Bamboo Health

OpenBeds® Crisis Management System

Mobile Crisis Unit (MCU) Team Member User Guide

Revised 8/5/2024

Introduction

This guide details the responsibilities and distinct privileges for OpenBeds users with the role of Mobile Crisis Unit (MCU) team member.

MCU team member is the role assigned to staff who are responsible for responding to mobile crisis dispatch requests. Using this role, mobile responders will be able to:

1. View an assigned dispatch and either accept, decline, or reassign it.
2. Complete the Mobile Crisis Unit Response Report and disposition the dispatch.
3. Flag an encounter for follow-up and complete the follow-up as assigned.
4. Track status of dispatch not resolved on site.

Note*: Items highlighted in yellow should be customized based on your state and applicable business rules.*

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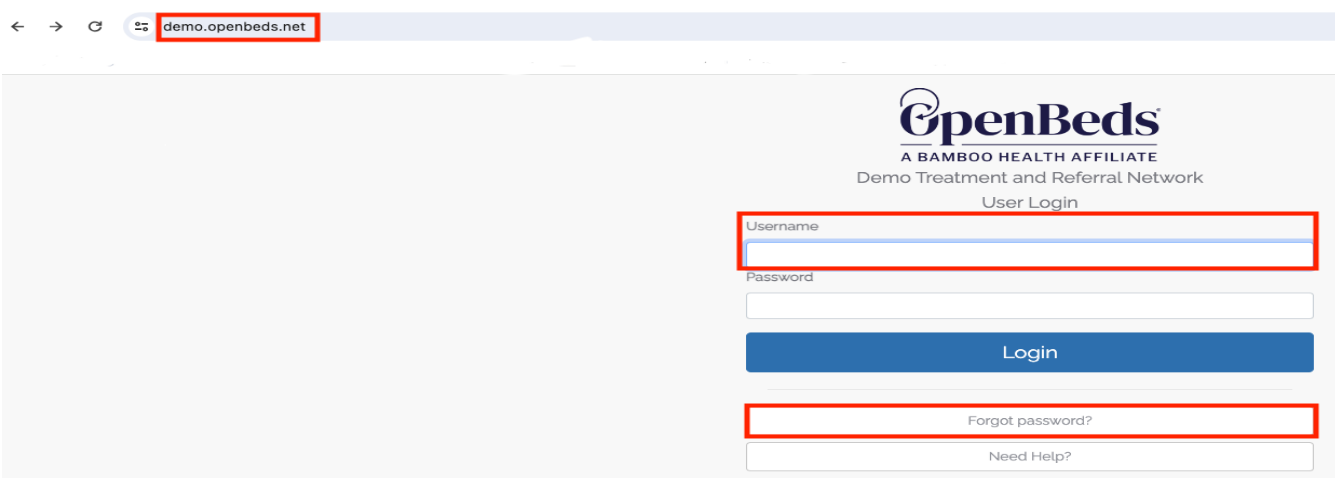
Account Creation

MCU team members are created by organizational users with the Crisis Administrator role. Your supervisor can assist with user account creation. Your Administrative Team can reach out to Bamboo Health’s help desk if additional *Crisis Administrator* accounts are needed.

Logging In

To log into your account for the first time:

1. From your web browser, navigate to the OpenBeds URL: https://<<your state’s abbreviation>> .openbeds.net/ and select “Forgot Password”.
2. Enter your work email in the ‘Username’ box and click ’Request Password’.
3. Enter the verification code sent to your email in the ‘Verification Code’ box.
4. Create a new password and click ‘Reset Password’.
5. Log in using your credentials.



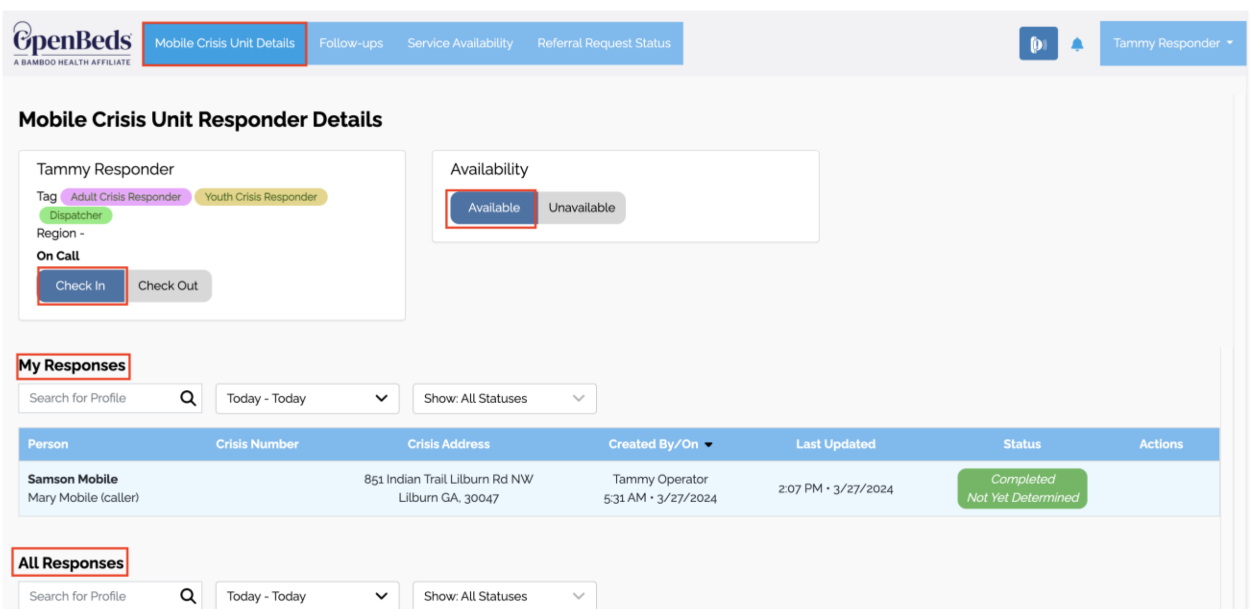
For subsequent log ins:

1. From your web browser, navigate to the OpenBeds URL: https://<<your state’s abbreviation>>. openbeds.net/ .
2. Enter your work email in the ‘Username’ box and your password in the ‘Password’ box.
3. You can change your password at any time. Once logged in:
   a. Click the drop-down icon beside your name at the top right of the page.
   b. Select ‘Change Password’ and complete the instructions as prompted.

Getting Started

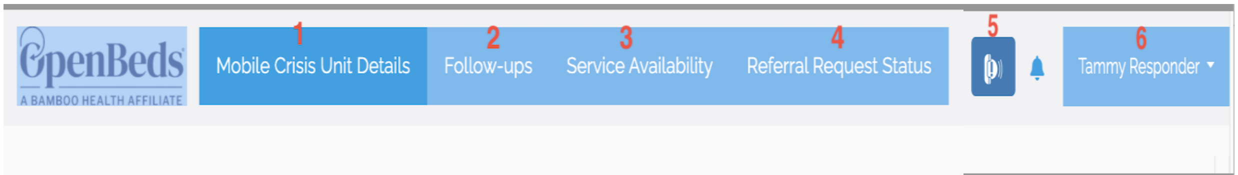
1. Navigate to https://<<your state's abbreviation>>. openbeds.net/ and log into OpenBeds.
2. You will see a 'Select An Account' page listing one or more accounts associated with your work email address.
3. Select your 'MCU team member' role.

Upon logging in you have several options to choose from.



Respond to a Dispatch Request

Upon login, you are defaulted to the **Mobile Crisis Unit Details** page where you will update your status and availability. Be sure to **Check in** at the start of each workday and **Check out** at the end of your workday. While checked in, to signal that you are available for a dispatch, toggle your Availability to '**Available**'. Your availability will automatically change to 'Unavailable' once you accept a dispatch and change back to 'Available' after you complete that dispatch. You can also view all your dispatches in the 'My Responses' section and those of your organization in the 'All Responses' section on this page based on the date range specified. This information auto defaults to 'Today'.



Mobile Crisis Unit Details (1) – See description above.

Follow-ups (2) – the follow-ups tab has details of all encounters that have been assigned to you or flagged by your organization for follow-up. Refer to the Follow-ups section for more information.

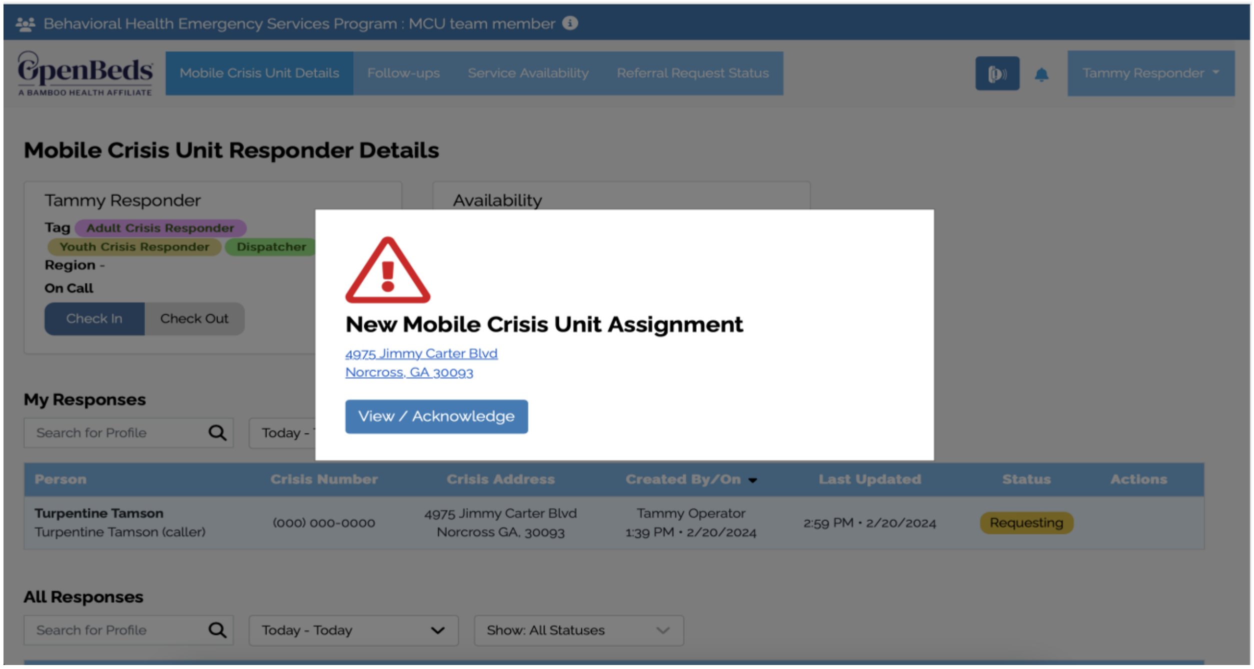
Service Availability (3) – the service availability tab opens the OpenBeds referral management system and has options for searching and connecting with various providers based on an array of parameters. Refer to the Refer to Treatment Provider(s) section for more information.

