

Provider Perspectives on EHR Selection, Implementation, and Long-Term Utilization

A Panel Presentation



VISIONARY
VOICES

Introductions



Barry Pollack
Regional Director
Southeast

- 38 years experience in the disability field
- Leads Therap's Southeast Team Team
- Leads Southeast Governments Business Development
- Past Administrator for large provider agencies in California, North Carolina and Florida
- In-depth understanding of provider operations, challenges and needs



Jason Laws

**Business Development
Consultant**

- Approximately 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
- Establishes and supports a business customer base in the Southeast Region including NC, GA, TN, & KY
- Team lead on Therap's Business Intelligence Platform

Provider Panel Members



**Jennifer
Rorie-Bruton**
GHA Autism
Supports



Richard Edwards
CBC - Community
Based Care



Mike McGahey
RSI- Residential
Services, Inc.

What is Therap?

- **Therap Services is a Secure, SaaS/Web-Based, COTS, Nationally Certified, HIPAA compliant, Case Management, Documentation, Billing, Communication, and Reporting solution for I/DD Services, Human Service Providers, States, Counties, MCOs and other entities.**
- **Therap provides an intuitive system to capture real time documentation, tracking, reporting, and record keeping in an online system that is easily accessible with any internet ready device such as computers, netbooks, tablets, smartphones, etc. (No software required!)**

- Over 5,000 providers
- Over 340,000 users
- Over 560,000 Individual records
- Serving organizations in 50 states and 4 Continents
- 90 NC Providers - Billing All LME/MCOs and NC Tracks
- Connected to NC-HIE/NC Health Connex
- 10 State Contracts that include Statewide Incident Management
- 17 total State contracts across the US
- Recognized by CQL, CARF, ANCOR, Open Minds, UCP, The Arc, APSE, College of Direct Support, and Provider Associations across the U.S.



Therap[®] North Carolina Partners



Canisler Collaborative Resources



**SANDHILLS
CENTER**





**Provider Perspectives on EHR
Selection, Implementation, and
Long-Term Utilization**

Please describe your EHR Selection Process

Including:

- **Priorities: Fit, Cost, ROI**
- **Other Considerations**
- **Process for Evaluation**

Please describe your Implementation Process

Including:

- Identification of Key Team Members
- Getting staff “buy-in”
- Approach to roll-out (agency-wide/pilot/etc.)
- Approach to training
- Challenges/Lessons Learned

Describe the current status of your EHR Use/Implementation

- Current Use
- Status of HIE Connection

What are your Future Plans regarding the use of your EHR

- Additional Functionality
- Expanded Use

Describe the Impact of your EHR Use (including specific use cases/decisions made) relative to efficiency/compliance/data use/overall quality

Including:

- On workflow/operations
- On service delivery
- On individuals receiving service

Questions?



Come visit us at Booth #3
or on our website at
www.TherapServices.net

Thank You!