

## 1. Train initial cohort of implementation point person / team members

### Relevant Procedures:

- Initial PSYCKES training group could include:
  - Member(s) of PSYCKES Implementation Team
  - Point person for coordinating PSYCKES access
  - Point person for PSYCKES training
  - Designated “super-users” (see below)
- Use PSYCKES resources
  - Review PSYCKES Training Webinars:  
[https://omh.ny.gov/omhweb/psyckes\\_medicaid/webinars/](https://omh.ny.gov/omhweb/psyckes_medicaid/webinars/)
    - Introduction to PSYCKES
    - Integrating PSYCKES Consent into Workflow
    - PSYCKES Train the Trainer
  - Use PSYCKES online resources (webinars, user guides, print materials)
  - Email PSYCKES Helpdesk ([PSYCKES-Help@omh.ny.gov](mailto:PSYCKES-Help@omh.ny.gov)) with questions
- Designate a PSYCKES training point person who prepares to train broader staff

## 2. Train current staff who will use PSYCKES

### Relevant Procedures:

- Develop internal PSYCKES training capability:
  - PSYCKES Implementation leadership provides live training
  - View recorded “PSYCKES Train the Trainer” webinar
- Training should include:
  - Using PSYCKES:
    - Logging in
    - Clinical Summary
    - Enable PHI Access Menu
    - Recipient Search
  - Internal policies and procedures related to PSYCKES, for example:
    - Expectation of regular PSYCKES use; who is responsible for each task
    - PSYCKES security procedures (user ID, tokens)
    - How to introduce PSYCKES consent to clients
    - What is an emergency and who decides when emergency criteria are met
    - Documentation requirements (e.g., use only PSYCKES consent form or DOH Health Home Patient Information Sharing consent form if you are a Health Home or CMA, retain clinical summary in chart, etc.)
    - Any other policies and procedures developed by implementation team

- Optimal timing for training
  - Users already have access
  - Shortly before “go live” day
  - Use regularly scheduled session of other office training

### ***3. Develop “super-users”***

#### **Relevant Procedures:**

- Identify one or two tech-savvy individuals in each area
- Designate them as “super-users” and assign them to assist others with PSYCKES
- Train them well
- Consider having super-users start using PSYCKES before “go-live” day, to be better prepared to assist other staff

### ***4. Provide support on “go live” day***

#### **Relevant Procedures:**

- Designating a “go live day” and providing a high level of support on and around that day is crucial for success.
- Support is provided by
  - Implementation team leadership
  - Super-users
- Email PSYCKES Helpdesk ([PSYCKES-Help@omh.ny.gov](mailto:PSYCKES-Help@omh.ny.gov)) with questions
- Contact OMH Helpdesk (518-474-5554 opt #2; [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov)) for login support (e.g., user sees “authentication error” when they attempt to login and may need to reset PIN)

### ***5. Plan for ongoing operations***

#### **Relevant Procedures:**

- Develop training plan for new staff, such as:
  - One-on-one training with implementation point person or super-user
  - Use PSYCKES resources
    - Webinars
    - User Guides
    - Print materials posted on website
    - Email PSYCKES Helpdesk ([PSYCKES-Help@omh.ny.gov](mailto:PSYCKES-Help@omh.ny.gov)) with questions
- Consider whether numbers are sufficient to include PSYCKES training in new hire orientation