Referral Request Status (4) – this is where you can see all referrals that have been made and the status of them.

Telephone Icon (5)– the telephone icon is found on every tab in the system and connects you to the NENA integrated database for emergency services contact information in the event you need to execute an active rescue/emergency services intervention. Refer to the Active Rescue/Emergency Services Intervention section for more information.

Username (6)– you can view your profile, change your password, and access educational and other materials from the dropdown options.

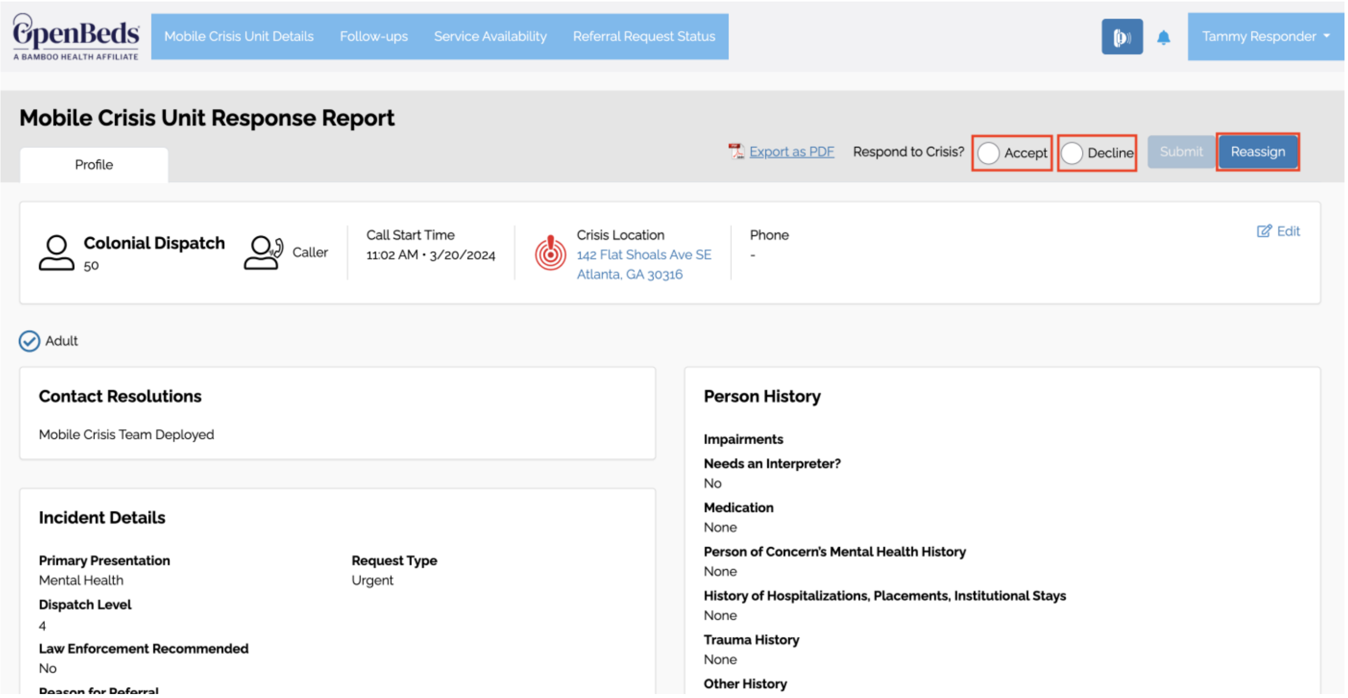
When you are requested for a dispatch, you will receive a pop-up to View/Acknowledge it before any Protected Health Information (PHI) is visible.



Clicking on **View/Acknowledge** will take you to the **Mobile Crisis Unit Response Report** Profile tab with the Intake Form completed by the Crisis Operator requesting the dispatch.

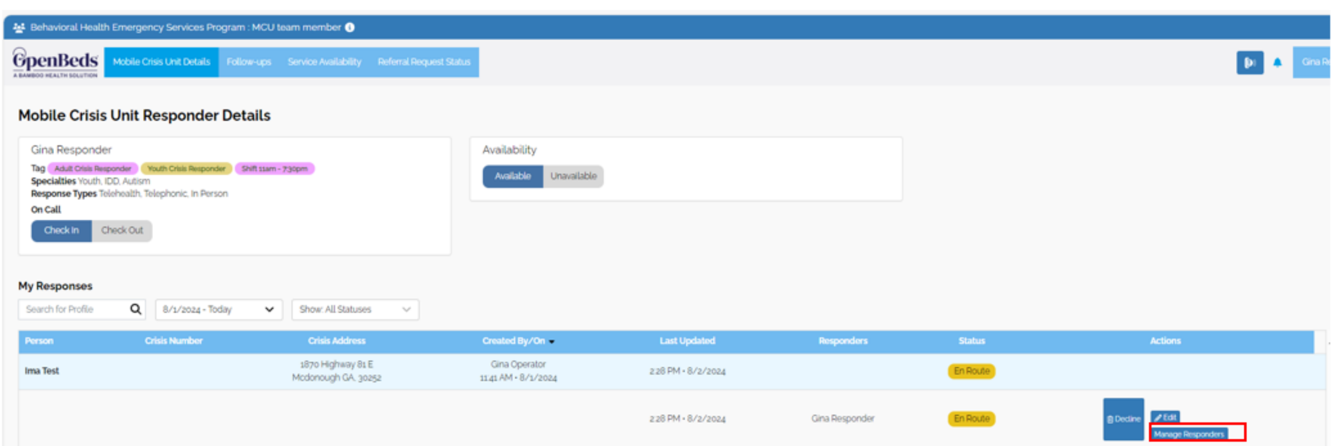
Dispatch Request Decisioning

From the **Mobile Crisis Unit Response Report** Profile tab, you can **Decline, Reassign** or **Accept** the dispatch depending upon your organization's business rules.

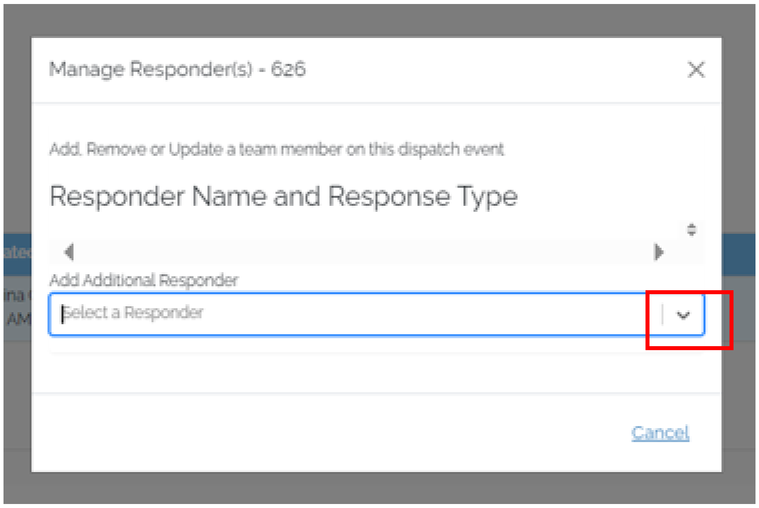


Manage Responders

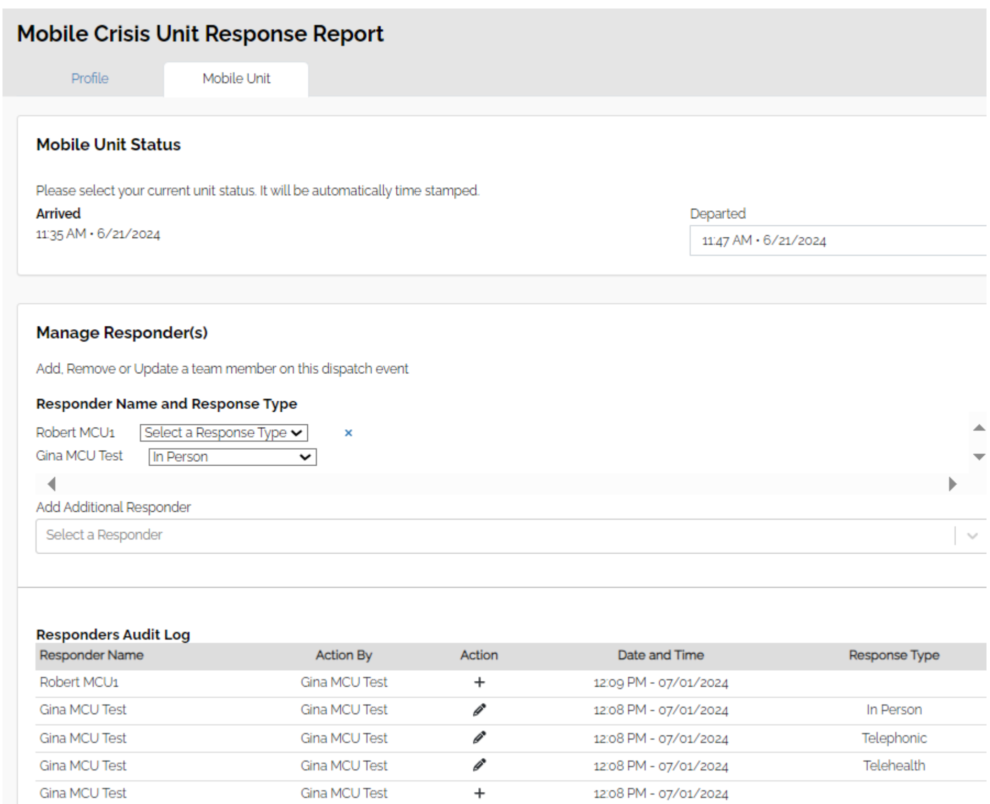
After accepting the dispatch, navigate to the **Mobile Crisis Unit Details** page to build your response team. Click **Manage Responders** in the 'Actions' column.



