

# OpenBeds<sup>®</sup> & The Nevada Health Connection

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Nevada Overdose Data to Action

# Presentation Objectives

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Understanding of work being done in Nevada to develop a behavioral health infrastructure

Understanding of how OpenBeds supports Crisis Now Model Principles

Provide updates on implementation steps to date,

- Statewide
- Washoe County



# Behavioral Health in Nevada

# Mental Health in NV, a look back....

“Plan for mentally ill is questioned” - 2002

“Plan for mental patients approved” - 2002

“Group appeals to lawmakers to address mental health needs” – 2004

“Mental Health crisis needs permanent fix”

“No longer under the Rug” – 2005

“State Oks funds for Mental Health Treatment Facility” – 2005

“Recession fills area’s ER beds with Mentally Ill” -2009

## LAS VEGAS SUN

### Getting psychiatric patients out of ERs

**New resolve may lead to faster treatment, solution to old crowding problem**

By Timothy Pratt

Friday, Oct. 9, 2009 | 2 a.m.

Five years ago then-Clark County Manager Thom Reilly declared a crisis when about a third of the valley’s emergency rooms were filled with psychiatric patients, most of whom were waiting to be transferred to the state’s mental health hospital.

In June a regional coalition of organizations that deals with mental health issues held its first meeting in two years, in part because the day-to-day numbers of psychiatric patients in emergency room beds appeared to be exceeding those that triggered the emergency five years earlier.

Today a separate group is trying to straighten out a few long-standing obstacles to dealing with the issue. Chief among them is that the valley’s 14 acute-care hospitals and the state Department of Mental Health and Developmental Services have never agreed on how to screen psychiatric patients as required by law, how to transfer them to psychiatric care, or even how to count them.

Some hospitals don’t even share their counts with state or county officials.

When these problems are added to an ongoing shortage of psychiatric services, the result is that the mentally ill, many suicidal, often languish in emergency rooms without help, and the true size of the problem remains elusive, says Bill Welch, president of the Nevada Hospital Association.

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#### Sun Archives

- Recession fills area's ER beds with mentally ill (6-8-2009)
- A chance at a real life (1-29-2008)
- State OKs funds for mental health treatment facility (8-25-2005)
- No longer under the radar (3-25-2005)
- Groups appeal to lawmakers to address mental health needs (10-5-2004)
- Crisis continues for mentally ill patients (8-25-2004)
- Editorial: Mental health crisis needs a permanent fix (7-13-2004)
- Plan for mental patients approved (10-30-2002)
- Plan for mentally ill is questioned (8-19-2002)

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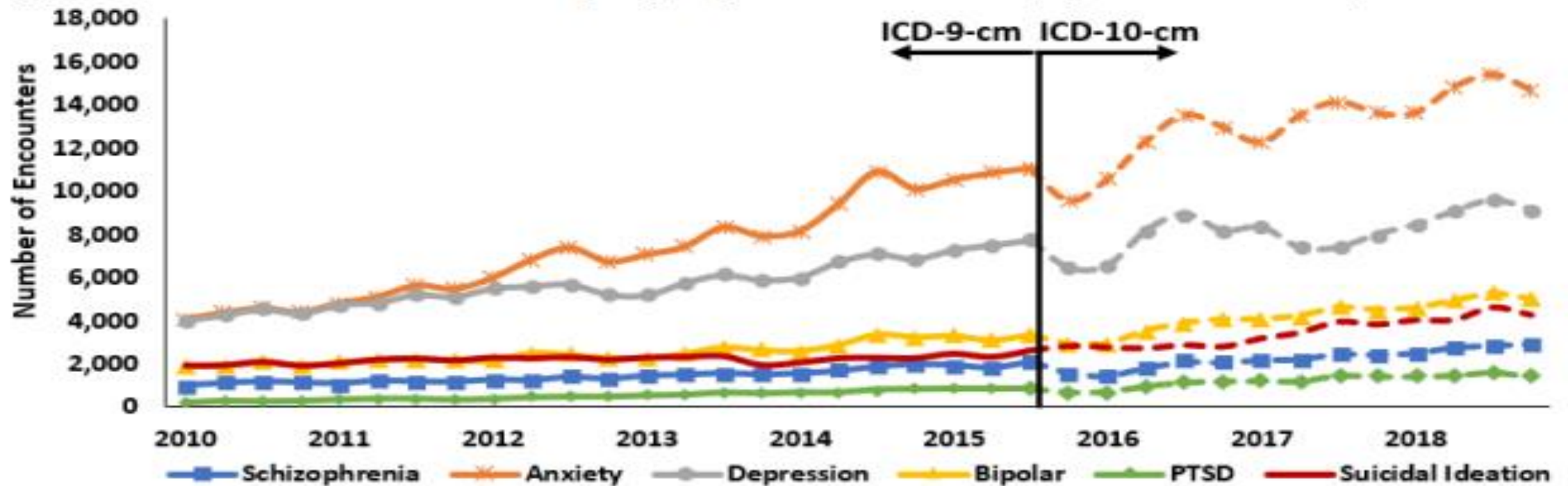
#### Beyond the Sun

- Division of Mental Health and Development Services



# Mental Health ED Related Encounters

Figure 13. Mental Health-Related Emergency Department Encounters, by Quarter and Year, 2010-2018.



