

Best Practices for Implementing Rethink's Behavioral Health Products

START DATE: _____

DURATION: _____

PROJECT MANAGER: _____

1

IMPLEMENTATION STRATEGY

- Pilot–Trialing the Rethink platform to determine if it is a fit for your organization
- Test the system with a purposeful selection of learners, staff, locations
- Full Implementation–Adopting the Rethink platform into your organization

2

IDENTIFY KEY OUTCOMES THAT WILL DEFINE WHAT A SUCCESSFUL IMPLEMENTATION LOOKS LIKE

- Be prepared to share any unique scenarios with your organization that may impact the implementation
- Create a matrix of staff by job title and job responsibilities to aide in the creation of roles and permission with Rethink
- For example RBT, Lead RBT, Student Analyst, BCBA, Senior BCBA, etc.
- Create a plan to communicate to your staff about the transition to using Rethink and get buy-in
- Plan for stopping the existing system: Overlap? Hard Stop Date?

3

SET REALISTIC TIMELINES TO ROLL OUT THE NEW SOFTWARE

- Utilize the provided Rethink Implementation Plans to track agreed-upon benchmarks
- Adopt a “train the trainer” model
- Create internal training plans for new staff

4

IDENTIFY INTERNAL IMPLEMENTATION TEAM MEMBERS

- Implementation team members should have knowledge across departmental areas: Finance/Payroll, Compliance, HR, Clinical, billing.
- Based on the size of the organization assign a Project Manager to oversee the implementation of multiple products or identify internal content area experts that will field all staff questions and reach out to communicate with Rethink's Implementation Specialists.

5

IDENTIFY RETHINK TEAM MEMBERS

- Create a cheat sheet of the Rethink team members' contact information to guide you in reaching out for assistance

6

REVIEW THE RETHINK TECHNICAL SPECIFICATION REQUIREMENTS PRIOR TO PURCHASING NEW DEVICES

- Identify if you will be purchasing devices for staff and if so what type