

## **RPMS Behavioral Health System v4.0 Issues to Consider before Installation**

**Purpose:** The purpose of this document is to inform site managers and other Information Technology (IT) personnel of issues that should be considered when preparing for the installation of BHS v4.0 and the BHS v4.0 graphical user interface (GUI). Please consider the following guidelines to ensure a successful transition to the new version of BHS v4.0 and the BHS v4.0 GUI.

**Before Installation:** Since installation of the new software could impact timely documentation of services provided, we recommend the following activities be completed before installation.

- Determine the BHS v4.0 package manager(s) for each facility. Package managers are intended to be BHS v4.0 super users or Clinical Application Coordinators (CACs), rather than technical staff. The package manager(s) will be the point of contact for any staff experiencing difficulties with the new application.
- Determine the method of installing the new BHS v4.0 GUI client for all BHS users. Refer to the “GUI Deployment Options” section below for descriptions of some of the available deployment options, including options for automated installation.
- Review and determine the proper allocation of the AMHZ security keys. A document containing key assignment recommendations is available for guidance.
  - Do not use programmer mode to assign the AMHZ keys.
  - AMHZ keys should be assigned to Behavioral Health staff only.
  - The AMHZ Coding Review key should *not* be assigned to BH staff.
    - The Coding Review key is only used if the facility has selected the option of passing the BH records as incomplete so that they go to the Coding Queue in PCC.
    - The Coding Review key should be given to designated PCC data entry staff that will be responsible for reviewing BH records.
- Coordinate with clinic administration and the BHS v4.0 Package Manager to identify the optimal time to install the Kernel Installation and Distribution System (KIDS) file.
  - If you share a database, installation needs to be coordinated with all divisions, since all BHS users will be affected.
- Advise users that installation of the new software will cause the previous versions to be inactivated. The historical data will be actionable in the new version. Coordinate with them to ensure that the BHS v4.0 client software is installed on their desktops shortly before or immediately after installation of the KIDS file.
- Confirm that your site meets the minimal software and hardware requirements for the install of BHS v4.0.
- Install the KIDS file and the client software.

## RPMS Behavioral Health System v4.0 Issues to Consider before Installation

- **Note:** It is highly recommended that the KIDS file be installed after hours or on a weekend to allow time to complete the client install for all the providers' PCs.
- **GUI Deployment Options:** There are several methods for deploying the BHS v4.0 GUI application. The installation package is created as an "exe" file, which provides wide compatibility with automated deployment approaches.

### **Basic Single-Workstation Installation**

- The basic single-workstation procedure is outlined in Section 4.5 of the *Behavioral Health System v4.0 (AMHI) – Installation Guide and Release Notes* manual. Step-by-step instructions are provided for executing the BHS v4.0 GUI client install package to install directly on a user's workstation machine.

### **Terminal Services/Citrix Server Installation**

- For sites that utilize thin client/terminal services such as Citrix or MS Terminal Services to manage application delivery, the update process for multiple users is simplified, as the BHS v4.0 GUI client version will only need to be updated on the terminal server machines via standard application install procedures for publishing applications.

### **Windows SMS**

- Some IHS sites might utilize Microsoft's System Management Server (SMS) to assist with management of software on desktop machines. The BHS v4.0 GUI client installation files were created with automated deployment in mind and should be compatible with SMS deployment. The BHS v4.0 GUI client install is provided as an .msi Microsoft installer package, along with a setup.exe file that provides .Net bootstrapping to check for installed .Net framework environment, if required.
- The details of deploying/publishing applications via SMS are beyond the scope of this document. Please refer to the Microsoft SMS documentation to identify the procedure to deploy the application with appropriate installation options such as silent install, etc.

### **Active Directory Application Deployment**

- Microsoft Active Directory is another option for deploying the BHS v4.0 GUI Client to desktop machines through an automated process. To use this method, the installation files are placed in a shared network folder that allows at least reader access for all users that will be installing the application. Once this has been created, an Active Directory administrator can go into the Group Policy Editor and assign the application to the appropriate group(s) of users, or machines that are registered in the Active Directory. Additional details and walk-through of this process are available in the links below.
- Windows 2000 Server: <http://support.microsoft.com/kb/314934/>
- Windows 2003 Server: <http://support.microsoft.com/kb/816102>
- General walk-through: [http://www.windowsnetworking.com/articles\\_tutorials/Group-Policy-Deploy-Applications.html](http://www.windowsnetworking.com/articles_tutorials/Group-Policy-Deploy-Applications.html)
- **Post Installation:** The following steps need to be completed following installation of the software on the server and on the individual PCs.