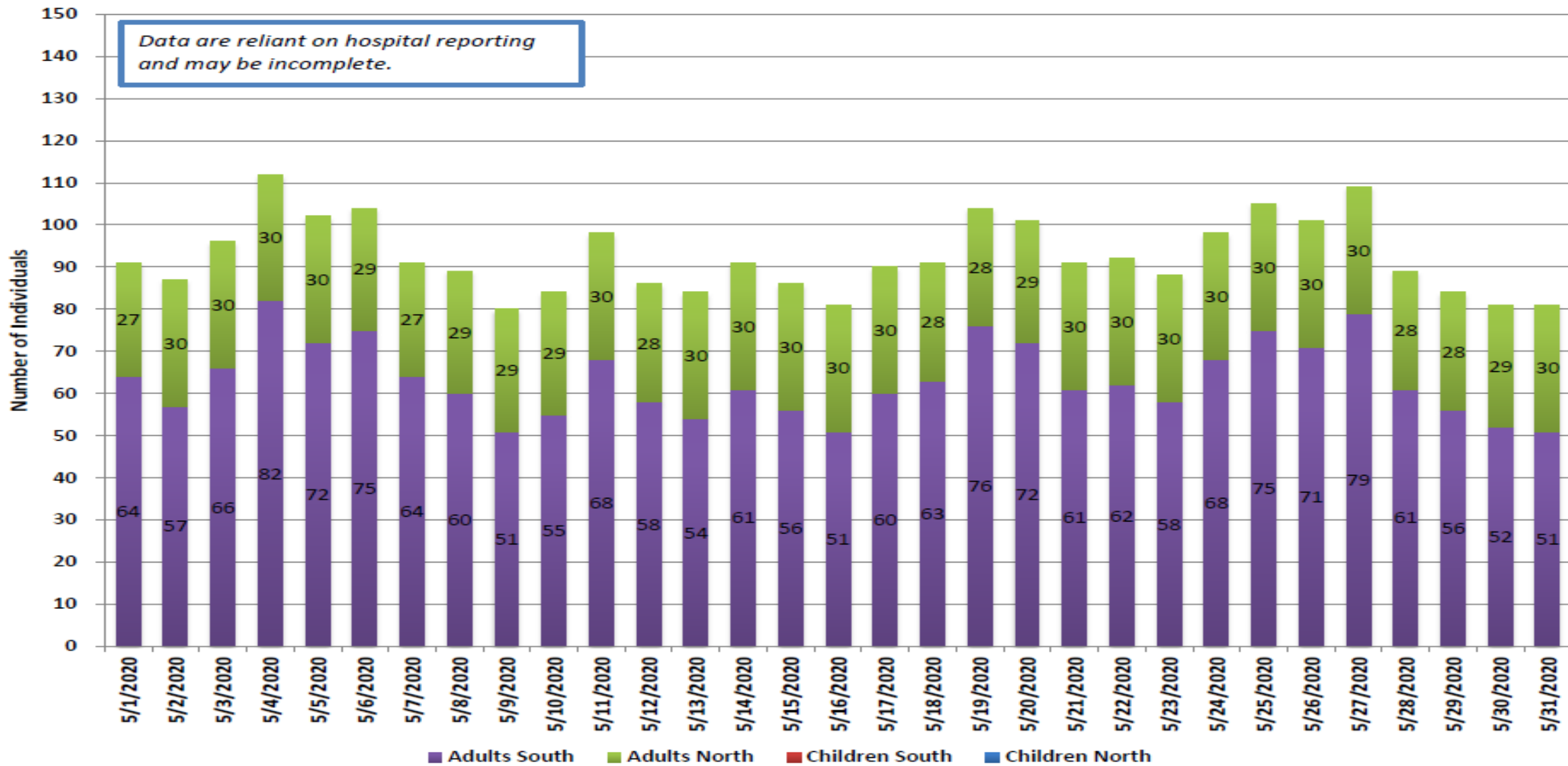
Source: Nevada Mental Health Epi Profile

**Table 9: Behavioral Health Emergency Department Visits, Washoe County & Nevada, 2017**

<b>Condition</b>	<b>Washoe County</b>		<b>Nevada</b>	
	<b>Crude rate per 100,000 population</b>	<b>%</b>	<b>Crude rate per 100,000 population</b>	<b>%</b>
<b>Anxiety</b>	2,352.7	28.1	1,787.0	26.7
<b>Drug-Related</b>	1,538.3	18.4	1,259.5	18.8
<b>Alcohol-Related</b>	1,376.6	16.5	971.2	14.5
<b>Depression</b>	1,333.0	15.9	1,039.6	15.5
<b>Bipolar Disorder</b>	720.6	8.6	580.2	8.6
<b>Suicidal Ideation</b>	412.7	4.9	476.0	7.1
<b>Schizophrenia</b>	322.0	3.8	306.9	4.6
<b>PTSD</b>	231.2	2.8	173.7	2.6
<b>Suicide Attempts</b>	81.4	1.0	108.8	1.6

