The Arc of Somerset County

Achieve with us.

THE QUALITY NEWS

PCT is a set of tools that helps us to improve the lives of those we serve and to work together in support of that objective. Learning how and when to use the tools is the key to success.

Jim O'Rourke, Director of Employment Services for The Arc of Somerset County

Person Centered Planning & Thinking

July 2011 marks the **first anniversary** of *The Quality News* and we want to celebrate what a truly wonderful year it has been! Twelve months ago, we began a journey together in introducing you to the world of Person Centered Planning and Thinking.

This month we are presenting an overview of how Person Centered Planning and Thinking has influenced each of our lives and how our agency now operates very differently, each and every day.

Agency Wide:

Entered our 2nd year of PCT Initiative; Identified strategies for agency roll-out; Inclusion in agency Strategic Plan; Leadership receives regular feedback from Coaches; Very encouraging reports from departments about use during Consumer Service & Excited to see more.

Quality & Training Department:

Full steam ahead with our monthly newsletter introducing new tools and inspiring success stories; new employees are introduced to PCT on their second day of employment in Orientation; PCT also is infused and structured dynamic in our training curriculums and a natural part of our language; IHP's have vastly improved to reflect a more Person Centered approach where many of the Individuals we serve and their families have noted an improvement; our department provides on-going support to our employees by participating and partnering with departments by participating and facilitating the use of PCT tools and implementation suggestions in their trainings; meetings and in-services.

Employment Services Department:

PCT concepts & tools are introduced at monthly Employment Services Managers Meetings; Each Program Manager has started to use PCT tools (e.g. Good Day Bad Day, Important to – Important For, Working – Not Working) in their meetings related to both staff issues and consumer issues; The understanding & recognition is growing departmentally as there is an emphasis regarding PCT as "a set of tools" that help us to improve the lives and those we serve and learning how and when to use the "tools" is the key to success.

Human Resource Department:

The PCT tool, Working/Not Working is being implemented in department meetings; The Doughnut PCT tool is used in 1:1 Supervision Meetings; Management Training has been developed on How to Hold Difficult Conversations.

Clinical Services Department:

PCT is a concept which drives the field of social work and which also drives the work of the Clinical Services Department. Within the coming year, support guidelines and other tools used by the department will be amended to reflect the language that we all have learned by our partners at the Boggs Center. We look forward to also using the tools of Essential Lifestyle Planning to assist the Individuals reaching their goals and making their own choices.

Residential Services Department:

Continues to work very closely with the Quality Department sharing PCT tools at bi-monthly Manager Meetings; PTC tools are being implemented with both Individuals Served and Employees; Increase in volunteers by using Matching PCT tool.

WOW! Agency-wide, this is a tribute to our Individuals Served, employees, families and all stakeholders, as this is a *shared success!* We cannot wait to see what the next 12 months will bring!

Therap Tips!

Therap
- Improve Quality of Care & Support
- Reduce Costs
- Manage Risk & Compliance
...Helping Developmental Disability Providers...

How to Search for Data on Therap

Each and every day our employees are entering hundreds of pieces of data into Therap. Therap allows us many different modules to enter critical data....GER's; Medication; ISP's; Training info; blood glucose readings; doctor visits; financial data, this goes on and on.

Equally, there are moments throughout the day that other employees need to *find and use* this data. Whether it is to answer a question from a surveyor/ family member/ DDD Case Manager ; or a member of our nursing staff needs specific follow up regarding a medical need ; or to have the ability to run a report to take to a medical specialist to show a trend or to take data to an IHP meeting.

Therap understands that extracting this data is not only a necessity but has to be *easy and user friendly* to extract. Search options are available on practically ALL Therap modules to extract the data that you need.

First, keep your search simple and make them easy by simply entering the first few letters of the person's name. Remember, Therap is PERSON CENTERED—not program centered. An automatic drop down will appear, find the name and click it. Now enter a short date range. If you see a module that offers "Use Fast Search" and it is checked, you will be searching for data within the past 90 days. Do you need data older than 90 days? Then uncheck the "Use Fast Search" option.

Once you completed your search or report, you will have options on how to view or even export the data.

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: Version: 9.0.16