

THE QUALITY NEWS

No one can whistle a symphony. It takes a whole orchestra to play it.

- H. E. Luccock

Person Centered Planning & Thinking

Two years have completely flown by! What is that Latin saying...Tempus fugit? So very true! Yet, during the past two years, Person Centered Planning & Thinking has truly become part of our everyday lives here at The Arc of Somerset County. Annually, it's always fun to pause for a moment and reflect on the progress we have made in our journey. Of course, this is just a small synopsis into what's happening with PCT at our agency.

Agency Wide: Orientation of new coaches with many lively discussions and on-boarding. Veteran coaches and new have begun to do evening times in programs to discuss PCT in general and to complete One Page Profile for specific residents. This model of on-shift work alongside classroom learning is the first step in our agency wide rollout. In September 2012, Manager Movie Nights will resume with topics pulled from the new coaches' orientation. On a larger scale the agency annual meeting and report completed its transformation to a publication, an event led by success stories and consumer/staff perspectives on major events of the year. Feedback indicated it was a more personal review of the agency and its work as well as an educational opportunity for stakeholders beyond logistical and demographic information. More to come!

Clinical Services Department: Clinical Services continued to use tools from our PCT initiative to problem solve life issues with consumers and staff. We continue to use such techniques in our individual visits and in the activities of our department sponsored groups, such as *Tuesday Times* and *Band of Brothers*. We will be starting another group in September, which is a Support Group for men to speak about their individual concerns and enjoy the fellowship of other men who have similar issues.

Employment Services Department: A PCT approach to adult services continues to be a priority for the department. PCT tools and concepts have been a regular agenda items at each managers meeting leveraging short videos to guide discussion. In partnership with the Clinical Services Department, Employment Services launched Morella's Place at our Jill Court facility to support the needs of a growing number of individuals experiencing aging issues and cognitive decline. Personal development initiatives continue to address the preferences of individuals at our Valley Park facility. Across all facilities, we have leveraged PCT principals to facilitate transfers to programs that more fully meet the changing interests and needs of persons served. And, we are re-focusing efforts to support individuals choosing to pursue the goal of community-based employment.

Residential Services Department: PCT has become the center of how we operate. PCT is a standing agenda items at staff meetings. Program Managers have found that applying PCT tools can help to get to the core root of a problem or help in reaching a solution. Our program staff has discovered that by using PCT tools, such as the One Page Profiles, they can provide insightful information regarding our individuals. One Page Profiles has also become a working tool while training new staff and substitutes.

Quality & Training Department: Our monthly newsletter continues to explore and offer PCT Tools to our employees. PCT is an established part of our Orientation curriculum and the language, as well as techniques are an integral part of all our trainings. Anyone who has visited our Training Room will find that Quality framed a number of PC Tools to share with all employees. IHP's are infused with person centered language and goals as well as objectives are reflective of what the individual finds most meaningful. Quality has two active and resourceful PCT coaches that often not only facilitate the monthly coaches meetings, but meet 1 on 1 with staff and departments to assist them in using PCT tools. PCT served to capture data for our Person Centered Systems Project. The approach to this year's most important survey, our Consumer Survey, was to allow the staff who knows the individual best to interview our consumers. With 2012 marking our second year in our PCT journey, we added critical PCT techniques which included a key question for our individuals by asking *What's Important to You*. We were delighted with the wealth of honest, sincere and meaningful responses that we received.

Thank you to everyone who shared this information for our newsletter!

Volume 3; Issue 3; September 2012

Therap Tips!



SCANNING & PRESERVING DOCUMENTS

There is nothing better than having the ability to scan and upload documents to preserve historical data, personal documents, every day life events & information into one secure location that we can all access! Just think of it—nothing can get lost or misplaced or damaged!

Therap has Document Scanning, which extends the flexibility of attaching external files to the system. Documents and files can now be scanned and attached to many different Therap modules. Users will find a SCAN link or a SCAN button whenever there is an attachment option in the Therap system.

Here are the easy steps to add a scanned document into Therap:

1. Scan your document.
2. Name and save it to the same location so you can find it (I have a scan document folder under my name that I save documents to so I can find it easily).
3. Click on the Add button available in the attachment section of the different Therap modules. This will open a pop up window.
4. The pop up window will say: **Select a File**. Click on **choose a file** and find the document. This can be a jpg, gif, pdf, word or excel document! Click the file and hit open.
5. The file will appear on your Therap module.
6. Once you see your document appear, you will see **Add a File Description**. This is an opportunity to name your document. Be consistent with naming files and include dates. For example: **Lisal IHP 07012012**.
7. After you name the file, click on **Attach**.
8. Finally select Save.

Our capabilities are limitless...We can upload IHP's, consumer photos; consumer ID's; Insurance Cards; Police Reports; Prescriptions; Bank Statements; Appointment Validations Forms; Support Plans; Specialized Training Plans and Outlines; Receipts; Consent Forms; Annual Physicals & Dentals; Guardianship Adjudication Papers; Signed Rights and Procedures...and the list goes on!

Do you have a Therap tip or question? We want to hear from you! Email your tips or questions to: lisal@thearcosomerset.org

We are currently using:
Version: 2012.2.12 20120828-1525 on app01-fx

What's On The Training Board?

◆ Scott Stohr, Health & Safety Manager with CMI has been partnering with our agency hosting a three part series of trainings for our employees. **BACK SAFETY** will be held on Friday September 14th. Three different sessions will be offered @ 10 AM, 1 PM or 2:30 PM (Each session is the same—you only need to attend one of these classes). Each session is an hour long. First two sessions will be held in the Training Room @ Main Office. 2:30 PM Session will be held @ BBATC.

To register send an SCOMM or email to Adrienne Talbot at the Main Office to secure your spot in one of the sessions.