The Arc of Somerset County

Achieve with us.

THE QUALITY NEWS

"A journey of a thousand miles must begin with a single step. "

Lao Tzu

Person Centered Planning & Thinking

Using the PCT Tool Working/Not Working

This month, we are very pleased to share a success story with you! Gary Kummer, Assistant Director of Employment Services was kind enough to write this article and demonstrate how using Person Centered Tools at a recent staff meeting had a positive outcome for an individual working at Valley Park Adult Training Center.

Employees noticed that there was an individual, who was experiencing difficulties at the work center. There were days when the person would come to work and almost immediately sit on the floor. All attempts to redirect the individual off the floor and into a comfortable chair proved to be unsuccessful. There were also times when the same individual would push all of their contract work onto the floor. No one really understood why and no one noticed any preceding factors at the time that would have led to the person to push their work to the floor. We decided to have a staff meeting and to use the PCT tool, *Working/Not Working* to review the concerns and in hope that the tool would generate a discussion that would stimulate ideas to better support the individual. The employees began the exercise by discussing and reviewing everything that they had observed while working with this individual. One employee noticed that on days when the person was greeted by a male staff when they first arrived in the morning, they did not sit on the floor. Another staff observed that when the individual pushed work to the floor it typically was during times when the staff were busy working with another person. This was good information and the team decided to try out a number of suggestions. The very next day, the staff at Valley Park made sure that when the individual arrived at work, they were greeted by a male staff person and that the greeting was consistent—each and every day. Immediately, the individual completely stopped sitting on the floor! The staff also agreed that when the individual was working on contract work, that they needed to "check-in" more often with the person. Even if it was a simple "You are doing great work" or even just small chit-chat. Everyone agreed that the individual needed more attention and to be acknowledged while they were working. The results were immediate as the Individual stopped pushing contract work off the table. The Valley Park team noticed that the PCT tools were simple yet effective and truly made a difference.

Thank you Gary and Valley Park for sharing this experience with us and teaching us an easy and effective way that we could all use the powerful tool of Working/Not Working!

Therap ⟩ Improve Quality of Care & Support ⟩ Reduce Costs ⟩ Manage Risk & Compliance

...Helping Developmental Disability Providers...

Therap Tips!

Time Tracking Module

Time Tracking helps monitor activity, such as sleep patterns and behavioral changes of an Individual. The Administrator can create customized Time Tracking Templates, choosing which activity is to be monitored, what observations are to be recorded and at what interval. Users can enter and view necessary data about Individuals on the Time Tracking Templates in a few simple clicks!

How to record data:
1. Under Time Tracking Module—click Record Data
2. Select the Individual's Name and the type of template you want to select for recording data from the drop down menus
3. Enter data for that day by selecting the correct options offered.
4. Therap is time stamped—be sure to enter in data accurately and timely
5. Click save

To view recorded data:
1. Under Time Tracking Module—Click view
2. Select an Individual's name and type of template for the data entry from the drop down menu
3. Select the date range (cannot exceed more than one month)
4. Select Show Report

Currently, the only template that has been created is an Overnight Observation Report that all Residential Programs must be using. If you have any other ideas for reports that you would like to see created, please contact the Quality Department and we will be happy to work with you to create templates. Just another way Therap enables us with an opportunity to document accurate information while providing better services for the people we support.

Want to learn more about Time Tracking? Click the link below for a video demonstration:
http://support.therapservices.net/display/documentation/Guided+Tour+of+Time+Tracking+%28Video%29

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

We are currently using:
Therap Version: Version: 9.1.14