

## DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD)

**DIRECTOR'S RELEASE (DR)**

**EFFECTIVE DATE:** September 1, 2013

Signature Date:	August 23, 2013
FROM:	<b>Signature on File</b> <b>Cathy Stevenson, DDS Director</b>
TO:	Living, Day, Employment and Case Management providers, DDS staff
SUBJECT:	Guardian Access to View Therap Information Related to Their Wards

### I. SUMMARY:

The Department of Health, Developmental Disabilities Supports Division (DDSD) requires that Developmental Disabilities Waiver (DDW) providers who deliver living, day, employment or case management services establish Therap view only access within their agency accounts, for guardians who request such access. The intent of this requirement is that guardians may see health related information about their wards in the Therap system. In this case, the term guardian covers any plenary guardian or limited guardian with authority for healthcare decision making. In addition, providers must enter guardian contact information for all individuals served, including indication of "guardian of self" for non-adjudicated adults.

### II. REQUIREMENTS AND CLARIFICATIONS

- A. Each provider who has a Therap agency account must establish a "Super-Role" for guardians. This Super Role shall include view only access for at least the following Therap features:
1. Individual Data (IDF) (which includes ability to view the diagnosis list and medication list),
  2. General Events Reports (GER) which have been approved (which allows guardians to read general events report following supervisor review and approval of each report),
  3. RN Approved e-CHAT and e-CHAT summary report including the ability to view any healthcare plans linked to the summary report,
  4. Aspiration Risk Screening Tool,
  5. Medication Administration Assessment Tool (MAAT),
  6. Health Passport,
  7. Health Tracking (HT), and
  8. Individual Home Page (only items populated from items 1-7 above will be able to be opened by the guardian from the Individual Home Page; they will be able to see what

- else the agency has linked to the page; but will receive a message that they don't have proper permission to open any item not included in their Super Role).
9. Any additional access not included in items 1-8 above are strictly at provider discretion. Providers may choose to allow Guardians to have "Submit" privileges in addition to "View" privileges for the items 1-8 above, if they desire. Providers may also choose to allow View and/or Submit access to additional Therap features the provider has chosen to utilize beyond those features required by DDS D such as Medication Administration Record, T-Logs, and/or ISP Program. However, such additional access is not required by DDS D.
- B. Providers shall create new user privileges to the Guardian Super Role for plenary guardians and for those with limited guardianship that includes authority for healthcare decision making if and when a guardian requests direct web access to Therap information regarding their ward(s).
    1. In all cases the provider must select the "Enable Notification" box so that the guardian has the option to set up the notification feature for various types of Therap entries (e.g. Approved GER with high designation; newly approved e-CHAT).
    2. Providers have the discretion whether to enable the Secure Communication (SComm) feature or not, and if so whether that privilege includes all agency users or only a limited group such as supervisors for programs the guardian's ward participates in.
  - C. Providers must ensure that the caseload associated with each guardian's user privileges is limited strictly to their ward(s) served by the agency.
  - D. Guardians requesting access to Therap from providers must have their own method to access the Therap site via the internet. Providers are not expected to provide internet service or equipment to guardians for this purpose.
  - E. For all non-adjudicated adults served by the provider, the provider must select the "Guardian of Self" checkbox in the Guidelines section of the Individual Data Form.
  - F. For all individuals with court appointed guardians, the provider must enter name and current contact information of the guardian. This is done within the Individual Data Form by "Add new Contact". When in this section "Guardian" must be selected in the "Relationship to Individual" field and then the type of guardian must also be selected from the drop down options in the next field. This information must be entered, regardless of whether or not the guardian wishes to have view access within the Therap system.
  - G. Instructions for the completing the requirements specified in this Director's Release have been provided with the initial distribution of the release and are also available on the Therap Services LLC website.

### **III. Definitions:**

**Aspiration Risk Screening Tool (ASRT):** Means a custom form designed by the Clinical Services Bureau of DDSD to screen adults participating in the Developmental Disabilities Waiver program for degree of aspiration risk. This form is available through the Therap website and the results are then incorporated into the Respiratory section of the electronic Comprehensive Health Assessment Tool.

**Caseload:** In the context of the Therap system, this term means one or more programs, individuals or combination of these. This capability ensures flexibility by allowing users to be given, for example, privileges to access information for only one individual or several individuals not aligned with particular programs, and/or to have privileges to access information for all individuals who participate in a particular program. Once a caseload is defined for a user, Provider Administrators can assign different roles in order to allow a certain level of access to particular Therap modules. For example view only access, or the ability to submit new information, edit existing information, or approve submitted information that requires review. For the purposes of this Director's Release, guardians are to be given view access to individuals for whom they provide guardianship supports and shall not be granted program wide privileges.