Select one or more additional available responders to add to this dispatch using the pop-up screen displayed. Added responders will be notified they have been added to the dispatch and will be able to access and edit the **Mobile Crisis Unit Response Report**.

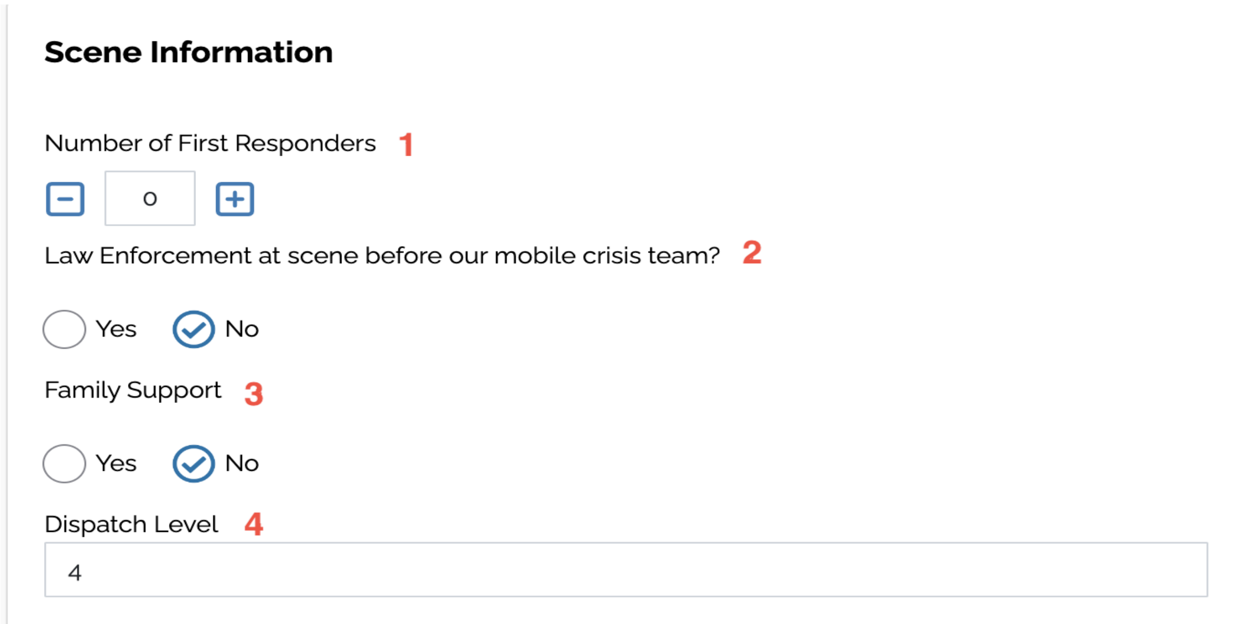


All activity is captured on the **Mobile Crisis Unit response Report** Mobile Unit tab in the **Manage Responder(s)** audit log.



Capture Scene Information

This section captures information related to the meeting location. You can document the Number of First Responders, whether Law Enforcement was on scene when the MCU arrived, and the presence of Family Support. Dispatch Level is also displayed.



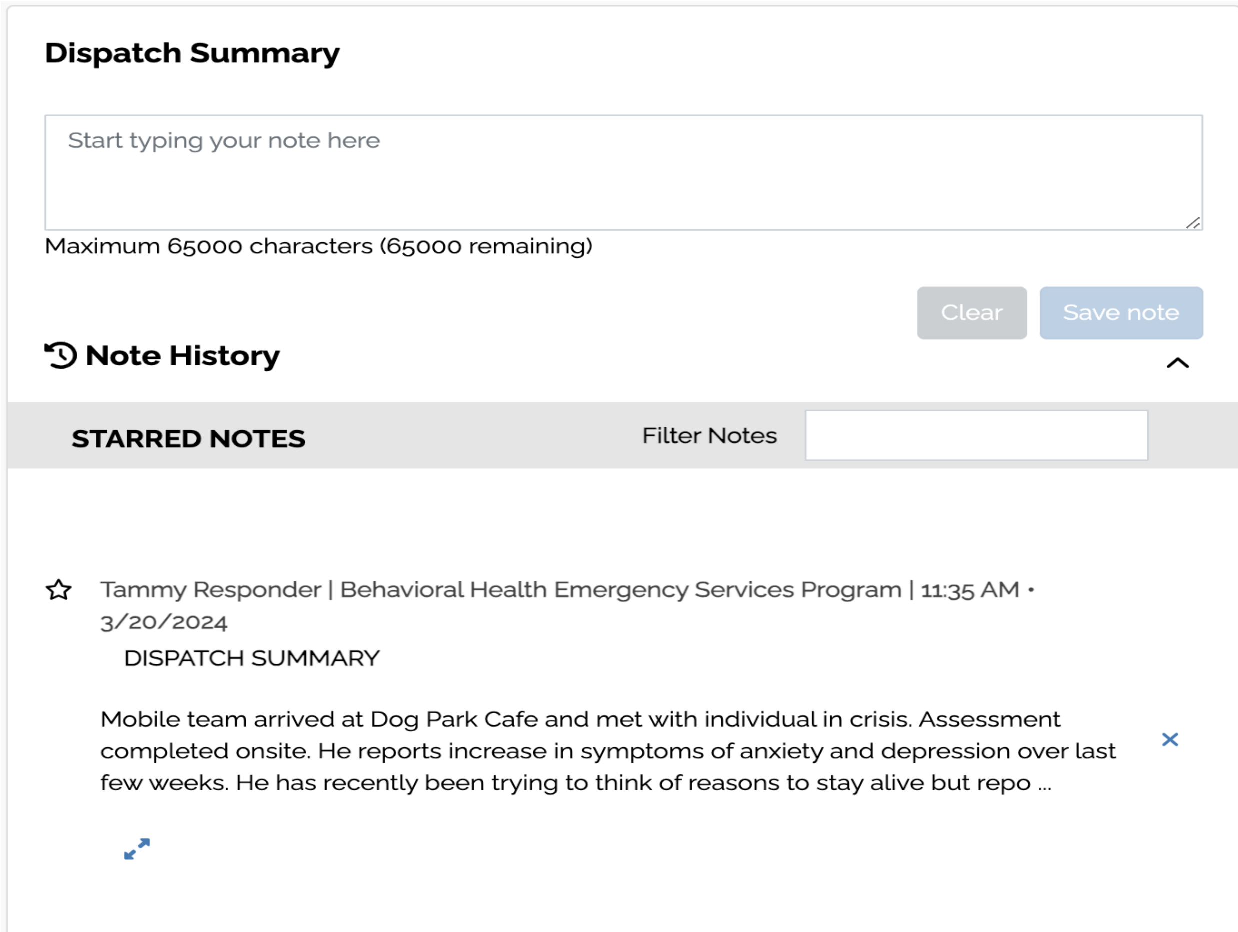
Number of First Responders (1) – This is to indicate the number of first responders on scene at any time during the dispatch. Clarify this information in your dispatch summary.

Law Enforcement at Scene before our mobile crisis team? (2) – Choose Yes or No.

Family Support (3) – Choose Yes or No to indicate if the person in crisis has family support present at the time the mobile crisis unit arrives or anytime while on scene. Expand upon this in your dispatch summary.

Dispatch Level (4) – The dispatch level defaults to what was entered by the crisis operator. The mobile crisis unit can change the dispatch level based on information at the scene and business rules.