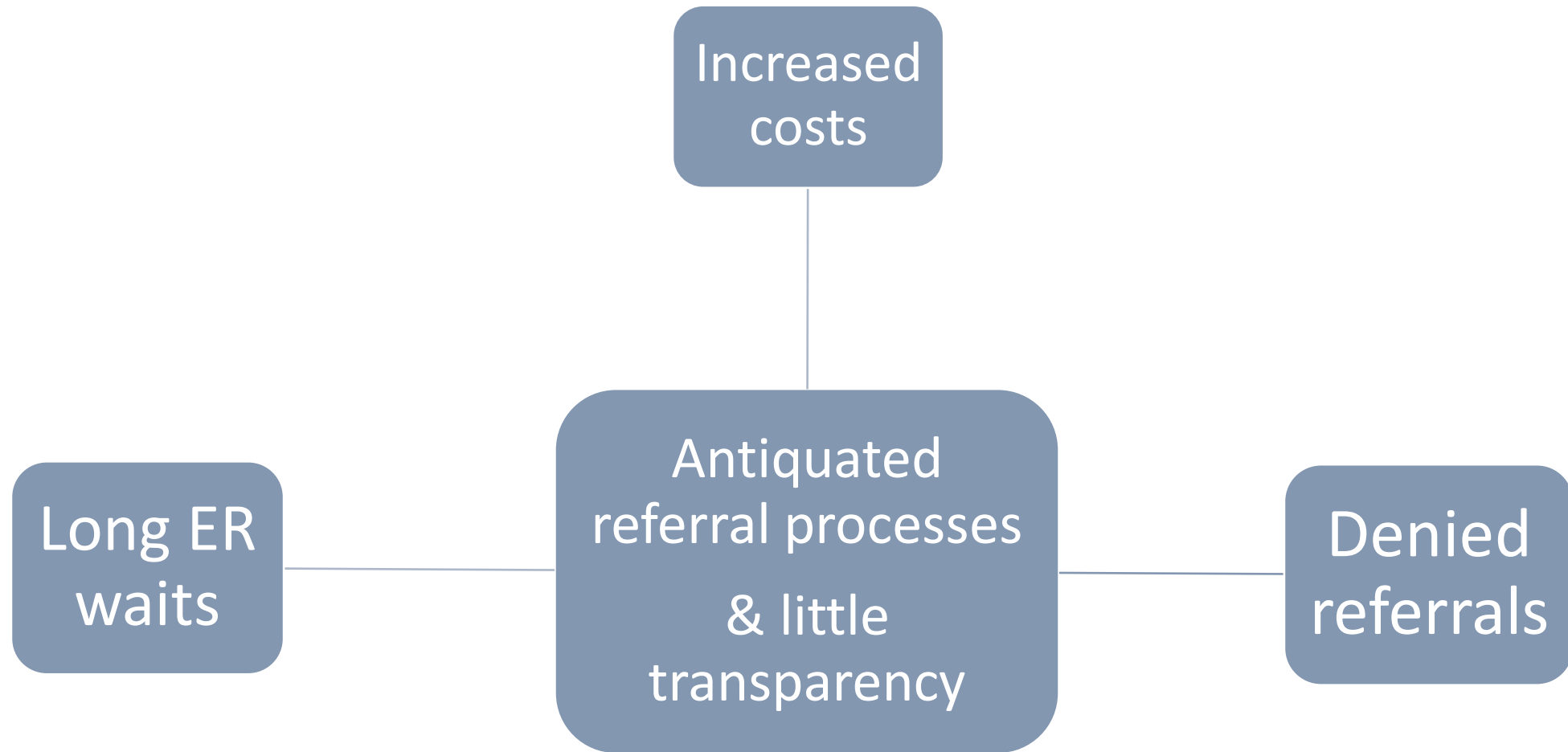
\*Categories are not mutually exclusive – one patient can have one or multiple conditions present at the time of emergency department visit one patient can have more than one visit

