Bamboo Health

Best Practices for Streamlining Crisis Response System Implementation

When implementing a new process to support outreach, the solution you choose is equally as important as how you implement it. Both the process and solution should ease the lives of call center specialists and speed response time for callers.

Effective crisis response systems should have:

- [ ] 1. **Flexibility to integrate with existing workflows**
- [ ] 2. **Streamlined data entry for end-users**
- [ ] 3. **Ability to communicate with other partners and key resource providers across the care continuum**
- [ ] 4. **Directly link 988 call centers with the appropriate crisis response teams**
- [ ] 5. **Intuitive intake form**
- [ ] 6. **Real-time resource identification of services and bed availability**
- [ ] 7. **Ability to alleviate administrative burden**
- [ ] 8. **Post-crisis follow-up capability, either built into staff workflows or via optional care navigator support, to meet 988 follow-up requirements without pulling teams off active response**
- [ ] 9. **Alignment with SAMHSA three essential components in one seamless system**
- [ ] 10. **In-platform communication tools that keep Operator and Mobile Crisis Unit coordination tied to the case — not scattered across calls, texts, and email**

The Bamboo Health Crisis Management System delivers the only end-to-end solution that takes a caller from crisis to placement, without gaps. **Scan to learn more about streamlining 988 crisis response!**

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