Bamboo Health

Behavioral Health Connection (B-CON)

OhioMHAS Behavioral Health Statewide Network

Ohio Mental Health & Addiction Services

OpenBeds
A BAMBOO HEALTH SOLUTION

OpenBeds®

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- Welcome & Introductions
- OpenBeds Presentation
  - Who We Are
  - Project Background
  - System Functionality
  - Questions and Discussion

OpenBeds®

A BAMBOO HEALTH SOLUTION

Improving access to mental health, substance use disorder, and crisis services through a trusted treatment referral network

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OpenBeds Story

“As a clinician, I’ve had firsthand experience with the inefficient manual processes used to locate and refer patients to the appropriate level of care, including for substance use and behavioral health conditions. Time and again I found myself unable to connect patients with the care they needed and felt we were failing an enormous population. I decided to do something about it, so that’s when I started OpenBeds in 2015 with my father, who is a systems and electrical engineer. We created a software platform that provides users — in this case, physicians and other care providers — with a real-time inventory of inpatient and outpatient services. We provide a comprehensive referral network of treatment providers for both mental health and substance use disorder treatment.”

Nishi Rawat, M.D., is Chief Clinical Officer at Bamboo Health and co-founder of OpenBeds. She is a critical care physician, healthcare researcher, and faculty at Johns Hopkins University School of Medicine, where she has received multiple awards for her work in quality improvement.

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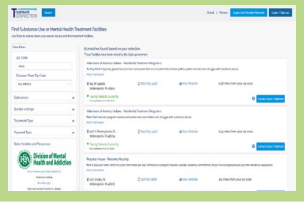
FIND
RIGHT HELP
General Public

Treatment Connection™

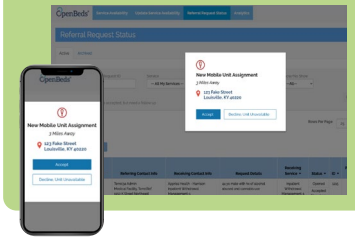


Substance Use & Mental Health Treatment Provider Search Portal

Public-facing network portal of your approved practitioners for when someone knows they need help, but it's difficult finding it.

ROUTE
TO HELP
Providers & Practitioners

Crisis Management

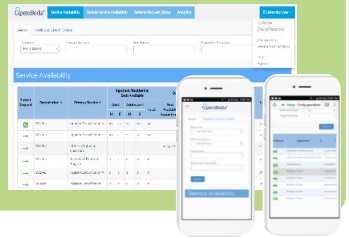


Crisis Management Platform

Quickly diffuse situations for those in a behavioral health crisis by responding to and routing individuals to appropriate care setting.

REFER
TO HELP
Providers & Practitioners

OpenBeds



Behavioral Health Treatment and Referral System

Referral to placement in minutes by providers from any care setting: emergency department, primary care, specialty office, or others.

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OpenBeds & Crisis Footprint

BY THE STATES

Alaska. Statewide OpenBeds launched in 2019 for mental health and SUD services.

Delaware. Statewide OpenBeds launched in 2017 for mental health and SUD services, along with integration with the state's regional crisis lines.

Indiana. OpenBeds pilot launched in 2017 and statewide OpenBeds launched in 2018 for mental health an SUD services, along with statewide integration to the 211 system.

Idaho. Statewide Crisis Management Solution launch for 2022 to support Nationwide 988 implementation, working with their ID Crisis & Suicide Hotline.

Maine. Statewide OpenBeds launch for mental health and SUD services pending in 2021, along with integration with the state's statewide crisis system.

Michigan. Statewide OpenBeds launch for mental health and SUD services pending in 2021, along with integration with the state's new crisis line.

Missouri. Statewide OpenBeds launch for mental health and SUD services and crisis implementation in process 2022 (with NetSmart)

North Carolina. Statewide Critical Resource Tracker launch in 2020 to automate COVID data submission, remove the reporting burden from acute care hospitals, and expand clinician and community access to care.

Nebraska. Regional OpenBeds launched in 2020 for mental health services and is now expanding across the state to include SUD services.