## Individuals Waiting in Emergency Rooms for Behavioral Health Services



■ Adults South    
 ■ Adults North    
 ■ Children South    
 ■ Children North

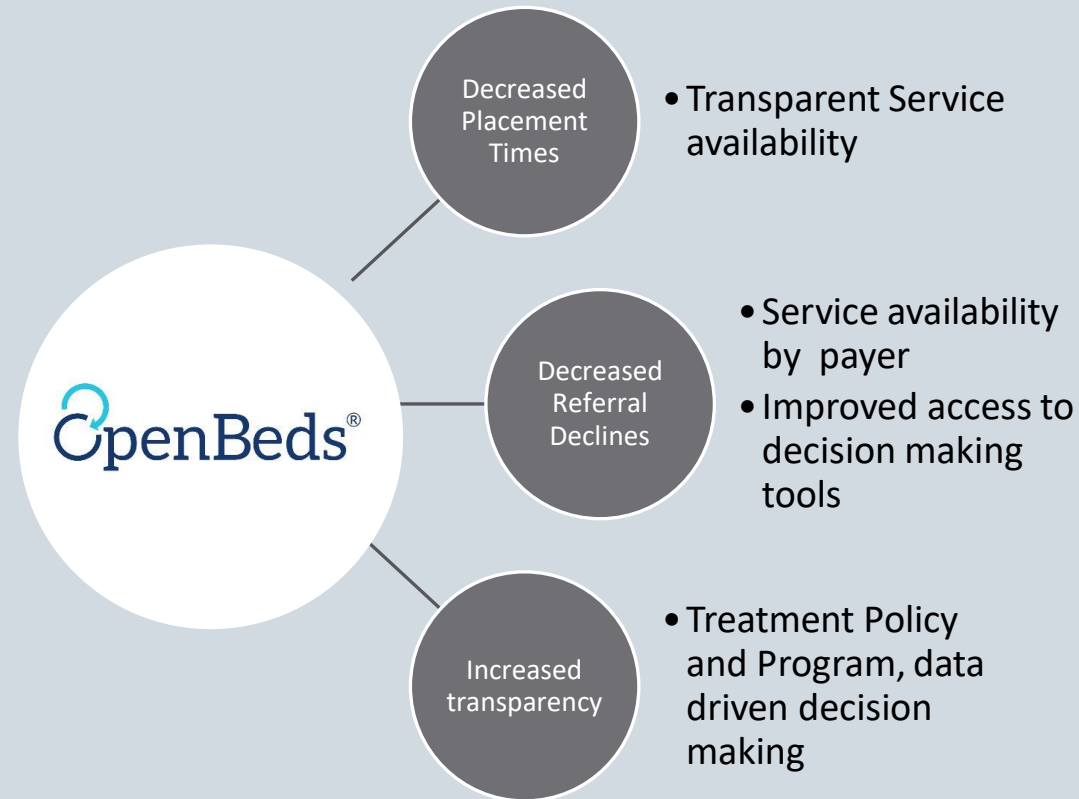
# Nevada's Behavioral Health System Follies





# Nevada's Electronic Behavioral Health Network Goals

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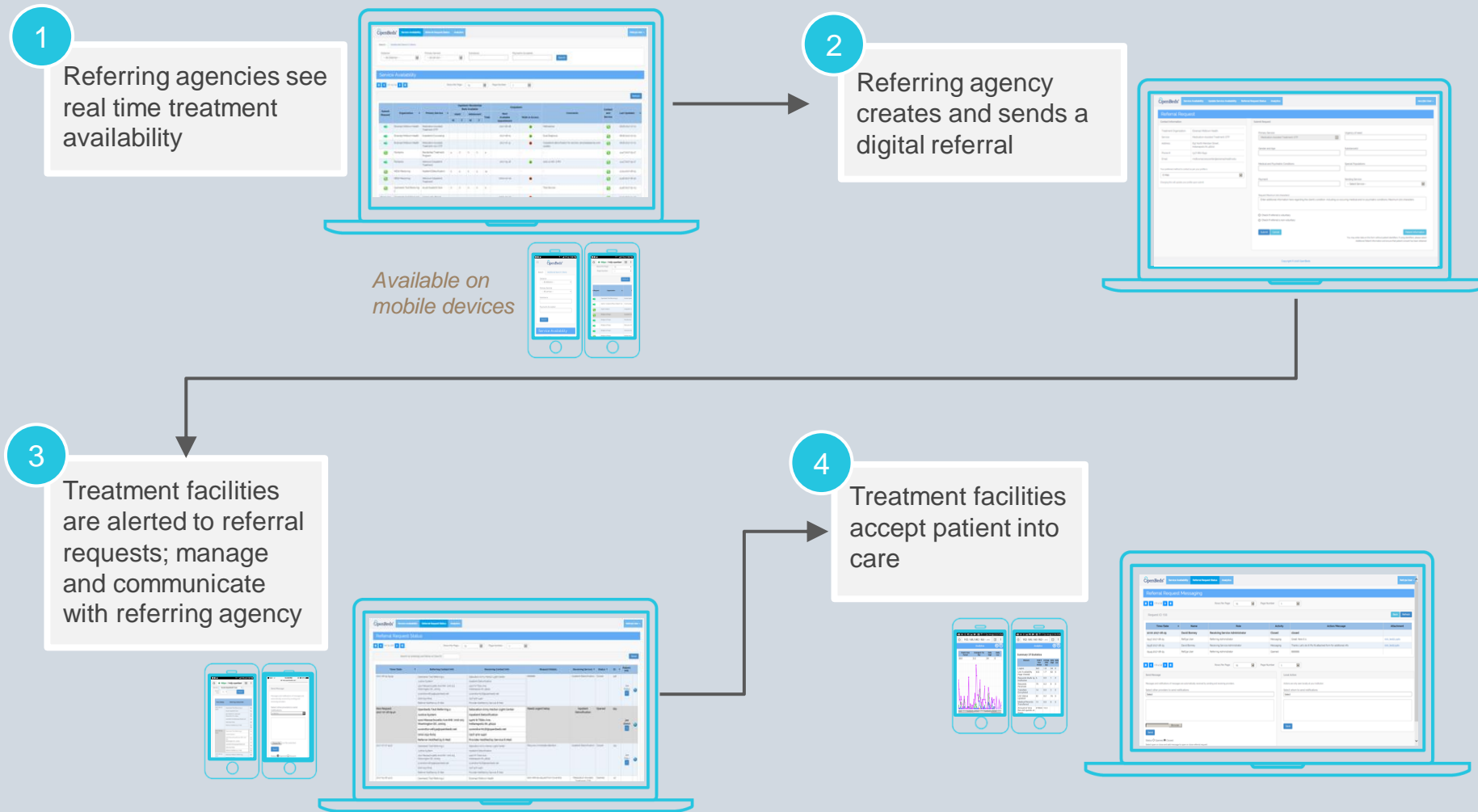
# Supporting a system

