



# THE QUALITY NEWS

“True life is lived when tiny changes occur”

Leo Tolstoy

## Person Centered Planning & Thinking The Hidden Outcome of One Page Profiles

The Learning Community for Person Centered Practices, offers all of us, an opportunity to participate, either actively or passively, in an on-going discussion of the happenings of PCP that are happening world wide. It is a way for you to learn or just share what others (and yourself) are experiencing in PCP. Anyone can join, simply use the link here to self-subscribe: <https://utlists.utexas.edu/sympa/subscribe/tlccpgeneral> I joined and to my delight, it is an on-going opportunity, both professionally and personally, to be a part of a network of caring individuals who are actively using PCP techniques and sharing their experiences with us all.

Last month, I read the most beautiful post under a heading called *The Hidden Outcome of One Page Profiles*. The post was written by a woman named Laura G. Buckner, M.Ed., LPC who is a skilled trainer and mentor of PCT Skills & Essential Lifestyle Planning at the Texas Center for Disabilities Studies at The University of Texas at Austin and more importantly she is a mom who has a child with special needs. This incredibly honest post moved me to tears as well as it made me smile! More importantly, it made me think— truly reflect, about my own relationships. I asked Laura if I could share her most thoughtful composition in our newsletter and she generously gave me permission. I know that once you read this, you too, will have the same reaction as I did. Here, with permission, is what Laura wrote regarding One Page Profiles:

**From:** Laura Gary Buckner  
*The Hidden Outcome of One Page Profiles*

*So...as we consider the ways One Page Profiles can be helpful and not just “garnish” or more meaningless paperwork...I have to share this perspective. I shared it with Michael Smull recently and he did what you know he always does...he said “you need to write that and share it.” So, here’s my perspective on the one-page profile...*

*Through the years I’ve been to lots of conferences and seminars and seen lots of ways to help others know my child. Many of them, while great ideas, were overwhelming to me. I was already an exhausted Mom and caregiver, and now you want me to do WHAT??? I rarely followed through. The One Page Profile provides families a way to introduce their loved one in a simple and straightforward way, without having to invest hours and hours of time they don’t have. The fact that they can attend a one-day training and walk out with a good start on a profile is bonus!*

**But there’s a bigger outcome of one page profiles that we can’t overlook and it’s an outcome you may never see.**

*My son David is now 24 years old, and he is one of the Loves of My Life. But I have to be honest and say that I didn’t always feel that way. David was diagnosed at the age of 3 months with a rare disease I’d never heard of. We were given a very grim prognosis which included intractable seizures, intellectual disability, gross and fine motor delay...scary stuff for a brand-new, first-time Mom.*

*What the grim prognoses never mentioned were the behavioral and psychological issues that typically go hand-in-hand with the disease. I’ll spare you the awful details, but just know that life as I knew it changed. There is much I hate about this disease, but the behavior and psychological stuff was SO INCREDIBLY DIFFICULT - I hate it the most. Somehow, in those early years, I lost sight of my son in light of the hatred I felt for his disease and what it was taking from him, from me, from our family.*

*When David was about 5 years old, I met a now-dear friend named Kathie Snow ([disabilityisnatural.com](mailto:disabilityisnatural.com)). Kathie asked me about my son, and like so many other parents like me, I flew into my detailed description of everything that was wrong with David, using the best medical, educational, and therapeutic jargon I could muster. You know...it was all about his “functioning levels”, and his “behaviors”, and his medical issues and therapeutic programs. Kathie stopped me mid-sentence and gently challenged me by asking “Yes, but tell me about your son. Tell me about David. Who is he? What does he love? What is he good at? What’s your favorite thing about him?”*

*I was speechless. Really. I mean speechless. I couldn’t answer her. Kathie then challenged me to go home and begin re-defining who David was in my own mind. I remember it so clearly...sitting at the keyboard with my hands poised to start typing and not knowing where to start. I’m ashamed to admit it. I honestly could not think of a positive thing to say. It was a watershed moment for me; one that forever changed me. I finally managed to type these words:*