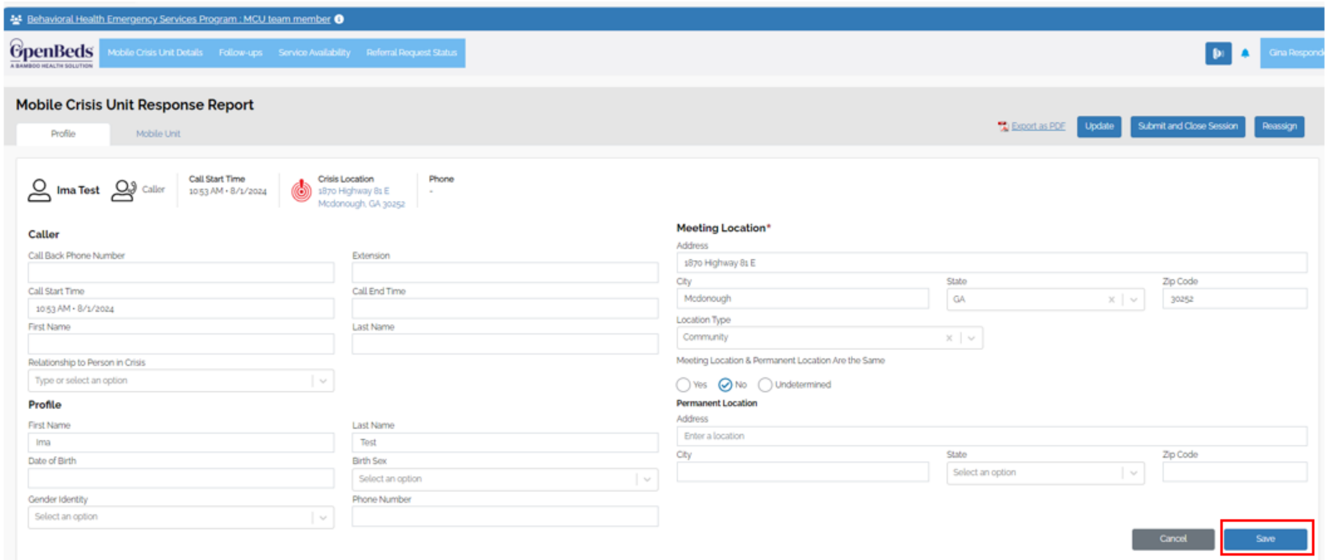
You can add narrative information related to the assessment completed by the mobile crisis unit and elaborate on any scene information as needed. It allows up to 65,000 characters.



Edit Profile

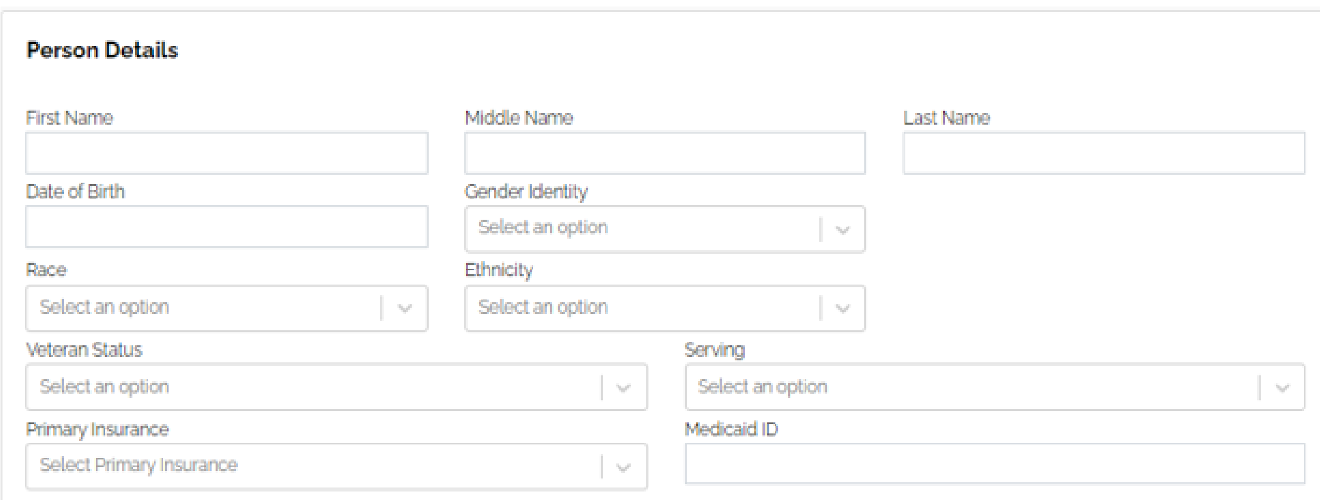
If the demographic information captured during the intake needs to be edited or added to once on scene, you can do so by clicking the 'Edit' link on the 'Profile' tab on the **Mobile Crisis Unit Response Report**.

Make the applicable changes in the expanded section and **Save**.



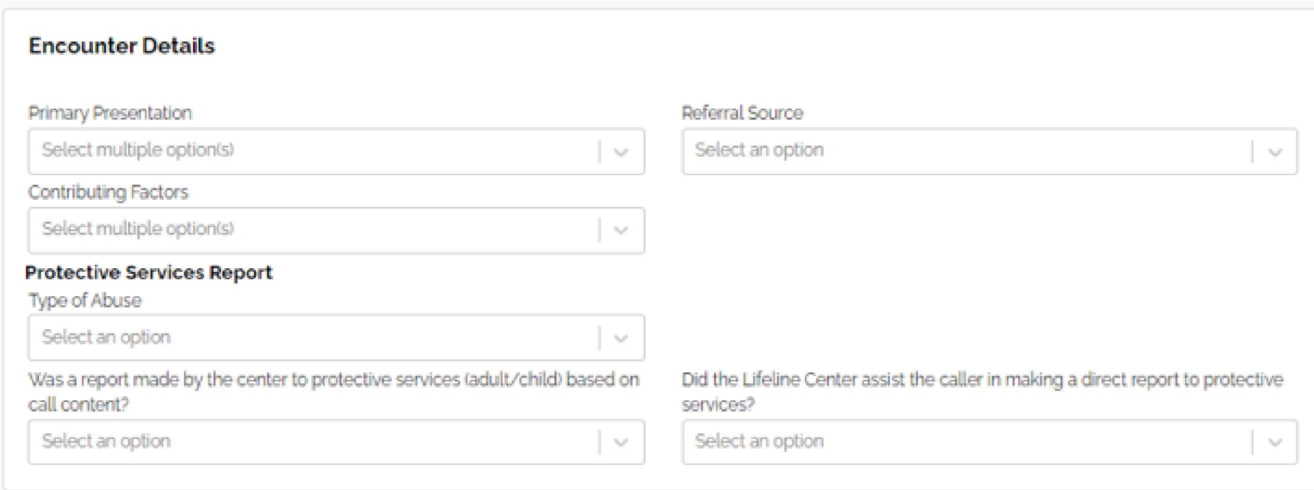
Person Details

(If configured for your state) Instead of making changes to the information gathered at intake, navigate to the 'Mobile Unit' tab on the Mobile Crisis Unit Response Report and complete the **Person Details** section.



Encounter Details

(If configured for your state) Complete the applicable portions of the **Encounter Details** section.

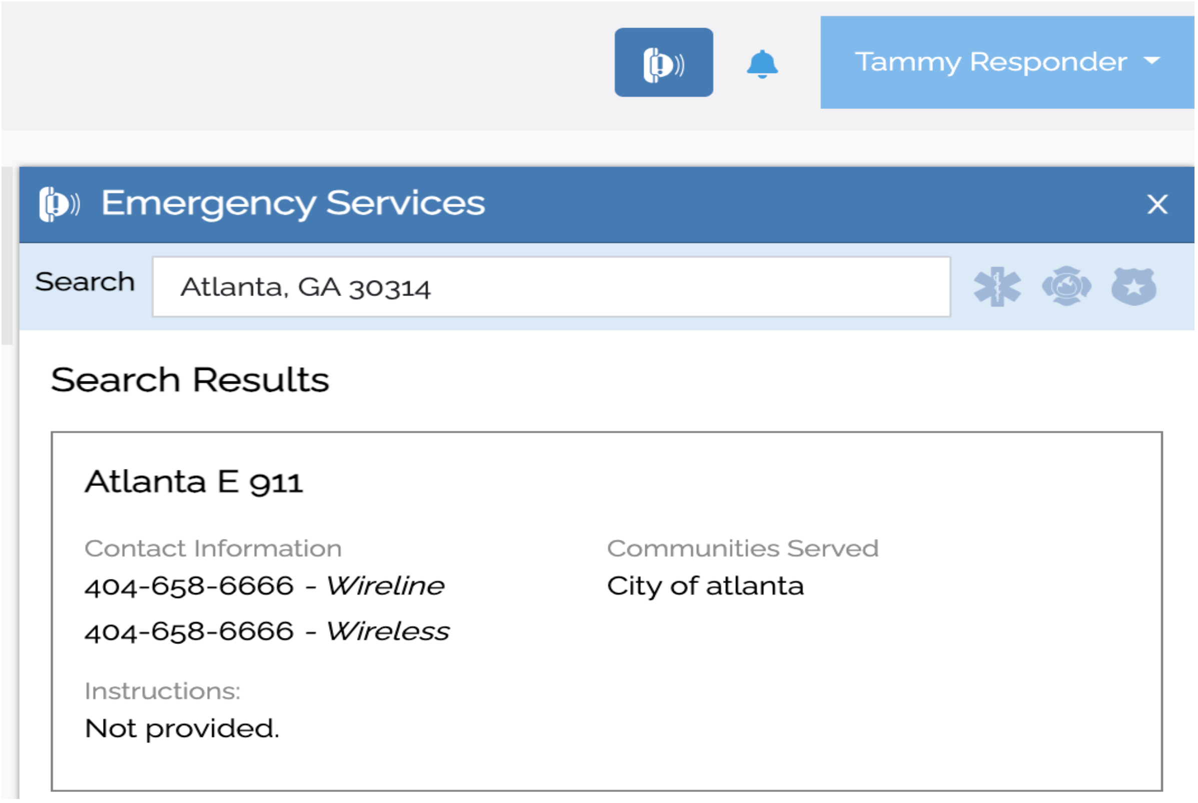


Accommodation

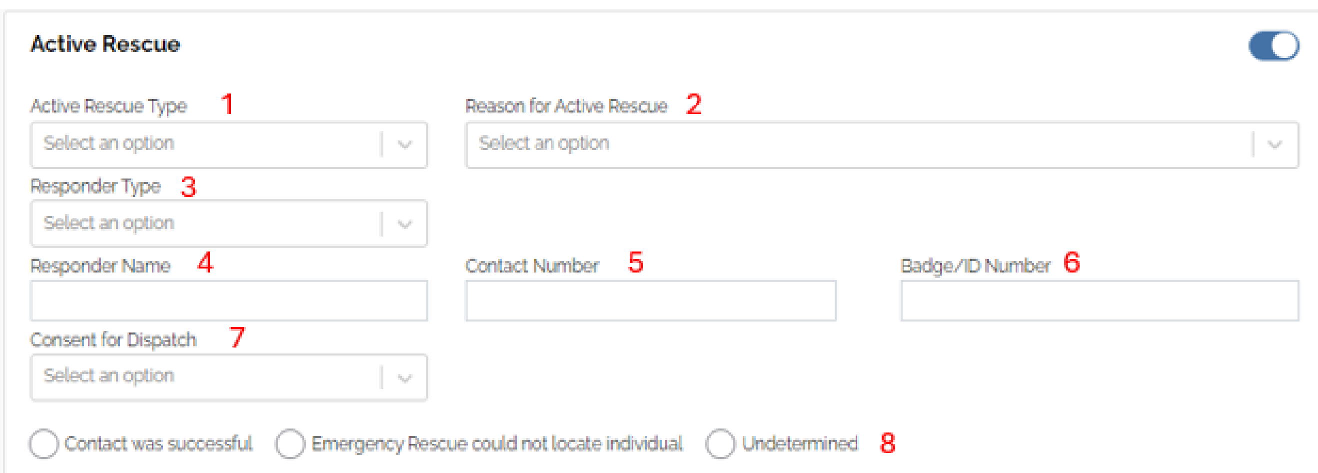
Document any ADA accommodation provided to the individual in crisis during your dispatch. This also informs any requirements if you need to coordinate additional care/support for this individual.

