Ohio Department of Mental Health and Addiction Services

Ohio Behavioral Health Connection

Standards and Guidelines

On behalf of the Ohio Department of Mental Health and Addiction Services (OhioMHAS), we are pleased to welcome you to the Ohio Behavioral Health Connection (BHCON)! OhioMHAS is committed to working towards the improvement of access to behavioral health services throughout the state and that work begins with our partners in Northeast Ohio and the launching of BHCON. While this project will initially focus on enhancing access to inpatient psychiatric care, we also expect enhanced access to outpatient services, support services, and care for substance use disorders as we move forward. Through your active participation and careful adherence to the proceeding Standards and Guidelines, we will together build a network that is in support of our providers and citizens.

**Updating Bed and Next Appointment Availability**. OpenBeds date and time stamps each time a treatment facility updates its bed count, next available appointment, or comments in order to provide necessary information to our referring population and, more importantly, prevent referrals from inadvertently being sent to facilities with no availability. There is a balance between providing sufficient information to prevent declined referrals and the burden of updating availability. Thus, we expect acute inpatient care beds to be updated at least twice daily, residential treatment beds once daily, and all other services as necessary. Performed correctly, collectively, and consistently throughout the network, this action will increase confidence in our network and help reduce the number of declined referrals and provide the state with information that will help it identify gaps in care and, therefore, better target resources.

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| **Service Type** | **Frequency** | **Notes** |
| Acute Inpatient Care | Twice Daily | Recommend updating at 7AM and 7PM with comments as needed. |
| Residential Treatment | Once Daily | Recommend updating at 7AM or 7PM with comments as needed. |
| Outpatient Treatment | As Necessary | Use the “comments” box to display group capacity, next appointment time/projected opening or to list walk in hours. |

**Digital Referrals and Communications**. In addition to more effectively and efficiently placing patients into treatment, the OpenBeds platform captures key and essential referral process and outcome information through the use of a digital referral form that are not otherwise captured through manual (phone call/fax) referral processes. OpenBeds, through its contract with the state, provides this information to the state in a de-identified and aggregated manner. The state intends to use this information to help identify gaps in care delivery, inform resource allocation decisions, capture best practices, better pool resources, and connect patients to the social services. Your adherence and enforcement of the requirements below will both increase the likelihood of more successful treatment outcomes, more efficient operations at your facilities, and the availability of information the state may use to make system-wide improvements.

Requirements:

* 1. Use the digital referral forms between network members.
  2. Replace faxes with file attachments to digital referrals or subsequent communications.
  3. Assign and ensure users are monitoring OpenBeds for responses.
  4. Acknowledge (respond to) referrals and subsequent communications within 30 minutes.
  5. Use the “Accept” or “Decline” radio buttons.
  6. Provide feedback regarding referral outcome, e.g., client showed up for intake assessment.
  7. Use the “Open” and “Close” radio buttons.

**Goals and Objectives**.

**Goal 1**:  Establish and expand a crisis psychiatric bed registry program in Northeast (NE) Ohio. Such efforts will primarily track and monitor the availability of psychiatric beds whilealso inviting participation of other crisis service supports such as crisis assessment centers, crisis residential programs, respites, mobile crisis teams, and centralized crisis call centers**.**

Source:  Transformation Transfer Initiative Grant (NASMHPD) Application 10-26-18

(1)  **Objective 1**.  Recruit and onboard at least 10-15 network treatment providers offering inpatient psychiatric care in the NE Ohio region by September 1, 2020.

(a)*How We Measure*:  OpenBeds team and OhioMAHS project staff conduct weekly meetings in July and August 2020 to update status of network treatment provider recruitment and onboarding.

(b) *Success Indicators*: Launch of functional network of treatment providers as noted above by Sept. 15, 2020.

(2)  **Objective 2**. Recruit and onboard at least 10-15 network referral providers- NE Ohio behavioral health providers not offering inpatient psychiatric care, but routinely assessing and treating patients that may need that level of care in crisis situations- by September 1, 2020.

(a) *How We Measure*: OpenBeds team and OhioMAHS project staff conduct weekly meetings in July and August 2020 to update status of network referral provider recruitment and onboarding.

(b) *Success Indicators*: Launch of functional network inclusive of referral providers as noted above by Sept. 15, 2020.

**Goal 2**:  Consistent performance of inpatient psychiatric bed status updates by network treatment providers in accordance with specified network standards

Source:  OhioMHAS Bed Registry Request for Proposal (RFP) 7-17-19

(1)  **Objective 1**.  Establish rate of adherence to bed status update network standard for each network treatment provider within 30-45 days following network launch.

(a) *How We Measure*. OpenBeds reporting to OhioMHAS per RFP requirements.

(b) *Success Indicators*: Reporting analyzed by OhioMHAS and OpenBeds and non-adherent facilities provided technical assistance to improve performance.

(2)  **Objective 2**.  All network treatment providers achieving a high rate of adherence to bed status update standard within the first 6 months of network operation.

(a) *How We Measure*.  OpenBeds reporting to OhioMHAS per RFP requirements.

(b) *Success Indicators*: All network treatment providers demonstrate 90% or greater adherence to bed status update standard within the first six months of network operation.

**Goal 3**: Consistent use of digital referral mechanisms by network members in communications with one another.

Source: OhioMHAS Bed Registry RFP 07-17-19

(1) **Objective 1**. Establish frequency of use of digital referral mechanism (referral initiation and response) by each network provider within 30-45 days following network launch.

(a) *How We Measure*. OpenBeds reporting to OhioMHAS per RFP requirements.

(b) *Success Indicators*. Reporting analyzed by OhioMHAS and OpenBeds and non-adherent facilities provided technical assistance to improve performance.

(2) **Objective 2**. All network treatment providers achieve a high rate of use of digital referral mechanism (referral initiation and response) within the first six months of network operation.

(a) *How We Measure*. OpenBeds reporting to OhioMHAS per RFP requirements.

(b) *Success Indicators*. All network providers demonstrate use of digital referral mechanism (referral initiation and response) for at least 80% of network referral activity within the first six months of network operation.

**Goal 4**: Network providers experience a high degree of satisfaction with participation in the network as evidenced by a low number of complaints and continued network participation

(1) **Objective 1**. Complaints relating to network function are addressed in a timely manner by OpenBeds and provide satisfactory resolution of the complaint from the standpoint of the network provider

(a) *How We Measure*. OpenBeds reporting to OhioMHAS per RFP requirements.

(b) *Success Indicators*. Complaint activity reporting by OpenBeds indicates resolution of complaints to the satisfaction of the network provider in over 90% of cases.

(2) **Objective 2**. Retention of network providers for the duration of the grant.

(a) *How We Measure*. Ongoing communication/meeting activity between OpenBeds and OhioMHAS to review the status of all network providers in terms of continued participation in the network.

(b) *Success Indicators*. 90% or greater of the number of original network providers or those added to the network after the initial launch date are confirmed to be participating network providers at the conclusion of the grant.

**Use of Decision Support Tools.** The ASAM Criteria text describes treatment as a continuum marked by four broad levels of service and an early intervention level. These levels of care provide a standard nomenclature for describing the continuum of recovery-oriented addiction services. With the decision support tool within OpenBeds, clinicians are able to conduct a multidimensional assessment that explores individual risks and needs, as well as strengths, skills and resources. It then provides clinicians with a recommended ASAM Level of Care that matches intensity of treatment services to identified patient needs. Anecdotal evidence points to higher referral acceptance rates when these tools are used and made available to the treatment center for consideration.