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Clinical decision making, and referral support for controlled substance prescribers

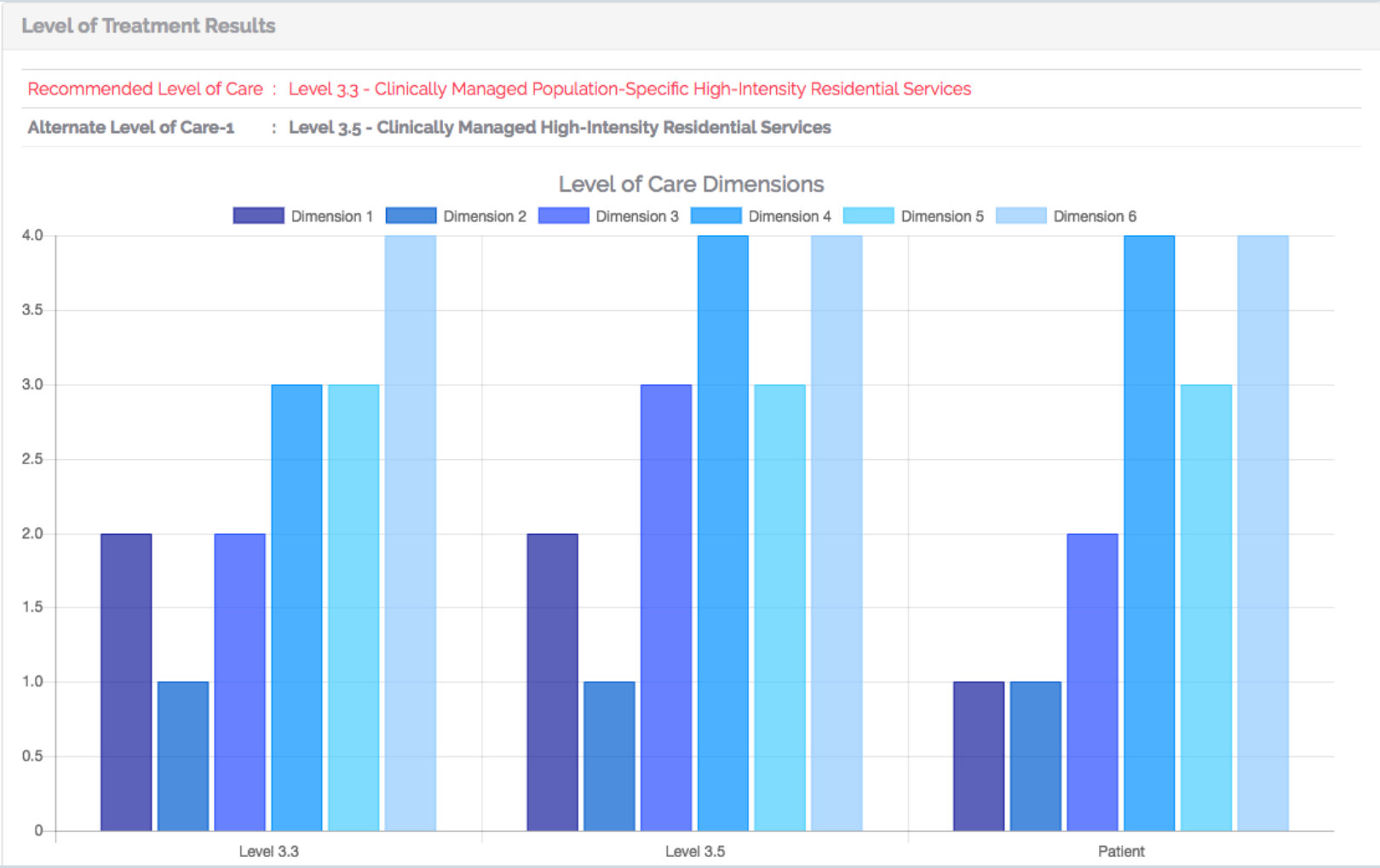
Emergency Room L2K Referral Support (CRISIS NOW)

# How OpenBeds<sup>®</sup> Works: 4 Steps



**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**

# Decision support tool results may be attached to a digital referral and supplement (or replace) follow-on assessments



# Real-time Service Availability

OpenBeds® **Service Availability** Referral Request Status Analytics Steve1a Carroll ▾