Nevada. Statewide OpenBeds launched in 2020 for mental health and SUD services.

New Hampshire. RFP recently awarded to OpenBeds and Beacon for to establish a comprehensive crisis management system, including statewide closed-loop referral and capacity.

New Mexico. OpenBeds digital health access and referral network developed and implemented state-wide.

Ohio. In collaboration with the National Alliance on Mental Illness (NAMI) OpenBeds's Treatment Connection public facing system was implemented.

Washington. OpenBeds crisis implementation in process 2022 (with Beacon Health Options).

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Project Background

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Project Background

- Ohio was awarded one of 23 Transformation Transfer Initiative (TTI) awards.
  - Modest SAMHSA funding administered through the National Association of State Mental Health Program Directors (NASMHPD).
- OMHAS issued RFP to establish a behavioral health referral network for crisis beds and inpatient psychiatric services in northeast Ohio; OpenBeds® selected as the vendor to establish Ohio Behavioral Health Connection (B-CON).
  - OpenBeds® provides highly configurable access to real-time treatment services availability, digital communication and connection, evidence-based assessment tools, and analytics.

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OpenBeds Value to Network Convener

VALUE TO STATES

OpenBeds Solution

QUALITY TREATMENT NETWORKS — COORDINATION OF SERVICES — REAL-TIME DATA & REFERRAL PATTERNS — IMPROVED ACCESS TO CARE

- Create a **trusted** network of treatment centers and referral entities; convener *controls* access to the network
- Coordinate multiple independent services and pool capacity
- Capture real-time utilization data and referral patterns to:
  - Identify service gaps
  - Effectively target funding
  - Identify and scale successful services
  - Produce program(s) evaluations
  - Cross-reference data with other databases
- Standardize nomenclature and processes
  - Service nomenclature
  - Screening and intake
- Decrease overall costs of care by improving access to behavioral healthcare

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VALUE TO PROVIDERS

Referring Providers navigate an inefficient process. OpenBeds system helps them decrease labor costs through:

- Immediate, accurate inventory of available resources and wait times
- Direct digital and voice communications links
- Digitized screening and intake
- Formal referral process that extends their efforts into a larger pool of resources
- Decision support regarding the optimal level of care
- Educational resources

SUD and Mental Health Treatment Facilities increase revenues by:

- Filling more inpatient beds and outpatient slots
- Expanding access to clients
- Improving patient matching with services and resources (e.g., staffing)
- Selecting clients according to service lines
- Accessing granular data analytics to improve operations

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Overview of OpenBeds and the B-CON Network Functionality

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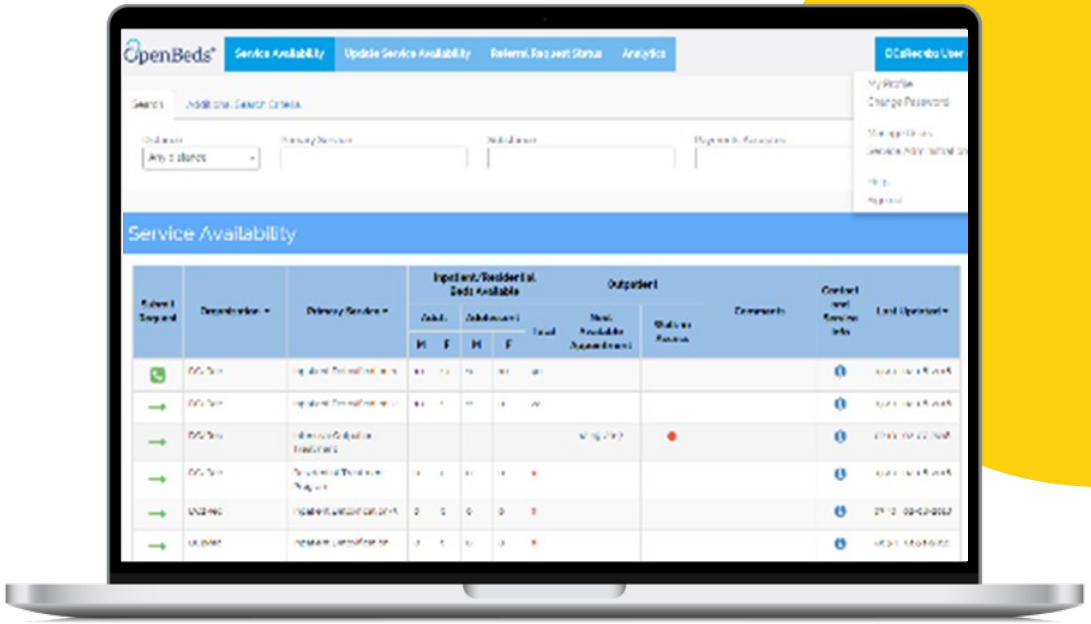
Functionality

