



AN ENHANCED APPROACH TO
BEHAVIORAL HEALTH

Indiana Council of Community Mental
Health Centers

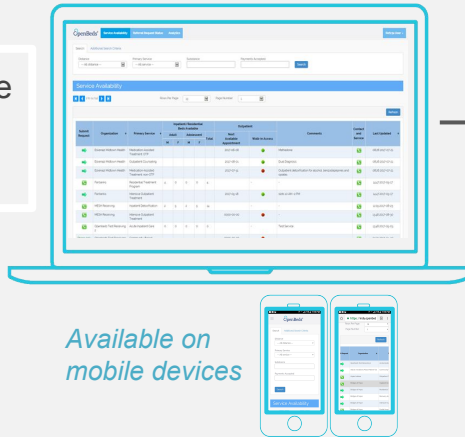
Agenda

- Introductions - Thank You For Having Us!
- OpenBeds Platform Overview
- OpenBeds/211 Network Structure
55 59
- 2018 Performance
16 29 22 10 17 20
- Discussion/Questions

How OpenBeds® Works: 4 Steps

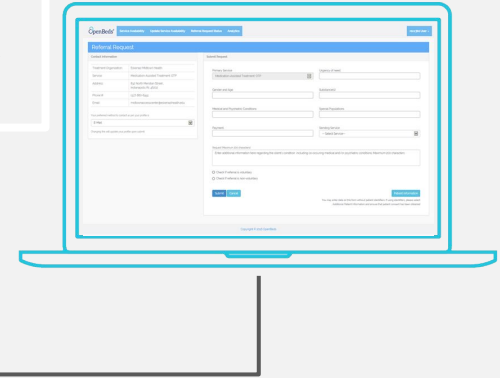
1

Referring agencies see real time treatment availability



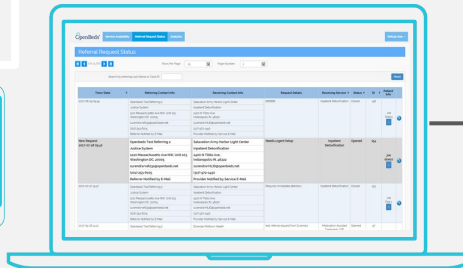
2

Referring agency creates and sends a digital referral



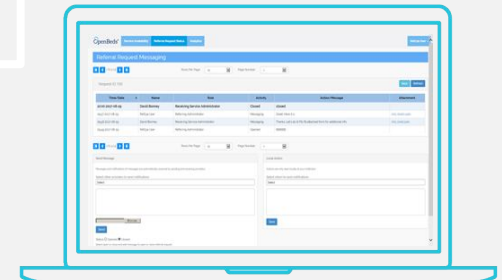
3

Treatment facilities are alerted to referral requests; manage and communicate with referring agency



4

Treatment facilities accept patient into care



Simple process to filter and find a bed or treatment slot, create/send/process a request -- in less than 2 minutes, provider is back to work

OpenBeds/211 Network in Indiana

Division of Mental Health
and Addiction



2

STATE NETWORK ADMINISTRATOR

1

SYSTEM ADMINISTRATOR AND
CUSTOMER SUPPORT

OpenBeds®



3

REFERRERS

Medical facilities
Justice system
County authority
Inpatient Withdrawal
Management
Outpatient
Mobile crisis units
Child placement services



4

RECEIVERS

Acute Inpatient Care
Residential Treatment Program
Partial Hospitalization
Recovery Support Services
Inpatient Withdrawal Management
Recovery Housing
Intensive Outpatient Treatment
Outpatient Counseling
MAT