Active Rescue/Emergency Intervention Services

If the person in crisis poses an imminent threat to self or others, initiate **Active Rescue/Emergency Intervention Services**. Click the telephone icon in the top right corner of the screen to search the NENA integrated **Emergency Services** directory to determine the closest and most appropriate emergency responder and contact accordingly.



Document the **Active Rescue/Emergency Intervention Services** by toggling this section on and completing the applicable fields.



Active Rescue Type (1) – Select **Homicide, Suicide,** or **Welfare.**

Reason for Active Rescue (2) – Select one applicable reason from the dropdown.

Responder Type (3) – Select **Fire, EMS,** or **Police.**

Responder Name (4) – Enter the emergency responder's or unit's name.

Contact Number (5) – Enter the emergency responder's or unit's contact number.

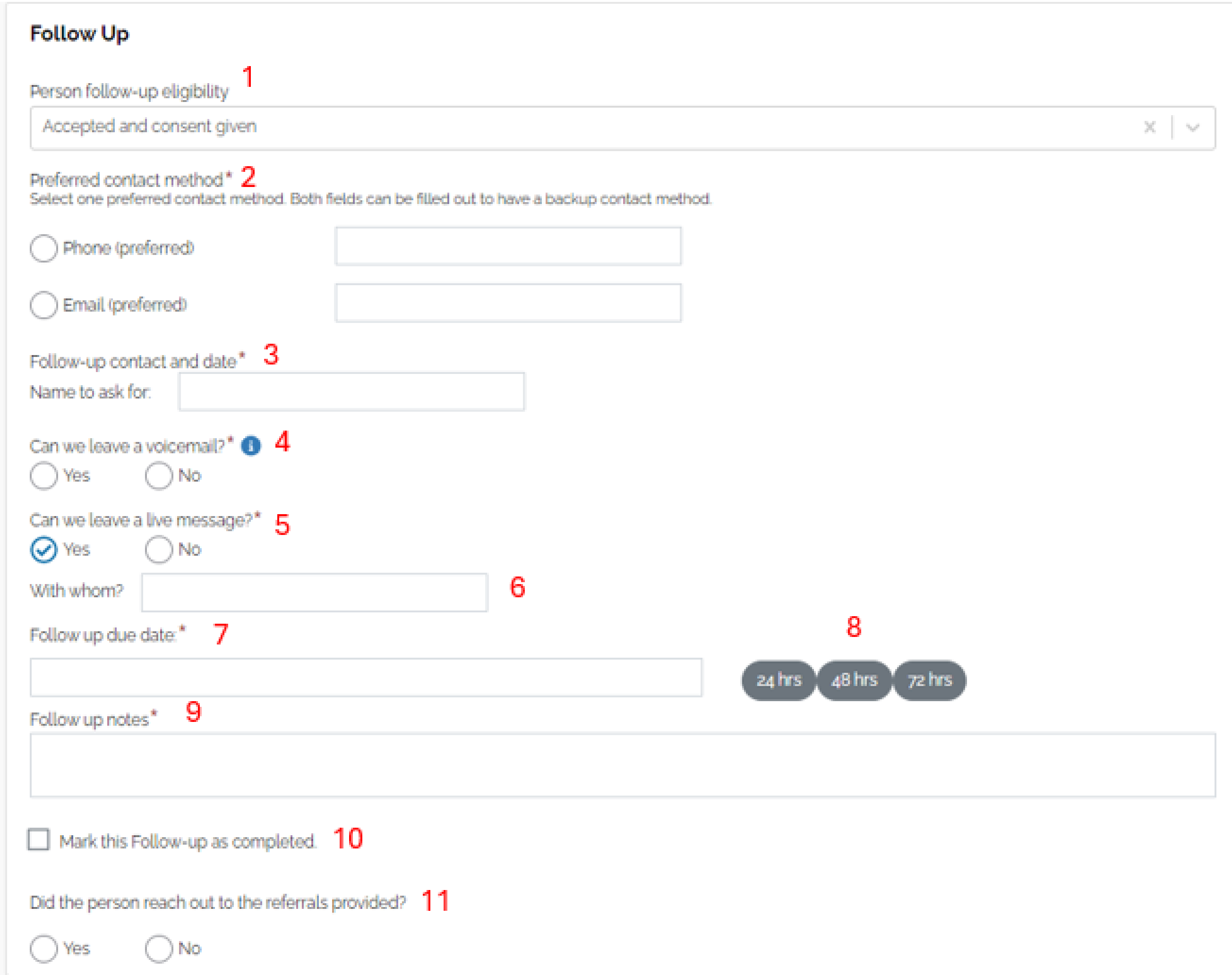
Badge/ID Number (6) – Enter the emergency responder's or unit's badge or ID number.

Consent for Dispatch (7) – Select whether the person in crisis consented to the emergency intervention **Yes (voluntary)** or whether the Individual has not given consent **No (involuntary).**

Contact (8) – Select the applicable radio button to indicate if emergency personnel were able to contact/locate the person in crisis.

Follow Up

The **Follow Up** section captures information related to any additional contacts needed by the mobile crisis unit for the person in crisis.



Person follow-up eligibility (1) The person seeking help has the option to accept and consent to follow up or to decline follow up.

Preferred contact method (2) If follow up is accepted, document the 'Preferred contact method' (email or phone).

Follow-up contact and date/Name to ask for (3) Enter the name to ask for.

Can we leave a voicemail? (4) Indicate whether a message can be left on voicemail

Can we leave a live message? (5) Indicate whether a message can be left with a person.

With whom? (6) If a message can be left with a person, indicate who a message can be left with.

Follow up due date (7) Enter a date and time for follow up or (8) Select from the follow up due date options of 24, 48, or 72 hours.

Follow-up notes (9) Document notes from the follow up.

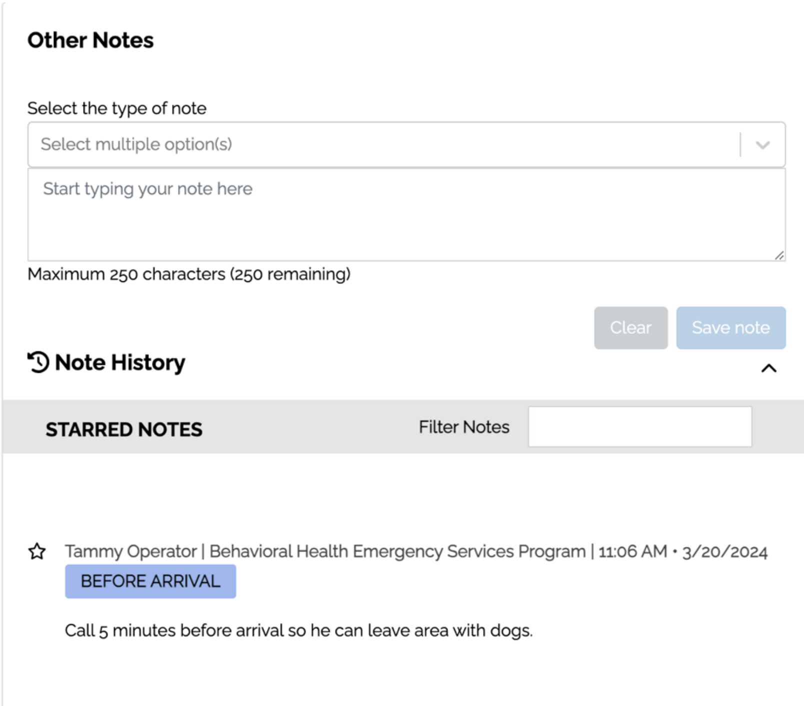
Mark this follow-up as completed (10) If the follow-up is completed via the Mobile Crisis Unit Response Report, check the box to indicate this.

Did the person reach out to the referrals provided? (11) If the follow-up is completed via the Intake Form, select the applicable radio button.