IMPROVING ACCESS TO QUALITY BEHAVIORAL CARE

- Identifies/tracks mental health and SUD (inpatient and outpatient) treatment providers and crisis services
- Helps clinicians easily find treatment providers in real time and view wait times for more rapid digital referrals
- Offers ASAM clinical decision support resources for clinicians to direct patients to appropriate level of care
- Supports 2-way digital communication between referring and receiving providers to help close the loop on patient care
- Powered by a comprehensive, quality-validated network of treatment providers *(you convene, we manage)*



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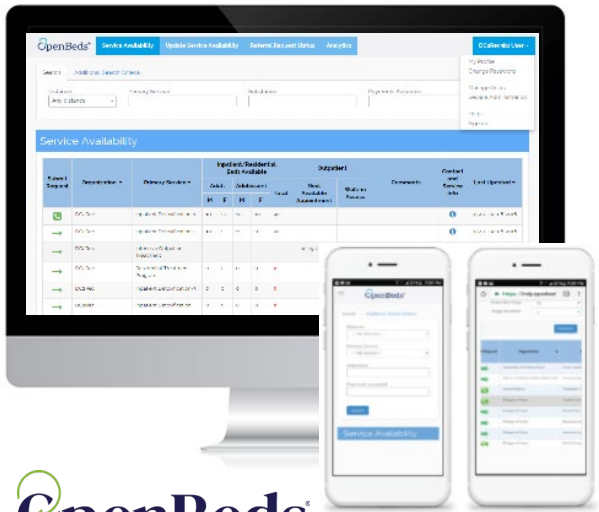
Features

CONFIGURABLE, SCALABLE CLOUD-BASED SYSTEM

- Digital screening, intake, registration and authentication
- Ability to make multiple, secure digital referrals; email and text; and access from any location or device
- Advanced filtering options on available services, insurance type, location, special populations and other criteria
- Integrated notifications/alerts, customized messages
- Customizable, aggregated, de-identified reporting based on real-time analytics
- Only solution displaying capacity data for treatment facilities & services



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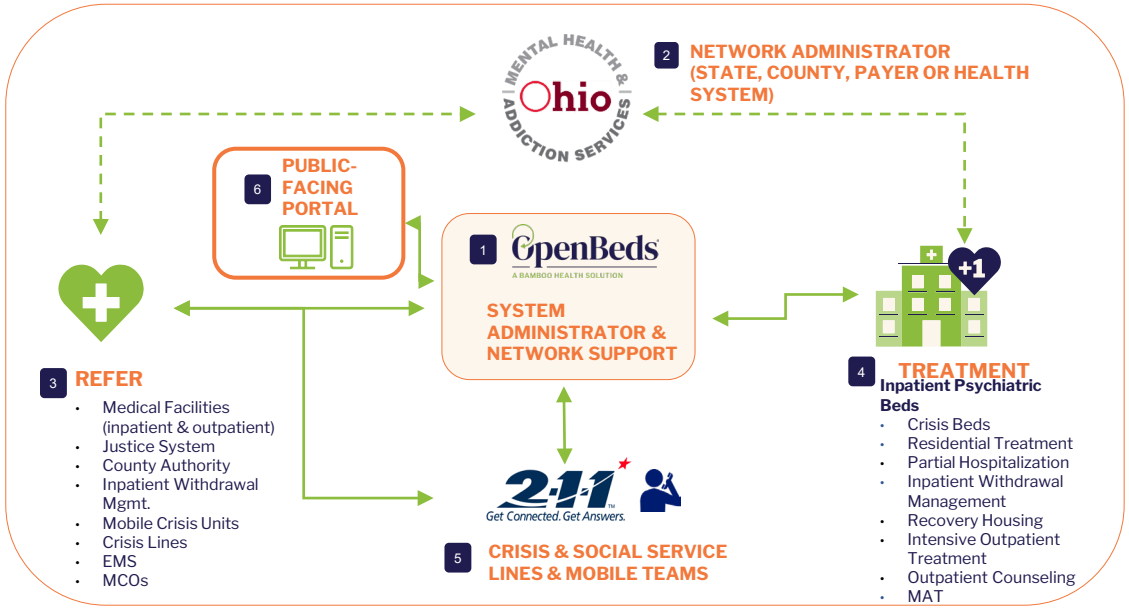
NETWORK IN ACTION



