

Therap[®] / 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

The Intersection of Person-Centeredness & Data-Driven Decision Making

Jeff Case, National Director of Business Development

Jason Laws, Director of Quality & Data Initiatives

Ishya Dotson, Assistant Director of Person-Centered
Practices

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Jeff Case
National Director of
Business Development



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Home & Community-Based Services



[HCBSCONFERENCE.ORG](https://hcbconference.org)

2021 Home & Community-Based Services Conference

MARRIOTT BALTIMORE WATERFRONT

**Fall Meeting:
Dec. 6, 2021**

**HCBS Conference:
Dec. 7-10, 2021**

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The Intersection of Person-Centeredness & Data-Driven Decision Making

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Person-Centered, Data-Driven...

This session will focus on two principles that are at the core of who we are and what we do at Therap:

1. A **Person-Centered** approach to planning, implementing, and evaluating service delivery for individuals
2. A **Data-Driven** approach to informed service delivery built on tools to capture, interpret, and analyze service information



Jason Laws

Director of Quality & Data
Initiatives

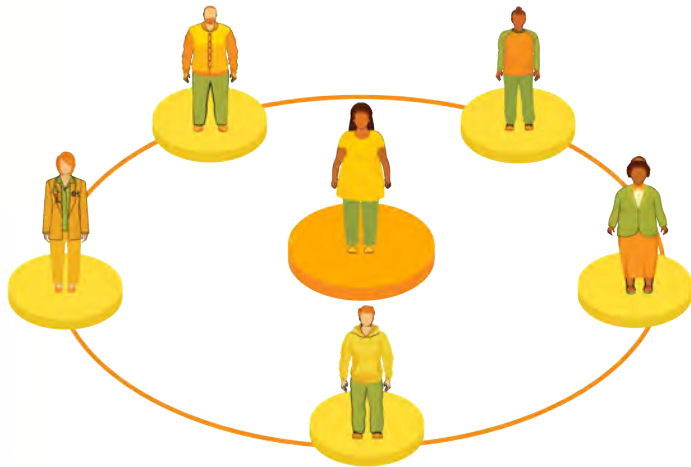
- Joined Therap in 2010
- 20+ years in I/DD services and supports
- Former service manager in North Carolina and staff to the NC DD Council
- Former Executive Director of a community service provider in Athens, GA
- Team lead on Therap's Business Intelligence Platform and Quality/ Data Related Initiatives



Ishya “Shae” Dotson
Assistant Director of Person
Centered Practices

- Joined Therap in 2014.
- Over 20 years of experience in the I/DD Community
- Certified Person-Centered Thinking Trainer, Person Centered Coaches Trainer and a co-facilitator for People Planning Together.
- Charting the Life Course Coach.
- State implementation project lead for Alabama I/DD, Alabama Mental Health and Substance Abuse, Arkansas, Mississippi and Puerto Rico.
- Serves as a Data Driven Outcomes Specialist and Global Implementation team member.

Person-Centeredness & Data-Driven Decision Making



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.

Why is Data Literacy Important?

