June 21, 2017
APSE, Portland, Oregon
kevin.dierks@therapservices.net
Electronic Documentation for Integrated Community Employment: From Day to Day to Milestones

APSE

Wednesday, 21 June 2017
Founded in 2003 as web-based Software as a Service for the I/DD Community

Privately held with all stock holders actively involved in running the company

Over 200 FTE employees

Unique combination of founders from I/DD Management, hardware, software, and business

All of Therap’s support and business development staff have a background in providing services.

Most of Therap’s training staff (who also provide live help support) were former program managers and Therap users.
Therap I/DD Background

- Therap is used by all levels of State Employees; State Directors, Administrators, Finance staff, Licensing and Quality Assurance.
- Therap is used by all levels of Provider staff: Executive Directors, Business Managers, Support Coordinators, Direct Support Professionals, Supervisors, Nurses, Behaviorists, Clinicians.
- Therap is used by Families, Guardians, and Individuals with Disabilities.
- Therap has received positive reviews from CMS, CARF, CQL, and many other survey and licensing groups.
- Therap holds US Patents in the area of secure documentation and sharing of Protected Health Information focused on people with disabilities.
Therap I/DD Background

- Therap has been implemented statewide by I/DD Agencies and also has contracts for state run services in California, Washington, Oregon, Idaho, Montana, Kansas, and more
- Therap has been in operation for over 14 years
- Therap supports 4,000+ providers
- Therap has over 400,000 users
- Therap has records for 225,000 Active individuals
Service Provider Experience

Service providers use Therap to:

- Track referrals, intake data, demographics, support and implementation plans
- Log goal tracking data and progress reports, health data, MAR, behavior plans
- Create incident reports, Medication error reports, RC required reports
- Track incident trending, consent tracking, supported employment, shift/case/nursing/contact notes, Staff training tracking,
- Communicate via HIPAA compliant secure communications (SComm)
- Attendance, Service Logs, Service Authorizations.
- AND Integrated Community Employment Supports!
Access to anywhere

Now: An internet accessible device with everyone

WWW

© Therap Services 2003 - 2017. All Rights Reserved. U.S. Patents #8281370, #8528056, #8613054, #8615790, #8739253, #8819785.
Therap Develops and Supports this Solution!

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Infrastructure Security

**Physical Controls**

- **Site Access** – Card/Physical keys, video monitoring
- **Environmental Redundancy** – Dual power, UPS, generator
- **Infrastructure Redundancy** – Highly Available Storage, RAID, multiple application servers, multiple links
- **System and Data Backups** – Local + encrypted offsite
- **Inter-site Redundancy** – Two sites, either can run full application suite

**Technical Controls**

- **Firewalls** – Controlled access to and within Therap
- **Anti-Malware** – Security of uploaded files
- **Load Balancers** – Transparent user session mobility
- **Database Replication** – Continuous data replication between sites
- **24x7x365** centralized logging and event capture
- **Vulnerability Assessments** – Third party, self-directed
- **Vendor and subscription-based notifications**

**Administrative Controls**

- **Operations User IDs** – Created through approval process
- **Role-based Access Control** – Access based on scope of staff member’s role
- **Change Management** – Defined procedures for planning and executing changes to production environment
- **Disaster Recovery/Business Continuity** – Ongoing process to identify and mitigate failure scenarios
- **Performance and Security Monitoring** – Partner process to Logical/24x7 Operations
- **Application User IDs** – Controlled by agency administrators

**Key Resource:**
*SANS Critical Security Controls*
(aka, SANS Top 20)
SOC2 Audit completed for tests on controls that measure:

- Confidentiality
- Data Integrity
- Processing Integrity
- System Security
- Physical Security
- Change Control
- System Operations
- Anti-Virus Systems
- Data Communications
## List of Oracle tools that we use:
- Oracle Database 11g Enterprise Edition
- Oracle Enterprise Manager Cloud Control (OEM) 12c
- Oracle Real User Experience Insight (RUEI)
- Oracle GoldenGate Replication Software
- Oracle RMAN Backups
- Advanced Compression
- Automatic Database Diagnostic Monitor
- Automatic Workload Repository
- SQL Tuning Advisor
- SQL Access Advisor
- SQL Performance Analyzer
- Oracle Partitioning
- Oracle Weblogic 12c
- Oracle Solaris OS
- Oracle Servers

## Oracle certifications held by Therap staff:
- Oracle Certified Professional
- Oracle Solaris System Administrator
- Oracle SQL Certified Developer
- Oracle Database Administrator
- Oracle Database Performance Tuning Expert

## Oracle tools in development:
- Oracle Business Intelligence
- Oracle Business Process Management
Therap Clinical for Meaningful Use
Powered by Emdeon
Therap also Trains and Supports this Solution!

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Therap: Out in the Field

- Remotely collect service data
- Verify visits using GPS location
- Collect signatures to verify service delivery
- Take photographs as part of documentation
- View service data from a convenient location
Employment Components in Therap

- Employment/Volunteer History
- Individualized Service/Support Plans
- Outcome Tracking
- Mobile Apps
- Demographics
- Assessments
- Communication/
- Incidents/Unusual Events
- Reporting and Quality Assurance
Employment/Volunteering History

- Assessments/Referrals
- Upload Career Development Plans
- Track Milestones
- Add Job Coaching/Training
- Note results from Applications/Interviews
- Add Job details
Employment Management

- Manage Potential Job Bank
- Manage Job Templates
- Employer Contacts
ISP Data - Collecting Goal/Milestone data

- Unlimited Shareable Global Templates
- Diverse Data Collection models
- Scorable documentation
- Job Coaching hours
- Trending/Success via reports
- Billable services linked to Service Authorizations
Documentation via Mobile Apps

- Quick data entry
- ISP & Communication notes
- Service verification
- Secure photos
- Digital signatures from employer
Individual Home Page

- Links to ISP Data
- 30 Day ISP Data Counts
- Individual Data
- Employment History
- Case Notes
- Appointments
- Schedule?
Contact Details via Individual Data

- Contact Info
- Guidelines
- Demographics for applications
- Attached files
Misc Communication/Forms

- General Events for potential/near incidents, work injuries, falls
- T-Logs for general communication/notes
- Billable, Configurable Case Notes
- SComm for user discussions
Therap is a Robust Billing Solution!

$3 Billion and counting….
Reporting

- Agency: Employment History
- Agency: Employment with Time Tracking
- Employment/Volunteer History Reports

### Report: Employment History

<table>
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<tr>
<th>Individual</th>
<th>First Name</th>
<th>Last Name</th>
<th>ID Number</th>
<th>Referral Source</th>
<th>Referral Type</th>
<th>Referral Date</th>
<th>Referral By</th>
<th>Initial Meeting Assess Date</th>
<th>Initial Meeting Assessment Type</th>
<th>Score</th>
<th>Assessment Milestone</th>
<th>Start Date (Training)</th>
<th>Completed Skills Developed</th>
<th>End Date (Training)</th>
<th>Total Contact Hours</th>
<th>Application Submit</th>
<th>Type of Interview</th>
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<td>Steve</td>
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Business Intelligence

- Platform for serving real time ad-hoc reports on different modules

- Creating reports and dashboards using Oracle Business Intelligence (OBIEE)

- Future plan includes exploring predictive analysis and data mining technique for reports
Person Centered Schedule

• Whole Life Approach
• Individualized Scheduling
• Service Coordination
• Overtime Alerts
Questions?
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Thank you!
Let’s Do Great Things!