Helping Governments Improve Public Health Through Technology
Solutions That Power Public Health Initiatives

Ensuring public health is a complex undertaking and a major responsibility shared by state government administrators, health systems, payers and communities. To connect these stakeholders, we deliver Real-Time Care Intelligence™ that promotes more informed decision making, increases access and patient safety and improves health outcomes. In turn, this helps government officials and providers improve overall mental health and substance use disorder (SUD) services in their states.

Solutions

BEHAVIORAL HEALTH CAPACITY & REFERRAL
Create trusted, coordinated treatment networks and digital processes to expedite the path to care.

- **OpenBeds®** – Referral and capacity management platform that tracks behavioral health providers and resources in a single, connected network
- **Crisis Management System** – Mobile crisis management that expedites access to treatment
- **Treatment Connection** – A public-facing assessment and referral site for substance use or mental health treatment

CARE COORDINATION
Connect disconnected members of care teams with relevant patient information to foster collaboration and improve outcomes.

- **Pings** – Real-time notifications when patients experience care events
- **Route** – Secure, compliant processing of patient event notifications
- **Stories** – Relevant patient context at the right time, to the right user
- **Callouts** – A digital channel to share contextual patient/member information
- **Spotlights** – Interactive dashboard of a healthcare organization’s performance metrics

PRESCRIPTION DRUG MONITORING
Access PDMP data in clinical workflows to comply with state laws, save time, and make more informed prescribing and dispensing decisions.

- **NarxCare** – Risk-scoring application to help prescribers and dispensers make informed decisions
- **PMP Gateway** – The solution that integrates PDMP data directly in clinical workflows
- **PMP AWARxE** – The nation’s most popular PDMP product, used by 40+ states and territories

Using Real-Time Care Intelligence™ to Cultivate Care Coordination

**BAMBOO HEALTH IS COMBATING THE BEHAVIORAL HEALTH CRISIS IN THE U.S.**

- We’re helping tackle the often forgotten and increasingly important behavioral health space by offering a variety of solutions that help payers, providers and care teams address whole person care.
- With the launch of the 988 Suicide & Crisis Lifeline this past July, many states are rethinking their crisis responses. Bamboo Health’s solutions are being utilized to help states with their implementation, specifically through the Crisis Management System solution, which expedites access to assessment and treatment for those in behavioral health crises. In addition, the solution tracks patients’ journeys from call to treatment and coordinates all stakeholders within one, closed-loop referral system.
- Recently hitting the grim milestone of more than 107,000 overdose deaths means it’s now more important than ever for states, providers and health systems to understand the complete picture of controlled substance use in their region. Through Bamboo Health’s prescription drug monitoring solutions, stakeholders receive access to this data in clinical workflows, and prescribers and dispensers can make more informed decisions.
- But don’t just take our word for it; hear from our customers and their patients.

To learn more, visit [bamboohealth.com/government](http://bamboohealth.com/government)
CUSTOMER SUCCESS STORY #1:

Monarch – a Certified Community Behavioral Health Clinic (CCBHC) client who provides services for those struggling with disabilities, mental illness and substance use disorders in North Carolina – used a Bamboo Health solution to help a patient who had lost her son to overdose. The patient showed up at the emergency department (ED) on the first anniversary of her son’s death suffering from a panic attack. **Through Bamboo Health’s Pings solution, a Monarch nurse received a real-time notification that their patient sought medical attention in the ED.** The nurse reached out to the patient to connect her with the mental healthcare services she needed. After consistent treatment, the patient said that the Pings service is the only reason she’s here today because she was able to easily connect with the mental health services she so desperately needed.

CUSTOMER SUCCESS STORY #2:

Delaware’s Division of Substance Abuse and Mental Health needed a referral system that encompassed the entire continuum of behavioral health services. The Delaware Treatment and Referral Network (DTRN) – powered by the OpenBeds solution – now facilitates rapid referrals and fosters collaboration among mental health, SUD, and medical providers. After three years of partnership, the DTRN hit an outstanding milestone of 100,000 referrals in December 2021, representing **100,000 opportunities to improve the lives of citizens.** “Newsweek recently recognized Delaware in November 2021 as one of only four states that the CDC reported as having a decrease in the annual percentage rate of opioid deaths. DTRN was a significant tool contributing to this reduction,” said Lt. Governor Bethany Hall-Long, Ph.D., RN.

CUSTOMER SUCCESS STORY #3:

Bamboo Health is the technology vendor for the New Hampshire’s Rapid Response Action Point, which supports individuals in behavioral health crisis and is part of the state’s 988 readiness plan. The plan rolled out in January. **“There’s that real-time awareness of where the resources are, where the people are, and trying to make sure we get them where they need to be,”** said Susan Stearns, the executive director of the New Hampshire chapter of the National Alliance on Mental Illness (NAMI NH). “That’s something we’ve advocated for a long time. It’s a huge step in New Hampshire’s mental health services.”