- 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

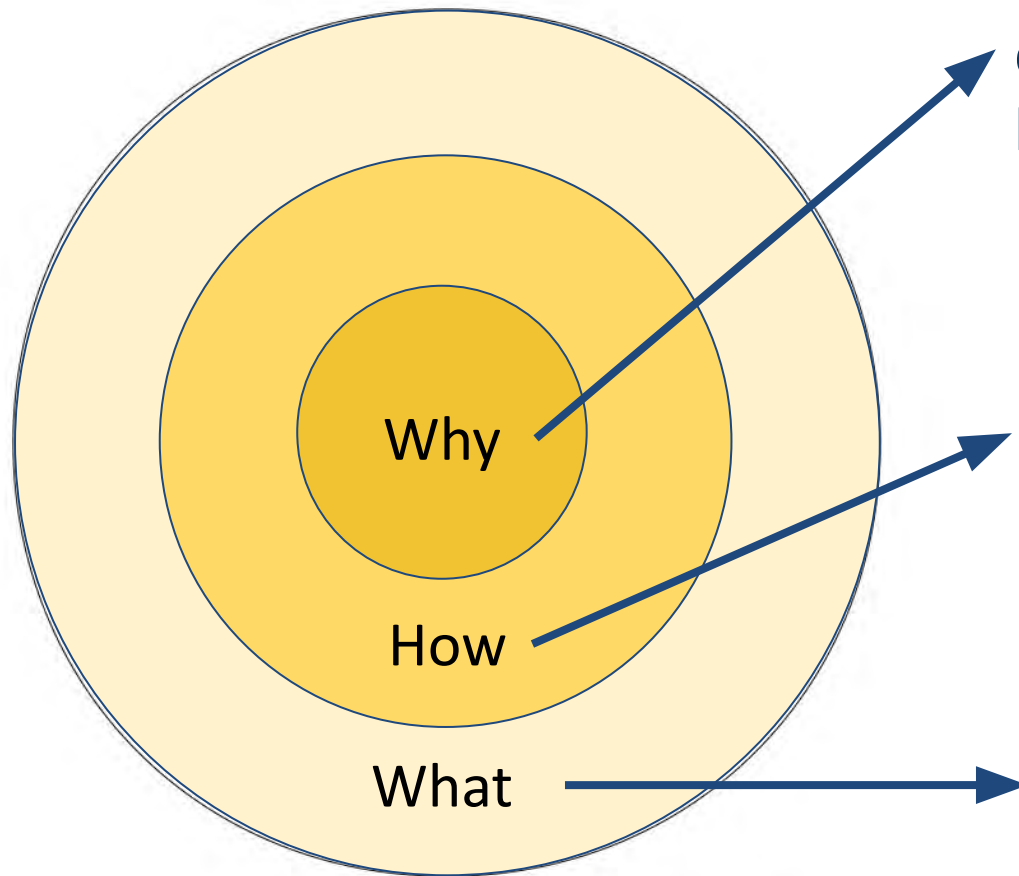
Why is Data Literacy Important?

- 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)

Person-Centered Thinking

The Golden Circle:
Remember Your Why



Supporting people to discover, define and live the life they desire

The approach taken to help plan person-centered supports

The services and supports offered to produce individual outcomes

The 'golden circle' from Simon Sinek

What is the WHY of being person centered?



- Heart for valuing people
- Passion for helping people discover their dreams
- Passion for helping people experience what is possible
- Helping people go from presence to contribution

Getting to the WHY requires a shift in thinking.

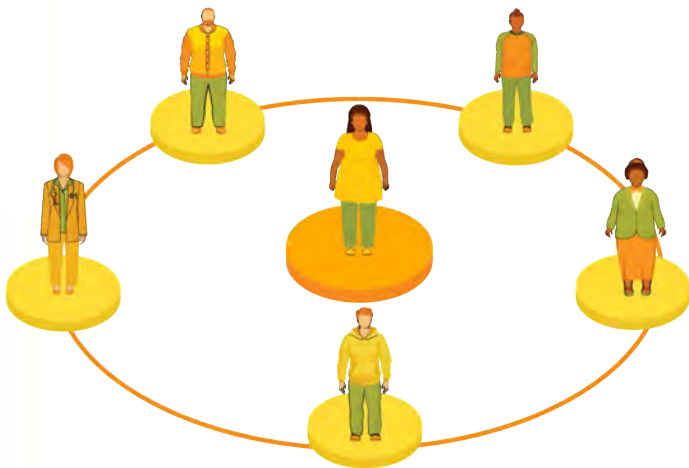
Understanding Person Centered Thinking

Person Centered Thinking Helps To:

- **Understand** how people think and respond to events and circumstances in their lives
- **Discover** what people value and find meaningful as well as what motivates behavior for goal achievement
- **Understand** what behavior is communicating
- **Develop** better teaching methods and plans of support for people
- **Create** inclusive learning environments
- **Increase** the positive reputation of people with disabilities



So, how do we bring these ideas together?



Program Year	Year	Program	Results	Self-Participation	Self-Service Support	Self-Facility Support	No Participation
2008	1	GA	100%	100%	100%	100%	0%
2008	2	GA	100%	100%	100%	100%	0%
2008	3	GA	100%	100%	100%	100%	0%
2008	4	GA	100%	100%	100%	100%	0%
2008	5	GA	100%	100%	100%	100%	0%
2008	6	GA	100%	100%	100%	100%	0%
2008	7	GA	100%	100%	100%	100%	0%
2008	8	GA	100%	100%	100%	100%	0%
2008	9	GA	100%	100%	100%	100%	0%
2008	10	GA	100%	100%	100%	100%	0%

The “Social Workers”
Vs
The “Bean Counters”

Person Centered/Data Driven

MBA



Ishya “Shae” Dotson
Assistant Director of Person
Centered Practices

MSW



Jason Laws
Director of Quality & Data
Initiatives

The marriage of these ideas give us a foundation that is built from the needs of individuals but still provides metrics to guide our organizational decision making

If we're gonna talk about **DATA** and
Personal Outcomes, we have to
define our **METRICS!**

Let's discuss metrics through the lens of...