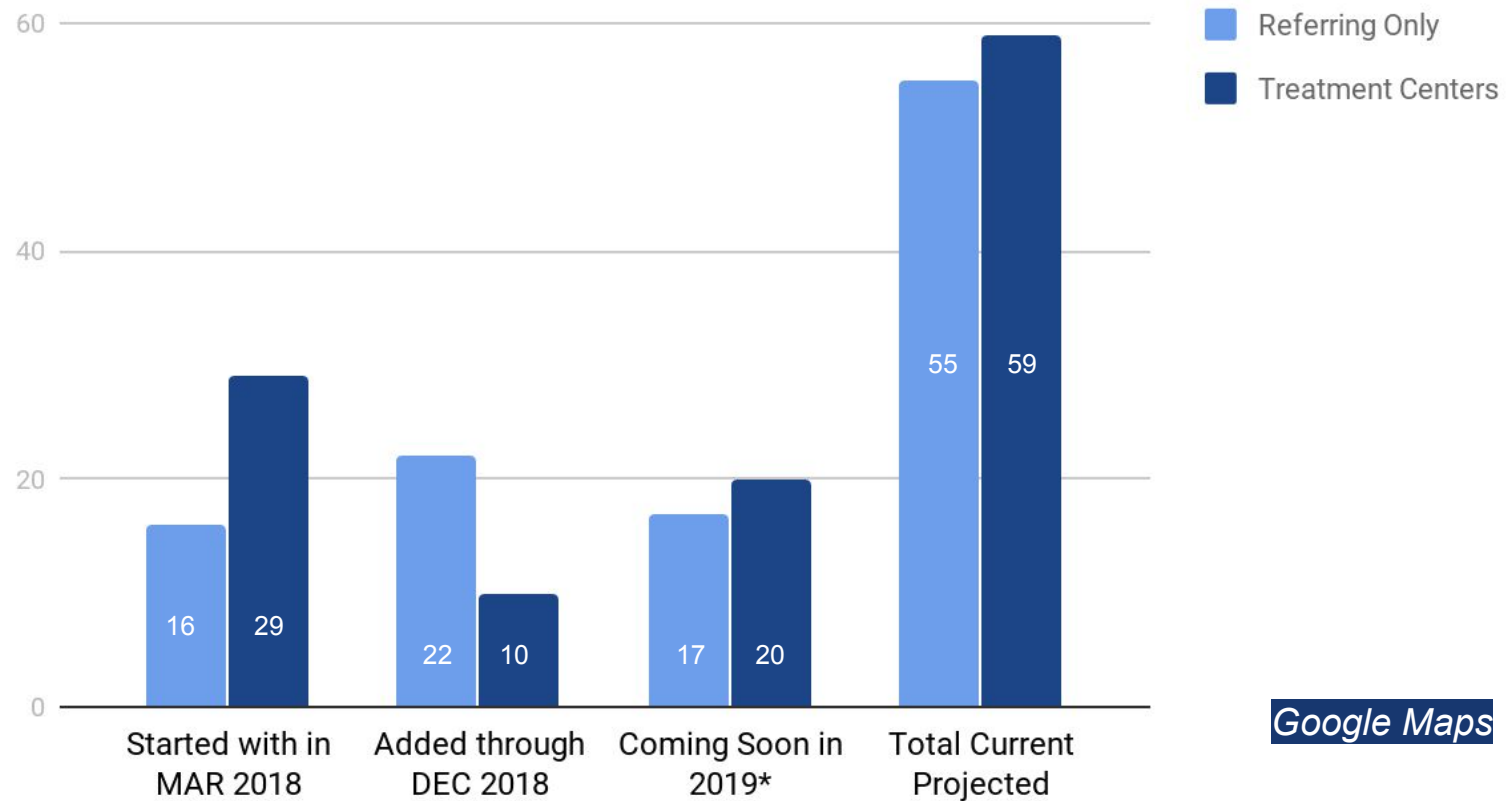
5

REFERRING AND WRAPAROUND SUPPORT



Our Network is Growing

Indiana OpenBeds/211 Member Growth



Google Maps

** Does not include projected growth attributable to new mental health services*

Network Organizations

Referring Organizations

A Bridge to Hope
 CareSource Case Management
 CareSource Transitions
 Community Health Network Case Management
 Choices Emergency Response Team
 Community Health Network Social Work
 Columbus Regional Hospital
 Decatur County Memorial Hospital
 Eskenazi Midtown Referring
 Fairbanks Referring
 Fayette Regional – Referring
 Franciscan Health
 Hancock Regional Hospital
 HealthNet Community Health Centers
 Jefferson County Court Services
 Kosciusko County Prosecuting Attorney's Office
 LADOS – Lake County Court
 Major Hospital
 Major Hospital Psychology Department
 Marion County Alternative Courts
 Marion County Mental Health Alternative Court
 Marion County Public Defender Agency
 Marion County Public Health Department

