

Date: 4/21/2020

DDSD-DDW Numbered Memo 2020-01

To: All DD Waiver Service Providers

From: Elizabeth Finley, Bureau Chief
Clinical Services Bureau



Subject: Using “*Questionnaire-CARMP Draft*” in Therap: Process and New Required Elements Regarding Therap.

In 2019, DDSD responded to multiple provider complaints about the difficulties teams experience with sharing the Comprehensive Aspiration Risk Management Plan (CARMP) during and after it was created or revised. Under current practice, it is challenging sharing the document, especially using email while attempting to adhere to the Health Insurance Portability and Accountability Act 1996 (HIPAA). Some people use private emails with or without passwords, and others found the document too large to send via Therap’s secure email system known as SCOMM.

In responding to provider concerns, CSB explored options for multiple users to access the CARMP Draft during the multidisciplinary development or the revision process. For the past six months, CSB has worked with Therap to streamline the process of sharing the CARMP Draft within teams. Therap created a “Questionnaire” called “*CARMP Draft*” that will eliminate the need to use any email system during the development/revision of the CARMP Draft. The “*Questionnaire-CARMP Draft*” in Therap provides a secure, shared point of access for team members to access, download, and upload a working CARMP Draft.

All teams will start using “*Questionnaire-CARMP Draft*” in Therap on June 1, 2020.

Multiple Training opportunities and a guide will be provided on how to access, download, and attach the new or revised CARMP in “*Questionnaire-CARMP Draft*” in Therap. Please plan to attend one of the trainings see dates in Appendix B. Additional information can be found on the Therap website: <https://www.therapservices.net/>.

The CARMP processes, as outlined in Chapter 5.5 of the January 2019 DDW Standards and the CARMP template, remain the same. The following, additional **REQUIRED** elements will go into effect with this numbered memo.

1. In order to coordinate and communicate securely with the Interdisciplinary Team (IDT), it is required that all Therapists (Occupational Therapist (OT), Physical Therapist (PT), Speech and Language Pathologist (SLP)), Nutritionists (RD), Behavior Support Consultants (BSC), and Case Managers (CM) have an account in Therap and use SCOMM as the **ONLY** source for **ALL** future secure communication.
2. All Therapists, BSCs, RDs, and CMs, must provide Kathy Baker, Statewide Provider Administrator, Hernando Martinez, Statewide Provider Administrator, or their Regional Therap Administrators, their caseloads as soon as possible; and inform them of any caseload changes within seven (7) calendar days of those changes.
3. The Therap lead at the primary agency must give Therapists, BSCs, RDs, and CM access to the “*Questionnaire-CARMP Draft*” by updating their Super Roles. The Therap lead at the primary agency must also give both residential and CCS Nurses access to the “*Questionnaire-CARMP*”

Draft” by creating an account and updating their Super Roles. See Appendix A regarding updating the Super Roles at the end of the documents.

4. When the person is screened for aspiration, as noted in the 2019 DDW Standards, the nurse must use a **new** Aspiration Risk Screening Tool (ARST), with each screening. **Do not copy and paste.**
5. A CARMP template or the current CARMP must be uploaded to the “*Questionnaire-CARMP Draft*” by the primary agency. Uploading the template or current CARMP can be done by an office administrator working for the primary agency.
6. When each lead contact/author finishes their revisions/recommendations, they must notify the CM via SCOMM. Other team members may also be notified at the same time.
7. After the CARMP had been developed or was revised by all the “Lead Contacts”/authors, the CM will review it for any inconsistencies and sections that have a “Lead Contact” identified but has no recommendations. The CM will coordinate efforts with the team to resolve those areas of inconsistencies and incomplete sections. The “Lead Contacts”/authors will remove the “Lead Contact” and add “n/a” next to any area/sections where recommendations are found not to apply to the person. The CM will set a timeline for clarification and completion of this step. The lead contacts/authors will also ensure that there is only **ONE (1)** “Lead Contact” identified for each area/section or be must be marked as n/a where no recommendations are written.
8. The CM will review the completed CARMP with the person and guardian. If no revisions are needed, or after all changes were completed, the CM must add the date to the CARMP, attach it to the “*Questionnaire-CARMP Draft*” in Therap, and **submit** it. Submitting the CARMP finalizes the CARMP.
9. After the CARMP was completed and the CM had added the date and submitted it, the CM must notify the team via SCOMM.
10. The primary provider nurse must download the finalized submitted CARMP and attach it to the Aspiration Health Care plan with the MERP in Therap.

The following two requirements are stated in the 2019 DDW Standards, but it is important enough to re-state.