Because follow-up is typically done separately from the initial contact, most follow-up information is documented on the **Follow-ups** page instead of in the **Mobile Crisis Unit Details.** **Refer to the Follow-ups section for additional information.**

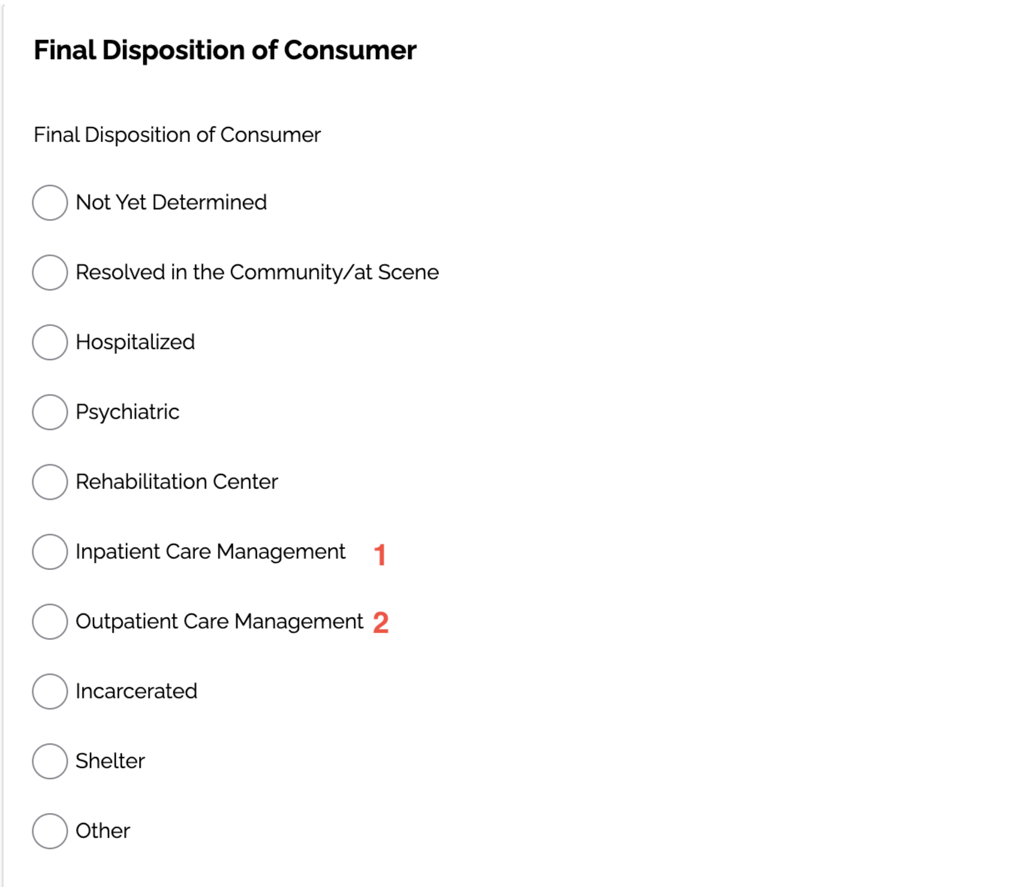
Other Notes

You can use this section to document General notes about the encounter, information related to Follow Up, and/or documentation of a Phone Call. This space is limited to 250 characters and is date and time stamped behind the scenes of the program. After entering a note here, it is viewable to the Crisis Operator. The Note History will show any special notes completed by the crisis operator for the mobile crisis unit.



Dispositioning the Dispatch

To complete the dispatch select a final disposition from the available options. This is required to close the encounter.



Final Disposition of Consumer

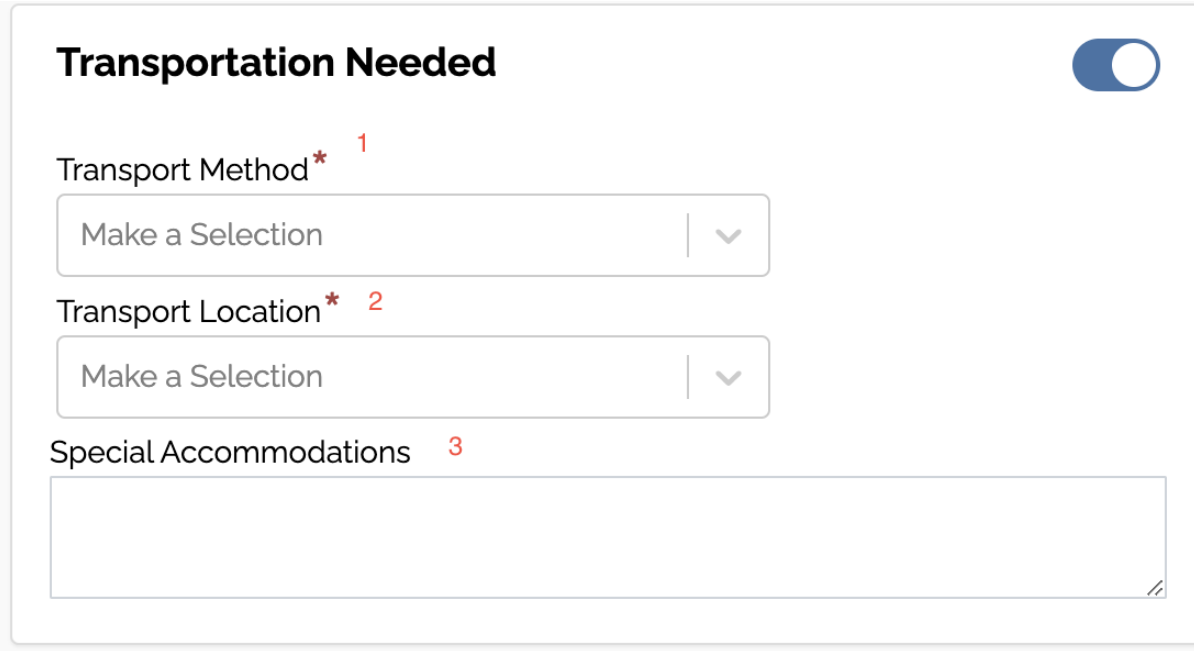
Final Disposition of Consumer

- Not Yet Determined
- Resolved in the Community/at Scene
- Hospitalized
- Psychiatric
- Rehabilitation Center
- Inpatient Care Management 1
- Outpatient Care Management 2
- Incarcerated
- Shelter
- Other

Choosing (1) **Inpatient Care Management** or (2) **Outpatient Care Management** will open the OpenBeds Capacity Management and Referral system where you can make referrals to various service providers to meet the needs of the person in crisis. Refer to the Refer to Treatment Provider(s) section for additional information.

Transportation Needed

If transportation is needed, and you are required to coordinate transport based on your organization's business rules, toggle this option on and select the type needed from the drop-down menu.



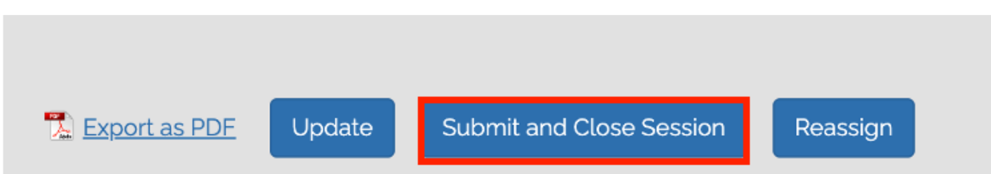
Transportation Method (1) – Select how the person in crisis will be transported (e.g., Non-emergency Transport, Law Enforcement, or Natural Support).

Transport Location (2) – Indicate where the person in crisis is being transported (e.g., Crisis Stabilization, the Emergency Department, or to Home.)

Special Accommodations (3) – Document any special travel accommodations the person in crisis needs.

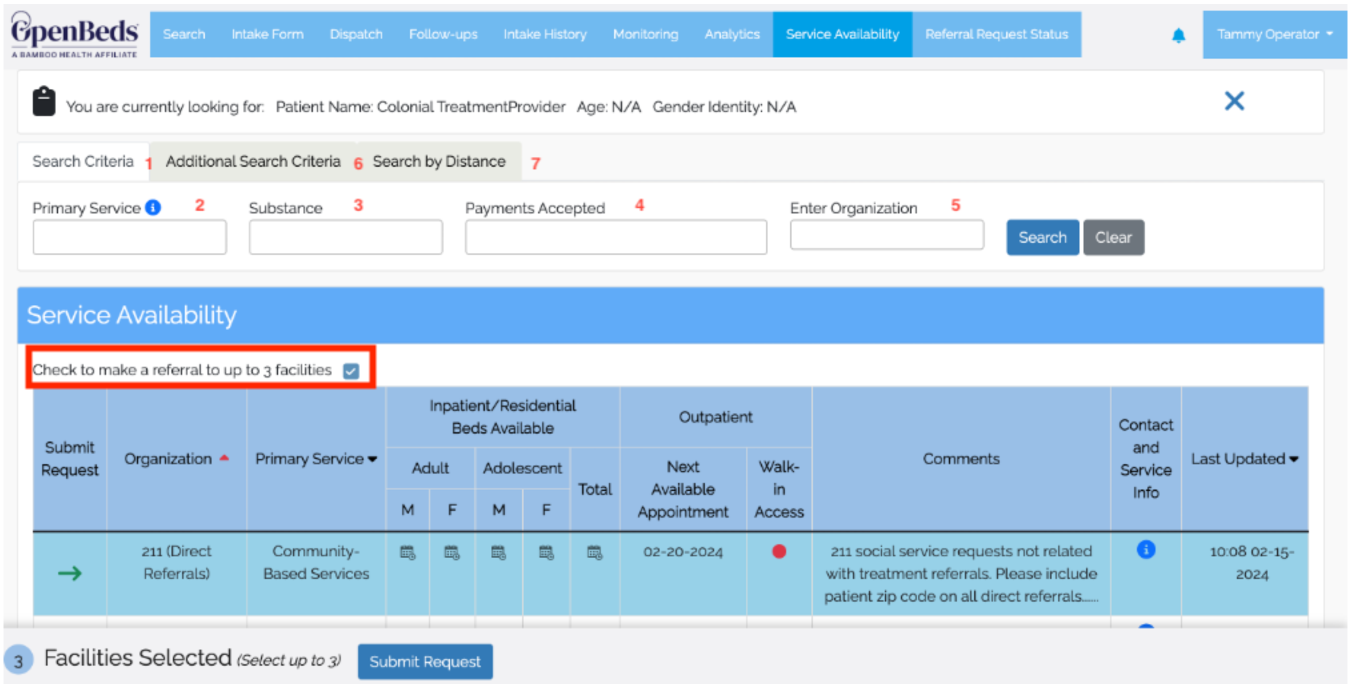
Complete the Dispatch

Select **Submit and Close Session** to close the report and complete the dispatch. If a referral to an inpatient or outpatient service was selected, you will automatically be redirected to the OpenBeds Referral Management system to complete that referral. Refer to Treatment Provider section for additional information.