Meridian Health Service – Ball Memorial
 Monroe County Health Department
 Options – Referring
 Project Point
 Saint Joseph Health – Mishawaka
 Saint Joseph Health – Plymouth
 Salvation Army Harbor Light – Referring
 Sycamore Springs – Referring
 Tara Treatment – Referring
 Turning Point
 Valley Mills Christian Church
 Veterans Court
 Valley Oaks Health
 WindRose Health Network

Receiving Organizations

Amethyst House
 Aspire Indiana
 Brentwood Springs
 Bridges of Hope
 Centerstone Recovery Center
 CleanSlate Centers
 Community Health Network
 Deaconess Cross Pointe
 Dove Recovery House
 Edgewater Health

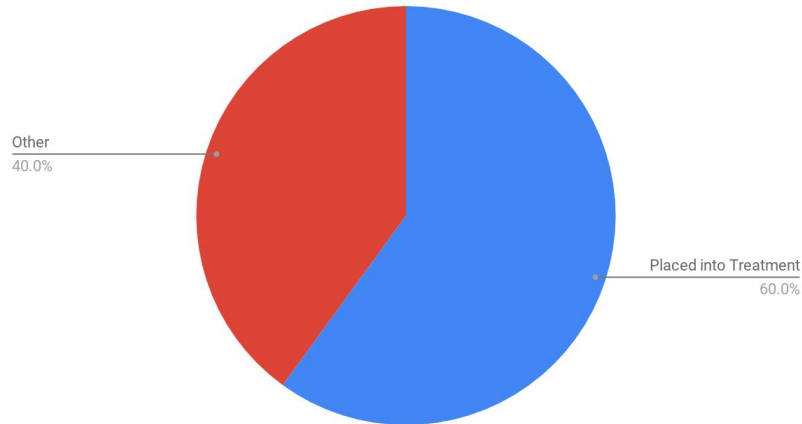
Eskenazi Midtown Health
 Fairbanks
 Fayette Regional Health System
 Fort Wayne Recovery
 Frontline Foundations, Inc.
 Harsha Behavioral Center
 Hickory House Recovery
 Life Treatment Centers
 Lifespring Health Systems
 Meridian Health Services
 Michiana Behavioral Health Center
 Options Behavioral Health Systems
 Otis R. Bowen Center
 Progress House
 Raphael Health Center
 Regional Mental Health – Stark Center
 Salvation Army Harbor Light Center
 Southwestern Behavioral Healthcare
 Swanson Center
 Sycamore Springs
 Tara Treatment Center
 Valle Vista
 Volunteers of America, Indiana
 Wellstone Regional Hospital

