Therap Training Guide

www.TherapServices.net

Thank you for pairing with ABLED to serve Lincoln's developmentally disabled community. Habilitation and documentation go hand in hand in this field. This guide contains resources to properly complete your documentation. We highly encourage you to have a computer, a printer and a scanner available to perform your documentation responsibilities well. At ABLED we refer to daily duties as STAMP. Please perform these documentation requirements <u>daily</u>:

• **S**Comms
• **T**-Logs
• **A**ttendance
• **M**AR's
• **P**rograms

Proper documentation is imperative for your success as well as ABLED's. Failure to complete these items may be considered neglect and a breach of contract. Additionally, we require you to familiarize yourself with ABLED's policies at www.abledinc.com. Don't hesitate to ask for help if you have questions in any of these areas.

1. Check your SComm inbox every day, mark them as read & follow up as needed.
2. Document three items every time you work. 1) T-Logs 2) Programs 3) Attendance. All three items must contain information that supports each other in order to bill for services. **Please use the Search option to verify all of your data is complete prior to the end of the month.**
3. Consult the MAR for the 5 rights on each medicine and document in Therap each time a medication is administered. For example, if you pass meds at 8:00 am you must log in at 8:00 am to document. If you pass meds again at 8:00 pm, you must log in again at 8:00 pm to document.
4. ABLED encourages the use of Neighborhood Pharmacy. Please contact the office any time there is a prescription change or an error on the MAR.
5. ALL appointments for medical, dental, vision, therapy, etc. should be entered on Therap. Please print consultation forms, take them to the appointment, have them completed by the physician, then turn them into the office or upload to Therap and Scomm a copy to the nurse.
6. GER's should be completed as needed. Please notify the Nurse in the event of an injury or medication error.

Therap Dashboard

www.therapservices.net

SComm Message

Read New SComm Message

From the Dashboard, click on the **Inbox** link under the SComm option under the 'To Do' tab.

After you have read the message, click the check mark and to go to another message.

Click to acknowledge each SComm message EVERY time you log in.

Click on **Reply** to reply to a previous sender
Click on **Reply All** to reply to everyone listed in a previous email
Click on **Forward** to send the email to someone else.
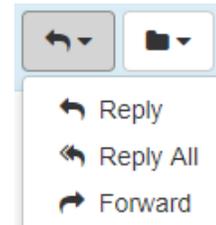
Create New SComm Message

From the Dashboard, click on the **Compose** link under the 'SComm' area on your Dashboard. Select the recipients, add a notification level and provide a subject.
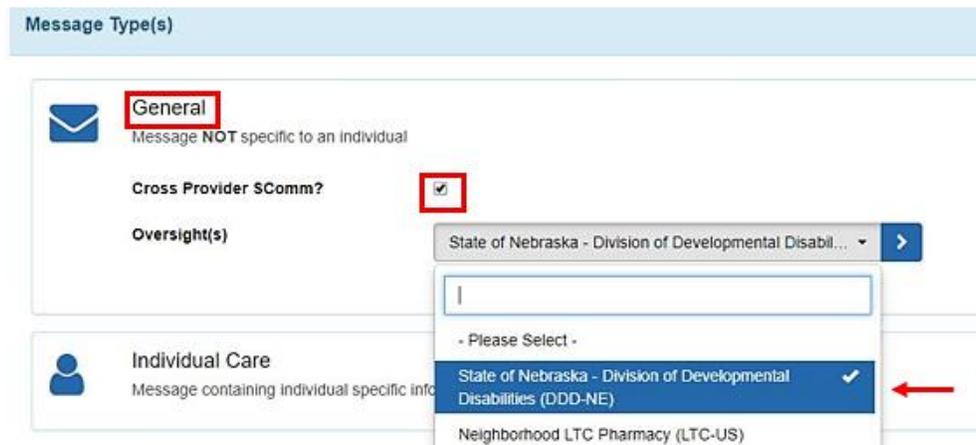
Choose **General** to select specific recipients. Choose **Individual Care** to share a message with a group of ABLED staff specific to a participant.

To include the Service Coordinator, click the box and choose State of Nebraska
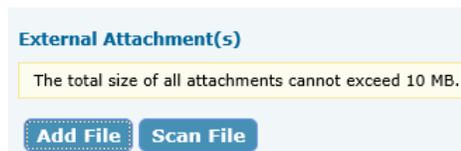
Select the recipients, the notification level and provide a subject.
Click "**Add File**" to add attachments to your Scomm.
Click "**Send**" when you are finished composing.

