Bamboo Health

5 Questions to Redefine Success in Behavioral Health

Traditional engagement metrics, such as calls answered, portal logins and referrals placed measure activity, not outcomes. **When health plans measure what truly matters, such as care established rather than outreach attempts, both clinical outcomes and total cost of care improve.**

Improved post-discharge follow-through has been associated with **~42% reductions in psychiatric readmissions in some Medicaid cohorts.**

Are you tracking the metrics that really matter for both member outcomes and financial performance? **Review this checklist to see if you're on track:**

- [ ] **Time-to-placement for members to reach appropriate levels of care**
- [ ] **Care continuity including scheduled AND completed visits**
- [ ] **Clinical improvement through standard assessments** (e.g., PHQ-9, GAD-7)
- [ ] **Alignment of workflows to outcomes, not just activity volume**
- [ ] **Visibility into high-risk events** (e.g., ED discharges, crisis referrals) across settings and networks

We must move from process optimization to impact optimization: shifting from "**Did we document it?**" to "**Did it help**?"

Anything less risks sustaining motion without meaningful improvement.

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

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