

Best Practices for Streamlining Crisis Response System Implementation



When implementing a new process to support outreach, the solution you choose is equally as important as how you implement it. Both the process and solution should ease the lives of call center specialists and speed response time for callers.

Effective 988 crisis response systems should have:

- ✓ Flexibility to integrate with existing workflows
- ✓ Streamlined data entry for end-users
- ✓ Ability to communicate with other partners and key resource providers across the care continuum
- ✓ Real-time resource identification of services and bed availability
- ✓ Directly link 988 call centers with the appropriate crisis response teams
- ✓ Intuitive intake form
- ✓ Ability to alleviate administrative burden
- ✓ Streamlined data entry and disposition processes

“This year has been the most productive and responsive the providers have been in Bamboo Health’s OpenBeds® over the past few years. Also, awhile back, we provided a list of rural and southern Nevada providers to Bamboo Health and we now see the majority of these providers in OpenBeds which has been very successful for Crisis Support Services of Nevada (CSSNV) as we can now send referrals to these providers in the system.”

- **Mele Eteuati**, Case Manager Coordinator at CSSNV



Scan to learn more about streamlining 988 crisis response!