Refer to Treatment Provider(s)

Selecting a final disposition of 'Inpatient Care Management' or 'Outpatient Care Management' on the Mobile Crisis Unit Response Report will automatically open the **Service Availability** page, connecting you to the OpenBeds referral management system. You can refer to both inpatient and outpatient service providers.



You can select up to three providers at one time to refer to by checking the applicable box (outlined in red on the screenshot above) and selecting the green arrow on the left of the selected facilities name then clicking submit.

Search Criteria (1) – The search criteria opens 4 options (2 – 5 on screenshot) to streamline your search and allows you to search by multiple categories.

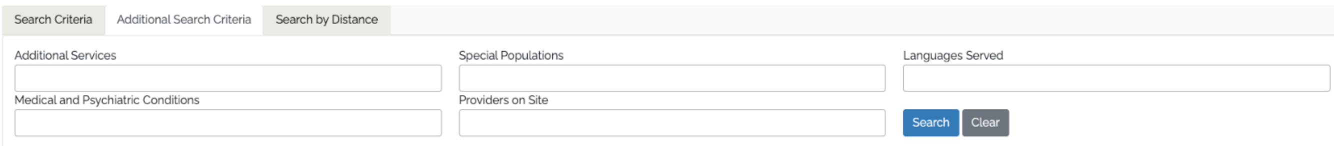
Primary Service (2) – Primary services can be selected from the dropdown or begin typing to narrow the options quicker. Multiple values can be selected. Clicking on the blue information icon gives you a description of the various services.

Substance (3) – Substances can be selected from the dropdown or begin typing for a quicker select option. Multiple values can be selected.

Payments Accepted (4) – Payment types can be selected from the dropdown or typed in for a quicker, targeted search. Multiple values can be selected.

Enter Organization (5) – The name of the target organization for the referral can be typed in to search this way.

Additional Search Criteria (6) – The Additional Search Criteria tab has options for searching by **Additional Services, Special Populations, Languages Served, Medical and Psychiatric Conditions,** and **Providers on Site.** Each of these has a drop-down list to choose from or you can type values in the box.



Search by Distance (7) – The Search by Distance tab has options to search by distance by miles and to search the distance from the service address or the person's zip code. You can also enter a city/town or county to search by area served.

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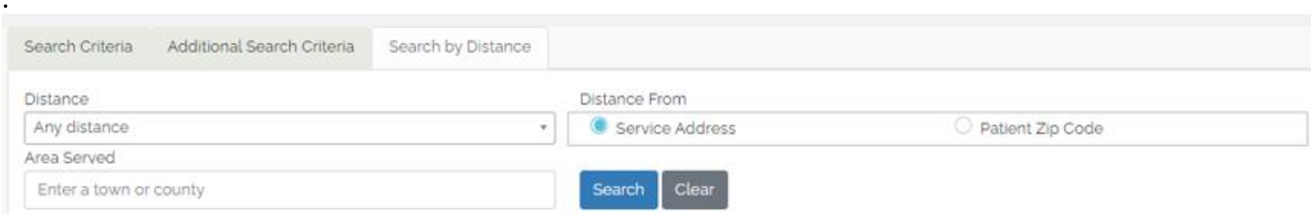
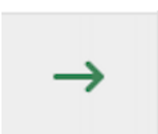
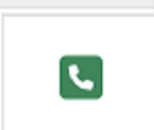


This **Submit Request** column has icons to indicate how the organization will receive referrals.

	• A green arrow indicates that referrals can be submitted electronically.
	• A phone icon indicates that it is after the hours electronic referrals are accepted, so referrals are only accepted via telephone at this time.
PHONE ONLY	• 'Phone Only' indicates that this organization only receives referrals via telephone.

Submit a Referral Request

Submit Request 1	Organization 2	Primary Service 3	Inpatient/Residential Beds Available 4					Outpatient		Comments 7	Contact and Service Info 8	Last Updated 9
			Adult		Adolescent		Total	Next Available Appointment 5	Walk-in Access 6			
			M	F	M	F						
	Deer Haven Treatment Center	Outpatient Counseling								Multiple appointments available this week; walk-ins accepted M-F; 9am - 5pm		14:43 02-15-2024
	DERec	Outpatient Counseling						12-07-2022		Telehealth Intake only. Referrals must include a contact number.		14:54 05-09-2023
	Dutton Treatment Center	Outpatient Counseling										09:33 03-11-2024
PHONE ONLY	Emily receiving Org	Outpatient Counseling										16:42 10-25-2023

Submit Request (1) – This column has icons to indicate how the organization will receive referrals. If you are referring to more than one organization, clicking the green arrow will highlight the organization to be referred to and will not send it until you submit.

Organization (2) – This is the name of the organization that will receive your referral request.

Primary Service (3) – This column lists the primary service the organization provides. If you searched by a specific Primary Service, only providers with service types that match your selection will display.

Inpatient/Residential Beds Available (4) – This information reflects the number of available beds based on the provider's most recent update.

Outpatient Next Available Appointment (5) – This column provides the date of the provider's next available appointment based on their most recent update.

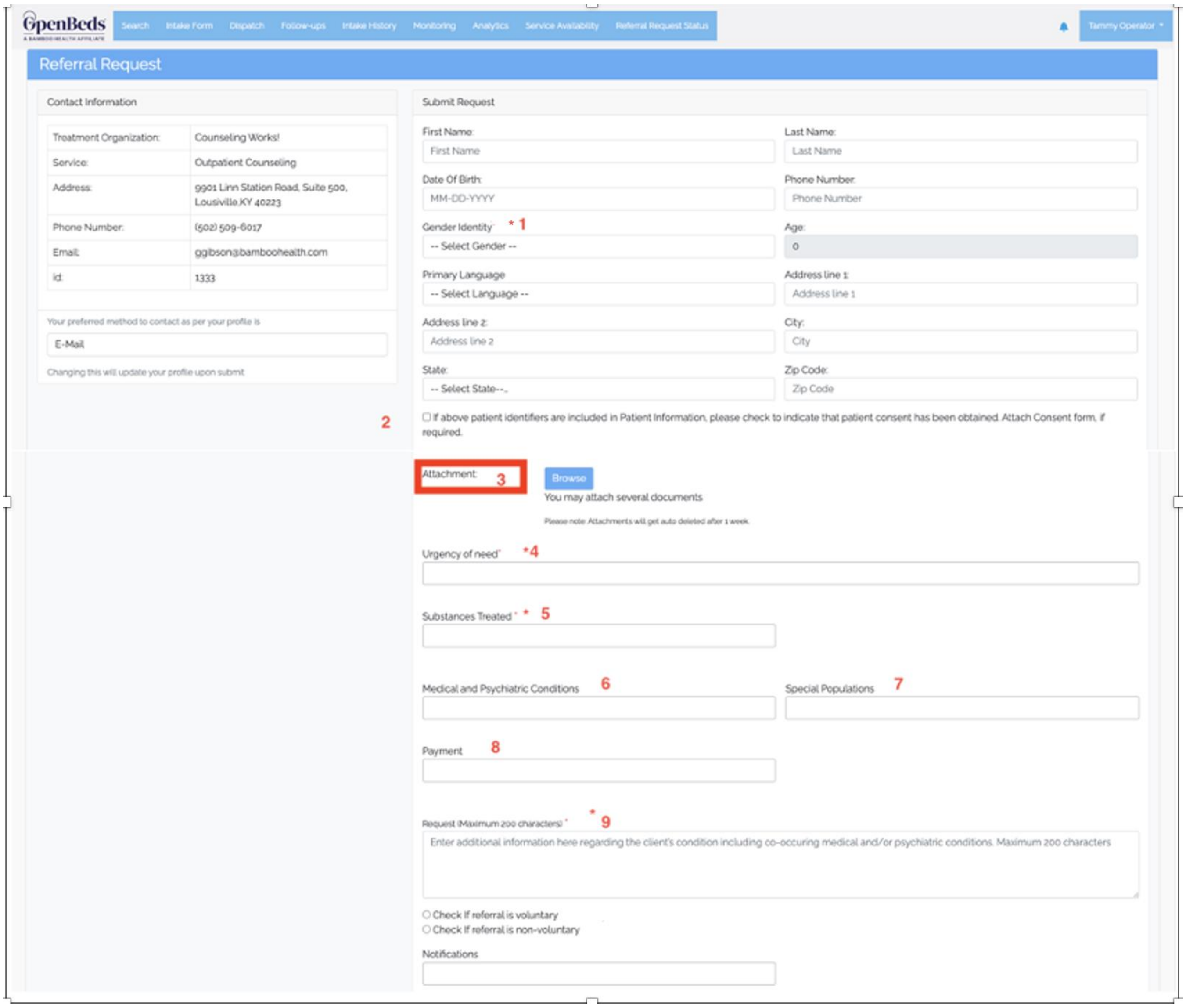
Outpatient Walk-In Access (6) – A green dot indicates that walk ins are accepted. A red dot indicates that walk ins are not accepted.

Comments (7) – Comments provided by the organization regarding their services are here. This information is verified/revised each time the organization updates their service availability details.

Contact and Service Info (8) – Clicking on the blue information icon brings up contact information and other details about the organization.

Last Update (9) – This column indicates the last time the organization updated their service information.