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T-Log

Create New T-Log

- From your Dashboard, click on the **"Individual Home Page"**

Individual Home Page

Modules

- ▸ Attendance
- ▸ Consent and Authorization
- ▸ Document Storage
- ▸ General Event Reports (GER)
- ▸ GER Resolution
- ▸ Health Tracking
- ▸ Individual Care Plan
- ▸ ISP Data
- ▸ ISP Program
- ▸ MAR Data
- ▾ T-Log
    - New
    - Search
- ▸ Time Tracking

- Click on the Individual's Name or Photo. Use the **Search** if you do not see their name of photo.

- Click on **T-Log** under "Modules". Click on **New**.

- **T-Log's should be recorded every day. Only one T-Log is required per day. Please type the <u>date of service</u> in the Summary (example 10/1/2018)**

* Summary   `10/1/2018`   ✕
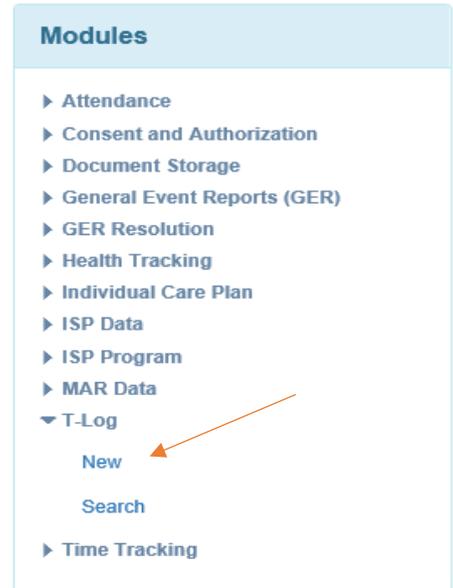
- Please use this format for day service T-Logs. T-Logs should include the time and locations of community activities.

- Times for day service T-Logs must match exactly to attendance and NOT overlap with EFH attendance. Overlap will delay payroll.

> 9:00 – 11:00 Cooper YMCA on 14th St (pool/basketball)
>
> 11:00 – 12:00 Gateway Mall on 0 St (lunch)
>
> 12:00 – 2:00 Gere Library on 56th St (fill out job applications)
>
> 2:00 – 3:00 Capital Humane Society on Hwy 2 (volunteer)
>
> Shower was completed prior to arriving. A few prompts were given to watch where walking while out in the community. Redirected once for engaging inappropriately with another peer. Completed all programs.

- **All T-Logs should identify any time that the individual was/was not with the provider. The times must match <u>exactly</u> to the documentation provided in Attendance. T-Logs should document what meaningful habilitation was provided, redirection of behaviors, daily activities, etc..**

- EFH providers who also provide day services can include everything in one T-Log.

www.therapservices.net

ISP Data (Program)

Entering ISP Data

Modules
- ▸ Attendance
- ▸ Consent and Authorization
- ▸ Document Storage
- ▸ General Event Reports (GER)
- ▸ GER Resolution
- ▸ Health Tracking
- ▸ Individual Care Plan
- ▾ ISP Data
  - New
  - Today
  - Last Week
  - Search
  - Report (Last 30 Days)
- ▸ ISP Program
- ▸ MAR Data
- ▸ T-Log
- ▸ Time Tracking

- From your Dashboard, click on the **"Individual Home Page"**

  Individual Home Page

- Click on the Individual's Name or Photo. Use the **Search** if you do not see their name or photo.

- Click on **ISP Data** under "Modules". Click on **New**.

- **Program data should be recorded every day. Repeat these steps for each program. Contact the team if you have questions on implementing the program.**
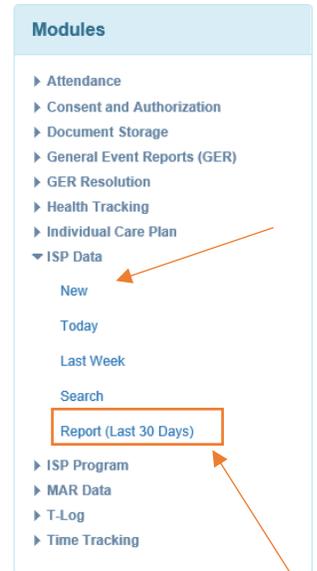
- Next, select the ISP Program for which you want to enter data from the ISP Program List page.