211 Organizations

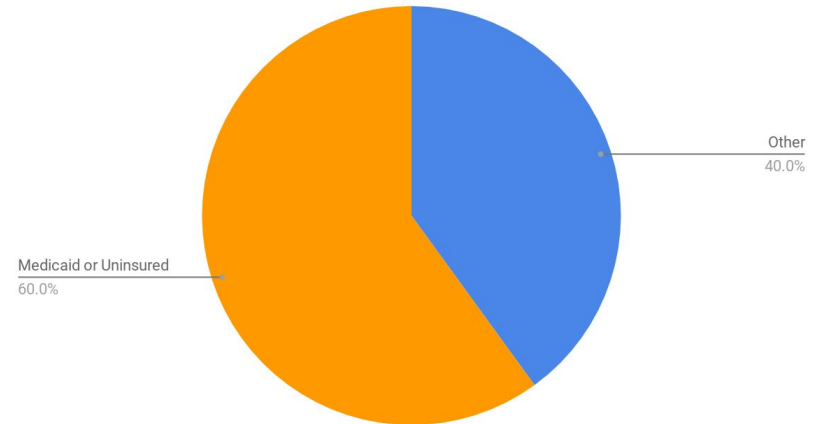
Connect2Help
 United Way

Encouraging Results

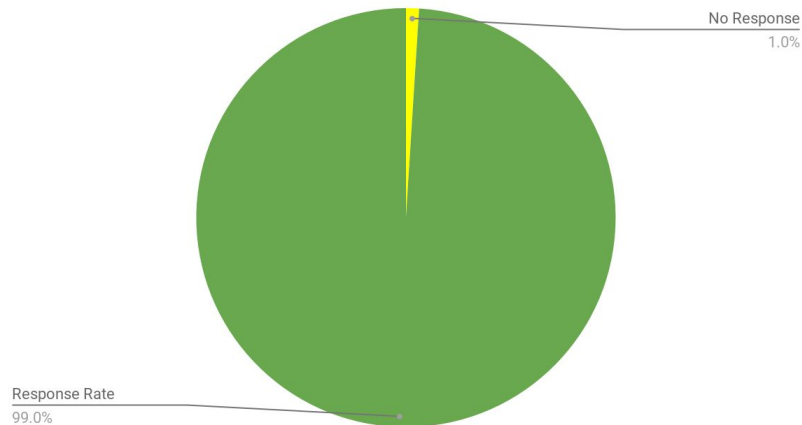
March - December 2018 || Over 500 Referrals



Serving the Underserved



Network Referral Response Rate



"Our new 2-1-1 OpenBeds program has made more than 4,000 referrals for treatment services and support groups, connecting people quicker than ever, which can mean the difference between life and death."

Eric Holcomb, Governor of Indiana
2019 State of the State, January 15

Example Cases

- ★ Patient overdosed on heroin and was brought to local ED. Staying at women's shelter. She was scheduled for an intake assessment, presented to intake and scheduled for MAT.
- ★ Patient overdosed on Xanax and was at the local ED. Patient was directly admitted to a dual diagnosis unit and arrived at treatment facility within 3 hours.
- ★ 21 year old male, using heroin since the age of 16, called 211 for help. He was homeless. The receiving treatment organization had a tough time reaching him by phone over the next two days but persisted and he was admitted to treatment within 72 hours.
- ★ Young gentleman with a history of PTSD and seizures suffering from addiction to prescription opioid pills. He was connected to outpatient treatment the following day.
- ★ Young lady suffering from heroin addiction, in active withdrawal, connected to inpatient withdrawal management that same day.
- ★ Middle-aged woman suffering from cocaine and meth addiction in withdrawal. Connected to outpatient treatment within 48 hours.

Technology and Platform Enhancements

New Features Improved Productivity

- Single Sign-On and other Security Enhancements
- Referral Queue Search
- Referral Characterization (added Radio Buttons)
- Enhanced Analytics
- Mobile Application Enhancements
- Enhanced Privacy Level and Admin Views
- Added Pass Off Referral Capability

New Updates for 211 Operators and Interface

- Referrer Search
- Developed Wraparound Service Notifications
- Wraparound Admin View
- Added Distance Filter for Caller
- Decision Support Tool

Clinician-Facing Decision Support Tool

- ASAM-Based Criteria
- "Help Me Decide" Feature
-

Global Assessment Tool

Refer Patient Needs Assessment

THIS FORM IS ONLY FOR ONTARIO RESIDENTS

Dimension 1

Dimension 1: Acute Intoxication and/or Withdrawal Potential

☐ No signs of withdrawal/Intoxication present

☐ Mild withdrawal/Intoxication, discomfort with daily functioning, minimal risk of severe withdrawal, no danger to self/others

☐ May have severe withdrawal but requires no support, moderate risk of severe withdrawal, no danger to self/others

☐ Severe withdrawal with imminent risk of danger to self/others, risk of severe management withdrawal

☐ Unrecognized, severe signs and symptoms, threats, danger (e.g., seizures, combined substance use poses an imminent threat to life)

Help Me Decide

Next



Super Administrator Dashboard

- Monitor all network users and organizations
- Create and Modify Organization/Services
- Change Passwords

OpenBeds

Service Availability Update Service Availability Referral Request Status Analytics

Referring Organizations Receiving Organizations 211 Organizations

Referring Organization Management

ID	Organization	Service	Address
#1379	1 Voice	Recovery Organization	225 Corwell Street, Aurora, Indiana - 47001
#1321	A Bridge to Hope	Recovery Organization	3111 E Center St, Warsaw, Indiana - 46582
#1368	CareSource Case Management	Managed Care	135 N. Pennsylvania St, Suite 1300, Indianapolis, Indiana - 4



Technology Enhancements 2019

Education and Training Materials

Public Facing System (Portal)

EMR and PDMP Integration

Aggregated Data Dashboard



AN ENHANCED APPROACH TO
BEHAVIORAL HEALTH

Discussion and Questions