

# Therap<sup>®</sup> / Person-Centered. Data-Driven.

Individual Demographic Form (IDF) Admitted

Individual: Chloe Phillips

Photo 1:  Photo 1 Date: 04/23/2018

Title	Miss	Gender	Female
First Name	Chloe	Last Name	Phillips
Middle Name		Suffix	
Birth Date	03/11/1988	Goes By	Chloe
SSN	000-11-1111	Medicaid Number	123456789
Email	chloe@demo.net	Phone Number	111-123-4567
Race	Black/African American	Ethnicity / Hispanic	Central American



# Quality Assurance & Data-Driven Decision Making

Jason Laws & Karen Niedermeier  
2022 NY Alliance for Inclusion & Innovation  
9/8/2022



NEW YORK  
**ALLIANCE FOR  
INCLUSION & INNOVATION**

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Using Therap should neither circumvent nor take precedence over required care, nor should it impede the human intervention of care providers in a manner that would have a negative impact on any individual's well being.

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**Karen Niedermeier**  
Business Development  
Consultant

- Joined Therap in 2015
- 20 Years experience working in the I/DD Field
- Worked for a large provider in NY in quality assurance and corporate compliance.
- Serve customer base in New York, New Jersey, Maryland & DC, and part of the Quality Assurance Team and a Charting the Life Course Ambassador.
- Located in Albany, New York



**Jason Laws**

Director of Quality & Data  
Initiatives

- Joined Therap in 2010
- 20+ years in I/DD services and supports
- Former service manager in North Carolina and staff to the NC DD Council
- Former Executive Director of a community service provider in Athens, GA
- Team lead on Therap's Business Intelligence Platform and Quality/ Data Related Initiatives

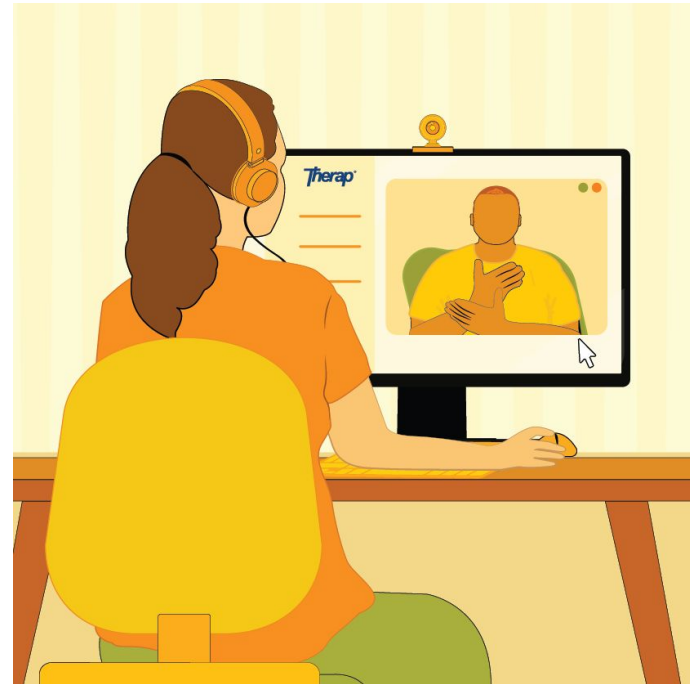
## What we do:

- We provide secure, nationally certified, HIPAA-compliant, COTS, SaaS/Web-Based solutions for Human Service Providers, States, Counties, MCOs and other organizations/entities.
- Our comprehensive online system is used for team communication, real-time documentation, reporting, scheduling, electronic visit verification (EVV), quality assurance, and billing by over 7000 providers throughout the US.
- We currently support over 21 state and government contracts throughout the US in a variety of human service sectors.

## Who we are:

- Therap was founded in 2003 by a group of partners, one of whom continues to lead a disability agency in Connecticut.
- Our flexible solutions are built for human service providers. Our approach is hiring team members with industry experience, who have used Therap in their field of expertise.
- We believe it is critical that we understand the practical application in order to offer you the best possible product and to provide you the best support.

- Over 7,000 providers
- Over 350,000 users
- Over 100 providers in New York State
- Recognized by CQL, CARF, ANCOR, UCP, The Arc, College of Direct Support, and State Provider Associations across the U.S.



# Therap in New York

- 100 + providers
- 35,000 + users
- 66,000 + individual records



## July 2022 Statistics

- 1.3 million services documented
- 1.9 million medications administered
- 2.7 million claims submitted

# Data-Driven Service Provision

- ✓ By now, we all generally know what it is
- ✓ We know it's a good idea
- ✓ We know it's something we want to do
- ✗ We have no idea where to start...

