"Service to others is the rent you pay for your room here on Earth"
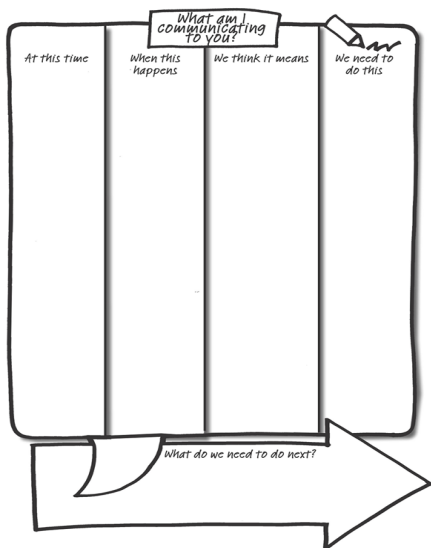
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Person Centered Thinking Tool
What am I Communicating to you?

Having the power to communicate and to be understood is central to people having a choice and control in their life. It is easy to assume that people who do not use words to speak have little to say. That of course is completely inaccurate. This tool, "What am I Communicating to you?" is a clear, powerful description of how the person communicates. This chart helps us understand what the person is trying to tell us when their speech is unclear, or they do not use words to communicate, so they communicate more clearly with their behavior or when what they say is not necessarily what they mean. The "What am I Commuicating to you?" chart should help any new person—staff or others—to get off to a good start with the person.

The chart is not just for people who do not use words to communicate, although they are certainly very powerful for these people. Many people who have been involved with services for a long time have learned to say what they think people want to hear rather than what they really mean. Also, sometimes people say one thing, but mean something completely different. Do you ever say, "I'm fine thanks", even though you're having a terrible day? When you do this other people in your life who know you well would pay attention to your non-verbal communication and understand that you are not okay.

Capturing how someone communicates and using this information also helps relieve the frustration felt by the person when they are not understood. It also makes it easier for new people in the person's life to get to know and understand them. When the person has only a handful of ways of communicating to others, this may need to be recorded multiple times, using the first column to clarify how different situations or different times of day may change the meanings of the person's actions. When people are struggling to understand how someone is communicating, referrals are often made to speech pathologists or clinical services. Staff can start to record what they know and act on it while they wait for the clinical specialist. This will ensure a wealth of information for the specialist to build on, and hopefully far less frustrating for the person early on. To get started, it is easiest to look at either what the person does, or what we think it means, filling in the second and third column first. Start with easy, clear communications like knowing when the person is angry or sad. How do they demonstrate this? What do you need to do to comfort or support them?

If people disagree about how or what the person is communication, you can try testing out different theories and use learning logs or the 4 + 1 Questions to record what you learn.

This tool helps: As a way to help us to focus on people's communication whether they use words to speak or not; to identify and clarify communication whenever what the person does communicate with their actions is different from what they say and it works by giving a snapshot of how someone communicates.

TIPS:

1.   Start with what the person does, or what you think the person is trying to tell you, and then fill in the other columns.
2.   Pay attention to recording detail as this could have a big role in whether people provide consistent responses to the person.
3.   You could also use photos or video to capture this information, especially if what the person does if difficult to describe in words.

Getting it started is relatively easy; keeping it alive is the challenge. This must be used and revisited on a regular basis.

Health Tracking— Appointments Module

The **Appointments** section in the **Health Tracking** module is the organizer for all health related appointments for our Service Recipients. This includes doctors, specialists, dentists, visits to the Hospital Emergency Room, Physical Therapy just to name a few. It is critical to enter in all health related visits and upload the completed Appointment Validation Forms as Users will be able to create reports, search for critical data and secure historical health data on the Individual. For pre-planned appointments, there is nothing to be afraid of, it is simple as pie. Contact information of physicians/specialists and hospitals are generated from an already pre-populated list; you can also specify the reason for the appointment which is especially critical if you are the one entering the information but not the staff taking the Service Recipient to the appointment (communication makes the world go around!) you can also record appointment results as well as include follow-up needed for future appointments! For Management, do not forget to go to Settings on your Dashboard -> Notification Profile -> Choose your Module (In this case Health Tracking) -> then choose appointments and get notified either by an email or an SComm (or both) when appointments are made! Users can also upload documents including Appointment Validation Forms or Emergency Room Discharge Instructions.

All Therap Users, with the exception of deleting, have full access to complete all task functions on the Appointment Module. Users can save or submit forms, update saved or submitted forms, view and generate different monthly reports.

How To Enter a New Appointment.

From your Dashboard, select the Health Tab. Under Health Tracking, click on the new link beside the Appointments option. This will open a new Appointment Form.

General Information: Enter the Service Recipients name and select the Program Name from the drop down menu.

Entered by: This will display your name by default

Reported by: If you are entering data on behalf of someone else, select their name from the drop down menu. If the name is not on the list, select Other and enter the name in the text box labeled "If Other".

Date: Enter the date the appointment is scheduled for.

Notification Level: The last field specifies a Notification Level for the information entered.

Section 2: Appointment Information

Appointment With: This is a required section and you must enter at least one field under this section.

Consultant: You must click on the Look Up button to enter the name of the physician or specialist. This will take you to the Medical Contact list.

Hospital: This field requires the name of the physician's affiliated hospital. You must click on the Look Up button to enter the name of the hospital.

Other: If the appointment is with someone other physician or a hospital, the User must specify the name of that entity in this field.

Appointment Type: This is a required field. You need to specify the appointment type in this field. You can simply click on the 'Look Up' button to select a type from the Specialty list or enter the information manually.

Location Type: Select the location of the appointment from the drop-down menu.

Address: The address of the place where the appointment is to be held.

Reason for Appointment: Choose the reason for the appointment from the drop-down menu.

Other: If you choose Other as reason for the appointment, describe it here—enter up to 3000 characters.

Appointment Results: You can add the appointment results in this field. Clicking on the Add link, choose a type of result & enter a description—Again type up to 3000 characters.

External Attachments: You may attach documents to this form. Once you are done, click on the **Save or Submit** button.

There are many other features to the Appointment Module: You can view your upcoming Appointments on the Dashboard without entering the Appointment Module. Or create new appointments from the Appointment Calendar – but they can only be created from the Week and Day view mode. You can also print out Consultation Forms that displays the Service Recipients Height/ Weight, Vital Signs, and all the details for the appointment! This form will include the Program Name, Appointment Date/Time, Consultant's Name, Appointment Type, Address and Reason for Appointment, this will also list all Current Medications for the Service Recipient detailing scheduled times for medications and name of prescribing physician. On the bottom of the form, is the Finding / Recommendations Section to be completed by the physician. A User could print out this document and take it to the appointment as it includes a section that indicates if a follow up appointment is needed, the signature of the consultant.

Again, this is just a small offering to all the features of the Appointment Module! How easy our lives would be if we all used the Appointment Module in Therap each and every time one of our Service Recipients visited the doctor! The reports are endless and obtaining data for Case Management, IHP's, Family Members, and other doctors would make your life so much simpler