1. **Defining their content** - What are we measuring and why does it matter?
2. **Defining their structure** - What does it look like? What can I do with it? What questions does it answer?
3. **Define the data collection mechanisms** - Where do we get it?

Defining the Content

**What is
Person-Centeredness
and
How do we measure it?**

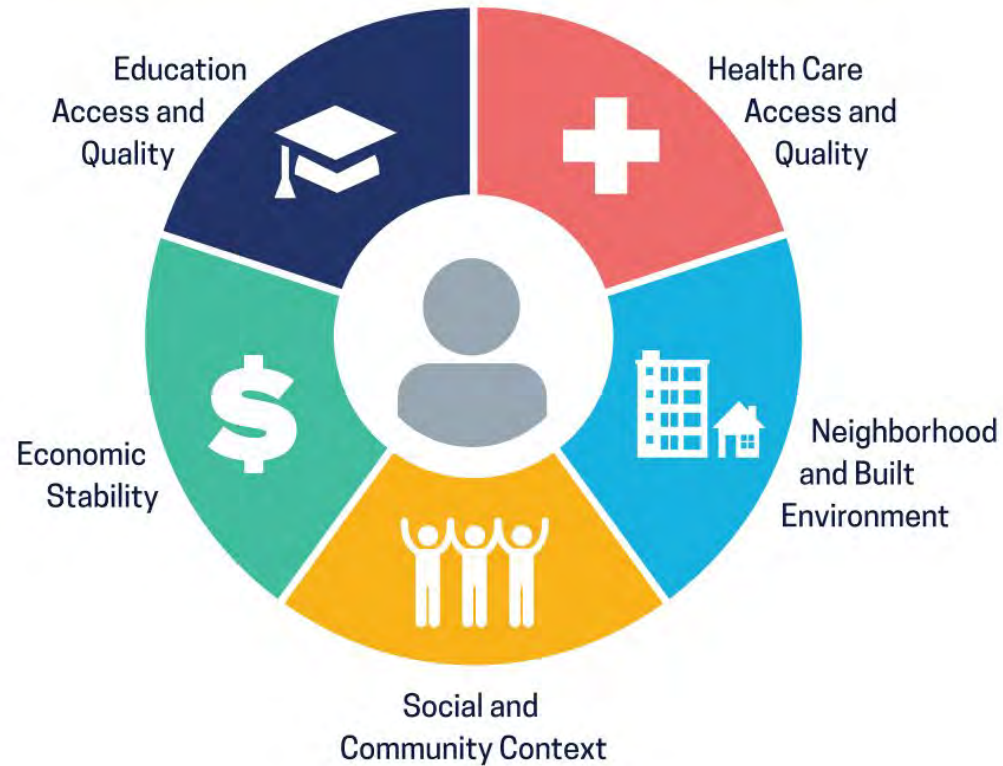


Defining Person-Centeredness

What is it?

- Wholistic, individualistic approach to supporting people to live the good life they desire as defined by them
 - Honors their values, culture,
 - Values relationships and community connections
 - Honors choice and opportunity for personal growth
 - Promotes self determination and self-direction
 - Aligns individualized supports and services that lead to desired outcomes

Social Determinants of Health



Social Determinants of Health

Copyright-free

 Healthy People 2030

Healthy People 2030, U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. Retrieved [08/20/2021], from <https://health.gov/healthypeople/objectives-and-data/social-determinants-health>

Integrated Life Domains



UMKC Institute for
Human Development
Charting the LifeCourse Nexus



Daily Life and Employment
(school/education, employment, volunteering, routines, life skills)



Healthy Living
(medical, behavioral, nutrition, wellness, affordable care)



Community Living
(housing, living options, home adaptations and modifications, community access, transportation)



Safety and Security
(emergencies, well-being, legal rights and issues, guardianship options and alternatives)



Social and Spirituality
(friends, relationships, leisure activities, personal networks, faith community)



Citizenship and Advocacy
(valued roles, making choices, setting goals, responsibility, leadership, peer support)

Defining the Structure

- We need data that is **accessible, flexible, and (most of all) meaningful**
- We need tools/processes in place to **aggregate, analyze, and visualize** the data
- We need data that **informs our mission** by being **intuitive and applicable to our services**
- Our data must be able to **evolve** - people and their needs change, **we have to be able to change with them**

Defining the Data Collection Mechanism(s)

- What we measure depends on what we collect
- Data collection impacts how we evaluate our effectiveness
- Makes the difference between valuable insight or repeated errors

Defining the Data Collection Mechanism(s)

- **Understand what you are trying to collect**
 - Is it **qualitative**?
 - Narrative in nature
 - Captures observations and interactions
 - Is it **quantitative**?
 - Needs measurement
 - Needs to show statistical evidence
 - Needs to show progress over time

Service Documentation - Today

What is it?

