

# **PSYCKES Implementation Milestone 9: Strategies for Sustaining PSYCKES Use**

# 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 and access 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?
  - Develop and implement disenrollment form

# Resources Available

- PSYCKES website: [www.psyckes.org](http://www.psyckes.org)
- Live Webinars:  
[http://www.omh.ny.gov/omhweb/psyckes\\_medicaid/calendar/](http://www.omh.ny.gov/omhweb/psyckes_medicaid/calendar/)
- Recorded Webinars:  
[http://www.omh.ny.gov/omhweb/psyckes\\_medicaid/webinar/](http://www.omh.ny.gov/omhweb/psyckes_medicaid/webinar/)
- PSYCKES Help (PSYCKES support)
  - 9:00AM – 5:00PM, Monday – Friday
  - [PSYCKES-help@omh.ny.gov](mailto: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](mailto:Helpdesk@omh.ny.gov)