



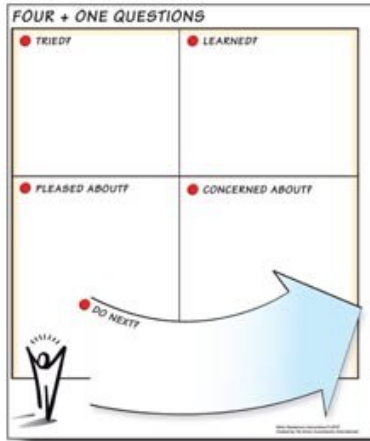
THE QUALITY NEWS

"The quality, not the longevity, of one's life is what is important"

Martin Luther King, Jr.

Person Centered Thinking (PCT)

4 + 1 Questions



Each month, we introduce you to one of the valuable PCT tools. It is both wonderful and exciting to share this information with our employees. This month, we are presenting the tool

4 + 1 Questions

Simple yet powerful, this tool can be used to gather a team's collective learning to determine what is the next step. It is a strategy that can also be used at the beginning of a meeting to jump start problem solving. There are 4 questions: Tried? Learned? Pleased About? Concerned about? The +1 is Do Next

Helping others to use this tool:

The best way to explain this exercise is to have you use it.

Have the questions written on a flip chart as people arrive for a team meeting. Explain each heading briefly and present an issue for them to think about (relating to a person they support or an issue that effects the team). Give everyone a marker and opportunity to write out their comments on the chart. After everyone has written their thoughts; post the last question (Given what we now know, what is next?) and ask the team members to answer this question. Then develop action plans (who, what, when) for items the team wants to try.

Benefits for the person include: This provides a record of those things that have been tried and how well they worked; it is an easy way to update one page profiles/person centered descriptions or look at one specific area; those who support are less likely to continue to do the things that are not working in support; figuring out better ways to support people is likely to happen faster.

Benefits for staff & the agency include: Everyone has a voice and feels listened to; allows for collective learning/knowledge to be gathered efficiently; focus can then be on what you are going to do about it; more effective use of meeting time—avoids lots of talk and no action; facilitates effective problem solving for issues relating to people supported; can be used to evaluate a specific process/effort or more generally look at how we are doing.

This is an effective tool in problem solving — discuss at a staff / department meeting and considering using this tool at your program or just in your life!

Volume 1; Issue 7; January 2011



Support Quality of Care & Support
Individuals
Improve Skills
Manage Risk & Compliance

Therap Tips!

Therap IN-House Dictionary:

Therap Speak (**T-Speak**) uses a number of acronyms, here is our own "cheat sheet" for your reference when using Therap:

T-Log: an individual-based entry recording anything from an individual's daily activities, contacts, general information.

ISP (Individual Service Plan): an application to define goals and objectives for programs designed to teach skills to individuals and track progress of goals.

GER (General Event Report): An incident report to include injury, medication error, operational issue, etc.

IDF (Individual Data Form): Designed to help you maintain essential information about the individual such as guardian, contacts, medical data, insurance, etc.

HT (Health Tracking): Any data that refers to a person's medical status including appointments, vital signs, seizure activity, medication history

TMS (Training Management System): a system within Therap that tracks trainings for all employees.

T-Note: A small note that may be attached to documents such as GER's and IDF's to ask questions.

S-Comm (Secure Communication): the intra-agency email within Therap that all users can access to both send and receive messages in a secure HIPPA compliant way.

EDF (Emergency Data Form): a portable version of the IDF that includes the most immediately necessary information for an emergency such as diagnoses, insurance, emergency contact information.

Do you have a Therap tip or question? We want to hear from you....email your tips or questions to:

lisai@thearcofsomerset.org

We are currently using:

Therap Version: 1.9.16

What's On The Training Board?

- ◆ Did you know that trainings offered at the Elizabeth M. Boggs Center are free to all individuals we support, Arc employees and family members as well? Please visit their site: <http://rwjms.umdj.edu/boggscenter/> and on the left hand side choose Training Opportunities. There are exciting trainings to choose from — please register today!