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Demo of OpenBeds and the B-CON Network

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Best Practices for System Success

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Standards for Success

Respond
- Respond to Referrals with an acknowledgement within designated timeframe

Update
- Update availability daily and more often as necessary (depending on service type)

Digital
- Use digital referral function for referrals (can be used with or without document sharing function)

Share
- Share the organizations that you receive referral from or refer to ensure a robust network of agencies.

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Treatment Connection

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Treatment Connection™

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Helping individuals with mental health and SUD find trusted treatment

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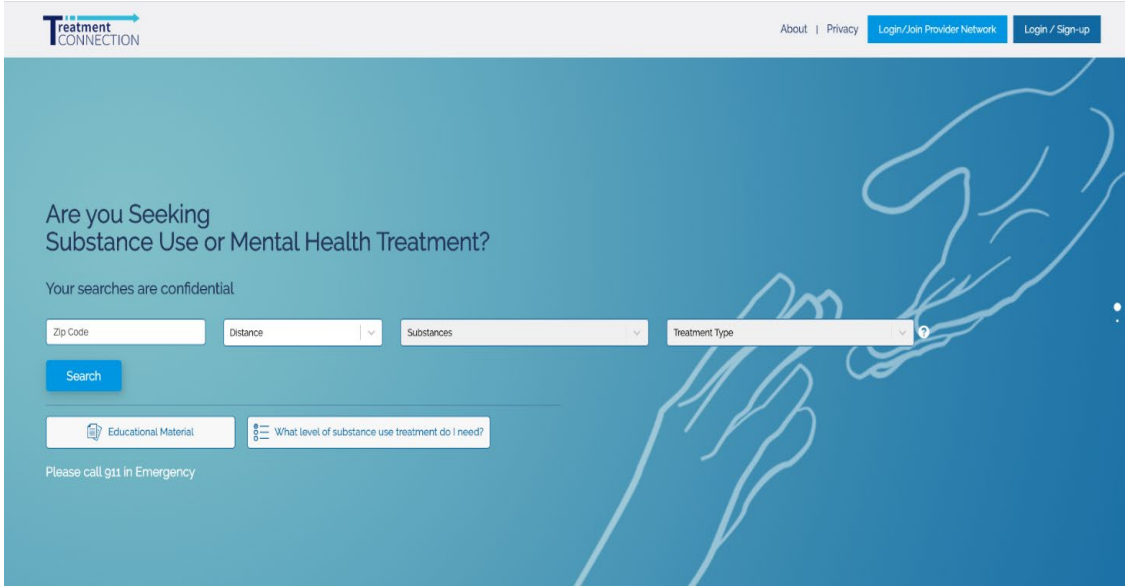
Public-facing Treatment Portal

In Conjunction with Expanded Provider Network

- Another 'Door' for Crisis and Pre-crisis individuals
- Anonymous use for assessment and provider locator
- Self referral on real-time bed availability



Support Portal

- Help the public find appropriate treatment options and connect to providers, facilities or services based on needs
- Leverage supportive educational resources

