



# Nebraska DHHS Behavioral Health Network Orientation





# OpenBeds<sup>®</sup>

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® Platform

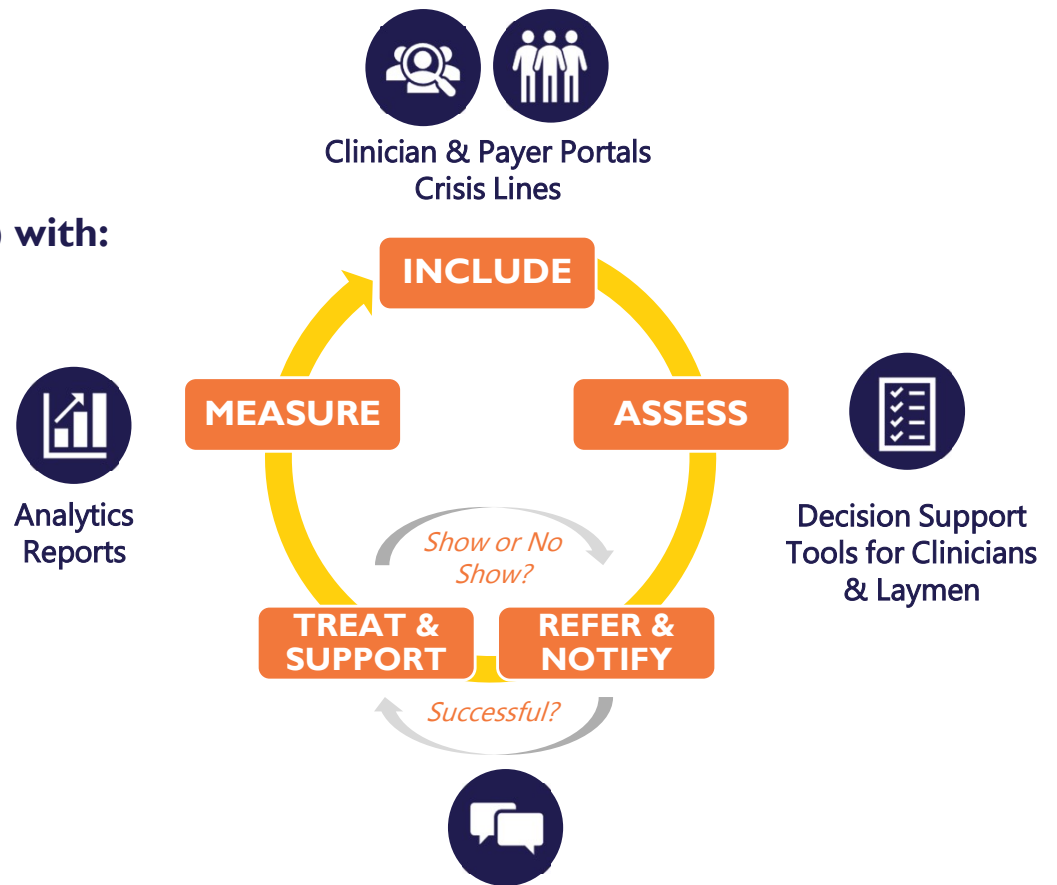
Offering better access to behavioral health resources for hospital patients

- OpenBeds is a cloud-based solution that replaces inefficient and less effective manual search, communication, and reporting functions, facilitates rapid transfers/referrals, and fosters collaboration and coordination among medical and mental health providers and substance abuse programs.
- The OpenBeds solution accomplishes this by providing real-time treatment facility availability, two-way digital provider communication, data aggregation and analytics, and clinical decision support.