**e-CHAT:** Means electronic Comprehensive Health Assessment Tool. This tool is part of the Therap system and must be completed for each adult receiving Living Supports through the DDW and must be updated at least annually, upon hospital discharge and upon significant change of condition. This tool may also be used for adults on the DDW who are not receiving Living Supports but who wish to obtain this assessment in order to assist their team to plan appropriate health supports. This tool produces a summary report which indicates a medical acuity score of low, moderate or high and indicates areas for Healthcare Plans and medical emergency response plans that are required or should be considered.

**General Events Reports (GER):** Means a module within Therap where an event is reported. These entries can then be reviewed electronically by provider agency personnel and designated Department of Health employees both to identify events that require follow up and in order to aggregate data to identify trends. DDSD requires use of GER to report the following significant events: out of home placement, missing person/elopement, injury, fall, choking, skin breakdown, infection, restraint related to behavior, suicide attempt or threat, medication error, and use of PRN psychotropic medication. Providers have the option to also use GER to track and trend reportable incidents (e.g. death, abuse, neglect, exploitation) submitted to the Department of Health Incident Management Bureau.

**Health Passport:** Means a custom form in Therap that is populated from information entered into the IDF and e-CHAT so that up to date critical health information can be quickly and easily shared with primary care practitioners and emergency service personnel.

**Health Tracking (HT):** Means a module within Therap that keeps track of any data that refers to a person's medical status including appointments, vital signs, height/weight, seizure activity, medication history, and intake/elimination among other health indicators.

**Individual Data (IDF):** Means an electronic document within Therap that contains a comprehensive overview of a supported individual including demographics, program history, allergies, contacts, insurance information, and other aspects necessary to assist an individual such as required level of supervision, dietary guidelines, mobility guidelines, etc.

**Individual Home Page:** Means a page within Therap where certain information about each individual is organized from various other modules (such as IDF and Health Tracking) so it can be quickly accessed. For example, recent GERs and health tracking information is displayed on this page along with links to other Therap documents such as e-CHAT.

**ISP Program:** Means a module within Therap used to design and document teaching programs, track goals or objectives for an individual. Users can write the programs based on how they want to train the individual, according to the requirements of the particular goal or objective that is to be achieved. Users can then collect data on the particular ISP Programs. For each program that is designed, one can specify detailed information such as the long term objective, frequency of documentation, and the criteria for completion. Once the ISP has been approved, users can start collecting data through this module. This Therap feature is optional for providers in New Mexico.

**Limited Guardian:** Means a guardian appointed by the court for an individual who is able to make some, but not all, personal decisions and can manage some, but not all, aspects of personal care. The Court Order for the Limited Guardian will specify the responsibilities and powers of the limited guardian. The individual retains all other decision-making powers. This Director's Release applies to Limited Guardians for whom the Court Order specifies responsibilities and powers related to healthcare decision making.

**Medication Administration Assessment Tool (MAAT):** Means a tool issued by DDSD and available as a custom form on the Therap website that is completed by the agency nurse to assist the team to determine the level of support an individual needs in order to safely take their medication.

**Medication Administration Record (MAR):** Means a module within Therap where providers can choose to record and track data for medications administered to or taken by an individual they serve.

**Plenary Guardian:** Also known as Full Guardian, is appointed by the court and is responsible for all major decision making on behalf of the individual. The Court Order establishing this type of guardianship will note any decisions the guardian is excluded from making. This Director's Release applies to all plenary guardians.

**Secure Communication (SComm):** Means the intra-agency email-like system within Therap that all users can access to both send and receive messages in a secure, HIPAA compliant way. It can be used to communicate with anyone who is an active user in the system. You may also group people into User Groups for convenience in messaging as well as organizing folders to store received messages. You can also view who has read any messages that you have sent.

**Super Role:** Each module of the Therap Applications has an associated Role which entitles users to access particular sections and perform specific tasks. Administrators can create a Super Role for a particular staff level or user type combining one or more of these Roles to enable users to adequately perform their tasks or view information using the Therap system in a HIPAA compliant environment. This Director's Release addresses the requirement to create a Super Role for guardians and what access that Super Role must include.

**Therap:** Means Therap Services LLC, a company that offers electronic record keeping systems for organizations that support individuals who require long term support services, including individuals with developmental disabilities. See [www.TherapServices.net](http://www.TherapServices.net) for more information.

**T-Logs:** Means a client-based entry, recording anything from an individual's daily activities, progress note, the monitoring of injuries, behavioral concerns to general information. This Therap module allows for extensive sharing of information with program staff, managers, nurses, agency directors, investigators, etc. Information is only available to those who need it. Information can be pulled for monitors and licensing inspectors as needed. A T-Log also allows all users to view when others have read it.

## **V. REFERENCES**

Therap instructions for:

"Managing Super Roles for Guardians in New Mexico"

"Creating New User"

"Managing Caseload"

"Disabling SComm for Users"

"Listing an Individual as a Guardian of Self"

"Contacts" section of the Individual Data Form