1. Provider Agencies must ensure that a current, intact CARMP and Aspiration MERP are readily available (electronically/hard copy) to staff/DSP in all service delivery sites, at all times.
2. Provider Agencies must replace additional documents and instructional documents that address CARMP content (i.e., WDSIs, Therapy Support Plans, Mealtime Plans, interim CARMP, oral hygiene plans, and tube feeding plans/directives) with the final CARMP distribution. CARMP content may not be restated in other documents used to guide staff, DSP, and family. Duplicative documents and instructional documents will be removed from support documentation at the time the final CARMP is distributed.

In addition, a Therap conference is held annually; please plan to attend, if possible, because there will be specific training sessions for Therapists, RDs, and BSCs, as well as for CMs during this conference.

If you have any questions regarding the use of Therap and caseload, please contact Kathy Baker, Statewide Provider Administrator, email Kathy.Baker@state.nm.us or Hernando Martinez, Statewide Provider Administrator, email Hernando.Martinez@state.nm.us.

For additional assistance, feel free to contact your Regional Office or the aspiration risk management coordinator, Jacoba (Kotie) Viljoen, at jacoba.viljoen@state.nm.us, at any time.

Appendix A

How to Give Access to the “Questionnaire-CARMP Draft”

To ensure people have access to the “Questionnaire-CARMP Draft”, the super role must be updated. Please click on the link below to see how to update the super role. See the screenshot for guidance, as well.

https://help.therapservices.net/app/answers/detail/a_id/858/kw/updating%20a%20super%20role

The screenshot displays a web application interface for managing user roles. The browser address bar shows the URL: `secure.therapservices.net/admin/privilege/superrole/superRole.xhtml?cid=4`. The interface is organized into a grid of panels, each representing a different functional area with a list of permissions and their status (checked or unchecked).

Functional Area	Permissions
Order	<input checked="" type="checkbox"/> Order View <input type="checkbox"/> Order Submit <input type="checkbox"/> Order Approve <input type="checkbox"/> Order Update <input type="checkbox"/> Order Delete
Personal Finance Account	<input type="checkbox"/> PFin Account Create <input type="checkbox"/> PFin Account Update <input type="checkbox"/> PFin Account Discontinue <input type="checkbox"/> PFin Account View
Personal Finance Transaction	<input type="checkbox"/> PFin Transaction Create <input type="checkbox"/> PFin Transaction Update <input type="checkbox"/> PFin Transaction Delete <input type="checkbox"/> PFin Transaction View
Questionnaire Form	<input checked="" type="checkbox"/> Individual Questionnaire Form Submit <input checked="" type="checkbox"/> Individual Questionnaire Form Update
Staff Action Plan	<input type="checkbox"/> Staff Action Plan Submit <input type="checkbox"/> Staff Action Plan Approve <input checked="" type="checkbox"/> Staff Action Plan View <input type="checkbox"/> Staff Action Plan Update <input type="checkbox"/> Staff Action Plan Delete <input type="checkbox"/> Staff Action Plan Review
Support Intensity Scale	<input type="checkbox"/> SIS Assessment View
T-Log	<input checked="" type="checkbox"/> T-Log Entry <input checked="" type="checkbox"/> T-Log View <input type="checkbox"/> T-Log Update <input type="checkbox"/> T-Log Delete
Time Tracking	<input checked="" type="checkbox"/> Time Tracking Data View <input checked="" type="checkbox"/> Time Tracking Data Edit
TMS Roles	<input type="checkbox"/> Supervise Trainee

At the bottom of the interface, there is a section labeled "Currently Assigned To" with a small thumbnail of a user profile card.

Appendix B

Training Dates for “*Questionnaire-CARMP Draft*” in Therap

Multiple training sessions will be provided via Skype only. This training is mandatory. **Only one invitation will be sent for April 30th @, 09:00-11:00 am, but this invitation applies to all dates.** Please accept this invitation, but feel free to attend any dates and times listed. You are welcome to participate in multiple sessions. The May 1, 2020 training is a Therap Webinar that will be recorded to be placed on the Therap website.

Dates and Times:

April 30, 2020 @ 09:00-11:00 am

April 30, 2020 @ 12:00-02:00 pm

April 30, 2020 @ 03:00-0500 pm

May 1, 2020 @ 10:00 am – 12:00 pm Therap Webinar.

May 4, 2020 @ 09:00-11:00 am

May 4, 2020 @ 12:00-02:00 pm

May 4, 2020 @ 03:00-0500 pm

May 5, 2020 @ 09:00-11:00 am

May 5, 2020 @ 12:00-02:00 pm

May 5, 2020 @ 03:00-0500 pm

May 6, 2020 @ 09:00-11:00 am

May 6, 2020 @ 12:00-02:00 pm

May 6, 2020 @ 03:00-0500 pm

May 11, 2020 @ 09:00-11:00 am

May 11, 2020 @ 12:00-02:00 pm