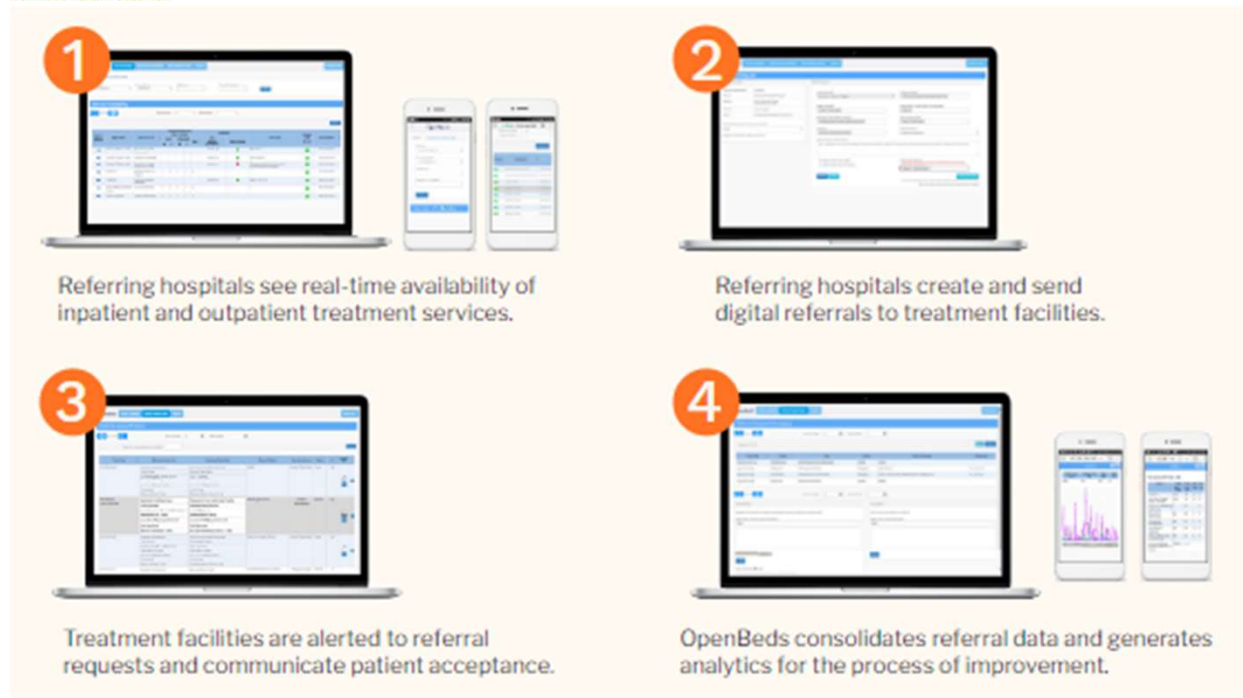


**Enables care managers (and providers) with:**

- Streamlined referral management platform
- Real-time visibility into provider capacity for new patients
- Clinical decision support tools to ensure appropriate level of care referral
- Ability to collaborate with network providers



