



NC-TOPPS

Super user  
Training

# Superusers

- Every provider agency is required to have a Superuser.
- Superusers are individuals who have oversight responsibilities for their provider agency or the LME/MCO.



## Superusers Continued

- Superusers have access to the same NC TOPPS features as QPs- the Interview Search option and the Updates Needed option, but they also have access to other features.
- Superusers are able to **track NC-TOPPS submissions and due dates** for their LME-MCO or provider agency, **change a consumer's QP**, and **manage user enrollment requests**.

# How do I become a superuser ?

- If you **are already an approved NC-TOPPS user** for your agency, you should contact the NC-TOPPS Help Desk to request a Superuser Enrollment Form.
- Or the Partners BHM Superuser also has Superuser Enrollment forms you may request.
- After it is filled out-you can scan the form and email it back to [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu).
- New users for an agency need to enroll in the web-based system as a QP and be approved **BEFORE they can apply** to become a superuser.

# Superuser Tools

Superuser Tool Bar

SU Tools has:

- User Search
- Codebook
- Manage User Requests
- Remove Users
- Change Consumer QP

# Manage User Requests

- When you get an email to “Approve a new user” -
- **Log in** with your current NC-TOPPS username and password.
- Click on the **Locations tab** to select LME/MCO and provider in the blue bar near the top of the page.
- Once you choose the appropriate location, the **Superuser Tools tab will appear** next to the Locations tab.

## Manage User Requests continued

- Click on the Superuser Tools tab and click on **"Manage User Requests."** You will see names of prospective users in your User Management Request Queue. If your queue is empty, no users are waiting to be approved.
- You will **select Approve or Reject** (on the **far right** at the end of the row).
- The user will go into Items for **Approval or Items for Rejection.**
- **Click the "Confirm" button** at the bottom of the page **to save** the approvals or rejections

# Manage User Requests cont.

The screenshot shows the NC-TOPPS web application interface. At the top, there is a navigation bar with links for Home, User Tasks, Locations, Supervisor Tools, Website Submission, Reports, FAQ, Training Tools, and Logout. The main heading is "Manage User Requests". Below this is a "User Management Request Queue" table with columns for New User, OP Access, DEU Access, First Name, Last Name, User Name, Email, Phone, and Date Requested. The table contains four rows of data. The first row has "Approve" and "Reject" buttons. The second row has "Approve" and "Reject" buttons. The third row has "Approve" and "Reject" buttons. The fourth row has "Approve" and "Reject" buttons. Below the table are sections for "Items for Approval" and "Items for Rejection", both showing "No records to display." At the bottom of the interface are "Back" and "Confirm" buttons. Three red-bordered callout boxes with blue arrows provide instructions: the first points to the "Approve" button in the first row, the second points to the "Approve" and "Reject" buttons in the second row, and the third points to the "Confirm" button.

Click on Approve Or Reject

The request will Move down here if Approved or here if rejected

Then you hit Confirm to save

New User	OP Access	DEU Access	First Name	Last Name	User Name	Email	Phone	Date Requested	Approve	Reject
YES	YES	YES	Example1	User	user1	example1@nc.gov	(919) 999-9999	1/26/2012 8:40:49 AM	Approve	Reject
NO	YES	NO	training	training	training	training@nc.gov	(919) 999-9999	1/26/2012 1:58:28 PM	Approve	Reject
NO	YES	YES	training	training	training	training@nc.gov	(919) 999-9999	11/28/2012 11:05:08 AM	Approve	Reject
YES	YES	NO	Mac	Mac	mac	mac@nc.gov	(919) 999-9999	11/28/2012 8:18:00 AM	Approve	Reject



## Removing Users

- As the agency Superuser, you **should always** remove users when that staff persons leaves your agency.
- Click on the Superuser Tools tab and **click on "Remove Users."** You will see a list of the Active Users at the provider agency you have selected.
- Find the row with the **username** you wish to remove. At the far right end of the row, click on the **"Remove" button.**
- Click the **"Save Changes"** button at the bottom of the page.