- Daily Activities
- Goal/Outcome Tracking
- Incident Reporting
- Health Related Information

How it's (largely) been used historically

- Compliance
- Internal Assessment of Activities
- Billing

What is Needed Going Forward

- Ability to demonstrate alignment with **Value Based Reimbursement** structures
- Agencies will be able to distinguish themselves through use of **quantitative measures of performance** rather than simply compliance measures
- Demonstration of performance during state/regional/ accreditation review processes

Defining the Data Collection Mechanism(s)

- Data should be **collected as close to the point of service as possible**
- Quality documentation is more valuable than documentation that only meets the requirements for auditing purposes. **Quality in addition to Compliance**
- Highly accurate documentation **enhances communication, engenders trust, and leads to quality outcomes.**

Defining the Data Collection Mechanism(s)

“Quality is defined at the point of interaction between the staff member and the individual with a disability.”

John F. Kennedy, Jr.
(ideological founder of NADSP)

Tying it all together...

- We need a focus on **data literacy and person-centeredness** throughout our organization to guide our **utilization of data, evaluation of performance, and application of what we learn**
- These processes must become an **integrated part of the life of the organization** so as to avoid becoming “extra” and/or disposable.

Examples/Case Studies

- Living Well Project - UGA
- Staff Matching
- Data from NCAPPS
- Individual Stories

Living Well Project - UGA/IHDD

- Five year grant from the Administration for Community Living (ACL)
- Collaboration between the University of GA, statewide stakeholders, and a small provider network to identify impact of workforce development interventions on quality outcomes for individuals
- Therap has been utilized as the primary monitoring/data collection tool for the project



Living Well Project - UGA/IHDD

Content: Data around achievement of goals that are important to/for individuals receiving services (specific goals defined at the individual level)

Structure: Individualized data was mapped to a common framework developed by project participants based on common goals for assessing progress

Data Collection Method: Data was captured at the point of service for individuals, reflecting progress towards person-centered goals.

Living Well Project - UGA/IHDD

Impact/Outcomes:

- Restructuring of documentation processes to ensure data reflected organizational/individual goals rather than simply compliance or health/safety related data
- Measured improvement in attainment of important to/for goals for individuals assessed at the project, organizational, and individual level.

Staff Matching Processes

- Helps to provide quality, individualized supports
- Builds positive relationships
- Increases valued outcomes
- Increases satisfaction
- Decreases turnover

Staff Matching Processes

Content: Data around staff involvement and impact to goal achievement.

Structure: Individualized data was mapped to a common framework developed by organizational leaders using Therap's business intelligence module, Data Drive Outcomes

Data Collection Method: Data was captured at the point of service for individuals and reviewed from the perspective of the staff providing the support.

NCAPPS Data

The NCAPPS 2019 Person-Centered Thinking, Planning, and Practice: A National Environmental Scan of Definitions and Principles **Indicators to Measure Person Centeredness in Organizations**

- Focus on the person/indicator(s)
 - Identification of desired outcomes
 - Goals and skill development related to personal outcomes
- Choice & self-determination/indicator(s)
 - Choice through supported decision making
- Community Participation/indicator(s)
 - Community connections through meaningful activities
 - Building/maintaining relationships

