



OpenBeds Crisis Management Solution

The OpenBeds Crisis Management solution expedites access to assessment and treatment for those in crisis, tracks their journey from call to treatment, and coordinates all stakeholders within a crisis management system.

The solution supports collaboration with:

- Department of Behavioral Health and Developmental Services
- Law enforcement agencies
- Local community organizations
- Faith-based organizations
- Hospitals and 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

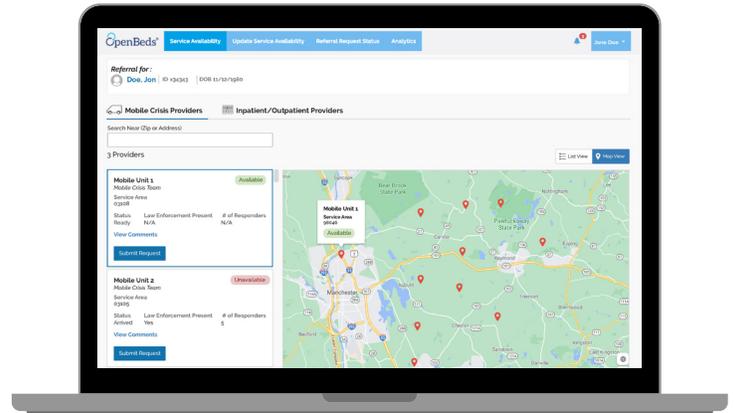
The Crisis Management solution provides a real-time connection between the public, crisis call center professionals, mobile crisis response teams, and treatment providers. The Service Availability dashboard displays the availability and location of mobile crisis teams, along with the directory and availability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

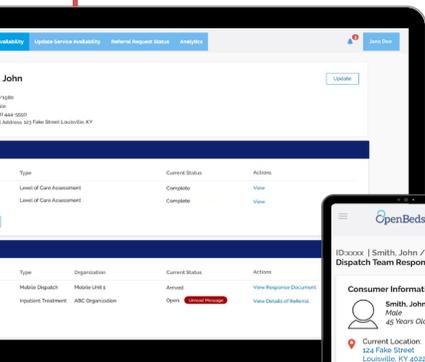
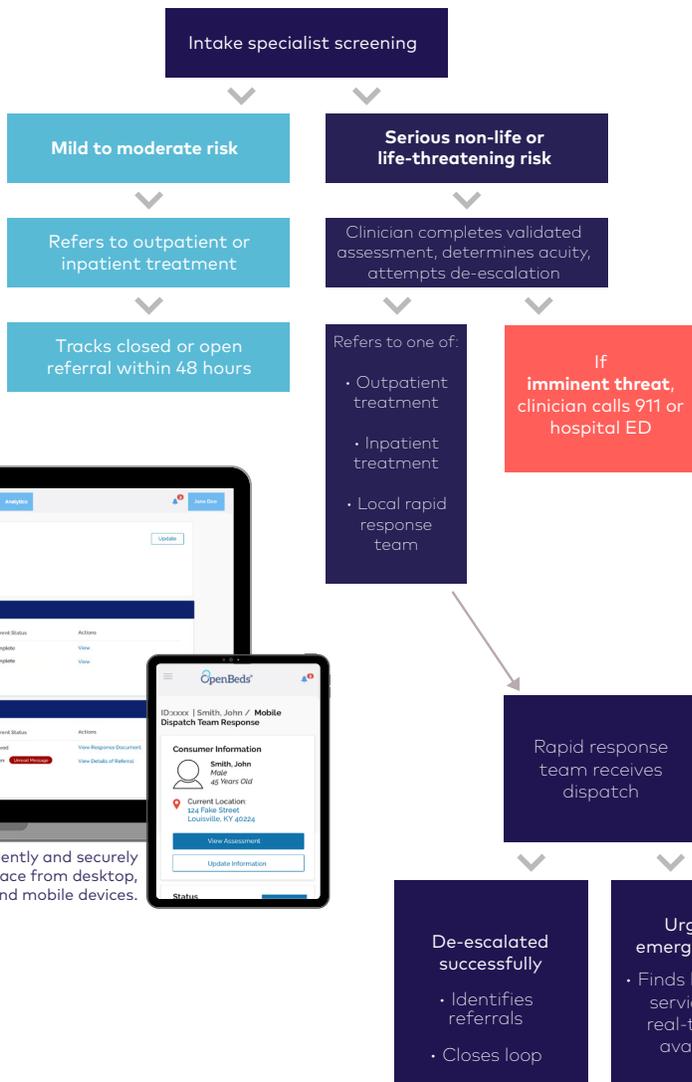


Benefits

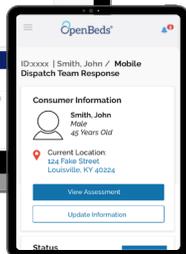
- Real-time situational awareness and connection to all crisis stakeholders so that crisis call center professionals can connect consumers to definitive care quickly
- Direct link between crisis call center professionals and mobile crisis response teams for faster patient access to assessment and treatment
- Bed and appointment tracking inventory system for full visibility into providers' bed capacities and available treatment programs
- Tracking of response steps and time stamps from intake to final disposition so that stakeholders and end users can analyze performance and recognize opportunities for improvement



Crisis call center professionals can see the **exact location and availability of local, mobile crisis response teams.**



Users can conveniently and securely access the interface from desktop, laptop, and mobile devices.



How It Works

The Crisis Management solution's proven process—from fully understanding a consumer with longitudinal records to ensuring access to definitive assessment and/or treatment—supports the Substance Abuse and Mental Health Services Administration's (SAMHSA) four core elements:

1. No "Wrong Door" Access
2. Regional Crisis Call Centers
3. Mobile Crisis Team Response
4. Receiving and Stabilization Facilities

Is your state or health system ready to improve the outcomes of patients in crisis?

Get in touch at

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