# Removing Users

Find the username  
For the staff that  
has left your  
agency

Click on the  
Remove button

Click on the  
Save Changes  
button

User Name	First Name	Last Name	Email	Phone	Last Login	IP Access	DBS Access	PWD Expired	Status	
Wing	Benton	Wing	Wing@ncstate.edu	(704) 435-1000	11/16/2012 10:28:20	101	101	101	✓	Remove
Wing	Benton	Wing	Wing@ncstate.edu	(704) 435-1000	11/15/2012 10:28:20	101	101	101	✓	Remove
Wing	Wing	Wing	Wing@ncstate.edu	(704) 435-1000	11/16/2012 10:28:20	101	101	101	✓	Remove
Wing	Wing	Wing	Wing@ncstate.edu	(704) 435-1000	11/15/2012 10:28:20	101	101	101	✓	Remove
Wing	Wing	Wing	Wing@ncstate.edu	(704) 435-1000	11/16/2012 10:28:20	101	101	101	✓	Remove
Wing	Wing	Wing	Wing@ncstate.edu	(704) 435-1000	11/15/2012 10:28:20	101	101	101	✓	Remove
Wing	Wing	Wing	Wing@ncstate.edu	(704) 435-1000	11/16/2012 10:28:20	101	101	101	✓	Remove

## Changing a consumer from one QP to another

- click on "Change Consumer's QP"
- Under the "Episodes of Care" listing, check the box next to the consumer you want to modify.
- At the bottom of the screen, select the New Qualified Professional you would like the selected consumer to be changed to.
- Click the "Modify Episode" button at the bottom of the page to save the changes

# Changing a consumer from one QP to another

check the box next to the consumer you want to modify

select the New Qualified Professional

Click the "Modify Episode" to save changes

Consumer Number	Last Name Initial	Consumer First Name Initial	Date of Birth	Gender	Consumer Group	Current QP	Last Interview Type Completed
<input checked="" type="checkbox"/>	TRG	H	04/04/1984	Male	Adult SA/ADULT SA	training training (training)	Initial
<input type="checkbox"/>	MOU	H	04/12/1973	Female	Adult SA	training training (training)	Initial
<input type="checkbox"/>	MOU	T	05/05/1975	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	A	04/04/1984	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	H	11/02/1987	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	H	05/02/1987	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	H	05/02/1987	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	K	03/03/1957	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	H	05/02/1987	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	A	01/02/1985	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	K	04/02/1985	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	K	03/02/1957	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	K	02/02/1990	Male	Adult SA	training training (training)	Initial
<input type="checkbox"/>	TRG	K	03/02/1957	Male	Adult SA	training training (training)	Initial

New Provider Agency: Provider Agency Name2 - Street 111, Raleigh  
New Qualified Professional: Brandon Miller (mls014)  
Modify Episode

# QUESTIONS & DISCUSSION



# Incomplete Interviews

- Click on "Manage Episodes of Care."
- You will find the interview that was started under the "Episodes of Care" box that has all of the Incomplete Interviews.
- Select **the row** of the consumer (**not 'View'**) and then get to the interview by **going to the second box** labeled "List of Interviews for Selected Consumer."
- You **may need to scroll down** in the second box to get to the interview that needs to be resumed.
- Select "Resume" to finish and submit the interview.  
NOTE: The user can follow these same instructions under their login to get to the incomplete interview.

