

4 Ways to Simplify Behavioral Healthcare Journeys



Behavioral healthcare has become increasingly difficult to navigate. Over time, well-intentioned policies, documentation requirements and referral workflows have created a complex web for both patients and providers.

The U.S. Department of Health released a report showing that although 84% of behavioral health facilities use electronic health records (EHRs), only 43% electronically send patient records to outside providers. This means referrals often fail to translate into coordinated care, and more advanced tools remain underutilized.

Here are four key steps to simplify care journeys:



- 1 Leverage integrated technology platforms** to unify physical and behavioral health data, so care teams can access relevant context without requiring patients to repeat it.



- 2 Enable real-time resource visibility** (e.g., available bed registries) to support timely placement and reduce escalation risk. With real-time alert systems, care teams are notified with actionable next steps when referrals or follow-ups stall. Among Medicaid members discharged from inpatient psychiatric facilities, coordinated navigation models like Bamboo Health's have converted roughly two-thirds of referrals into scheduled appointments and over 40% into completed visits.



- 3 Alleviate storytelling fatigue** for patients by maintaining a real-time patient record with details from screening, intake, assessment and initial visits.



- 4 Prioritize outcomes over outreach.** Process and compliance metrics, such as completed outreach, logged referrals and thorough documentation, are essential for ensuring consistency and accountability. However, they must be paired with meaningful outcome metrics that confirm issues are fully resolved.

To learn more about how to unify systems to better serve patients and increase real engagement, explore **Bamboo Bridge®** or **contact us**.