Therefore, we must first understand, embrace, and be willing to address the foundation of being data-driven - the concept of **Data Literacy**

## What is Data Literacy?

Data literacy is the ability to read, understand, create, and communicate data as information.

## Why should it matter to us?

Although our business is supporting people, we should still take every opportunity to learn as much as we can about the delivery, quality, and overall impact of what we do.....and that requires data.

- We have an obligation to the people we support to provide the best services we possibly can
- We can only improve on what we do if we can:
  - Evaluate past performance
  - Learn from that evaluation
  - Apply what we've learned
- Using Data to comply with minimum standards (basic compliance) is the floor, not the ceiling

- We have changing expectations
  - Practice Standards
  - Accreditation
  
- Changing Service Paradigms
  - Managed Care
  - Shift from “fee for service” to “pay for performance” (i.e. value based reimbursement)

- Quality (and Quality Measurement) exists at every level of service delivery
- Data must drive decision making - it's not just pretty charts!
  - Supports provided
    - *Is our model leading towards better outcomes for individuals?*
  - Interventions used
    - *Are we identifying and taking steps to reduce the occurrence of adverse events?*
  - Initiatives undertaken
    - *Are our staff trainings producing measurable change?*

## Getting from the “What?” to the “Why?”

- Define your metrics/indicators
- Identify data that has meaning
  - Input/Process Data - the resources invested and actions taken (referrals, staff hours, units of service)
  - Output Data - actual impact of resources invested (individual outcomes, employment, health metrics, etc.)
- Must combine elements of quality:
  - Factual Data
  - Perception Data

- Knowing what we're trying to do
- Measuring the impact of a change/action/initiative
- Applying what we've learned going forward
- **Rinse and Repeat!!**

### Data Collection Detail

Data Collection Date: 02/01/2021

Begin Time: [Dropdown] [Dropdown] [am/pm]

End Time: [Dropdown] [Dropdown]

Location: [Text Field]

Entered By: Jason Laws, Provider Administrator, DDP

Service Provider: Jason Laws, Provider Administrator, DDP

### Task Scores

Description	Score
Attends the social group of her choice	Se
Participates in the group. Examples include talking with others, helping set up or clean up, participating in any group activities, etc.	Se

### Event Injury

Time of Injury: 12:00 pm

This event was: Observed

Discovered Date/Time: [Text Field]

Specific Location: Outdoors

Type: Abrasion

Cause: Fall

Severity: Minor (First Aid)

Color: Red

Site: [Text Field]

Body Part(s): Knee Left

Systemic Internal: [Text Field]

Treatment by: Self

Time of Treatment: 12:05 pm

Treatment date, if different than event date: [Text Field]

Injury Photo: [Text Field]

Summary: Tripped and scraped knee

Witness(es): [Text Field]

State Specific Information: [Text Field]

### Therap Dashboard

#### ISP Data Search

Filter: [Text Field]

Form ID	Program Name	Site Name	Individual	ISP Program Name
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)
ISD-DEM05GA-KXWHRBZK3P99	GA Personal Care Home	GA Personal Care Home	Building, Wilton	Community Residential Alternative (C...)

#### GER Search

Filter: [Text Field]

Form ID	ML	Individual	Summary	Program Name	Entered By	Event Date	Status	Event	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Laura, Jason	01/28/2021	Pending Approval	9120	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Hester, Rey	12/01/2020	Approved	1000	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Patricia, Betty	10/01/2020	Approved	1600	
GER-DEM05GA-KXWHRBZK3P99	Low	Overn	Pharmis Damage	Supported Living AS	Patricia, Betty	10/18/2020	Pending Approval	1600	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Laura, Jason	09/28/2020	Planned	9000	
GER-DEM05GA-KXWHRBZK3P99	Low	Overn	Injury	Supported Living AS	Laura, Jason	08/10/2020	Pending Approval	9000	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Laura, Jason	04/07/2020	Pending Approval	9400	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Laura, Jason	02/11/2020	Pending Approval	9400	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Laura, Jason	02/11/2020	Pending Approval	9400	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Laura, Jason	11/30/2019	Pending Approval	1100	
GER-DEM05GA-KXWHRBZK3P99	Low	Overn	Injury	Supported Living AS	Hester, Rey	09/03/2019	Pending Approval	9000	
GER-DEM05GA-KXWHRBZK3P99	Low	Overn	Injury	Supported Living AS	Hester, Rey	08/18/2019	Pending Approval	9000	
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Laura, Jason	04/01/2019	Pending Approval	9400	
GER-DEM05GA-KXWHRBZK3P99	Low	Overn	Injury	Supported Living AS	Laura, Jason	01/12/2017	01/12/2017	0	US Eastern
GER-DEM05GA-KXWHRBZK3P99	Low	Overn	Injury	Supported Living AS	Laura, Jason	01/12/2017	01/12/2017	0	US Eastern
GER-DEM05GA-KXWHRBZK3P99	Medien	Overn	Injury	Supported Living AS	Laura, Jason	03/15/2017	03/15/2017	0	US Eastern
GER-DEM05GA-KXWHRBZK3P99	Low	Overn	Injury	Supported Living AS	Laura, Jason	03/14/2017	03/14/2017	0	US Eastern

### Therap Dashboard | Quick Links

Note: If you select more than 10 columns, an error will receive this report in your 5-column inbox within 15 minutes. Please select at most 10 columns. Please note that the number of columns selected will affect the report's performance.

