

PSYCKES Implementation Milestone 9: Strategies for Sustaining PSYCKES Use

Bureau of Evidence Based Services and Implementation Science
New York State Office of Mental Health



Procedures for ongoing monitoring and supervision of PSYCKES use

- Level of use should drive access
 - Agency level
 - Individual user level
- Who will monitor?
- What to monitor?
 - Eligible Clients (all Medicaid recipients)
 - Number consented
 - Consent vs. Emergency
 - Which staff are using PSYCKES
 - Patterns of use
- How? PSYCKES Usage Reports? Other means?
- Where will results be reported/tracked?

PSYCKES use is integrated into relevant procedures

- PSYCKES Policies and Procedures document available to staff
- PSYCKES added to existing documents (e.g., Consent added to intake packet, intake checklist includes assessing for PSYCKES eligibility)
- PSYCKES review integrated into existing practices
 - Treatment Planning
 - Assessments
 - Health – Mental Health Care Coordination
 - Case Conferences

Procedures are in place for ongoing training of new staff

- Schedule rolling training for new hires
 - Using PSYCKES
 - Consenting Clients
- Add training dates and resources to new hire orientation checklist
- Designate team trainer
 - Attends PSYCKES webinars (e.g. Train the Trainer)
 - Monitor website for new training opportunities and changes to the application (e.g. new quality indicators)
 - Prints and posts/distributes hand outs

Procedures are in place for ongoing activation and deactivation of tokens

- New staff or new users:
 - Who gathers information for token requests?
 - Who communicates with security manager to request new tokens?
 - Develop and implement token request form
- Departing staff or users who no longer need access
 - Establish process for staff turnover
 - Retrieve tokens from departing staff
 - Who communicates with security manager to deactivate tokens?

Resources Available

- PSYCKES website: www.psyckes.org
- Live Webinars:
http://www.omh.ny.gov/omhweb/psyckes_medicaid/calendar/
- Recorded Webinars:
http://www.omh.ny.gov/omhweb/psyckes_medicaid/webinar/
- PSYCKES Help (PSYCKES support)
 - 9:00AM – 5:00PM, Monday – Friday
 - PSYCKES-help@omh.ny.gov
- OMH Help Desk (PSYCKES access, SMS support)
 - 7:00AM – 8:00PM, 7 days
 - 800-HELP-NYS (800-435-7697) / Helpdesk@omh.ny.gov