# Referral to Placement in Minutes



# OpenBeds

## VALUE TO PROVIDERS

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

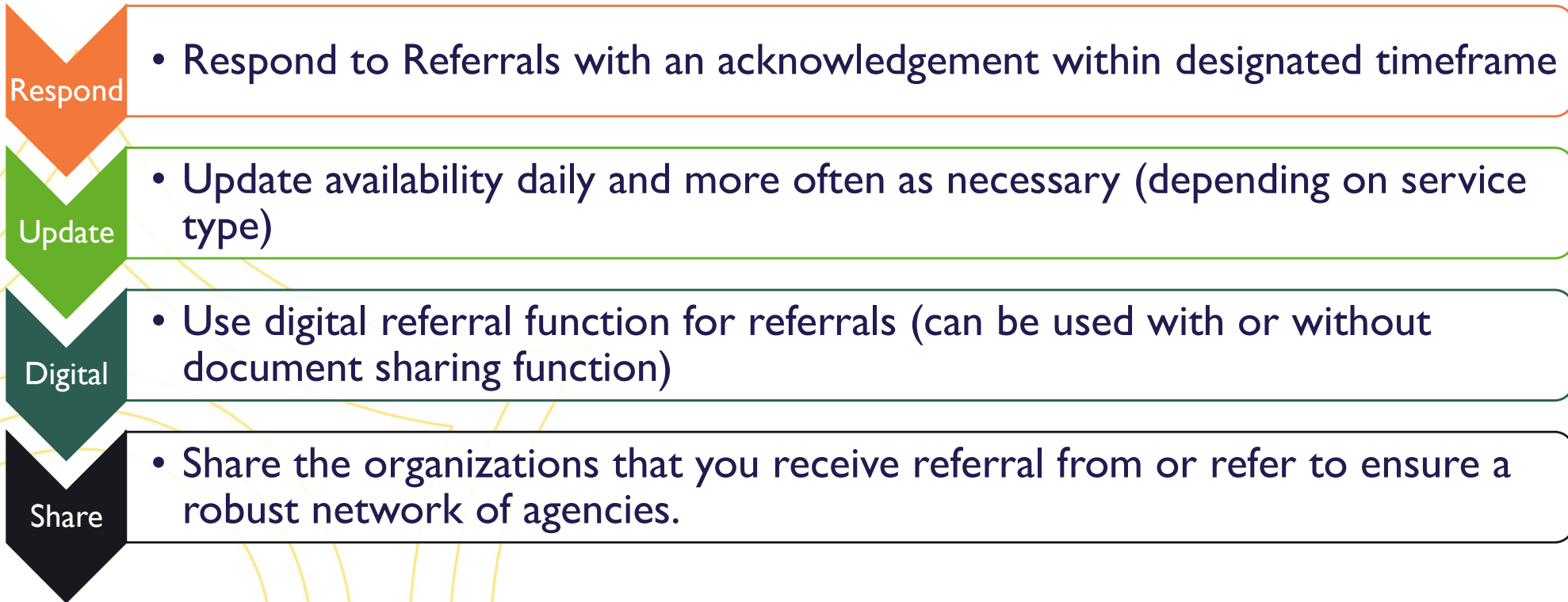
- Immediate, accurate inventory of available resources and wait times
- Direct digital and voice communications links
- Digitized screening and intake
- Formal referral process that extends their efforts into a larger pool of resources
- Decision support regarding the optimal level of care
- Educational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



# Standards for Success



# Demonstration



# View Real-time Availability

## Inpatient and Outpatient Treatment Resources and Social Services

OpenBeds® Service Availability Referral Request Status Analytics Slaveta Carroll

Search Criteria Additional Search Criteria Search by Distance

Primary Service Substance Payments Accepted Search by ZIP Search

### Service Availability

Submit Request	Organization	Primary Service	Inpatient/Residential Beds Available					Outpatient		Comments	Contact and Service Info	Last Updated
			Adult		Adolescent		Total	Next Available Appointment	Walk-in Access			
			M	F	M	F						
→	Add to 'Unable to Place Patient' list	Community-Based Services								Having trouble referring a client? Submit a form without identifiers. We keep a list to improve care delivery.	0206 02-08-2019	
→	Amethyst House	Residential Treatment Program-1	0	-	-	-	0			Men's Residential Treatment. An in-person interview is required prior to admission.	1551 02-05-2019	
→	Amethyst House	Residential Treatment Program-2	-	4	-	-	4			Women's Residential Treatment. An in-person interview is required prior to admission.	1551 02-05-2019	
→	Aspire Indiana	Outpatient Counseling								We have locations in Boone, Hamilton, Madison, and Marion County. Please contact first for walk in times/urgent intakes.	0848 02-11-2019	
→	Brentwood Springs	Acute Inpatient / Dual Diagnosis	8	8	-	-	16			Bed availability not gender specific. Walk in available 24/7	1326 02-07-2019	
→	Bridges of Hope	Residential Treatment Program	5	6	-	-	11			Dual Diagnosis Treatment.	1447 01-23-2019	
→	Bridges of Hope	Intensive Outpatient Treatment						01-23-2019		Please refer to contact info for Service Hours.	1447 01-23-2019	
→	Centerstone Recovery Center	Residential Treatment Program	-	2	-	0	2			The Centerstone Recovery Center is for women only. A phone intake and assessment are required to determine medical necessity prior to admission. Non-Centerstone clients need to call 800-344-8802	1446 01-10-2019	

