Pollack

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Leah Sewell

## 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 a yearly re-certification process.

Certified Trainers are eligible for:

- Discounted/Compensated conference registrations
- Certified Trainer 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.



Maureen has worked with Therap Services since 2007. Maureen has worked in the Human Services field since 1997, providing comprehensive direct services to individuals with developmental disabilities and mental health dual diagnosis. Prior to joining Therap, Maureen had worked for six years at Prime Care Inc. as a Residential Director, supervising a 24-hour Residential Program for individuals with developmental disabilities.

Maureen has extensive experience in training end user personnel from all disciplines at the state and agency level. In her role as Director of Customer Support, Maureen oversees the Training and Implementation team, oversees all aspects of the customer support department including interviewing and training all newly hired support employees. Maureen coordinates and assists in the implementation of Therap Services for states as well as several large multi-state providers. She has developed and maintained effective verbal and written communications and relationships with customers to ensure a successful overall customer experience. Maureen sets goals, establishes priorities and ensures that the customer service team is focused on meeting the needs of the customer.

Maureen obtained a Bachelor of Fine Arts degree from the University of Connecticut in Storrs, CT in 1994.



### Therap Training Academy Self Paced, On Demand Training Courses

The Therap Training Academy offers courses for a variety of users: nurses, direct support professionals, management, auditors, family and more.