

Provider instructions for e-CHAT and associated processes

Please note that resources and updates are available at:

www.TherapServices.net

www.TherapServices.net/NewMexico

<http://support.TherapServices.net>

You will also find links to Live Help and Support materials in the footer of any Therap page. **You can raise issues or send Therap feedback by clicking on the My Issues at the top-right of your FirstPage.**

DDSD and Therap are releasing the e-CHAT (electronic Comprehensive Health Assessment Tool) and associated forms and processes as of 10/18/2010.

As with any project of this type there will be ongoing revisions and adaptations as we learn and receive feedback from providers across New Mexico. In fact, thanks to some early testers, this process has already begun and many updates made to the system prior to going live.

There are a few issues still remaining, and these along with others we discover and enhancements we may agree on will be added to the system as we go. The following are things we are aware of:

| Area | Issue | Work Around |
|-------------------------|--|--|
| MAAT, Aspiration Screen | Some areas do not auto calculate or auto-populate the e-CHAT | <ol style="list-style-type: none">1. Manually enter the required data2. The automation of these process was identified as part of Phase 2 when these forms will be fully integrated with e-CHAT3. Currently these are just forms without programming behind them; therefore double check your answers because Therap won't warn you if required answers are missing, conflicting or illogical. |
| e-CHAT BMI section | Currently displays range rather than actual BMI | <ol style="list-style-type: none">1. None needed as Acuity is based on range2. Will display actual number in the future |
| e-CHAT various sections | None can be selected as a value along with other values | If selecting "None" do not select other vales in that area |
| e-CHAT various sections | May give a warning regarding blank fields even if you selected "None" or "n/a" | Just select OK in the warning box to bypass. |

Also be aware that the e-CHAT summary will trigger a notice for a required Healthcare Plan and consideration of a Medical Emergency Response Plan (MERP) if the individual is **at risk** for skin breakdown due to mobility limitations or incontinence, even if they do not have active skin breakdown. This is intentional. When considering the need for a MERP, consider type of wound (if any) and overall health status.

The Health Passport is also just a printable form at this time. Therap is prioritizing the programming to automat that form to make it more user friendly soon. It's use is currently still optional.

How to Share Completed Assessments with Team Members

October 15, 2010 – January 15, 2011

- Complete needed assessments as due (e-CHAT, MAAT, Aspiration Screening)
- Complete all individuals' IDF and Medication History by December 31, 2010
- After completed/approved by the primary provider, print a PDF version of the e-CHAT Summary Report, MAAT and Aspiration Screening (if applicable)
- Fax or deliver to the Case Manager and all secondary providers on the team
- Case Manager and secondary providers will keep this paper copy in the individual's file

After January 15, 2011

- Following the completion of entering all individuals into the Therap system (IDF, medication history, needed/due assessments and well as spreadsheet upload) – set up COIS through Therap
- Share approved forms via COIS with all secondary providers on the team
- Case Managers will access all approved forms via DDSD account access (no need to share approved forms via COIS with Case Manager)
- You may still need to print/fax approved forms for guardians as they will not have direct Therap access at this time. Another option is for the Case Manager to log into the Therap website with the guardian present (may be done from a guardian's home computer) and the documents can be reviewed together, printed, saved to a disk, etc.

Long Term Sharing

- DDSD and Therap are working to automate the sharing process in the future – COIS is a temporary solution that is HIPAA compliant

COIS (cross organization information sharing) is a process available through Therap to share protected health information (PHI) between different agencies and Therap users. You must set up the permissions for COIS per individual. Details on this process and on how to initiate this process are available at

www.TherapServices.net/NewMexico or at
<http://support.therapservices.net/display/documentation/COIS+-+Cross+Organization+Information+Sharing+in+Therap>

In mid-January DDSD will send out more specific information about COIS and how to set up this sharing process with other agencies on the team. At this time it would be difficult to establish COIS because all providers are in the process of entering each individual into the system. After all of the individuals are entered, COIS can be established.

Getting Your Questions Answered:

| Type of Question | First Source | Second Level Source |
|---|---|---|
| Clarification/interpretation of e-CHAT questions | Regional e-CHAT Trainer: SW: Randy Cahall or Amy Fox SE: Brianna Massey NW: Michelle Groblebe or Tamara Peterson NE: Doris Finney Metro: Lori Ellison, Valerie Karwowski or Wendy Kramer <i>You may also contact any of the Regional Nurses even if they are not e-CHAT trainers.</i> | Elizabeth Finley RN – Clinical Services Bureau 505-841-2948 |
| Application, navigation, utilization | Therap on-line quick guides or “? Help & Support” button | Regional e-CHAT Trainers (see list above) |
| System malfunctions (e.g. screen crashes, data not auto-populating) | Therap “Live Help” button | Call Therap tech support |
| Login and password issues | Agency Program Administrator | n/a |
| Problem with web access, PC or printer issues | Provider agencies need to contact their internet vendor State staff call DOH helpdesk | n/a |