

Why Therap's Software as a Service (SaaS) is the right solution for your organization.

Organizations that support people with disabilities are operating in a stable environment. The 1983 Section 1915(c) of the Social Security Act established the first Home and Community Based Services Waiver as a voluntary alternative to institutionalization. Consistent with that section:

- Eligibility is based on an individual having an institutional, nursing home, or hospital level of Eligibility that is reviewed annually.
- Service plans provide medical assistance consistent with written plans of care for case management services, homemaker/home health aide and personal care services, adult day health services, habilitation services, and respite care
- Service Plans are reviewed and revised as necessary and at least annually.
- Habilitation services are services designed to assist individuals in acquiring, retaining, and improving the self-help, socialization, and adaptive skills necessary to reside successfully in home and community-based settings including prevocational, educational, and supported employment services as long as those services do not supplant other publicly available services.

While every state has some flexibility in the specific way an HCBS Waiver is structured, the basic requirements have remained the same since 1983. When Therap began to develop its documentation system in the early 2000's, there were numerous paper-based systems, basic spreadsheet programs, and custom database systems that effectively captured the correct data. It was in this environment that Therap made the decision to design a database to meet the core requirements of an ID/DD system that was accelerating its transition to HCBS Waiver programs. Therap's database, like the five-ring binder paper systems of the past, focused on a single individual for data entry and data review. That approach maintained the intuitive structure that caregivers were already using.

Therap made an important contribution to the I/DD system by using state of the industry technology to capture data as close to the point and time of service delivery as possible. That same technology makes data available for oversight, administrative oversight, business office services, and quality assurance in near real-time while providing a safe, reliable, easy to use, secure environment to store the data. Use of the SaaS approach enabled Therap to provide a solution using state of the industry technology to provider organizations without burdening them with the cost of buying new equipment or retraining staff on a regular basis.

In the early 2000's SaaS was a long game strategy. Therap was asking provider organizations to change the terminology they were familiar with and to utilize a flexible COTS core system operating on a SaaS platform as a less costly and more efficient system. Therap's SaaS approach was novel in the early 2000's. For an annual per individual supported fee, provider organizations had the use of a state of the industry system, training, support, and unlimited storage. While most commercial packages charged license fees per user, Therap encouraged provider organizations to give access to as many users as necessary to document and review services.

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Therap's team members had and continue to have experience and expertise working in organizations that provided services and supports for individuals with I/DD and other disabilities. They built and operated a SaaS and COTS system with intuitive features. The training was included in the subscription price. In addition, by changing terms used by different organizations such as observation notes, daily logs, observation logs, shift notes, and so on to T-Logs any one of Therap's staff responding to support calls could easily answer questions. Therap's SaaS approach provided the same state of the industry solution to any size provider at the same per person per year subscription rate.

Now, the Therap system has thousands of user organizations. Therap's SaaS approach provides the capability to maintain state of the industry security and to rapidly respond to changes in security standards and regulations as well as threats from incursions.

SaaS is the best choice for HBCS compliant electronic record keeping systems.

- A SaaS system can always be state of the industry system
- Therap can provide a robust array of training and support
- The system has areas for storage capacity throughout the system
- While most commercial packages charged license fees per user, Therap encouraged provider organizations to give access to as many users as necessary to document and review services.
- Standardized terminology facilitates communication among users and with Therap
- Security enhances are implemented regularly
- The software is updated to stay current with regulatory changes

Therap's SaaS platform pools the resources of thousands of organizations supporting hundreds of thousands of individuals so that the evolution of Therap, for the user, has remained constant in terms of ease of use but the platform and modules are constantly updated to reflect HCBS standards and current best practices in the field.

Talking to Therap's system engineers would tell a very different story. The main interface was recently updated to provide greater flexibility to accommodate all of the different interfaces, such as desktop and laptop computers, tablets, and smartphones. The underlying structure for data storage, security, data storage, back ups, data centers with higher security standards has been rebuilt numerous times since 2003 to improve efficiency, security, the ability to accommodate more users without sacrificing response time and so on. A SaaS interface means that despite the many changes just described a Therap user can run a report on a General EventReport/Incident that was entered in 2003 with the same reports used on a General Event Report/Incident entered yesterday.

A final point of discussion about Theraps SaaS COTS system is that implementation does not have to be the long drawn out process of implementing a computer system, generally some form of custom system, that it was in the past. A few IDFs, Users, and security decisions can be made in a single day to have a functioning system. Add a few more days and the provider can be building and tracking service delivery,

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For a provider supporting, for example, fifty individuals, Therap assumes that some procedures for entering live data will be in place and being used in sixty to ninety days. The commitment of the organization to using Therap is the primary driver, because the system is fully functional and available to be set up for use by the provider the day the agreement to use Therap is signed.

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