# Incomplete Interviews

Click on Manage Episodes of Care

Move Display Box to Incomplete Interviews

Incomplete Interviews will show here

Data Used in Training, Quality Improvement and Research

## NC-TOPPS

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Last login: 01/08/2013 10:33 PM  
Location: Provider Agency Rowan (LINE#00000)  
Address: Street 111, Raleigh  
Role: Provider Agency Supervisor

Home User Tools Location Superior Tools Website Information Reports  
FAQ Training Tools Logout

Start Initial Interview  
Manage Episodes of Care

Start interview by entering a valid Consumer Record Number:  3 Month Update  [Need Help?](#)

OR

Start interview for an episode listed below: [Need Help?](#)

Display **Incomplete Interviews** started between 1/29/2010 and 1/29/2013

Episodes of Care: (click episode to view Interviews)

Consumer Number	QP Interview	Consumer Last Name Suffix	Consumer First Name Initial	Date of Birth	Gender	Consumer Group	Episode Status	Last Interview Type Completed	Individual Report
124873	training	SSS	A	07/14/1972	Female	Adult W/SA Adult SA	OPDS	3 Month Update	<a href="#">View</a>
987889	training	CAT	I	01/01/1993	Male	Adult W/SA Adult SA	OPDS	N/A	<a href="#">View</a>
049826	training	WCC	H	07/04/1973	Male	Adult W/SA Adult SA	OPDS	Initial	<a href="#">View</a>
046683	training	XET	H	04/04/1944	Male	Adult SA	OPDS	N/A	<a href="#">View</a>

List of Interviews for Selected Consumer:

Consumer Number	Interview Type	Consumer Group	QP Last Name	QP First Name	QP Interview Message	Interview Status	Interview Started	Interview Completed	Resume Interview	Review/Print Interview	Delete Interview
No records to display.											

NC-TOPPS 2 (version 2.1) is developed and maintained by The Center for Urban Affairs & Community Services of North Carolina State University. Please contact the NC-TOPPS Helpdesk for assistance.

Internet | Protected Mode: Off

3:17 PM 1/26/2013

# Incomplete Interviews

Click on the Row ---Not "View"

Then it moves down Here and turns Light blue

Click on "Resume" To Finish and Submit or it can be deleted if its an error

The screenshot shows the NC-TOPPS 2 web application. At the top, there is a navigation menu with options like Home, User Tools, Locations, Supervisor Tools, Website Submission, Reports, FAQ, Training Tools, and Logout. Below the navigation is a section for 'Manage Episodes of Care' with a search bar for 'Consumer Record Number' and a 'Start Interview' button. There is also a section for 'Start interview for an episode listed below' with a 'Get Episodes' button. The main content area displays a table of 'Episodes of Care' with columns for Consumer Record Number, QP Username, Consumer Last Name Initial, Consumer First Name Initial, Date of Birth, Gender, Consumer Group, Episode Status, Last Interview Type Completed, and Individual Report. The table contains several rows, with the row for Consumer Record Number 821478 highlighted in light blue. Below the table, there is a 'List of Interviews for Selected Consumer' section with a table showing interview details for the selected consumer, including a 'Resume' button for an 'INCOMPLETE' interview.

Consumer Record Number	QP Username	Consumer Last Name Initial	Consumer First Name Initial	Date of Birth	Gender	Consumer Group	Episode Status	Last Interview Type Completed	Individual Report
821478	training	JGH	S	12/25/1978	Female	Adult SA	OPEN	N/A	View
821478	training	SAH	J	12/05/1977	Male	Adult SA	OPEN	N/A	View
812345	training	WIL	J	08/10/1999	Male	Adult MH	OPEN	N/A	View
390400	training	ABC	E	01/08/1999	Female	Adult MH	OPEN	Initial	View

Consumer Record Number	Interview Type	Consumer Group	QP Last Name	QP First Name	QP Username	Interview Status	Interview Started	Interview Completed	Reason Interview	Review/Print Interview	Delete Interview	
821478	Initial	Adult SA	training	training	training	INCOMPLETE	03/24/2012 11:15:22 AM			Resume	Review	Delete



# Superuser Info-Partners Specifics

- Partners BHM will be monitoring reports for **updates needed** for your agency on a Regular **basis**. Also NC TOPPS Outcomes data through the simple query and other reports within the website.
- Provider agency's demonstrating significant issues with NC TOPPS compliance will be contacted via phone and or e-mail and If problems continue a Plan of correction or other sanctions will be required.
- Assistance, if needed is available through the contacts at the end of this presentation.