Appropriate Level of Care      Appropriate Facility      Appropriate Support



# Contact and Service Information

The screenshot shows a web application interface. In the background, there is a table titled 'Service Availability' with columns for 'Submit Request', 'Organization', and 'Priority'. A modal window titled 'Contact' is open, displaying the following information:

Field	Value
Treatment Organization	z_OpenBeds-AKTest-Rec1
Website	<a href="https://AKTest-Rec1.org">https://AKTest-Rec1.org</a>
Primary Service	Intensive Outpatient Treatment
Service Address	2101 University Drive, Suite 300 Suite 300 Anchorage, AK, 99503
Service e-mail	Surendra-AKTest-Rec1-IOT@openbeds.net
Service Phone	(907) 556-5565
Substances Treated	Alcohol, Cocaine, PCP, Hallucinogens, Inhalants, Stimulants, Heroin, Other Opioids, Cannabis, Methamphetamine, Benzociazepines, Tobacco
Medical and Psychiatric Conditions	Intellectual/Development Disability, Actively Psychotic Clients
Special Populations	Adults 18 and older, Alaska Native/American Indian, Child Welfare Involved, Criminal Justice, Gender-Specific: Men or Woman, Geriatric, Homeless Specialty, Intravenous Drug Use, LGBTQ, Military and Veterans, Pregnant, Traumatic Brain

At the bottom right of the modal is a 'Close' button. The background table shows several rows with green arrows in the 'Submit Request' column and various organization names in the 'Organization' column. A 'Contact and Service Info' column is also visible on the right side of the table.



# Filtering by Search Criteria

OpenBeds® **Service Availability** Update Service Availability Referral Request Status Analytics Jeremy Prather ▾

Search Criteria Additional Search Criteria Search by Distance

Primary Service ⓘ Substance Payments Accepted Search by ZIP

Primary Service ⓘ

- 23-Hour Stabilization
- Ambulatory Withdrawal Management
- Assisted Living Facility
- Children Mental Health Residential
- Crisis Residential
- Intensive Outpatient Treatment

Request	Organization	Primary Service	Inpatient/Residential Beds Available					Outpatient		Comments	Contact and Service Info	Last Updated ▾
			Adult		Adolescent		Total	Next Available Appointment	Walk-in Access			
			M	F	M	F						
→	z_OpenBeds-AKTest-Rec1	Ambulatory Withdrawal Management								●	ⓘ 05/30 10/20/2019	
→	z_OpenBeds-AKTest-Rec1	Intensive Outpatient Treatment								●	ⓘ 05/30 10/20/2019	
→	z_OpenBeds-AKTest-Rec2	Crisis Residential	0	0	0	0	0				ⓘ 05/31 10/20/2019	
→	z_OpenBeds-AKTest-Rec3	Ambulatory Withdrawal Management								●	ⓘ 05/31 10/20/2019	



# Create Digital Referrals

Select from dropdown menus and use free text, then send with or without clinical attachments

**OpenBeds** Service Availability Update Service Availability Referral Request Status Analytics Michigan Rawst -

## Referral Request

**Contact Information**

Treatment Organization:	Fairbanks
Service:	Residential Treatment Program
Address:	8102 Clearvista Parkway, Indianapolis IN, 46256
Phone #:	(317) 572-9396
Email:	fairbanksopenbeds@ecommunity.com

Your preferred method to contact as per your profile is

Changing this will update your profile upon submit

**Submit Request**

Primary Service\*

Urgency of need\*

Gender and Age\*

Substance(s) - leave blank if not applicable

Medical and Psychiatric Conditions

Special Populations\*

Payment\*

Sending Service\*

Request (Maximum 200 characters)\*

Check if referral is voluntary  
 Check if referral is non-voluntary

Wrap Around Services  
This generates a notification to 211. Consent the patient about 211 contacting them. 211 will reach out within 48 hours.

You may enter data on this form without patient identifiers. If using identifiers, please select Patient Information and ensure that patient consent has been obtained



# Request Social Services & Resources

Make requests separately or in conjunction with a treatment referral

The screenshot shows the 'Referral Request' form in the OpenBeds system. The form is divided into two main sections: 'Contact Information' and 'Submit Request'.

