

Bamboo  
 Health



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**Helping  
Governments  
Improve Public  
Health Through  
Technology**

# Solutions That Power Public Health Initiatives

Supporting 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 AWAxRxE** – The nation's most popular PDMP product, used by 40+ states and territories

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**50**  
State Governments

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**32**  
Health Plans

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**2,500**  
Hospitals

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**8,000**  
Post-Acute Facilities

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**25,000**  
Pharmacies

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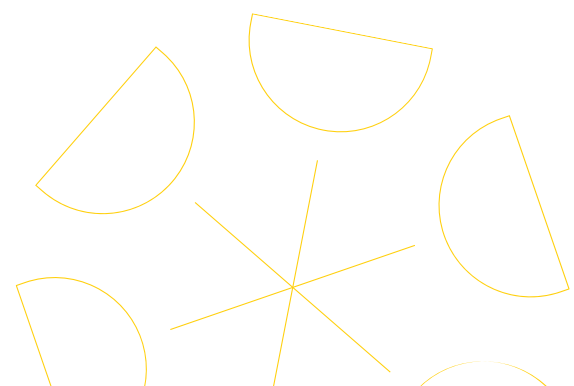
**1 Million**  
Acute & Ambulatory  
Providers

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**1 Billion**  
Patient Encounters  
Across our Smart  
Signals™ Network

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# Using Real-Time Care Intelligence™ to Cultivate Care Coordination

## HOW BAMBOO HEALTH COMBATS 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 state governments, payers, providers and care teams address whole person care.**
- With the 988 Suicide & Crisis Lifeline now well underway, many states must reconsider their crisis response system to better define what's working and what needs improvement. States use Bamboo Health's solutions to help with their implementation and deployment through the Crisis Management System solution. The solution **expedites access to assessment and treatment for those in behavioral health crisis**, all while tracking patients' journeys from call to treatment and coordinating all stakeholders within a singular, 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 at [bamboohealth.com/case-studies/](https://bamboohealth.com/case-studies/).

**“For us, OpenBeds is vital to getting people the behavioral healthcare and other services they need to thrive. We look forward to getting even more providers participating in the OpenBeds platform so we can deliver comprehensive service to every Nevadan who experiences a behavioral health crisis.”**

Rachelle Pellissier, Executive Director of CSSNV

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**1 in 5**

**In 2023, 1 in 5 U.S. adults experienced a mental illness**

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**75%**

**Opioids remain the leading cause of overdose deaths, accounting for more than 75% of deaths**

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**6.1 Million**

**People aged 12 or older had an opioid use disorder in 2022**

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**50,000**

**Nearly 50,000 people in the U.S. took their own lives in 2022, up 3% from the previous year**



# Customer & Patient Success Stories

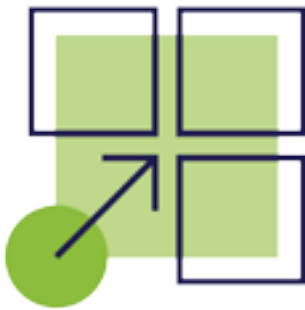
## CUSTOMER SUCCESS STORY #1:

Monarch – a Certified Community Behavioral Health Clinic (CCHBC) 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 to 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 (DTRN360) – 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 DTRN360 hit an outstanding milestone of 100,000 referrals in December 2021, representing **100,000 opportunities to improve the lives of citizens.** “Newsweek 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. DTRN360 was a significant tool contributing to this reduction,” said Lt. Governor Bethany Hall-Long, Ph.D., RN.



## CUSTOMER SUCCESS STORY #3:

Like many states, Nevada faced significant challenges in addressing mental health issues, ranking 51st in the nation for overall mental health before rising 12 places to 39th over the course of one year. In part, this great change can be attributed to the Crisis Support Services of Nevada (CSSNV) supporting the rollout of the state’s 988 Suicide and Crisis Support Lifeline. To meet 988 call needs, CSSNV adopted Bamboo Health’s OpenBeds solution to help streamline referrals. **The platform’s efficiency in promoting a smooth referral process enables streamlined service and lessened workload.** OpenBeds empowered care coordinators with real-time behavioral healthcare treatment availability and allowed CSSNV to generate 2,000+ referrals last year.



To learn more, visit [bamboohealth.com/government](https://bamboohealth.com/government)