

## THE QUALITY NEWS

"To avoid criticism say nothing, do nothing, be nothing"

Aristotle

### Person Centered Planning & Thinking Tips for using the PCT Tool—Working/Not Working

One of the most powerful and effective PCT Tools that we have reviewed previously is What's Working / Not Working. We learned that this is a simple useful tool for analyzing what is happening in someone's life, whether what is important to them is present in their life and whether they are being supported in the way that makes sense to them.

Here are Four Creative Tips For Using Working / Not Working from Family Footing:

#### 1. **Be time aware:**

Focus on what is actually happening at this very moment in time - what is working and making sense for the Individual at this very moment and what is not working and not making sense at this very moment. The more frequently that the everyone reviews what's working and not working, the less likely it is that things will deteriorate. When there are stages in life that are particularly problematic, do it more regularly so that things can be addressed that are not working quicker. If everything is running smoothly, it is still worth looking at what is working and what is not so that any concerns can be quickly addressed.

#### 2. **Include all perspectives:**

It is safe to say that everyone has different opinions but it is important to be open to what other people have to say. Being able to include and appreciate all perspectives actually generates more conversations.

#### 3. **Look for solutions:**

Keep the focus on finding solutions to things that are not working. The solutions may not be obvious at first so it is important that the team tries out different things. Seek to find a solution that is acceptable to all. Where there are a lot of things that are not working, first prioritize the ones that you want to address first while keeping an eye on the bigger picture, try to focus on the priority areas, these may help to resolve some of the other things that are not working. Take everything one step at a time in order not to be overwhelmed. Everyone should be honest about how they feel.

#### 4. **Agree on Actions:**

Make an action plan to address the things that are not working. Keep it specific and clear. Make sure that if team members have action steps that there are deadlines. Using expressions like "as soon as possible" does not encourage accountability.

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**Therap  
Tips!**

#### Finding Data for Surveyors, Inspectors, Case Managers & Family Members

Critical data is entered into Therap every hour of every day. So how do you find information when there is a request? Remember that each module has its own search engine and keep your searches simple by using short search date ranges. The most important thing to keep in mind is that all searches are the same - whether you are looking for a T-Log, GER, Health Tracking specifics or ISP Data.

Another key point to know is that SEARCH allows you to view data for one specific individual OR view data for all individuals in your caseload. REPORT allows you to create a report on one specific person's data.

Once you search for data, the results will be able to be viewed immediately. A chart will pop up that can be organized easily by simply clicking any of the headers or column titles to organize the information. The first column of each data collection will be the Therap Form ID# and will be highlighted in blue. These are live links that can be viewed by clicking on the link.

The data can then be easily extracted into Excel. With all searches, there will be two options for downloading the search data into Excel. The first is "Export to Excel" which is simply what you see on the computer screen is what you will download. The other option is "Export to Detailed Excel". This option will include all information and details entered by staff members. Reports also offer the option of the data being displayed in graph or table format.

Always remember that nothing is ever deleted in Therap. Once entered - it remains. Searches can be performed for all data entered. Critically important is that staff are consistent with their data entry. For example, Blood Glucose testing should always be entered under Health Tracking. Staff can also enter this data in a T-Log, especially if they want to "click to share" with other programs; but entering data consistently in the right place not only makes for easier searches but clear integrity of data.

Be patient when searching for data. Think about what you are trying to extract and simplify. If you ever need assistance with your search, do not hesitate to click on the Live Help option. Therap Specialists are there to assist you 24/7. The Live Help will share your screen or direct you how to capture the data.

Do you have a Therap tip or question? We want to hear from you! Email your tips or questions to: [lia@thearcosomerset.org](mailto:lia@thearcosomerset.org)

We are currently using:  
Version: 2013.1.8 20130526-1313 on app01-fx