**Contact Information:**

- Treatment Organization: Fairbanks
- Service: Residential Treatment Program
- Address: 8102 Clearvista Parkway, Indianapolis IN 46256
- Phone #: (317) 572-9396
- Email: fairbenisopenbeds@ecommunity.com

Your preferred method to contact as per your profile is: E-Mail

Changing this will update your profile upon submit.

**Submit Request:**

- Primary Service\*: Residential Treatment Program
- Urgency of need\*: Client is perceived to be at high risk for crisis
- Gender and Age\*: Youth (17 and under)
- Substance(s) - leave blank if not applicable: Alcohol
- Medical and Psychiatric Conditions: Schizophrenia and other psychotic disorders
- Special Populations\*: Youth (17 and under)
- Payment\*: Medicaid/Expanded Medicaid
- Sending Service\*: Inpatient Detoxification

Request (Maximum 200 characters\*)

Enter additional information here regarding the client's condition including co-occurring medical and/or psychiatric conditions. Maximum 200 characters

Check if referral is voluntary  
 Check if referral is non-voluntary

Wrap Around Services  
This generates a notification to ZIS. Consent the patient about ZIS contacting them.  
ZIS will reach out within 48 hours.

Shelter  Transportation

Buttons: Submit, Cancel, Patient Information

Footnote: You may enter data on this form without patient identifiers. If using identifiers, please select Patient Information and ensure that patient consent has been obtained.



# Self-guiding ASAM Decision Support Tools

For use by both clinicians and the public

## Global Assessment Tool

Enter Patient Details (Optional)

THIS FORM IS ONLY FOR OPENBEDS NAVIGATORS

Dimension 1    Dimension 2    Dimension 3    Dimension 4    Dimension 5    Dimension 6

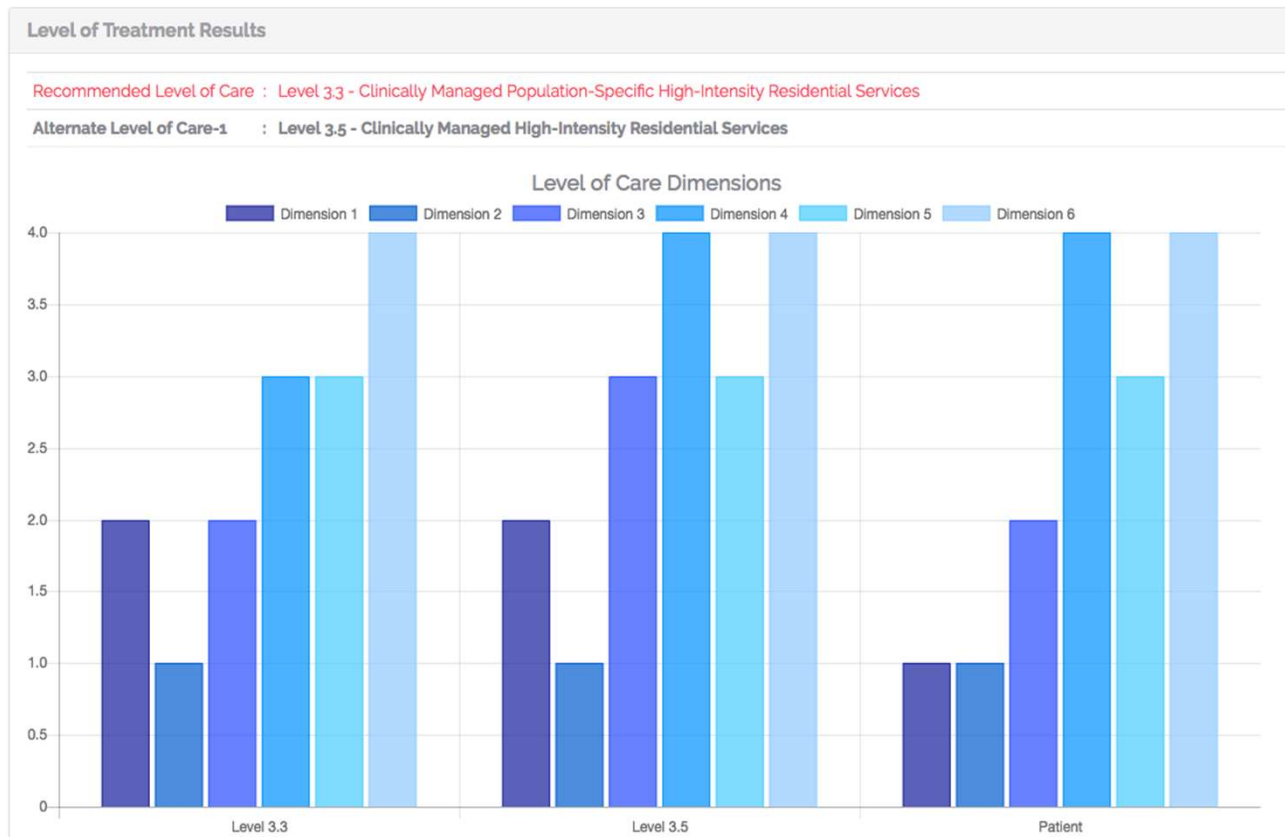
**Dimension 1: Acute Intoxication and/or Withdrawal Potential**

