

# Solving the Behavioral Health Crisis With Real-Time Care Navigation

## A Smarter Approach for Health Systems to Reduce Avoidable Emergency Department Utilization, Improve Behavioral Health Access and Support Care Continuity

### A Growing Challenge for Health Systems

Behavioral health needs are overwhelming emergency departments (EDs) and straining hospital resources, with patients struggling to navigate inaccessible and fragmented care:

**25%**

Of the population has a behavioral health condition<sup>1</sup>

**2x**

Longer length of stay in the ED for patients with behavioral health needs<sup>2</sup>

**57%**

Of individuals seeking behavioral health care face barriers to access<sup>3</sup>

### Introducing Bamboo Bridge<sup>®</sup>

#### Real-Time Care Navigation That Delivers Behavioral Health Outcomes

Bamboo Bridge<sup>®</sup> delivers real-time behavioral healthcare navigation — identifying patients at pivotal moments and routing them to high-quality care through curated behavioral health provider networks. Powered by Real-Time Care Intelligence™ and expert human navigators, Bamboo Bridge helps health systems improve system throughput and payer mix, drive operational efficiency and relieve workforce strain, closing the loop between physical and behavioral health.

### Use Cases

**Bamboo Bridge is tailored to your existing workflows, so you can leverage every pivotal moment.**

1. “Bamboo Easy Button” Referral from ED and inpatient providers
2. “Bamboo Easy Button” Referral from primary care providers (PCP) or care management teams
3. Activated by ADT notifications for patients with behavioral health needs
4. Pre-discharge activation from inpatient psychiatric facilities for follow-up after hospitalization for mental illness or substance use disorder
5. PDMP “Bamboo Button” and real-time alerts that identify patients at risk for substance use disorder, overdose or gaps in care related to medication for opioid use disorder (MOUD)
6. Roster-based identification of high- or rising-risk behavioral health patients

#### PCP “Bamboo Easy Button” for Commercial, MA and MSSP Patients Performance

- 64% of referrals are assessed
- 56% of referrals have scheduled appointments
- 45% of referrals attend their behavioral health appointment

#### Inpatient Psychiatric Discharges for Medicaid Patients Performance

- 57% of referrals have scheduled appointments
- 46% of referrals attend their behavioral health appointment

## How It Works

Bamboo Bridge operationalizes care navigation through a repeatable, scalable model.

- **Identifies patients** using real-time signals (ADTs, PDMP, referrals, etc.)
- **Engages individuals** at pivotal moments via phone, text and email using best practices in motivational coaching
- **Assesses needs and level of care** using validated tools, including PHQ-9 and GAD-7
- **Navigates to care** by matching patients to behavioral health providers in our curated provider network
- **Facilitating referral and scheduling** behavioral healthcare
- **Provides post-appointment support** and continuity follow-up
- **Closes the loop** with plan care managers and primary care teams

## Why Behavioral Healthcare Navigation Matters for Health Systems

### Lower Cost. Higher Quality. Smarter Navigation.

Bamboo Bridge delivers measurable value across clinical, financial and operational dimensions:

#### Increase Throughput and Relieve Capacity

Reduce avoidable ED and inpatient utilization by reducing preventable service utilization for individuals with behavioral health needs.

**20% decrease** in average number of ED and inpatient utilization for commercial, MA and MSSP patients

**42% lower** readmissions for Medicaid patients discharged from inpatient psychiatric facilities

#### Improved Quality Measure Performance

Boost HEDIS and STAR ratings and improve patient access and outcomes.

**58.02% (90th percentile)** – 7-day FUH for Medicaid patients in Indiana

**77.8% (90th percentile)** – 30-day FUH for Medicaid patients in Indiana

#### Real-time Navigation for the “Un-engageable”

Activate outreach within 24–48 hours of pivotal moments using ADT feeds, without adding FTEs.

**64%** of patients referred using a “Bamboo Easy Button” have completed clinical intake assessments

**8x faster** time to care PCP referrals, with 61% of appointments scheduled within 2 weeks

#### Access to Longitudinal Care

Support patients and providers to manage their behavioral health needs with longitudinal care, proven to decrease ED utilization.

**46%** of patients with appointments attend three or more appointments, improving outcomes in non-ED settings

**100%** of referring providers receive a closed-loop followup, and 64% of referrals have a completed care note

#### Network Optimization

Bamboo Health sources, curates and maintains dynamic behavioral health provider networks that enable care navigation.

We build, augment or integrate our bespoke networks based on existing client network (where applicable) and their specific needs, goals and use cases. Our networks account for geography, services provided, provider quality, demographics, payments and dynamic capacity and availability.

**Strong provider relationships, expertise in network builds and referral technology mean that Bamboo Bridge can quickly reach and schedule timely appointments for navigated patients.**

#### Network Examples:

##### Georgia:

**35+** Behavioral health service types

**271** providers (and counting)

##### Indiana:

**40+** Behavioral health service types

**341** providers (and counting)

To optimize your behavioral healthcare navigation, visit [bamboohealth.com/bamboo-bridge](https://bamboohealth.com/bamboo-bridge) today.