

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

Relevant Procedures:

- Initial PSYCKES training group could include:
 - Member(s) of the organization’s PSYCKES implementation group
 - Point person for coordinating PSYCKES access
 - Point person for PSYCKES training
 - Designated “super-users” (see below)
- Use PSYCKES resources
 - Attend PSYCKES webinars
 - Live webinars: http://www.omh.ny.gov/omhweb/psyckes_medicaid/calendar/
 - Recorded webinars: http://www.omh.ny.gov/omhweb/psyckes_medicaid/webinars/
 - Using the PSYCKES Clinical Summary
 - Consent, Emergency, Quality Flag: PSYCKES Levels of Access
 - Using PSYCKES Quality Indicator Reports
 - Navigating PSYCKES Recipient Search for Population Health
 - Use PSYCKES online resources (recorded webinars, training videos, print materials)
 - Email PSYCKES-Help (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 group provides live training
 - Attend live or view recorded PSYCKES “Train-the-Trainer” webinar
 - Supplement with PSYCKES live and/or recorded webinars
- Training should include:
 - Using PSYCKES:
 - Logging on
 - Recipient Search to look-up a client
 - Levels of consent and how to attest to appropriate level of access (e.g., consent)
 - Clinical Summary
 - 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 that emergency criteria are met
 - Documentation requirements (e.g., retain clinical summary in chart, etc.)
 - Any other policies and procedures developed by implementation group

- 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:

- Designate a “go live day” and provide a high level of support on and around that day
- Support is provided by
 - Organization’s implementation group
 - Super-users
- Email PSYCKES-Help (PSYCKES-Help@omh.ny.gov) with questions about using PSYCKES
- Contact ITS Helpdesk for token or login support (e.g., “authentication error” requires PIN reset)
 - Provider Partner ITS Helpdesk:
 - healthhelp@its.ny.gov; 1-800-435-7697
 - OMH Employee ITS Helpdesk:
 - fixit@its.ny.gov; 1-844-891-1786

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
 - Live and recorded webinars
 - Training videos and user guides
 - Print materials posted on website as applicable
 - Email PSYCKES-Help (PSYCKES-Help@omh.ny.gov) with questions