

# Improving Behavioral Health Care Coordination Through Actionable Real-Time Care Intelligence™



## Checklist for Transforming Behavioral Health Outcomes: Key Questions to Guide Your State's Strategy

Use this actionable checklist to improve behavioral and physical health outcomes, streamline administrative processes, and ensure financial sustainability while leveraging cutting-edge, real-time technology.

### INDIVIDUALS THAT CAN BENEFIT FROM THIS CHECKLIST INCLUDE:



- Directors of Behavioral Health
- Medicare and Medicaid Decision Makers
- Directors of Public Affairs
- Crisis Call Center Directors & Staff
- PDMP Administrators

### UTILIZE CAPACITY & REFERRAL MANAGEMENT TECHNOLOGY

- Do you have real-time visibility into behavioral health facility availability?
- Are your providers equipped to make fast and effective referrals during critical care moments?
- Have you evaluated tools that can streamline patient placement into appropriate treatment settings?

### BUILD AND MAINTAIN A CRISIS RESPONSE INFRASTRUCTURE

- Does your state have a comprehensive crisis response plan in place?
- Are your 988 call centers adequately resourced to provide timely care connections?
- Have you deployed mobile response units for community-based interventions?

### IMPROVE CARE COORDINATION BETWEEN STAKEHOLDERS

- Are care team members, health plans, and health systems collaborating effectively to provide seamless care?
- Do you have interagency data agreements in place?
- Is there a centralized system for sharing patient data among key stakeholders?
- How are you ensuring individuals can access the behavioral health resources they need?

### EASE PROVIDER BURDENS & REDUCE BURNOUT

- What tools and resources are in place to minimize administrative tasks for your providers?
- Are your healthcare professionals empowered to spend more time on patient care?
- How are you supporting your providers in delivering the right level of care to every individual?

### INTEGRATE HEALTH AND PRESCRIBING INSIGHTS

- Do you leverage prescription drug monitoring programs (PDMPs) to enhance prescribing practices?
- Is patient data easily accessible to support informed decision-making and care planning?
- Are you helping individuals with substance use disorders (SUD) stay on track with their care plans?

