Implementation Process Overview

This overview assumes that internet connectivity and deployment of internet capable devices across an agency’s service delivery footprint for staff data entry is being addressed or will be complete prior to a selected “Go Live” date.

Our typical recommendation is for new users to begin using 3 to 5 basic modules such as T-Logs (Communication Notes), GERs (Incident Reporting), Health Tracking, Secure Communications (internal messaging), and ISP Data (goal tracking/service logs). The following is a step-by-step overview of the implementation process.

Step 1: Choose your Provider Administrators

Choose the people within your organization who will steer the implementation of Therap. These will be the people who run the system, who coordinate the training, make implementation decisions, and revise/develop policies around electronic documentation. They are good project managers, who learn the system inside and out, and are the main liaison between the agency and Therap. They should have a good working knowledge of the services/supports the agency provides including the documentation requirements.

They will be responsible for basic data entry and maintenance of the system such as user access, passwords, and troubleshooting. A typical IT person may be brilliant with hardware and software, but may have minimal knowledge of how, for example, a group home runs. They may also have no experience in training staff, which most human services supervisory figures typically do. Selecting the correct Provider Administrators is key in a successful Therap implementation.

Step 2: Schedule Provider Administrative Training

Provider Administrators will go through training and the initial set-up of the system with a Therap Training Specialist. These sessions involve guided data entry, such as creating Sites and Programs and entering Individuals and Users, with homework to complete before the next session.

There will be three Provider Administrator training sessions occurring 1-2 weeks apart. All account setup must be completed before training staff.

Step 3: Choose which Therap Applications your agency wishes to start with

Some of these applications include:

- T-Logs (Communication Logs)
- General Event Reports (Incident Reports)
- ISP Data/ISP Programs (Goal Tracking, Service Logs)
- Health Tracking (Appointments, Seizure Reports, Vital Signs)
- Medication Administration Record/MAR
- Secure Communications (Internal Messaging)
- Employment History (Milestones, Career Plans, Job Bank)
- Case Notes (Clinical, Case Management, Nursing Notes)
- Training Management (Track training certifications, session sign-up)
- Scheduling/Electronic Visit Verification (EVV)

We recommend beginning implementation with 3 to 5 applications. After you go live with the initial implementation, you can introduce new modules in later phases. Your Implementation Specialist will consult with you on the applications to include in your implementation plan.
Step 4: Select a “Go Live” Date

Once you decide on an implementation plan which works best for you, select a date when the agency will begin documenting in the system. From the target “Go Live” date, you can determine target dates to complete preparation milestones (e.g. account setup, provider preference selections, Individual Data Form entry, user entry, sites/programs, caseload assignments, staff training, policy and procedure development.)

Step 5: Develop Policies and Procedures

We encourage you to think about policies and procedures prior to training staff. Please refer to the sample files shared by Therap. Review existing policies to revise any references to previous documentation processes.

Consider developing guidelines around the use of each module such as how often to document, what the expectations are, and what current processes are being replaced by Therap. Establish expectations around what data staff need to review and/or acknowledge as well as what they need to enter.

Step 6: Train Your Staff

Before completing Therap training, evaluate your staff’s computer skills and consider completing computer basics training prior to Therap training if needed.

Providers take a variety of approaches when training staff on the system. Some opt for a hands-on approach where staff attend live trainings and complete data entry in Test Mode. Others choose to use online resources, such as the Therap Training Academy or in-house videos developed by the agency. This may also include the completion of Training Academy quizzes and/or completing practice documentation in Test Mode. We recommend rolling out training to your entire agency no more than two weeks prior to your “Go Live” date.

Therap provides a variety of online training materials, instructional videos, user guides and recorded instructional webinars available at our Help & Support site. Agencies can also take advantage of the Therap Training Academy. Agencies can create training accounts, add trainees and invite them to take courses, monitor progress and verify competency.

Step 7: Start

The most exciting piece of the process is when the Therap “Go Live” date arrives. Communicate with staff what documentation is being completed in Therap and what is being replaced. We do not recommend double-documentation, as this may result in incomplete documentation.

Typically, on the Go Live date employees are instructed that moving forward the applicable documentation will be housed in Therap. Be sure to remove any paper forms that are no longer being used and/or deactivate access in electronic systems that are being replaced with Therap.

As the transition begins, you may consider having weekly meetings with your management staff to ensure that questions or concerns are addressed. It is vitally important to stay in touch with employees and address any relative concerns, whether it is resistant or lackadaisical staff members or difficulty in using the system.

It is also recommended that your PA’s maintain monthly status calls with Therap for the first six months through the initial and subsequent phases of implementation.