

# Milestones: (PSYCKES) Implementation in Care Management Settings

Program Name: \_\_\_\_\_

Implementation Kick-Off Date: \_\_\_\_\_

Plan	Task #	Milestone 1: Program 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						
	3	Designate members of PSYCKES implementation team						
	4	Engage leadership and liaisons from other departments that will be involved in PSYCKES workflow (e.g. agency Security Manger, Information Technology (IT) Staff)						
			Milestone 2: Implementation Team Has Created Implementation Plan	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
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)							
Prepare		Milestone 3: PSYCKES Policies and Procedures Have Been Developed and Have Received Necessary Approvals	Person Responsible	Beginning Date	Target Date	Completion Date	Notes	
	7	Care Management Program Policies/Procedures are reviewed for compatibility with PSYCKES procedures						
	8	PSYCKES-specific policies and procedures are developed and documented						
	9	Proposed PSYCKES workflow for the CM program 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 administrative approvals						
	11	Any interdepartmental/interdisciplinary work flows have been communicated to and endorsed by other relevant departments (as appropriate)						
	12	Any desired changes to Electronic Medical Records (EMR) and/or revisions to paper forms have been requested						
	13	Forms are approved for inclusion in charts (including PSYCKES Consent and Clinical Summary)						
			Milestone 4a: PSYCKES Access Has Been Granted to the Agency	Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	14	Chief Executive Officer/Executive Director (CEO/ED) signs 2 copies of PSYCKES Confidentiality Agreement						
	15	CM program completes Provider Contact Form						
16	CM program submits Confidentiality Agreement and Provider Contact Form to PSYCKES team							
17	PSYCKES team grants access and informs point persons							

Milestones: Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) Implementation in Care Management (CM) Settings

Prepare	Milestone 4b: All PSYCKES Users Have PSYCKES Access and Have Received Tokens		Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	18	Identify Security Management System (SMS) security manager					
	19	If necessary, CEO/ED assigns new/additional security manager					
	20	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					
	21	Security Manager assigns appropriate PSYCKES access to each user (PSYCKES and/or PSYCKES-Registrar role) and activates and distributes tokens					
	22	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
	23	All designated computers are prepared with internet access, compatible browsers and PDF readers installed					
	24	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
25	Staff are trained in the use of PSYCKES, including Consent Module as required						
26	Staff are trained in internal workflows related to PSYCKES use and documentation						
27	Staff are trained on HIPAA and other relevant security procedures						
28	Staff are trained on language/scripts for requesting consent						
Go Live!	Milestone 7: Go live!		Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	29	PSYCKES workflow and task assignments go into effect: staff begin using PSYCKES and the Consent Module for all new admissions with Medicaid and begin consenting current clients					
	30	Implementation team leads are on site or on call to provide support					
31	90% of eligible adults seen by the program have PSYCKES clinical summaries in their charts						
Support	Milestone 8: Implementation Challenges Have Been Identified and Addressed		Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	32	Implementation team leads monitor operations and identify any challenges/barriers					
	33	Implementation team leads develop and implement a plan for addressing challenges					
34	Implementation plan and workflow document are adapted as needed						
Sustain	Milestone 9: A Plan Has Been Developed for Sustaining Practices		Person Responsible	Beginning Date	Target Date	Completion Date	Notes
	35	Procedures are in place for ongoing auditing/monitoring and supervision of PSYCKES use					
	36	PSYCKES use is integrated into relevant program checklists and procedures					
	37	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						