# Updates Needed

Click on Updates Needed

Report takes a minute or so to run

Click to Export To Excel so you can custom sort by date...etc.

LME	Provider Agency	Address	City	Consumer Record Number	Date of Birth	Consumer Last Name	Consumer First Initial	Gender	Consumer Group	QP First Name	QP Last Name	QP Username
LMEName2	Provider Agency Name	Street 999	Raleigh	08786	12/01/2000	DA	J	Female	Child MH	training	training	training
LMEName2	Provider Agency Name	Street 999	Raleigh	087625	01/01/1989	CAT	J	Male	Adult MH	training	training	training
LMEName2	Provider Agency Name	Street 999	Raleigh	087626	01/01/1989	CAT	J	Male	Adult SA	training	training	training
LMEName2	Provider Agency Name	Street 999	Raleigh	112250	12/01/1990	GAT	B	Male	Adult MH	training	training	training
LMEName2	Provider Agency Name	Street 999	Raleigh	087627	01/01/1989	CAT	J	Male	Adult MH	training	training	training
LMEName2	Provider Agency Name	Street 111	Raleigh	080088	06/15/1976	ORA	B	Male	Adult MH & Adult SA	training	training	training

# QUESTIONS & DISCUSSION



# NC TOPPS Interview Data Collection Method

## **Interview Data Collection Method for Episode Completion Interviews.**

- 1) This is currently being looked at as a QIP for the agency.
- 2) The goal is to increase the in-person and telephonic (combined) data collection and look at ways to decrease the % completed by record review.
- 3) We are reviewing the score for overall Partners as a whole and have begun to look at individual providers scores per the NC TOPPS website Interview Method Report.
- 4) We will be looking at the aggregate data across all applicable ages/disabilities of 65% episode completion interviews done by phone or in person
- 5) It is advised that each provider agency superuser run this report regularly from the simple query (Interview Method Report) and look at ways to improve the score.