## **RPMS Behavioral Health System v4.0 Issues to Consider before Installation**

- Clinic Administration, Package Managers and Users
  - Review the new Site Parameters and Manager Utilities to determine how your program would like to use the new site options. Some new Site Parameters and Manager Utilities require the entry of specific user names to provide or limit access.
  - Determine the users that will use the Electronic Signature functionality and instruct how to establish a signature and a signature code if they do not have one already.
  - Ensure that users have access to application documentation for reference.
- Site Managers or IT Personnel
  - If this is the first time loading a version of BHS it must be added to the PCC Package Linkages list in the PCC Master Control File.
    1. Log into PCC and access the following menu path:  
Patient Care Data Entry Menu | Data Entry Utilities | Data Entry Supervisory Options and Utilities | Update PCC Master Control File
    2. The application asks if you want to continue. Enter Y for Yes.
    3. Enter your site name at the Enter your site name prompt.
    4. Confirm that the application retrieves the correct site name and at the OK? Prompt select Y for Yes.
    5. Navigate to the “Update Package PCC Linkages?” prompt and press Enter on your keyboard.
    6. Navigate to the bottom of the list and type “IHS Behavioral Health” and press Enter. At the “Pass Data to PCC?” prompt type YES.
    7. Navigate to the bottom of the screen and type Close at the Command line. The PCC Master Control options screen displays. At the Command line enter Save and Exit.
  - For each user who will be using BHS, assign option AMHGRPC as a secondary menu option with the synonym AMHG.
  - For each user who will be using BHS, assign option BMXRPC as a secondary menu option with the synonym BMX.
- Allocate appropriate Security Keys to users.
- Using the GUI on the individual PCs, enter the connection information in the RPMS Server dropdown box. If this is the first time loading a version of BHS a new port might need to be added to the BMX Monitor. Depending on how the database is setup this can need to be done via Programmer Mode.

**RPMS Behavioral Health System v4.0  
Issues to Consider before Installation**

- Enter a sample visit in the BHS v4.0 GUI and test to make sure that the patient record information flows properly through the appropriate RPMS applications.
- Please report any issues you encounter to the IHS Helpdesk.

For additional information regarding the installation of BHS v4.0 and the BHS v4.0 GUI, please see the BHS v4.0 Installation Manual.

**SECURITY KEY ASSIGNMENTS FOR THE  
RPMS BEHAVIORAL HEALTH SYSTEM APPLICATIONS  
AS OF 3/27/14**

***Behavioral Health System v4.0 and BHS v4.0 GUI***

Security keys should only be assigned to staff with privileged access to confidential behavioral health data. Both versions of the software, roll-and-scroll and the GUI, use the same set of keys. Program Managers should meet with the Site Manager when assigning these keys.

<b>Key</b>	<b>Permits Access To</b>
* AMHZMENU	Top-level menu (AMHMENU)
AMHZMGR	Supervisory-level/manager options
* AMHZ DATA ENTRY	Data entry module
AMHZ RESET TRANS LOG	Reset the export log
AMHZDECT	Data Entry Forms Count Menu option
* AMHZHS	BHS Health Summary Component
AMHZRPT	Reports module
AMHZ DV REPORTS	Screening reports
* AMHZ SUICIDE FORM ENTRY	Suicide Form Data Entry Menu
AMHZ SUICIDE FORM REPORTS	Suicide Form Reports Menu
AMHZ DELETE RECORD	Delete unsigned records
AMHZ DELETE SIGNED NOTE	Delete records containing signed notes
AMHZ UPDATE USER/LOCATIONS	Update the locations the user is permitted to access
AMHZ CODING REVIEW	Review records to ensure accurate coding

Those keys marked with an asterisk (\*) are the ones all staff will need, at a minimum, to use the application. All other keys are supervisor, manager, or site manager keys. The Delete and Reports keys can be assigned to all staff at the discretion of the program manager.

The AMHZ CODING REVIEW key should *not* be assigned to behavioral health staff. This key is designed to be given to Patient Care Component data entry staff who will be reviewing behavioral health records that are sent to the Coding Queue. For additional information on the Coding Queue option, please see the User Manual.