- (0) No signs of withdrawal/intoxication present.
- (1) Mild/moderate intoxication, interferes with daily functioning. Minimal risk of severe withdrawal. No danger to self/others.
- (2) May have severe intoxication but responds to support. Moderate risk of severe withdrawal. No danger to self/others.
- (3) Severe intoxication with imminent risk of danger to self/others. Risk of severe manageable withdrawal.
- (4) Incapacitated. Severe signs and symptoms. Presents danger, e.g., seizures. Continued substance use poses an imminent threat to life.

[Help Me Decide](#) [Next](#)



# Decision Support Results Recommend ASAM-based Level of Treatment



# Patient Show/No-Show Indicator Helps Close the Loop

OpenBeds® Service Availability Update Service Availability Referral Request Status Analytics Nishigbs Rawat

### Referral Request Messaging

Request ID 21885 Lock Refresh

Time/Date	Name	Role	Activity	Action/Message	Attachment
09:50 11-04-2023	Nishigbs Rawat	Receiving Service Administrator	Accepted Show	Patient showed up for assessment on 11/4.	
09:50 11-04-2023	Nishigbs Rawat	Receiving Service Administrator	Accepted and Closed	Patient accepted.	
09:40 11-04-2023	Nishigbs Rawat	Receiving Service Administrator	Messaging	Got it. Will review.	
09:48 11-04-2023	Nishigbs Rawat	Referring Administrator	Opened	test	Apprais and - ppx

1 - 4 of 4 Rows Per Page 25

#### Send Message

Messages and notifications of messages are automatically received by sending and receiving providers.

Choose Files No file chosen

Select below to notify your team members

Status  Opened  Closed  Accepted  Declined

Did Patient Show-Up?  Yes  No

#### Local Action

Actions are only seen locally at your organization. Add a note in the box below and click on 'Save' for your own purposes.

