

Crisis Management System

Lack of coordinated crisis services leaves people in need and overwhelms crisis care workers. When 1 in 4 people have a mental health or substance use disorder, and nearly half of call center workers are overwhelmed, the system cannot hold.

Bamboo Health Crisis Management connects every step of the crisis journey, from first contact to confirmed placement, coordinating call center professionals, mobile crisis response teams, and treatment providers in one end-to-end system.

THE SOLUTION SUPPORTS COLLABORATION WITH:



Department of Behavioral Health & Developmental Services



Law enforcement agencies



Local community organizations



Faith-based organizations



Hospitals & healthcare facilities



Other behavioral health stakeholders

This collaboration helps to ensure the integrated delivery of **culturally competent, strengths-based, and family-centered services.**

Call Center and Mobile Crisis Connectivity

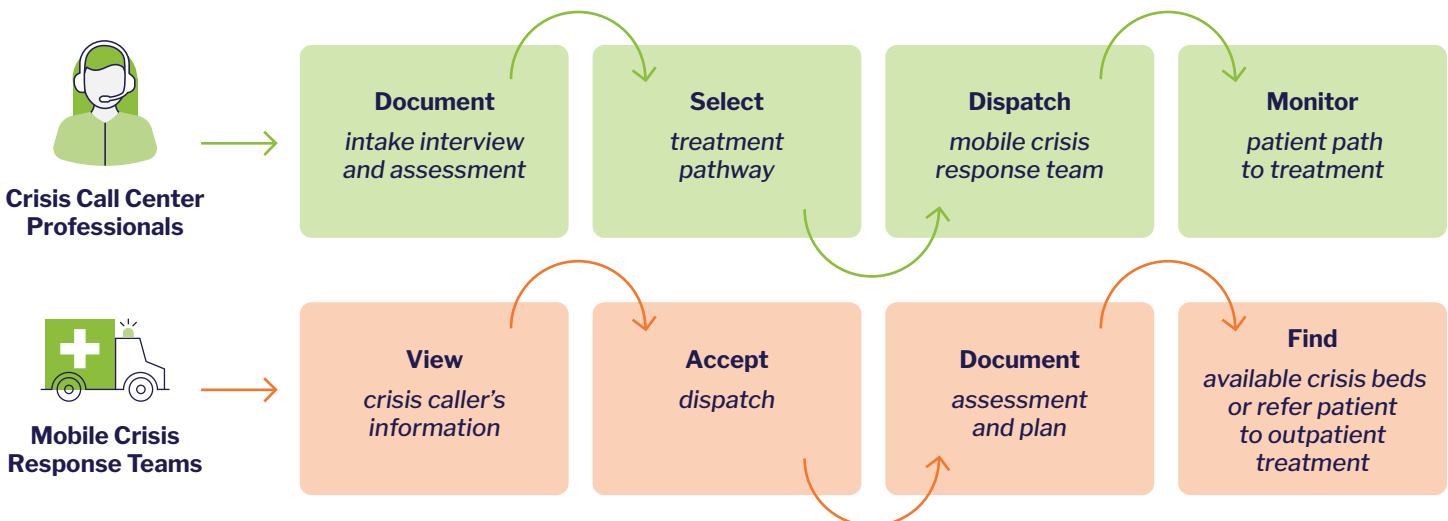
The Crisis Management solution provides a real-time connection between the public, crisis call center professionals, mobile crisis response teams, and treatment providers. The Service Availability dashboard displays the availability and location of mobile crisis teams, along with the directory and availability of behavioral health providers.

The technology team behind the solution has designed user-friendly dashboards that make it easy for both crisis call center professionals and mobile crisis response teams to use. The two parties can efficiently manage every step of a patient's journey to admission or referral to a behavioral health provider.



Crisis Chat

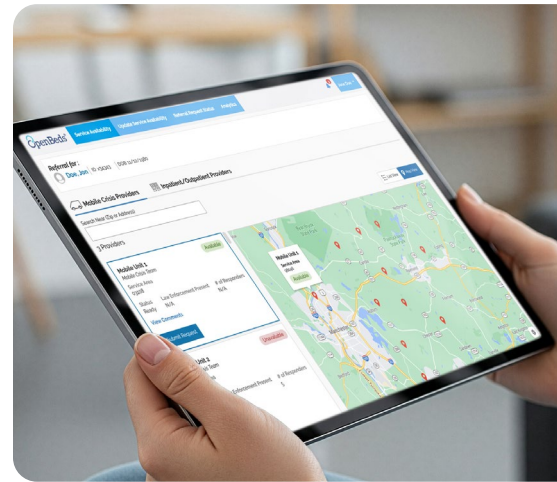
Real-time, in-app messaging ties Operators and Mobile Crisis Units together. Inside the Contact Form, tied to the case, no external calls needed.



Call Center and Mobile Crisis Connectivity

Designed to seamlessly integrate with existing telephony, CRM, and EHR systems

- ✓ **Real-time situational awareness connecting call center professionals**, mobile teams, and treatment providers, with a proven 24% reduction in average dispatch time for one state client
- ✓ **Tracking of every response step and timestamp from intake to final disposition**, with dashboards supporting SAMHSA compliance reporting and continuous performance improvement
- ✓ **Bed and appointment tracking with real-time availability** so operators confirm placement
- ✓ **Optional Bamboo Health care navigators available to conduct post-crisis follow-up** as an extension of your team, so staff stay focused on active crises
- ✓ **Crisis Chat for real-time coordination** between Operators and Mobile Crisis Units directly inside the Contact Form, helping to keep every case update in one place



How It Works With SAMHSA Pillars

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| <p>1</p> <p>Someone to Contact</p> <p>988 LIFELINE /
CRISIS CALL CENTER</p> <p><i>Trained crisis counselors available 24/7 via call, text, and chat to provide immediate support, triage, and ensure every interaction is documented for continuity of care.</i></p> <ul style="list-style-type: none">• Configurable intake forms tailored to your workflow• Risk screening with validated clinical assessments• Decision support guiding next-best-action | <p>2</p> <p>Someone to Respond</p> <p>MOBILE CRISIS TEAMS</p> <p><i>Seamless dispatch connects operators to available mobile crisis teams in real time, so that individuals can be stabilized</i></p> <ul style="list-style-type: none">• GPS-enabled dispatch map for real-time responder visibility• Two-way messaging between call center and field teams• Field documentation captured at the point of care | <p>3</p> <p>A Safe Place for Help</p> <p>CRISIS STABILIZATION SERVICES AND RECEIVING FACILITIES</p> <p><i>Real-time availability across crisis stabilization units, inpatient beds, and receiving centers, so placement decisions are made in minutes, not hours</i></p> <ul style="list-style-type: none">• Up-to-date bed and appointment availability and facility information• Closed-loop referrals | <p>4</p> <p>Connection to Definitive Care</p> <p>FOLLOW-UP TO CARE POST-STABILIZATION</p> <p><i>Built-in follow-up tracking, integrated assessments, and closed-loop referral tools connect individuals to sustained care. As needed, Bamboo Navigators can conduct follow-up, driving engagement and connection to definitive care.</i></p> <ul style="list-style-type: none">• Follow-up tracking & reporting• Post-crisis navigation services• Closed-loop referrals |
|--|--|--|--|

Results



The Bamboo Health Crisis Management System delivers the only end-to-end solution that takes a caller from crisis to placement, without gaps. **Learn more and connect with us at: bamboohealth.com/contact**