THE QUALITY NEWS

"Person Centered Planning begins when people decide to listen carefully and in ways that can strengthen the voice of people who have been or are at risk of being silenced"

John O'Brien

Person Centered Thinking Tool
The Volcano Tool
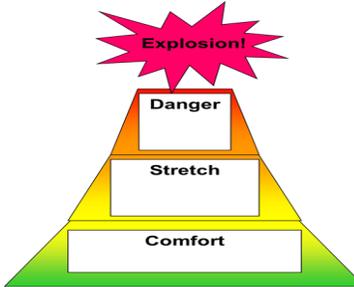
This month we are presenting a Person Centered Tool called The Volcano Tool. This is a useful tool for understanding an individual's Comfort Zone, Stretch Zone and Danger Zone. Identifying and being cognizant of what makes one ask , "What makes your own or someone else's volcano explode?"

How to use this tool: Think and list all the physical symptoms people will feel in the different zones:

In the **Comfort Zone**, the heart is beating slowly, the muscles are relaxed, breathing is gentle. This is an unchallenging zone, where everything is familiar, any actions the person takes are almost on 'autopilot', along predetermined channels.

In the **Stretch Zone,** the person is much more alert. They are paying attention, their senses are more acute, the heart rate is a little faster than the Comfort Zone, but not too fast. The individual is dealing with new, challenging or unfamiliar situations or ideas. Staying in this zone for prolonged periods of time is tiring and requires effort as time goes on also it is important to note that staying in this zone for too long is one of the things that might take the person into the Danger Zone.

In the **Danger Zone** ones' heart is beating fast, the individual is now sweating, they are now dealing with a situation or with ideas that they may find threatening and very difficult, or distressing. In this zone it becomes increasingly difficult to avoid expressing strong emotions in a negative way – an 'explosion'.

The Stretch Zone is where learning and change most often occurs – so it's okay in conflict for people to venture carefully into their own and each other's Stretch Zones, but impinging into Danger Zones is to be avoided. It's useful in teams to be aware of our own, and each other's Stretch and Danger zones.

In a conflict with another person, it's essential to know when you are crossing into your own Danger Zone, partly because it's likely that the person you are in conflict with is likely to also be being pushed into their Danger Zone as well. This is the point to withdraw from the situation, and wait for a better time to face the issues that are at the root of the conflict.

It is useful to think about different issues and situations that would typically fit into a persons Comfort, Stretch and Danger Zones when completing these Volcano Worksheets.

Think and make a list of the different ways individuals use to move back down from their Danger Zones into their Stretch or Comfort zones. It is important to list key things will help so that staff can properly support an individual and help them move out of their Danger Zone.

Health Tracking— Seizure Application

Our future newsletters will be focusing specifically on Health Tracking and we will be breaking down each of the 14 applications that are available in this module. In order to become a paperless agency and to guide you to truly use Therap as a tool to help our agency run more efficiently, we all must use the modules to their fullest capacity. Truthfully, these applications are extremely simple to use and it would literally take longer to find the log and write it out then it does to enter onto Therap. Once you begin to use these applications regularly, you will never use the paper logs again plus all your valuable data will be stored safely and securely. For an added bonus, reports can be downloaded and printed out for a review or to be analyzed by the IDT Team, family member, case manager, Clinical Services and even a physician. This month we are highlighting the Seizure Application. This form is to be completed, preferably by the staff person who witnessed the seizure and following the event but more importantly after the staff have fully attended to the Individual who had the seizure.

How To Enter New Seizure Information: From your Dashboard, select the Health Tab. Under Health, find Seizures and select New. A new data sheet will open that contains two parts. *Section 1*— which will require you to enter general information including the Individual's name; program name; date & notification level. Please note that once you are signed into Therap and are using this application, your name will automatically default under "Reported By". It is always most preferable for the witness to complete the form, however, in the event this is not possible and another staff must complete the document, simply go to the drop down arrow and select the name of the staff who witnessed the event, highlight and select. *Section 2* allows you to enter exact specific details regarding the actual seizure. This includes Begin Time; Seizure Duration; Description; Behavior After Seizure; Staff Action; Precipitating Factors; Resulting Injuries and a Comment Section. To document information under Description, Behavior After Seizure and Staff Action, simply click on the Add link and select one or more of the choices available in the popup window. You may also add other data or information that may not be included by selecting 'other'. It is important to remember to be as detailed and as specific as you can. Each individual is unique and each event is unique. When finished click the Add button. Then enter any applicable information in the following boxes to describe any Precipitating Factors; Resulting Injures and Comments.

When you have entered in all the information, select the Submit button at the bottom of the page. If you are have not completed the form or if you were not the witness but have completed the form, select the Save button. This will allow the actual witness to review the data when able to assure that all details have been included. If additional information is necessary, the form can still be edited for completeness and then select Submit.

Also available is a search option under Seizures. This will allow you to search data entered by program, individual, name of person who entered the data, submission date, status and notification levels. Based on the search criteria selected, the seizure reports will be listed. On this screen, you may view in any particular order by clicking on any of the row headers that are listed in blue. You can either click on one of the forms to review the form. There are even two Excel Report options available: Export to Excel (basic information entered) or Export to Detailed Excel (all information entered). Do not delay—we all must begin to use these applications today!

If you have a Therap tip email us @: lisai@thearcosomerset.org

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