**David loves to laugh. He can tell you everything you ever wanted to know about trains...and bulldozers and backhoes...and angels. He gives the best hugs in the world. He loves life and the outdoors. He’s a terrific big brother.**

*So...Perhaps the most important outcome of a One Page Profile has nothing to do with introducing the loved one or helping that person get the supports they need. Perhaps The Most Important Outcome of a one page profile happens inside the person s) writing it. Writing a one page profile gives parents, family members the opportunity to consider their loved one in a whole new light. The light of “like and admire.” The light of “Important To” and “Best Supports”. And THAT - to me - is a pretty powerful outcome, whether anyone ever reads the One Page Profile or not. Laura G. Buckner, M.Ed., LPC*

Thank you for sharing Laura!

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### Management Reports

If you have never explored the Management Summary module on Therap, I think you are in for a pleasant surprise. Therap provides you with a huge variety of reporting features that will easily generate a useful information that can be exported to either Excel or Adobe for further analysis of the information. OK, admit it—You are just as wild for reports and data as I am! What good is entering all this data if you cannot play with it!? What is better than clicking some options and grabbing data in a couple of clicks? We love to pull the data (and so do our inspectors, our licensing auditors, Case Management and CARF...) and what is better than knowing HOW to pull that data (and look cool while doing it?! Oh? You want that report? SURE...click, click, click...Here you go! :) You do not need the Gang From Quality to run your reports—You can do this all by yourself!

On your Dashboard, left hand side, you will see **Agency -> Management Reports**. Under this heading, you will see four report options including: Event Summaries; Staff Reports; Demographic Reports and the Report Library. **Event Summaries** consists of event records and other reports within a certain period of time, arranged either daily, weekly, monthly or annually. The **Staff Report** option will display information on staff who are using Therap. You can view information such as access rights, title and status of your staff. There is also **Demographic Reports** and also the **Report Library**.

Therap provided this “TOP 10” report list. These reports are either useful for measuring benchmarks or to comply with a request from an auditor/Case Management/licensing

**DEMOGRAPHIC REPORTS**—Excellent for writing grants, audits and census. Quick glance to check if your IDF data is accurate in the system

**EVENT REPORT (GER)** - Reports on GER’s can be pulled to include any information you request (date; type; program; UIR Code; details) Among many uses, this provides Quality Management & Safety Committees with tracking trends across programs

**ISP DATA SEARCH**—Allows you to review program info and create an excel report (we will use this ALL the time once we begin to Fee For Service billing). Waiver contract professionals can create invoices and Quality can review easily!

**DUE MEDICATIONS**— Employee and Nurse’ BFF! Where you can quickly access a list of all medications that need to be administered on a particular day!

**BIRTHDAY LIST BY PROGRAM**—I know that there are many programs that list the upcoming birthdays for the month—and this report makes that simple and easy—1,2,3—without ever making an error and leaving someone out!

**SHARED CONTACT LIST**—Our virtual directory!  
**INDIVIDUALS SHARED CONTACT REPORT**— A smart way to prepare for audits where professional’s credentials need to be verified

**T-LOG READ STATUS REPORT**—Excellent for Management to ensure accountability

**PASSWORD CHANGE & PASSWORD EXPIRATION**—We will soon be setting up password expirations in our system. Once in place, this report can inform Managers what users are not/have not been active in the system. If a user is not keeping their status active, then we will know if they are current on all Therap information. Accountability and Quality Assurance!

**USER ACCESS REPORTS**—This report allows you to see users and their access on different programs. Great guide for preparing for an audit and to ensure quality. Answers the question—for each user to ensure they have the appropriate access privileges.

I know that I sound like a broken record at times regarding Therap, but the statement is true, Therap helps us! Do not be intimidated by ‘modules’...Jump right in there, explore and test each one of them! I learn something new every time I use Therap—Let Therap work for you!

If you have a Therap tip email us @:  
[lisa@thearcosomerset.org](mailto:lisa@thearcosomerset.org)

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