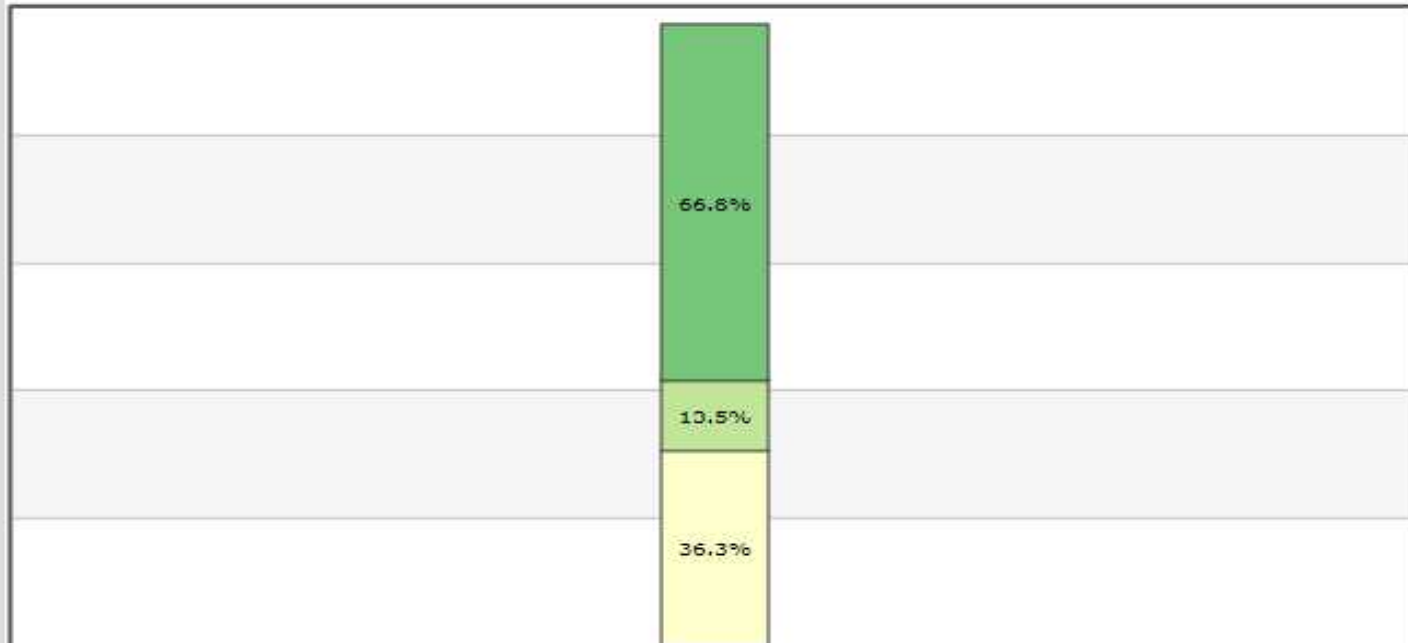
# Interview Method Report

All Consumers

Episode Completion Interviews started

Friday, April 01, 2016 through Thursday, June 30, 2016

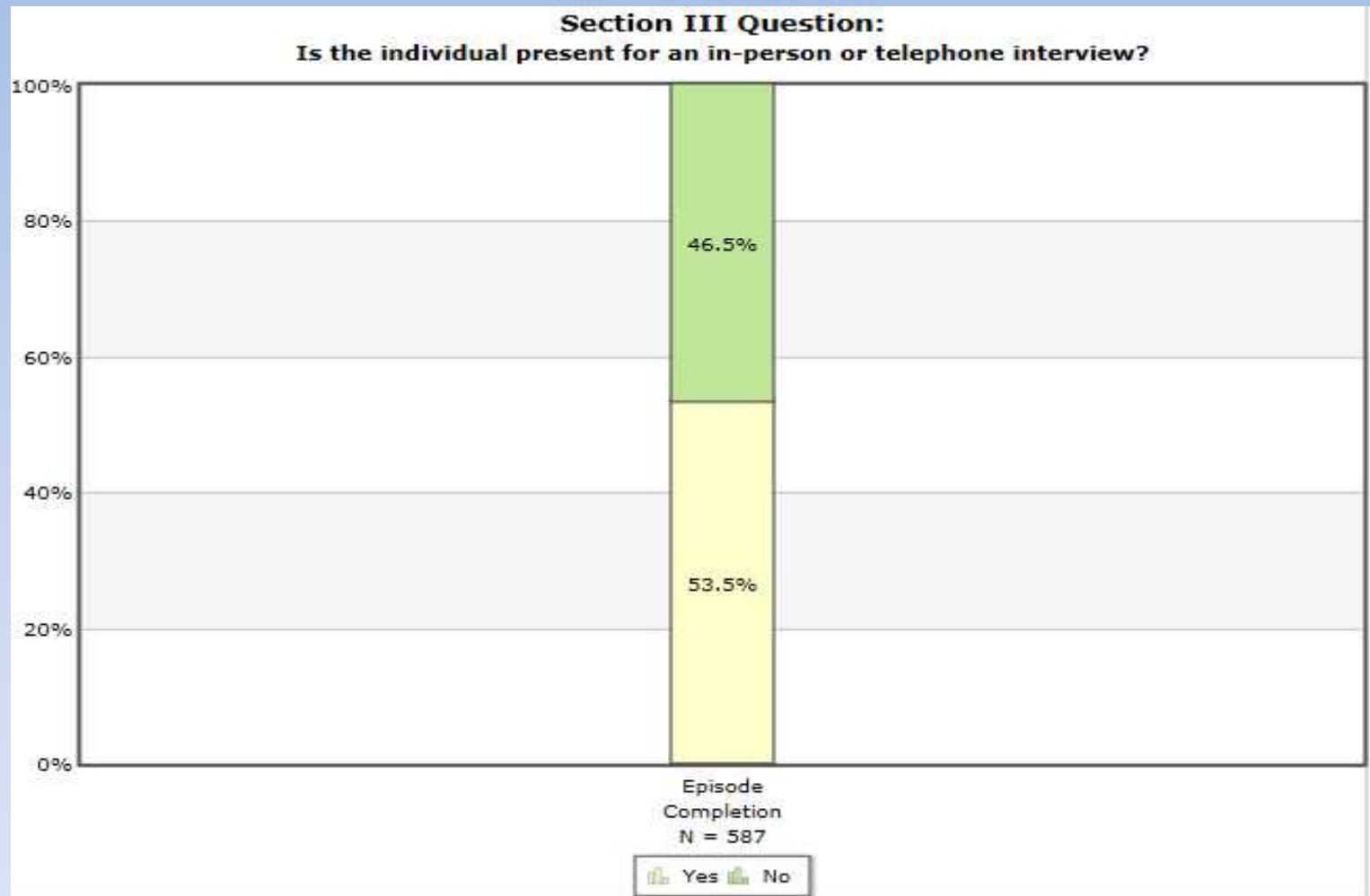
**Section II Question:**  
How are the next section's items being gathered?