Public Support Line

- Toll free support line walking members through 13-question ATNA self-assessment
- Assistance navigating the Treatment Connection member portal

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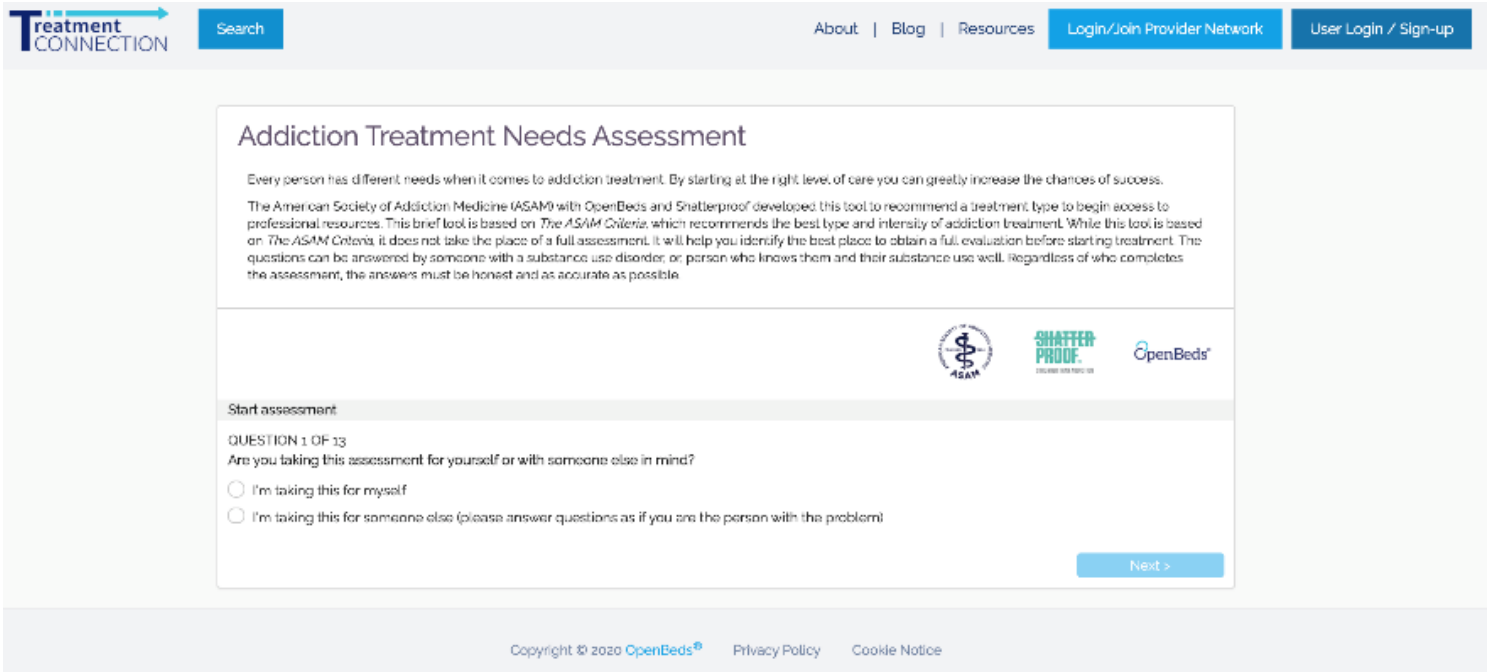
Self-assessment Tool Based on ASAM Criteria



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Onboarding Process

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Implementation

MOVING FORWARD

1. **Orientation** – Briefing exec team and project lead on concept and next steps

2. **Contracting** – Each member accepts Terms & Conditions and executes a BAA with OB

3. **Configuration** – Project Leads work directly with OB Onboarding team to configure their services

4. **Workflow Analysis** – Upon request, determine best fit into operations and identify users

5. **Training** – All users attend a training session offered via the OB LMS Course, via live webinar with the OB training team or via a Train the Trainer Course

6. **Post-Launch** – Multiple tasks designed to maintain and support the network

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Questions & Next Steps

Contact Information

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Thanks for joining us