**Common Columns**

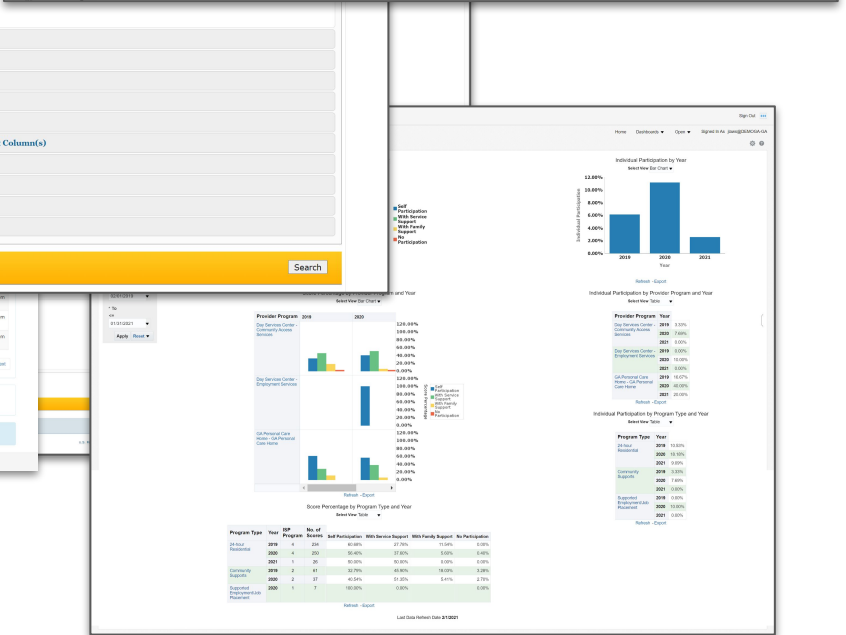
- Program
- Individual
- Entered By
- Event Date
- Status
- Notification Level
- Location
- Time Zone

Select All | Select None

**GER Columns**

- GER Notification
- GER Review/Followup Comments
- GER Injury Columns
- GER Medication Error Columns
- GER Restraint Related to Behavior Event Column(s)
- GER Restraint Other Columns
- GER Death Event Columns
- GER Other Event Column(s)
- Critical Incident Report Form (CIR)

Search



## How do we Encourage Data Literacy?

- Develop and publicize our organizational goals and progress towards them
- Create meaning within your workforce (figure out what matters):
  - Administrative Level
  - Supervisory Level
  - Support Level
- Define our successes in tangible ways that can be measured and replicated

## How do we Encourage Data Literacy?

- Support development of data related skill sets
  - Encourage use of data tools within Therap
  - Provide workshops/instruction on data related processes:
    - Data Extraction
    - Excel
    - Interpreting Data
  - Build data use into staff development plans
  
- Encourage creativity and exploration among staff to identify quality measures

**Don't hold the data hostage!!**

- Provider established a process of identifying support staff for leadership/mentor positions based on evaluation of outcome data for individuals served
- A project whereby participating agencies completely restructured their process of data collection (ISP Data) once they realized the data they were collecting did not provide insight on overall agency goals
- Agency identification of an opportunity to expand a particular service line by analyzing their utilization data and seeing how their resources could best be applied
- A state who implemented particular training based on identification of patterns within their GER data.

- We're here for the same reason you are - facilitating outcomes and improving the lives of individuals you support!
- Storytelling with data can be very impactful for:
  - Agency Staff/Boards of Directors
  - Service Recipients/Families
  - Reviewers/Accreditors/Funders
- We want to know what you're doing, so that we can help
- We want to know what you're not able to do, so that we can help
- We want to know your "pie in the sky" wishes, because that's what excites us too!

- In-Module Searches/Reporting
- GER/BER Event Summaries
- Report Library
- Custom Reports
- External Data Feed
- Business Intelligence/Dashboards
- More to come!!

*\*\* Each option available at provider, case management, and state/regional level*

- Data Support Materials:
  - User Guides
  - Excel Instruction
  - Webinars



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Data-Driven.*



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