Episode  
Completion  
N = 547

In Person Phone Record/Notes

# Continued



# Inside the simple Query

## Partners Behavioral Health Management (13141)

Adult Mental Health Consumers

Episode Completion Interviews started Friday, January 01, 2016 through Thursday, March 31, 2016

Number of Episode Completion Interviews: 270

Demographics

Services

Treatment Demographics

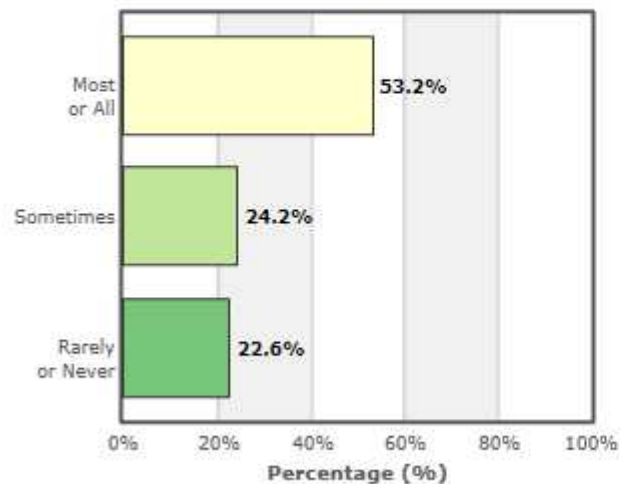
Behaviors

Employment/Housing

Service Needs

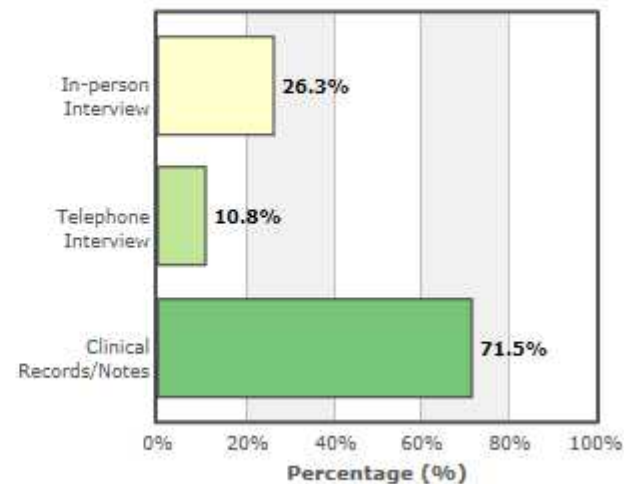
### Attendance at Scheduled Treatment Sessions