- The first time you select a program, please read through the program description, scoring methods, tasks and teaching methods. Then click on the **Acknowledge** button at the bottom after carefully going through the data. You are now ready to enter data.

- On the ISP Data Collection page, select begin and end time for data collection, name of the service provider and score if they are required fields. Click on the **Save** button at the bottom. A confirmation message will pop up when the data is successfully saved.

- 30 Day and Annual Assessments are completed using the ISP Data Module.

Searching ISP Data

- As a subcontractor for ABLED, it is your responsibility to verify that you do not have missing data.

- Use the **Search** button or **Report (Last 30 Days)** to verify that your data is complete. Your initials will appear when scores have been entered.

9	10	11	12	13	14	15	16	17
VRBL WH	FULL WH	FULL WH						
VRBL WH	FULL WH	FULL WH						
VRBL WH	FULL WH	FULL WH						
VRBL WH	FULL WH	FULL WH						

- This is important in order to be paid on-time and avoid recoupment of funds. If lack of proper documentation leads to recoupment of funds, ABLED will not be held responsible for losses. Please be thorough and accurate.

Attendance

Record New Attendance

- From your Dashboard, click on the **"Individual Home Page"**

Individual Home Page

- Click on the Individual's Name or Photo. Use the **Search** if you do not see their name or photo.
- Click on **Attendance** under "Modules". Click on **New**.

- **Attendance should be recorded every day and <u>match</u> times listed in the Tlog. Attendance should <u>never</u> overlap in service codes. Overlap is considered double billing and is Medicaid Fraud.**

- Select Date, Attendance Type, Service Description & Program.

Modules

▼ Attendance
   New
   Search
▶ Consent and Authorization
▶ Document Storage
▶ General Event Reports (GER)
▶ GER Resolution
▶ Health Tracking
▶ Individual Care Plan
▶ ISP Data
▶ ISP Program
▶ MAR Data
▶ T-Log
▶ Time Tracking

* Start Date	10/18/2018
* Attendance Type	- Please Select -
* Service Description (Code)	Please select an Attendance Type
* Program (Site)	Please select a Service Description (Code)

Attendance Type	Service Description (Code)
Daily Rate	Residential Habilitation (9844)
Hourly Rate	Residential Habilitation (9844)
Hourly Rate	Habilitative Community Inclusion (6845)
Hourly Rate	In-Home Residential Habilitation (2611)
Hourly Rate	Adult Companion Services (4479)
Hourly Rate	Supported Employment (9695)

- Select Present, Enter Time In & Time Out, Select Service Provider (Your name), place a check mark in the day you are billing, then Click **Submit New** at the bottom right corner.

New ▶	* Attendance Options: Present (P) - [Billable] ▼	Time In: 9:00 am « Now
Incomplete	General Comment:	Time Out: 4:00 pm « Now
	About 350 characters left	Non Billable: ☐ Service Provider: Lang, Coralie / EVP Compliance ▼

☑ Select all Attendance in current page

Individual Name	[1 - 1 of 1]	☑	18 Thu
☑		☑	💬

- The box will turn blue and show a red box with a "1" inside. Additional entries can be recorded by clicking on the "P". All staff including EFHP's must clock out anytime the individual is not present.

☐ P [1]

- **ALL subcontractors should <u>clock out</u> during medical appointments to avoid Medicaid Fraud. Do not overlap times between service codes.**

- Payroll is processed on the last day of the month. Payday depends on when ABLED receives the deposit from DHHS.

Time In	Time Out
08:15 am	02:30 pm

Time In	Time Out
12:00 am	08:15 am
02:30 pm	12:00 am

MARs

Entering Data in MAR

Modules

▸ Attendance
▸ Consent and Authorization
▸ Document Storage
▸ General Event Reports (GER)
▸ GER Resolution
▸ Health Tracking
▸ Individual Care Plan
▸ ISP Data
▸ ISP Program
▾ MAR Data
    Record Data
    Search
▸ T-Log
▸ Time Tracking

- From your Dashboard, click on the **"Individual Home Page"**

  Individual Home Page

- Click on the Individual's Name or Photo. Use the **Search** if you do not see their name of photo.

- Click on **MAR Data** under "Modules". Click on **Record Data**.

