



Introduction to new Issue-specific Protocols and ISP FAQs

Webinar

November 28, 2017

Welcome!

Alan Lytle & Danelle Moore, OTAC

Marilee Bell, ODDS

Oregon ISP

Getting started

- Find your webinar control panel
- Download instructions and access new documents with links in your control panel
- Ask a question at any time during the webinar

What has been updated?

- Aspiration/Choking protocol
- Seizure protocol
- Constipation protocol
- Dehydration protocol
- Pica protocol
- General protocol

New **Protocol Instructions** are also posted.

Protocol instructions

Let's take a quick look at the updated
Protocol Instructions

Available in the webinar window or here:

<http://oregonisp.org/forms/support-docs/>

What changes have been made?

- Updated format and layout.

Each protocol has been updated to match the new General protocol that was released earlier this year.

- There are no more “locked” bullet points.

You can freely edit the content of these documents to tailor them to the person’s unique support needs and their preferences for how support is provided.

Are we required to use the new protocol format?

- ODDS has not issued any new requirements or timelines for their use.
- These new protocols are available to be used in any setting.

If a person has a protocol in place that is currently working, do we have to change to the new format?

- No. The new protocols are simply available for use. You may use either the older version (dated 9.9.09a) or the new versions.

Should we use the same protocol for the person at home and at work?

- We recommend creating separate support documents for each location where the person is served.
- Tailor the instructions to the staff at each location.

New protocols require Adobe Reader DC

Free software is available at
<https://get.adobe.com/reader>

New features in PDF versions

- Function icons at the top
- Auto-fill information like name and gender pronouns
- Press CTRL-E to open the Text Properties toolbar
 - Longer fields allow text formatting
 - Shorter fields are plain text

Helpful tip

Fields look compact when you first start typing.
They expand when you click out of them.

On-screen help text

- Extra help text throughout the document on-screen to guide you
- **Purple help text** can be toggled on or off
- Additional help text can be found by hovering over purple help icons ⓘ

Need help?

- Visit www.OregonISP.org/forms/adobe for more information
- You'll find an FAQ document from DHS with tips for installing software and using the new PDF forms

ISP Q & A

Danelle Moore

ISP Q & A

Question #1

I have Adobe Reader DC installed on my computer. However, when I try to download the Oregon ISP PDF documents, I just get a “please wait” message. How do I download the documents?



ISP Q & A

“Please wait” means you have not downloaded the form.

To solve this problem

- Don't try to open the form directly from the website
- Save the form to your computer and then open it

Let's walk through this solution...

ISP Q & A

Question #2

The PDF files are too large to upload to our agency's electronic case management system and difficult for families to open.

What is the solution for this?

ISP Q & A

To make the file size smaller and easier to share with others, you can 'flatten' the documents by printing them to PDF.

You will first need to install print-to-PDF software.

Let me show you how this works...



ISP Q & A

As a reminder:

- The flattened document is not editable
- It can be opened in any PDF viewing software

ISP Q & A

Question #3

Which of the Oregon ISP forms can I use in the Microsoft Word version?

ISP Q & A

Only the ISP form itself must be used in PDF version.

It is acceptable to use either the PDF or Word version of:

- Person Centered Information
- Risk Identification Tool
- Change form

All the forms are available at:
www.OregonISP.org/forms

ISP Q & A

Question #4

Is there a version of the Person Centered Information form targeted to kids?

ISP Q & A

Yes!

The Person Centered Information form is available in both a youth and adult version.

Using PDF version?

- Toggle between the adult and youth version

Using Word version?

- Two separate documents, youth and adult

Let's take a look...



ISP Q & A

Question #5

I heard in ISP training that there is an easy way to ask an ISP question.
How do I do this?

ISP Q & A

You can ask an ISP question at
OregonISP.org.

Let's try it...



ISP Q & A

Question #6

Some people and their families don't want to talk about all the topics on the Person Centered Information form or are confused when we ask them things that are not relevant in their life.

Is it acceptable to not ask about a topic area if we know it isn't relevant?

ISP Q & A

Yes, it is acceptable not to discuss all the topics on the Person Centered Information form.

INTERVIEW

Start with what you know
Add more as you learn it over time



Wrapping up

- Forms are now available at <http://oregonisp.org/forms/support-docs/>
- Have questions?
 - Click **Ask a Question** at OregonISP.org.



Verification of attendance

You'll receive a follow-up email after this webinar

*That email is the only
verification of attendance we are able to provide*

THANK YOU!

Please complete our short evaluation in your web browser
when the webinar ends!

www.OregonISP.org