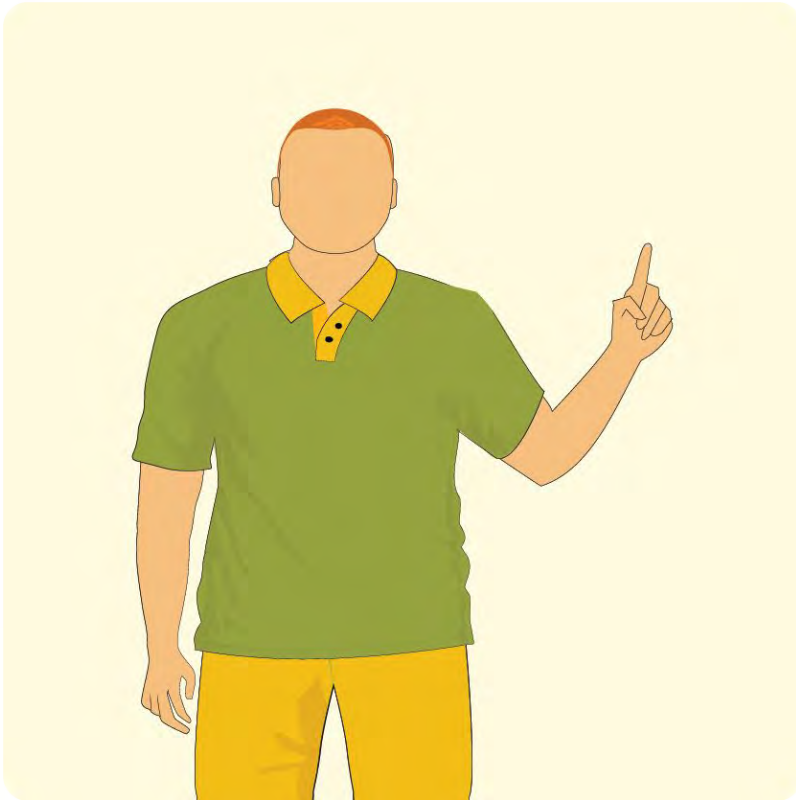
NCAPPS Data

Content: Data around personal outcomes, building capacity for choice and decision making, meaningful activities and community connections

Structure: Individualized data was mapped to a common framework developed by organizational leaders based on common goals for assessing progress

Data Collection Method: Data was captured at the point of service for individuals through goal tracking and surveys

Individual Examples - The Value of Leading My Life



John's Story

- Adult with developmental disability
- Desired to be in charge of his own life
- Set a goal to pursue guardianship

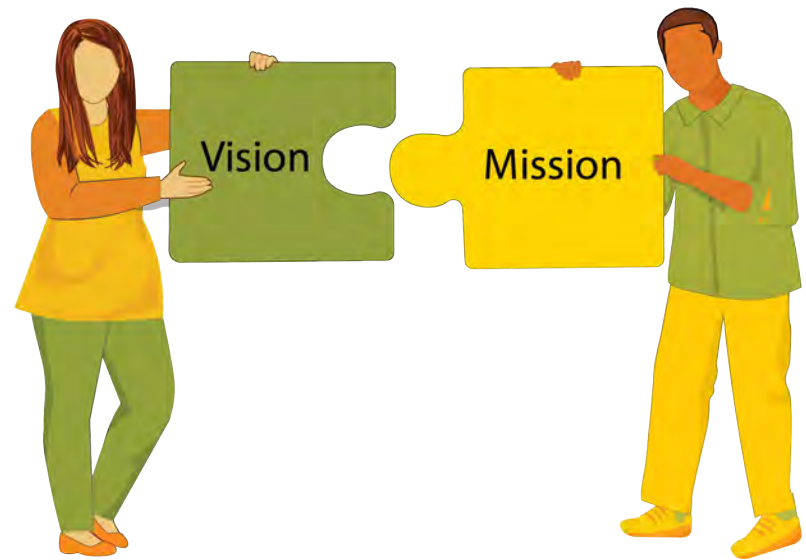
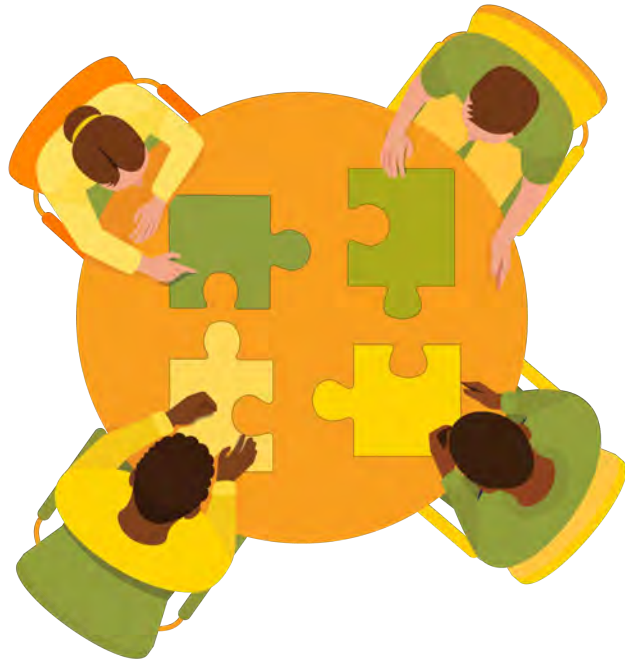
Individual Examples - The Value of Being Heard

Trisha's Story

- Transitioned from institution
- Use to a toxic environment
- Desired to live in her own apartment



In Summary...