Select below to notify your team members



# Simultaneous, Multiple Facility Referrals

Help to reduce effort and decrease placement times

Check to make a referral to up to 3 facilities

Submit Request	Organization	Primary Service	Inpatient/Residential Beds Available					Outpatient		Comments	Contact and Service Info	Last Updated
			Adult		Adolescent		Total	Next Available Appointment	Walk-in Access			
			M	F	M	F						
→	Grant Blackford Mental Health	Acute Inpatient / Dual Diagnosis	6	4	-	-	10				08:59 12-05-2019	
→	Harsha Behavioral Center	Acute Inpatient / Dual Diagnosis	5	5	4	4	18			Child beds: 4 Male, 4Female Geriatric beds: 10 male 10female Harsha Behavioral Center treats ages 3 years and above.	20:13 01-26-2020	
→	IU Health - Ball Memorial	Acute Inpatient / Dual Diagnosis	3	4	-	-	7			18 bed unit not gender specific	11:56 10-31-2019	
→	IU Health - Jay Behavioral Health	Acute Inpatient / Dual Diagnosis	2	3	-	-	5				09:03 01-17-2020	
→	IU Health - Riley	Acute Inpatient / Dual Diagnosis	-	-	0	0	0			No beds available	07:45 01-24-2020	
→	Memorial Hospital and Health Care Center	Acute Inpatient / Dual Diagnosis	4	3	-	-	7			After hours referrals will be responded to next business day. 1 open private beds on our Geriatric Inpatient Unit. 6 open beds in semi-private rooms on our adult inpatient unit.	11:06 12-09-2019	
PHONE ONLY	Meridian Health Services	Acute Inpatient / Dual Diagnosis-1	0	1	-	-	1			Riverbend location. Must have mental health diagnosis. Rooms not gender specific.	09:04 01-17-2020	
→	Meridian Health Services	Acute Inpatient / Dual Diagnosis-2	6	5	-	-	11			Meridian Senior Health in Muncie. Adults age 55+. Rooms are not gender specific.	09:04 01-17-2020	
→	Michiana Behavioral Health Center	Acute Inpatient / Dual Diagnosis	10	0	-	-	10			Ability to flex based on age and gender.	10:37 12-04-2019	

**3** Facilities Selected (Select up to 3)



# Rationale for Declined Referrals

Help identify gaps in care

Time/Date	Name	Role	Activity	Action/Message	Attachment
12:54 12-09-2019	SteveRec3b1 Administrator	Receiving Service Administrator	Messaging	thank you go	
12:54 12-09-2019	SteveRec3b1 Administrator	Receiving Service Administrator	Action	take notes that only you see	
12:51 12-09-2019	Steveita Carroll	Referring Provider	Opened	additional clinical that may be important	Attachment Auto removed Attachment Auto removed

1 - 5 of 5 Rows Per Page 25

**Send Message**

Messages and notifications of messages are automatically received by sending and receiving providers.

Choose Files: no files selected

Select below to notify your team members:

Status:  Opened  Closed  Accepted  Declined

Decline Reason (Category): Patient Acuity

Decline Reason (Sub-Category):

- Select
- Client is too medically unstable
- Client is too psychiatrically unstable
- High level of acuity currently in facility

Did Patient Show Up?  Yes

Check one or more permitted check box or button, add message, and click on

**Local Action**

Actions are only seen locally at your organization. Add a note in the box below and click on 'Save' for your own purposes.

Select below to notify your team members:



# Onboarding Process



## Onboard your organization in three steps!

Visit the [OpenBeds Onboarding Landing Page](#) for more information and to complete the following onboarding steps:

Step 1: Execute a No Cost Agreement

Step 2: Complete an Account Configuration Form

Step 3: Access Virtual or Live Training





# Step 1

Once received, we will present your application to the state for approval.

*In accordance with HIPAA compliance, a BAA is part of our agreement, as there is the likelihood that personal health information will be included in the referral. If your organization prefers to use its own BAA please send us a copy for review. We also have a process to review any red lines or proposed changes your organization would like us to consider to the Subscription Agreement.*

If you have any questions/edits regarding the agreement, please email

**[NetworkSuccess@bamboohealth.com](mailto:NetworkSuccess@bamboohealth.com)**

**No Cost Agreement**





## Step 2

Please complete this form to create your account within the OpenBeds platform.

For support filling out this form, contact the Nebraska Onboarding Associate at [onboarding@bamboohealth.com](mailto:onboarding@bamboohealth.com).

[Configuration Form](#)





## Step 3

We offer virtual training that you can complete at your own pace or, if preferred you can **schedule a live training** with our onboarding team.

(Virtual training course key: OpenBeds1)

[View Trainings](#)



# OpenBeds<sup>®</sup> User Council Sign Up

A BAMBOO HEALTH SOLUTION



- 1v1 discussions with the OpenBeds Product Team to learn about your day-to-day workflow and challenges faced
- Drive new products / functionality
- [Sign Up](#)





**Thanks for joining us**

