



DIVISION OF DEVELOPMENTAL DISABILITIES SERVICES

NEWSLETTER

Issue 2 | Date: July 7, 2023

GUIDANCE DOCUMENTS

You may recall that we issued Guidance documents in the past to describe specific processes that need to be followed in the use of Therap.

The main purpose of these documents is to set standard protocols in certain functionality so that reports and data can be reviewed in a consistent manner.

In the upcoming months, we will be reviewing, updating, and reissuing these documents for the Client Data Management System (CDMS) where applicable. Guidance may include:

1. Therap New Registration Process,
2. Therap Managing Agency Rosters,
3. Therap Program Setup and Proper Categorization,
4. System Audit Processes, etc.

When issued, we will include a link to their location on the DDDS Website.

INFORMATION SYSTEMS WEBPAGE

'DDDS Information Systems' Icon is now live on the DDDS website homepage. This webpage will house all information relevant to CDMS and the system enhancement project which is underway.

This webpage will include Guidance Documents, Forms, Newsletters, Fact Sheets and all other relevant material related to the DDDS Information Systems.

[Webpage link](#)

DOCUMENT STORAGE



A new document storage type is available for attaching documents to service recipient records in Therap. It is called '*Agreement to Participate in HCBS*' (Shareable).

This document storage type is available to all Providers and they have the flexibility to make available to other Providers supporting the individual.

QUARTERLY USER AUDITS

Provider staff who are deemed consultative, may have user access established within the DDDS Oversight account in order to complete their required documentation of services. This access will need to continue until such

time a provider, who offers consultative services (i.e. – Behavior and Nursing), has a Targeted Case Management type account established in Therap. The provider staff who have existing Oversight

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QUARTERLY USER AUDITS

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access, are subjected to a quarterly audit, and user credentials discontinued when necessary. The next Therap User Audit for all DDDS Oversight users (DDDS and provider staff) will be conducted in early July.

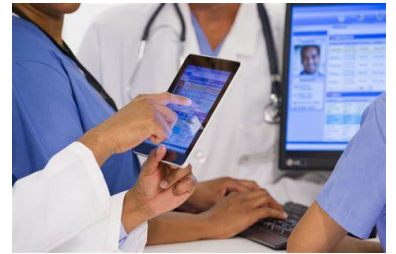
Users who have not logged into the system in the previous 90 days, are flagged and provider agency leads are contacted to determine if continued access is warranted. Agency leads who are contacted will need to respond to the inquiry within 5 business days in order for the user to maintain their caseloads and privileges.

Providers who do not respond to this inquiry in a timely manner will result in the user account being deactivated. For those deactivated, if they require continued access, they will be treated as new staff and a completed "User Account Request Form" [Click here](#) will need to be submitted to have their credentials established.

All providers are requested to conduct similar audit of users within their provider account to assure that proper system access to individual's information is protected. For instructions or guidance how to conduct a user audit, please reach out to Bob Goodhart at:

robert.goodhart@delaware.gov

e-MAR



The **Electronic Medication Administration Record (e-MAR)** serves as a legal record of all the drugs and treatments administered to each service recipient by a provider in a day or residential habilitation provider managed setting. e-MAR will be the electronic version replacing paper based medication administration records previously used.

DDDS will be promoting the implementation of e-MAR through our active service providers in Therap.

Over the next 2 years, providers will begin implementation of e-MAR in Therap to collect the medication information of our service recipients via data exchanges with pharmacies and to document administration of those medications and treatments.

This information will be available in Therap and will enhance our delivery of person-centered planning for our service recipients.

- ▶ DDDS is currently reviewing provider readiness for e-MAR implementation within the Therap system.
- ▶ DDDS is working with Therap for scheduling a demo for providers.
- ▶ DDDS and Therap will be reaching out to providers that have been prioritized for e-MAR implementation.

ANNOUNCEMENTS

From Division Director Dr. Jody A. Roberts' office:

Deputy Director **Leslie Boyd** will be retiring from the Division at the end of July 2023. We will bid her adieu with sincere gratitude for nearly three decades of her invaluable State service.

As of June 4th, 2023, the Director's office has two Deputy Directors:

Stacy Watkins and
Alexis Bryan-Dorsey.

We congratulate both - Stacy and Alexis for their new role and count on their vast experience to guide us going forward.



"I can't wait until we convert to electronic health records. Carrying all these around is giving me a backache."

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