- **MAR data should be recorded directly after verifying the 5 rights and passing meds. Repeat these steps for each drug. A delay in documentation is a breach to DHHS Regulation, the Med Aide Act & ABLED's policy. It also constitutes neglect and among other things may result in additional training with the staff nurse.**

MIRTAZAPINE 7.5 MG TABLET - tablet, oral, Scheduled (Medication)   Switch to Detail Mode | Jump to

Strength: 7.5mg **Attachment:** rh mirt.pdf(38.35 KB) Drug Details
Frequency: take 1 tab at bedtime
Begin Date & Time: 02/14/2017 8:00 pm
Schedule Repeat: Every Day, 1 time(s) a day **Schedule Time Slot(s):** 8:00 pm

Time	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
8:00 pm																														

- Meds should be administered 1 hour before to 1 hour after the time listed on the MAR.

- Each medicine listed on the MAR should be administered to the individual as specified. If there is a discrepancy in Medication, Dose, Time, Person or Route (5 Rights) please contact the office ASAP, especially during prescription changes.

- Once a med is documented by a Med Aide, they cannot change it. Accuracy is important.

- **Quick Mode** allows you to record your initials by clicking on the green box. Click on the **Save** button at the bottom. A confirmation message will pop up when the data is successfully saved.

- **Detail Mode** is available by clicking on the blue link in the top right corner. Detail Mode allows a Med Aide to *write a comment* specific for that dose. It also allows for recording a med as Administered, Missed, Refused, LOA and On Hold. The Mobile App allows for comments too.

- PRNs should only be administered if listed on the MAR. Explain the *reason* for administering and provide a follow up comment describing the *effectiveness*. This information is shared with the staff nurse. Click the dropdown for Mobile App PRNs.

‹ Jul 28, 2018 ›	Scheduled ⌄
8:00 AM	PRN ›
8:00 PM	Other ›

- Potential Side Effects should be observed and reported each month on the MAR for all medicated and self-medicated participants. Also, a Med and Mar Check should be completed monthly to reconcile medications listed on packages to the MAR. See page 9.

Appointments

Entering New Appointments

- From your Dashboard, click on the **"Individual Home Page"**

- Click on the Individual's Name or Photo. Use the **Search** if you do not see their name or photo.

- Click on **Health Tracking** under "Modules". Click on **Appointments**. Click on **New**.

- The staff nurse reviews each medical appointment.

- Annual Physical & Dental Exams require an additional form located at www.abledinc.com under **Policies**.

- The link for the consultation form is located at the bottom of the Appointment under Section 4. Please print and take the Consultation Form to the appointment for the doctor to review, make comments and sign.

- Have the physician complete the following items.

1. Review the listed medications. Notate corrections.
2. Review the purpose for each medication. Notate corrections.
3. Review the listed diagnoses. Notate corrections.
4. Provide comments for the LHCP regarding treatment, diagnosis, orders, med changes, follow up, etc.
5. Provide your signature

Turn in the completed Consultation Form to ABLED. Scan or take a high-quality photo and send it to an office person. If you attach the form yourself, please scomm it to the nurse.

www.therapservices.net

General Event Report (GER)

Create New GER

Modules
- ▸ Attendance
- ▸ Case Note
- ▸ Consent and Authorization
- ▸ Document Storage
- ▾ General Event Reports (GER)
  - New
  - Last Week
  - Last Month
  - Search

- From your Dashboard, click on the **"Individual Home Page"**

  Individual Home Page

- Click on the Individual's Name or Photo. Use the **Search** if you do not see their name or photo.

- Click on **General Event Reports (GER)** under "Modules". Click on **New**.

- Complete all 4 sections. The GER will not save until you click **Submit** after section 4.

①	②	③	④
Basic Information	Event Information	Actions Taken	Preview

- **GERs with Abuse, Neglect or Exploitation suspected must be reported to APS and have an internal investigation completed by ABLED. Abuse/Neglect 24-hour Hotline: 1-800-652-1999**

  ○ Injury
  ○ Medication Error
  ○ Emergency Safety Intervention
  ○ Restraint Other
  ○ Death
  ○ Other

- Most event types are located under **Other**. An Emergency Safety Intervention is a physical restraint.

- You will be asked to provide the following details.

1. Describe What Happened Before the Event	Explain what was going on prior to the behavior. Do NOT include details of the event. Identify whether there was something leading up to the event or whether there were any triggers.
2. Summary	Explain details of the event.
3. Corrective Actions	Explain how you resolved the incident. Provide de-escalation techniques, coping skills, training methods used and how the participant was kept safe.
4. Future Corrective Actions	Explain how repeat incidents will be avoided.