Search Criteria [Additional Search Criteria](#) [Search by Distance](#)

Primary Service  Substance  Payments Accepted  Search by ZIP  Search

## Service Availability

Submit Request	Organization ▾	Primary Service ▾	Inpatient/Residential Beds Available					Outpatient		Comments	Contact and Service Info	Last Updated ▾
			Adult		Adolescent		Total	Next Available Appointment	Walk-in Access			
			M	F	M	F						
→	Add to "Unable to Place Patient" list	Community-Based Services							●	Having trouble referring a client? Submit a form without identifiers. We keep a list to improve care delivery.	<a href="#">i</a>	09:06 02-08-2019
→	Amethyst House	Residential Treatment Program-1	0	-	-	-	0			Men's Residential Treatment. An in-person interview is required prior to admission.	<a href="#">i</a>	15:51 02-05-2019
→	Amethyst House	Residential Treatment Program-2	-	4	-	-	4			Women's Residential Treatment. An in-person interview is required prior to admission.	<a href="#">i</a>	15:51 02-05-2019
→	Aspire Indiana	Outpatient Counseling							●	We have locations in Boone, Hamilton, Madison, and Marion County. Please contact first for walk in times/urgent intakes.	<a href="#">i</a>	08:48 02-11-2019
→	Brentwood Springs	Acute Inpatient / Dual Diagnosis	8	8	-	-	16			Bed availability not gender specific. Walk in available 24/7	<a href="#">i</a>	13:28 02-07-2019
→	Bridges of Hope	Residential Treatment Program	5	6	-	-	11			Dual Diagnosis Treatment	<a href="#">i</a>	14:47 01-22-2019
→	Bridges of Hope	Intensive Outpatient Treatment						01-23-2019	●	Please refer to contact info for Service Hours.	<a href="#">i</a>	14:47 01-22-2019
→	Centerstone Recovery Center	Residential Treatment Program	-	2	-	0	2			The Centerstone Recovery Center is for women only. A phone intake and assessment are required to determine medical necessity prior to admission. Non-Centerstone clients need to call 800-344-8802	<a href="#">i</a>	14:46 01-10-2019







# Crisis Now: High Tech Crisis Lines OpenBeds -“Big Data”

# Crisis Now Model of Care: Principles

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## **Regional or Statewide Call Center**

These programs **use technology for real-time coordination across a system of care and leverage “big data”** for performance improvement and accountability across systems. At the same time, they provide high-touch support to individuals and families in crisis that adheres to National Suicide Prevention Lifeline (NSPL) standards

## **Centrally Deployed Mobile Crisis on a 24/7 Basis**

Mobile crisis offers outreach and support to locations where people are in crisis. Programs include contractually required response times and medical backup.

## **Residential Crisis Stabilization Program**

These programs offer short-term, “sub-acute” care for individuals who need support and observation, but not emergency department holds, or medical inpatient stay, at lower costs and without the overhead of hospital-based acute care.

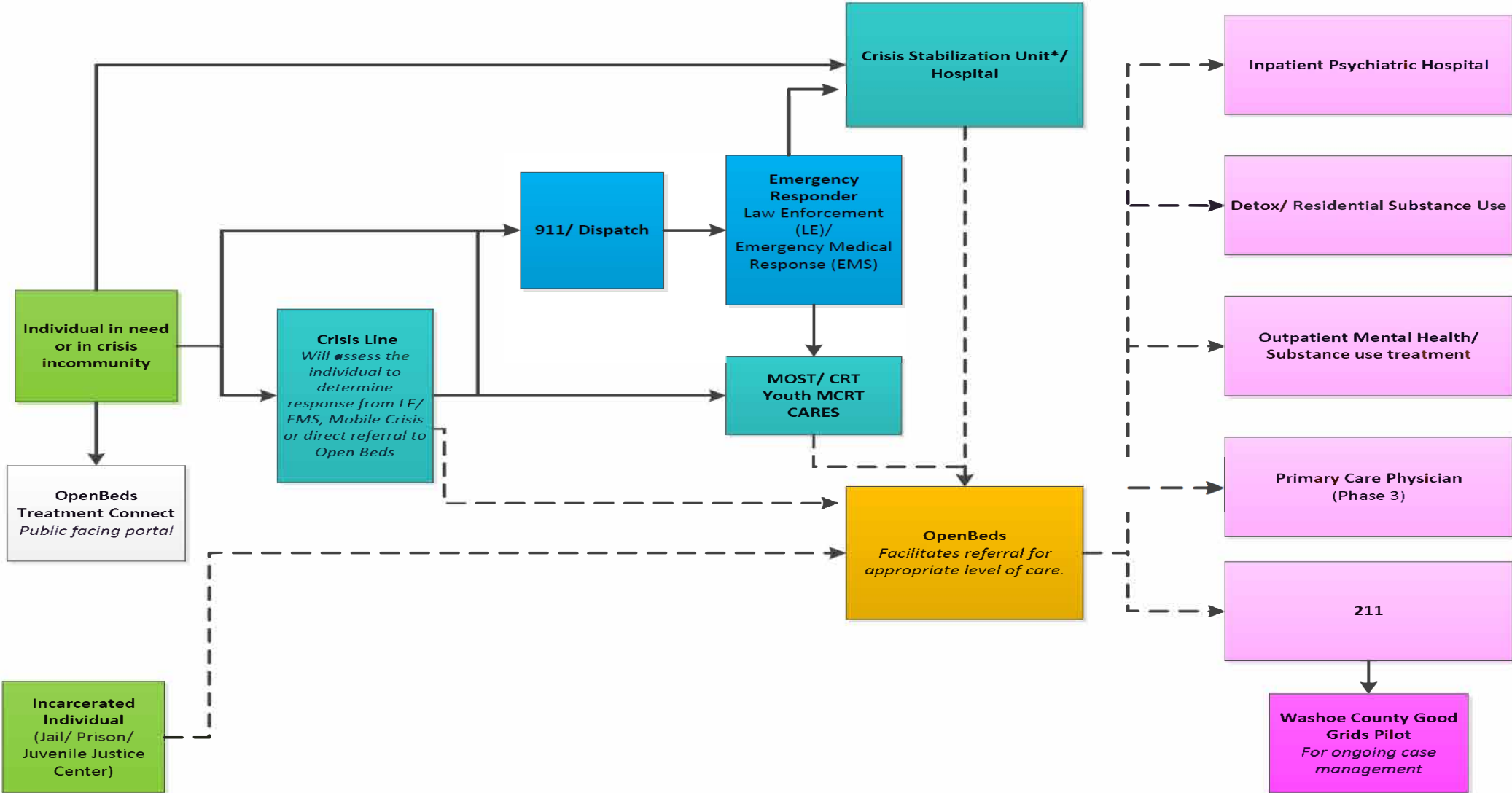
## **Essential Crisis Care Principles and Practices**