Since Last Interview, N = 186



### EC Interview Data Collection Method

Multiple Responses, N = 186



# Continued

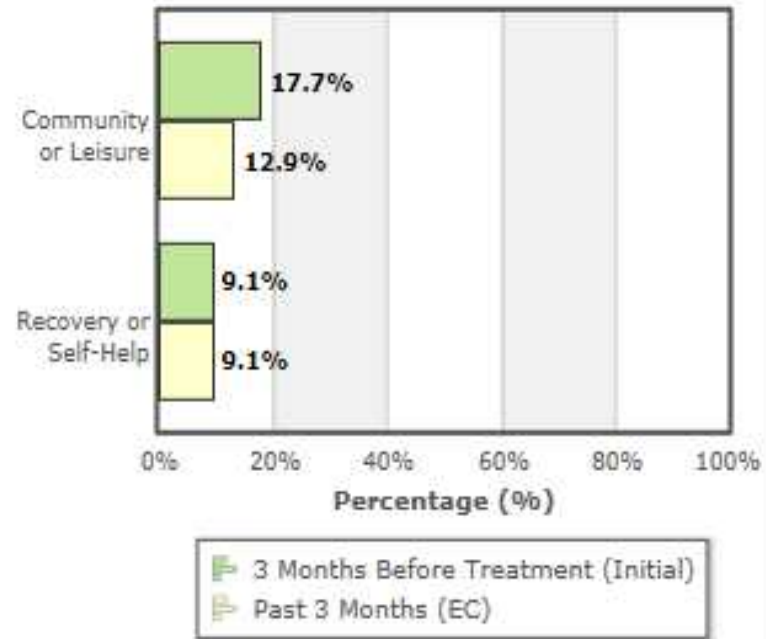
Consumer Ratings on Quality of Life % Rated 'Excellent' or 'Good' N = 98		
	Year Before Treatment (Initial)	Past 3 Months (EC)
Emotional Well-Being	20.4%	44.9%
Physical Health	39.8%	60.2%
Family Relationships	34.7%	49.0%
Living/Housing Situation	50.0% N = 86 *	55.1%

\* - Interview(s) were completed after the question was added to NC-TOPPS.

## Participation in Positive Activities

N = 186

*More Than a Few Times*





# Continued

<b>Services Deemed Important at Initial and Received at EC Multiple Responses, N = 186</b>		
	<b>Initial</b>	<b>EC</b>
Education	23.7%	10.8%
Job	39.8%	16.1%
Housing	50.5%	34.4%
Transportation	43.5%	34.9%
Child Care	4.8%	1.1%
Medical	51.6%	37.6%
Dental	32.1% N = 162 *	5.9%
Screening/Treatment Referral for HIV/TB/HEP	N/A	0.5%
Legal	16.7%	13.4%
Volunteer Opportunities	11.1% N = 162 *	2.7%
None	12.4%	34.4%
* - Interview(s) were completed after the question was added to NC-TOPPS.		

<b>Barriers to Treatment Multiple Responses, N = 186</b>		
	<b>Initial</b>	<b>EC</b>
No Difficulties	69.9%	55.9%
Active MH Symptoms	18.3%	17.2%
Active SA Symptoms	7.5%	9.1%
Physical Health	9.7%	6.5%
Family Issues	5.4%	5.9%
Needs Not Met	1.1%	4.8%
Engagement	3.8%	13.4%
Cost	7.0%	2.7%
Stigma /Discrimination	2.7%	2.2%
Treatment /Auth. Access	1.6%	1.1%
Deaf/Hard of Hearing	0.5%	0.0%
Language/Comm.	0.0%	0.0%
Legal Reasons	2.2%	1.6%
Transportation	8.1%	13.4%
Scheduling Issues	2.2%	3.2%
Lack of Stable Housing	4.3% N = 162 *	5.4%
Personal Safety	1.9% N = 162 *	0.5%
* - Interview(s) were completed after the question was added to NC-TOPPS.		

# Contacts

- ***NC-TOPPS Help Desk***: Center for Urban Affairs & Community Services, NC State University:
  - (919)-515-1310
  - Help Desk: [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu)
- ***Partners Email: NCTOPPS Questions***
  - [nctoppsquestions@partnersbhm.org](mailto:nctoppsquestions@partnersbhm.org)
- (please use only consumer MR#'s in emails-no identifying information!)

# QUESTIONS & DISCUSSION