- High GERs typically involve anything that requires medical treatment, hospitalization, death, allegations of abuse, neglect or exploitation, physical restraint, missing persons, seizures over 5 minutes, law enforcement, medications errors resulting in serious illness and public property damage. For a complete list, please refer to the GER Instruction guide at https://help.therapservices.net/app/nebraska.

- **High and Medium level GERs must include all three notifications.**

Person/Entity
Administrator
Case Manager
Family/Guardian

Staff Training & Other Documents

From the Dashboard you may view your Training Profile and see if you have anything overdue. Please send a photo of current documents to Coralie. Below is a list of items required to provide services.

Subcontractor Requirements:

- Complete an application online at www.abledinc.com
- Pass Criminal and APS/CPS Background Checks
- Complete ABLED & Therap Training
- Provide a copy of their Social Security Card
- Provide a copy of their Bank Information
- Provide a copy of their current Driver's License
- Provide a copy of their current Car Insurance
- Provide a copy of their current CPR Certificate
- Provide a copy of their current First Aid Certificate
- Provide a copy of their current Med Aide Certificate
- Sign a Subcontractor Agreement

Side Effects

Please document potential side effects associated with medications on the MAR. Staff with self-medicating individuals also need to observe and report potential side effects. This information is shared with the staff nurse.

Med & MAR Check

DocuSign

ABLED uses DocuSign to electronically sign documents. You will receive DocuSign requests in your regular email. If you have problems using DocuSign, contact the office.

Therap Help & Support

Click on the Green Question Mark at the bottom of the Dashboard page to search for additional Therap resources. Let us know if you are interested in completing a Therap Training Video for any module.

Fire and Tornado Drills

Fire and Tornado drills should be run every month. Fire Drills should be run year-round. Tornado drills are run from March through October. You should also have an Evacuation plan posted in your home.

Copy and paste this link.　　　https://goo.gl/forms/HOD0gZO7OYhFmEw63

Home/Vocational Visits

EFH Providers: Please contact Pierre Allen every month to schedule a Home Visit. 402-417-2613.

Safety
Interior and exterior of the property is in good condition?
Property is free of structural, health, security or safety hazards?
Evacuation plan is posted, exits are clear, tornado shelter is appropriate?
Fire extinguishers, first aid kit, smoke detectors and air filters were checked?
Hot water temp is 120 or below?
Health
Provider is coordinating health appointments & consultation forms?
Medications are stored and locked properly?
MARs are reconciled to bubble packs and/or bottles?
Soiled laundry & garbage is contained?
Personal hygiene needs are being met?
Habilitation
Activities and transportation meet the individual's habilitation needs?
Provider describes programs, safety plan and restrictions as applicable?
Participant is satisfied with their employment status?
Not counting the participant, how many people 13 years and over live in the home?
Are there any travel plans, schedule changes or financial issues?
RIGHTS
Participant likes where they live and are free from abuse, neglect and injury?
Participant has their own bed and bedroom a with a locking door?
Participant has access to appropriate quantities of food that is not expired?
Participant has access to control their possessions, money, alone time and bedtime?
Interactions appear to reflect dignity, respect and privacy?
QA/QI
Participant is happy with their services?
Provider is happy with ABLED?

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EXECUTIVE TEAM DIRECTORY

SComm is our preferred communication method for secure data. Personal phone numbers are available during business hours and for emergencies.

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Linda Tagart – EVP Administration 402-202-6768 ltagart62@gmail.com	Oversees Office Administration and Human Resources Oversees Therap Documentation & Compliance Acts as Rep Payee, SS Contact and Assists with Payroll Therap Expert & Contact for Questions
Pierre Allen – EVP Operations 402-417-2613 pierreallensr@gmail.com	Oversees Residential & Day Service Providers Represents ABLED at Individual's Periodic Meetings Conducts Vocational & EFH Home Visits Schedules and Recruits Subcontractors & Individuals
Coralie Lang – EVP Compliance 402-310-8907 coralielang71@gmail.com	Assists EVPs and CEO in All Duties Monitors Documentation, Compliance & MARs Provides Therap Training & Contact for Questions Prepares Newsletter & Quarterly Incident Report
Sonya Brous, RN – Staff Nurse 402-429-3541	Oversees Medication Administration & Med Aides Monitors Appointments & Medically Related Issues Provides Med Aide Training Conducts EFH Home Visits

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