These principles include a recovery orientation, trauma-informed care, significant use of peer staff, a commitment to Zero Suicide/Suicide Safer Care, strong commitments to safety for consumers and staff, and collaboration with law enforcement.

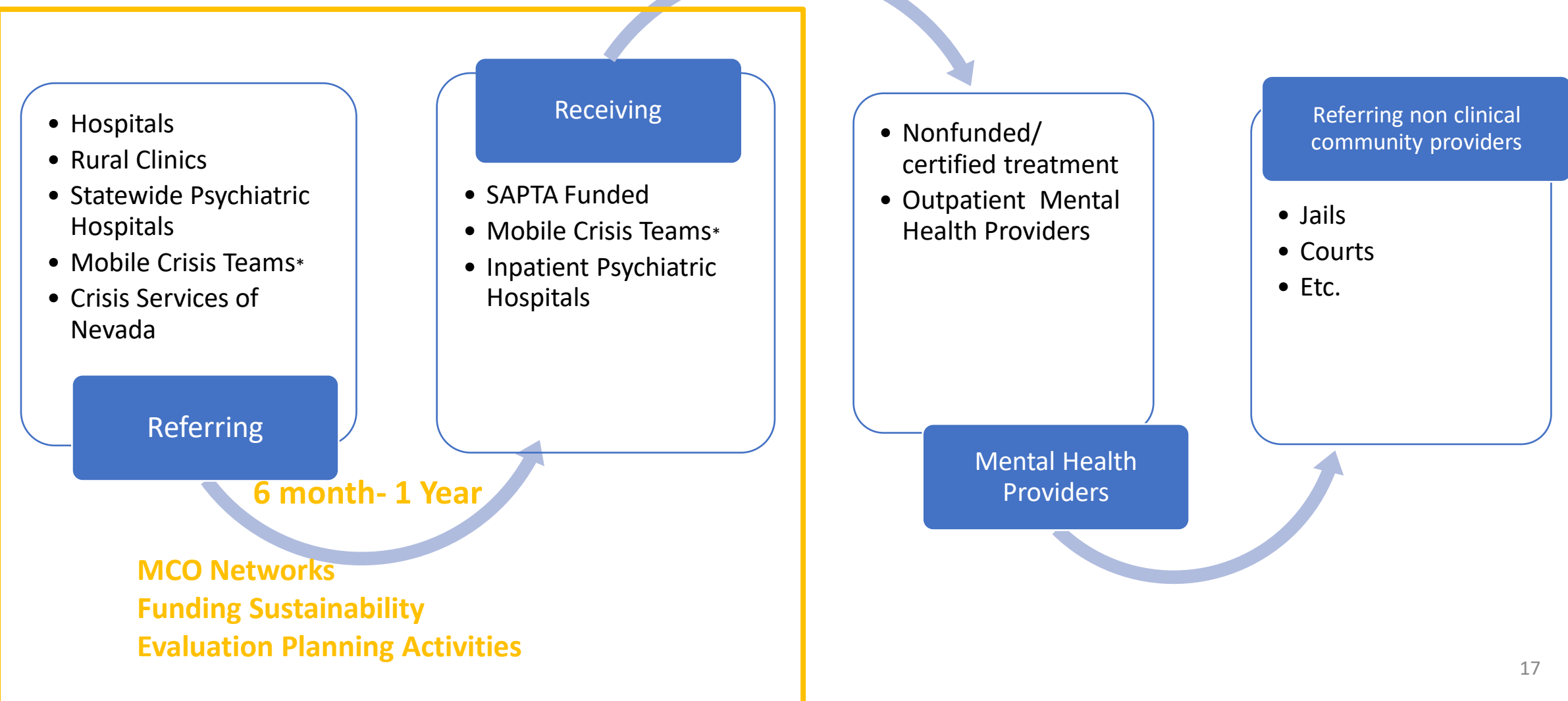


**Nevada Health Connection (NHC)**  
Healthcare and social service referral system

**\*Next steps in Crisis Now**  
Currently, there are few Crisis Stabilization Units in Nevada. However as more behavioral health crisis stabilization centers and access points are developed, it is anticipated that they prevent unnecessary hospitalizations while connecting individuals to the appropriate level of care.



# Nevada Health Connection Referral Network- Build out



# Phase 1 Implementation Partners- Statewide- Receiving Providers

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Alliance Mental Health

Banner Health

Battle Mountain Clinic

Boulder City Hospital

Bristlecone Family Resources \*

Carson Tahoe Regional Medical Center

Center for Behavioral Health \*

Community Counseling Center

Desert Parkway Behavioral Health

Dignity Health Community Outreach

The Empowerment Center \*

The Life Change Center \*

Lincoln County Hospital District

Living Free Health and Fitness

Serenity Mental Health \*

MonteVista Hospital (closed)

Nevada State Triage Center

New Frontier \*

Northern Nevada Hopes

Northern Nevada Medical Center

Pershing General

Prime Health Services, Reno

Quest Counseling and Consulting \*

Reno Behavioral Healthcare

Renown

The Ridge House \*

Rural Nevada Counseling

Seven Hills Hospital \*

Southern Hills Medical

Spring Mountain (UHS)

Step 2\*

Step 1 \*

University Medical Center

Valley Health

Vitality Unlimited

WellCare Services

WestCare Community Triage Center \*

WestCare

West Hills (UHS)

DPBH

- Rural Clinics
- Northern Nevada Adult Mental Health
- Southern Nevada Adult Mental Health



# Phase 1 Implementation Partners- Statewide- Referring Providers

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Nevada Behavioral Health System (MCO Transfer Center)

Crossroads of Southern Nevada \*

Crisis Support Services of Nevada

Department of Alternative Sentencing

Desert Parkway Behavioral Health

Duncan Family Services