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

- In-Module Searches/Reporting
- GER Event Summaries
- Report Library
- Custom Reports
- External Data Feed
- Business Intelligence

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

Data Collection Detail

Data Collection Date: 02/01/2021

Begin Time: [] am [] pm

End Time: []

Location: []

Entered By: Jason Laws, Provider Administrator, DDP

Service Provider: Jason Laws, Provider Administrator, DDP

Task Scores

Description: Attends the social group of her choice

Score: []

Description: Participates in the group. Examples include talking with others, helping set up or clean up, participating in any group activities, etc.

Score: []

Therap Dashboard | Quick Links

ISP Data Search

Form ID	Program Name	Site Name	Individual	ISP Program Name
ISO-DEM00GA-KXWFBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Residential Alternative (CRA)
ISO-DEM00GA-KXWGGZSEEN	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Access - Individual (ECC)
ISO-DEM00GA-KXWZBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Residential Alternative (CRA)
ISO-DEM00GA-KXWZBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Access - Individual (ECC)
ISO-DEM00GA-KXWZBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Access - Individual (ECC)
ISO-DEM00GA-KXWZBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Access - Individual (ECC)
ISO-DEM00GA-KXWZBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Access - Individual (ECC)
ISO-DEM00GA-KXWZBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Access - Individual (ECC)
ISO-DEM00GA-KXWZBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Access - Individual (ECC)
ISO-DEM00GA-KXWZBZDQPS	GA Personal Care Home	GA Personal Care Home	Bubling, William	Community Access - Individual (ECC)

Therap Dashboard | Quick Links

Note: If you select more than 10 columns, an off receive this report to your SCComm ribbon within 8 please select at most 10 columns. Please note

Customize 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)

Back Search

GER Dashboard for Oversight

Summary Comparison by Provider Comparison by Program Type Comparison by Program Name

Individual and Injury Count Trend

Average Injury Count by Age Group by Year

Injury Count by Causes by Year

Injury Count by Specific Locations by Year

Event Injury

Time of Injury: 12:00 pm

Discovered Date/Time: Observed

Specific Location: Outdoors

Type: Abrasion

Cause: Fall

Severity: Minor (Pain only)

Color: Red

Site: []

Body Part(s): Right Left

Treatment By: Self

Time of Treatment: 12:05 pm

Injury Photo: []

Summary: Tripped and scraped knee

Witness(es): []

State Specific Information: Edit Jump to

GER Dashboard for Oversight

Individual Participation by Year

Individual Participation by Program Type and Year

Individual Participation by Program Type and Year

Person-Centered, Data-Driven Webinar Series

This is a series of three webinars focused on the value and interdependence of being both person-centered and data-driven in our decision making as service providers and system administrators.

Person-Centered, Data-Driven Webinar Series

1. **The value of Data Driven Service Provision/Data Literacy (*Jason Laws*)**
2. **Person-Centeredness (*Ishya Dotson & Heather Daily*)**
3. **The Intersection of Person-Centeredness and Data-Driven Decision Making (*Ishya Dotson & Jason Laws*)**

<https://www.therapservices.net/discover-the-keys-to-person-centered-data-driven-service-delivery-with-therap/>

Discover the Keys to Person-Centered, Data-Driven Service Delivery with Therap

Join Jason Laws, Ishya "Shae" Dotson and Heather Daily for a series of three virtual events where they dive into the essentials of person-centered, data-driven thinking.



The Value of Data-Driven Service Provision



Plan. Support. Achieve. [Learn More >](#)



Person-Centered Thinking: Every Day Learning and Results

Start making the most of your data [Learn More >](#)

The Intersection of Person-Centeredness and Data-Driven Decision Making



Additional Communities We Serve

- Brain Injury
- Business Development
- Children & Family Services
- Criminal Justice
- Behavioral Health
- Mental Health
- Substance Abuse

Resources

- Conferences/Events
- Partnerships & Memberships
- Press Releases
- Product Catalogs
- White Papers

Company

- About Us
- Career Opportunities
- COVID-19 Response
- Customer Help & Support
- Legal Notice
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