

Milestones: PSYCKES Implementation in ER/CPEP Settings

Hospital Name: _____

Implementation Kick-Off Date: _____ Go Live Date: _____

Plan	Task #	Milestone 1: Hospital Has Committed to Participation in the Initiative, and Implementation Team is Assembled	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	1	Demonstration of PSYCKES and Consent Module for key stakeholders					
	2	Designate PSYCKES implementation team leadership, including at least one senior staff to act as PYSCKES champion and 1-2 individuals to manage implementation					
	3	Designate members of PSYCKES implementation team. Include as appropriate: Psychiatry Department leadership; ER/CPEP leadership; Registration/admitting; Social Work; Chief Resident; Nursing; Medical ED; Training / Residency Program					
	4	Engage leadership and liaisons from other departments that will be involved in PSYCKES workflow (e.g., Medical ER, Registration/Admitting, Nursing, Training, etc.)					
		Milestone 2: Implementation Team Has Created Implementation Plan	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
Prepare	5	Establish internal project management/communication process (e.g. weekly meetings, add to standing agenda for regular meeting, etc.)					
	6	Finalize implementation timeline and task assignments (milestone document)					
		Milestone 3: PSYCKES Policies and Procedures Have Been Developed and Have Received Necessary Approvals	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	7	Hospital Policy/Procedure are reviewed for compatibility with PSYCKES procedures					
	8	PSYCKES-specific policies and procedures are developed and documented					
	9	Proposed PSYCKES workflow has been documented, including processes for identifying Medicaid enrollees, obtaining consent, documenting consent/emergency access, obtaining PSYCKES data, reviewing PSYCKES reports, and incorporating PSYCKES data into medical records					
	10	Policies and procedures for PSYCKES have necessary adminstrative approvals					
	11	Any interdepartmental/interdisciplinary work flows have been communicated to and endorsed by other relevant departments					
	12	Any desired changes to EMR and/or revisions to paper forms have been requested					
	13	PSYCKES Consent form blanks have been filled in using Consent Module Administration tab					
	14	Forms are approved for inclusion in charts (including PSYCKES Consent and Clinical Summary)					
		Milestone 4a: PSYCKES Access Has Been Granted to the Hospital	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	15	Hospital CEO/ED signs 2 copies of PSYCKES Confidentiality Agreement					
	16	Hospital completes Provider Contact Form					
	17	Hospital submits Confidentiality Agreement and Provider Contact Form to PSYCKES team					
	18	PSYCKES team grants access and informs hospital contact					

Prepare		Milestone 4b: All PSYCKES Users Have PSYCKES Access and Have Received Tokens	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	19	Identify SMS security manager					
	20	If necessary, hospital CEO/ED assigns new/additional security manager					
	21	Point person coordinating PSYCKES access gathers necessary data from PSYCKES users and passes to Security Mgr; start with members of implementation team and super-users					
	22	Security Manager assigns appropriate PSYCKES access to each user (PSYCKES and/or PSYCKES-Registrar role) and activates and distributes tokens					
	23	All PSYCKES users are assigned log-in credentials and have received tokens					
		Milestone 5: Computers Have Been Prepared for PSYCKES Use	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	24	All designated computers are prepared with internet access, compatible browsers and PDF readers installed					
	25	All designated computers and/or user desktops have a shortcut to PSYCKES log-in page					
		Milestone 6: Relevant staff are trained in PSYCKES use, Consent Module use, Policies and Procedures, Confidentiality	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
Go Live!	26	Staff are trained in the use of PSYCKES, including Consent Module as required					
	27	Staff are trained in internal workflows related to PSYCKES use and documentation					
	28	Staff are trained on HIPAA and other relevant security procedures					
	29	Staff are trained on language/scripts for requesting consent					
Support		Milestone 7: Go live!	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	30	PSYCKES workflow and task assignments go into effect: staff begin using PSYCKES and the Consent Module for all Medicaid enrollees					
	31	Implementation team leads and super-users are on site or on call to provide support					
	32	90% of eligible adults seen in the ER/CPEP have PSYCKES clinical summaries in their charts					
Sustain		Milestone 8: Implementation Challenges Have Been Identified and Addressed	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	33	Implementation team leads monitor operations and identify any challenges/barriers					
	34	Implementation team leads develop and implement a plan for addressing challenges					
	35	Implementation plan and workflow document are adapted as needed					
		Milestone 9: A Plan Has Been Developed for Sustaining Practices	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	36	Procedures are in place for ongoing auditing/monitoring and supervision of PSYCKES use					
	37	PSYCKES use is integrated into relevant ER checklists and procedures					
	38	Procedures are in place for ongoing training of new staff					
	38	Procedures are in place for granting access to new staff and deactivating tokens of departing staff or those that no longer need access					