Foundations for Recovery \*

Heads Up

Healing Minds Therapy & Counseling\*

Human Behavior Institute \*

Humboldt General Hospital

Incline Village Community Hospitals

Mt. Grant General Hospital

Nevada 211 (Money Management International)

Nevada Specialty Court Program

Nevada Youth Parole Board

Never Give up Wellness Center

Northeastern Regional Hospital

Renown

Sana Behavioral Health

Serenity Mental Health

Summit Behavioral Health System (MCO Transfer Center)

Sunrise Hospital

Harbor

TracB Exchange

Nevada School of Medicine

Washoe County Jail

Boulder City Hospital

Desert view Hospital

Living Free Health and Fitness

Banner Health

Humboldt General

Mesa View Regional Hospital

Step2

Valley Hospital Medical Center

United Citizens Foundation \*

# Washoe County Open Beds Partners

St. Mary's Hospital

Renown

Northern Nevada  
Medical Center

Northern Nevada Adult  
Mental Health Services

Northern Nevada HOPES

Quest Counseling

Reno Behavioral health

Bristle Cone Family  
Resource

Empowerment Center

Life Change Center

New Frontier

The Ridge House

Step 1

Step 2

Vitality Unlimited

WellCare

West Hills Behavioral  
Health Hospital

# System Metrics

(September 30)

REFERRAL RESPONSE METRICS					
Total system logins	Total requests	Total completed	Total declined	Total left Open	Average Response Time (IP Psy/WD Mgmt)
250	11	5	2	4	05:30

BEDS AVIALABLE PER DAY ON AVERAGE					
Facilities	Adult Male	Adult Female	Adolescent Male	Adolescent Female	All
Crisis Stabilization - greater than 23 hours	0	0	0	0	0
Crisis Stabilization - less than 23 hours	2	2	2	2	8
Group Home	0	0	0	0	0
Psychiatric Inpatient	0	0	0	0	0
Inpatient Withdrawal Management	1	1	0	0	2
Peer Support	0	0	0	0	0
Residential Treatment Program (MH)	0	0	0	0	0
Residential Treatment Program (SUD)	1	4	0	0	5
Respite	0	0	0	0	0
Sober Living Housing	19	0	0	0	19
Supportive Housing	0	5	0	0	5
<b>Total</b>	<b>23</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>39</b>

ACTIVE NETWORK MEMBERS
Carson Tahoe Health
Ridge House Step 2
Spring Mountain Treatment Centers
Vitality Unlimited
West Hills Behavioral Health Hospitals
WestCare
Mesa View Regional Hospital
Quest Counseling & Consulting
Rural Clinics
United Citizens Foundation



## Questions?

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