Clicking the green arrow for a singular request or the **Submit Referral** at the bottom of the page for multiple request submissions takes you to the 'Referral Request' form. Items with a red asterisk * are required. Demographic information entered as part of the dispatch and/or revised on the 'Mobile Crisis Unit Response Report' will auto-populate this form. Complete all applicable sections and click 'Submit' at the bottom of the page. Details on data captured on this form are below.



Gender Identity (1)* - Select applicable option from the dropdown list if not auto-populated from the Intake Form.

Consent (2) - Check the box to indicate the person of concern consented to the referral. This box must be checked if referring to a Part 2 facility.

Attachment (3) – You can attach documents that are pertinent to the referral. They are deleted after 7 calendar days.

Urgency of Need (4)* – Select one option from the dropdown list.

Substances Treated (5)* – Select one or multiple items from drop down or begin typing in the box for quick select options.

Medical and Psychiatric Conditions (6) – Select one or multiple items from drop down or begin typing in the box for quick select options.

Special Populations (7) – Select one or multiple items from drop down or begin typing in the box for quick select options.

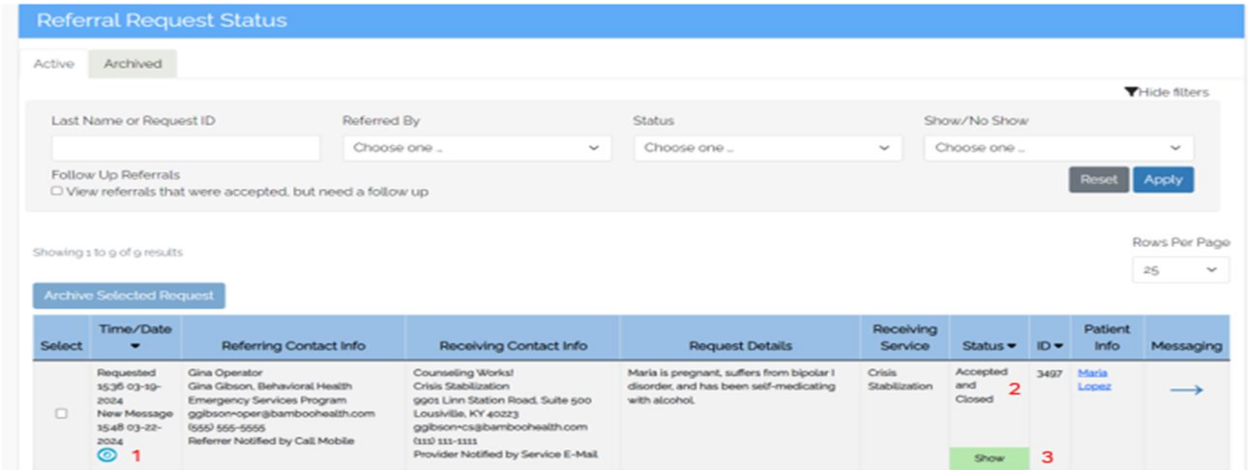
Payment (8) – Select one or multiple items from drop down or begin typing in the box for quick select options.

Request (9)* – Document any additional pertinent information to facilitate the referral in the narrative box. This space is limited to 200 characters. Then select the applicable radio button to indicate whether the referral is voluntary or involuntary.

(*Required field)

Monitor a Referral Request

After completing the referral, you are taken to the **Referral Request Status** page where you can see all referrals (active and archived) you and your organization have completed. You can track the status of referrals here.



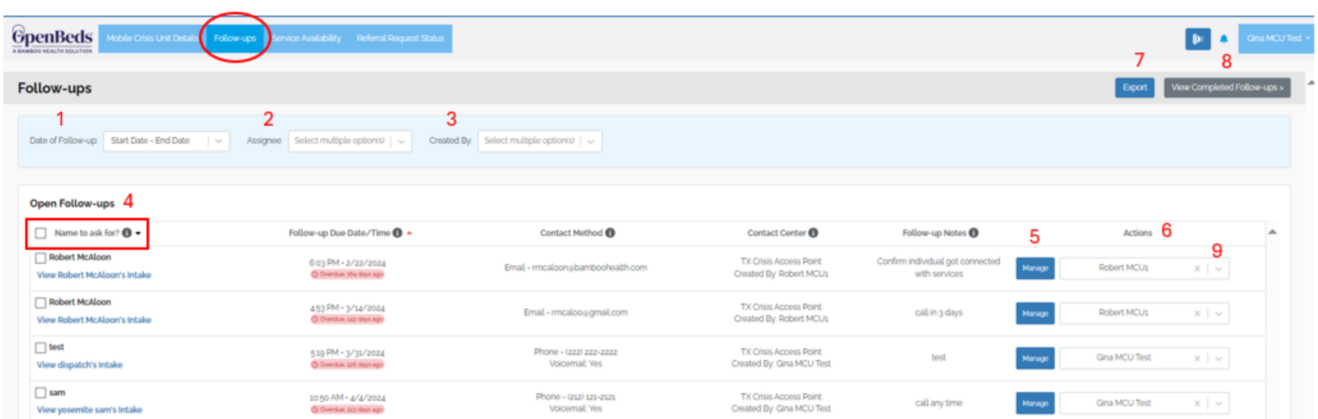
The eye icon (1) means the referral request has been read by the receiving organization

The receiving organization’s decision regarding the referral is shown here (2) once that determination is made.

Whether the person in crisis showed for the referral is captured here (3). If the person is a no show that information is highlighted in red.

Manage Follow-Ups

The **Follow-ups** page captures all dispatches that have been indicated as in need of follow-up and for which follow-up was accepted and consented to. Click on the link under the ‘Name to ask for?’ column to see the full Intake Form.



Date of Follow-Up (1) - Select from the drop-down list or enter a custom date or range.

Assignee (2) - Select from the drop-down list or type the name of the staff member who is assigned to follow-up. Multiple names can be selected or entered. **Note**: Deactivated users will not appear in this drop-down menu

Created by (3) – Select from the drop-down list or type the name of the staff member who created the follow-ups you want to see. Multiple items can be selected or entered.

Open Follow-Ups (4) – The open follow-ups section lists follow-ups that need to be completed within the search parameters you entered.

Manage (5) – Manage allows you to quickly see the contact information for the follow-up, annotate the result of your follow-up attempt, and to complete the follow-up based on your organization's business rules. Be sure to save your update before closing.

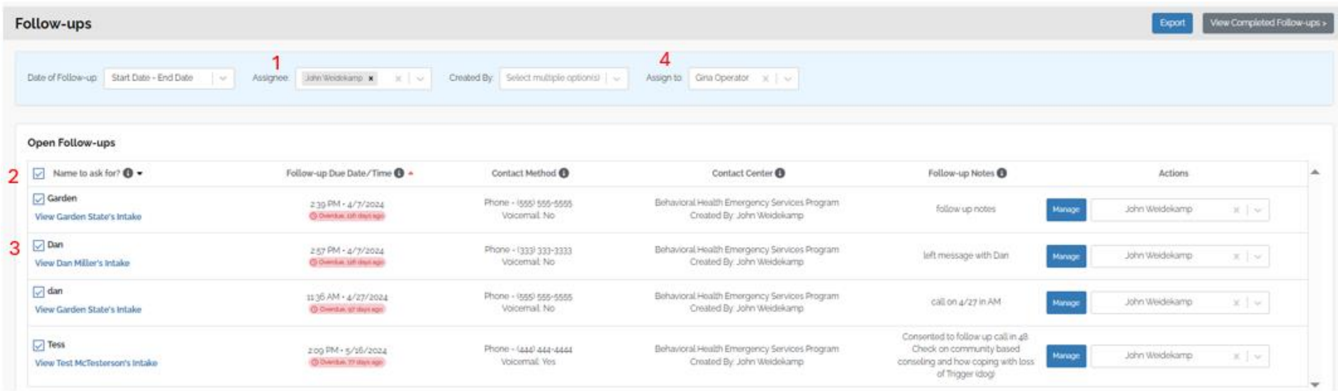
Actions (6) - Once set, follow-ups are assigned by default to the staff member that created them. Depending upon your organization's business rules, you can assume follow-up responsibility by selecting your name from the drop-down list or be assigned someone's follow-up by a user with a Supervisor permission within your organization.

Export (7) – Export allows you to set date range and status filters and export the results in Excel.

View Completed Follow-ups (8) – This option displays all completed follow-ups within the date range you have selected. You can reopen a follow-up closed in error by clicking the 'Manage' button and unchecking 'Mark this Follow-up as completed.'

You can assign yourself to a follow-up that is currently assigned to someone else in your organization (9) by selecting your name from the drop-down list.

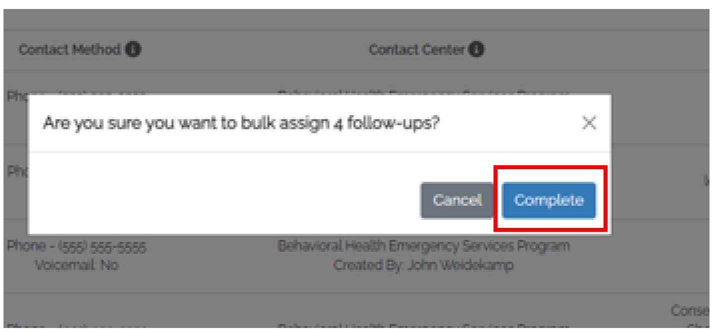
Note: Users with the Supervisor permission can reassign one or more follow-ups to one or more users within their organization. To reassign one or more follow-ups:



Filter by ‘Assignee’ (1).

Check the box beside the ‘Name to ask for?’ column (2) to select all or by checking the box beside the name of the individual who consented to the follow-up (3) to select only one. This displays an ‘Assign to’ filter (4).

Select the staff member the follow-ups will be reassigned to. This generates a pop-up alert to confirm the reassignment. Click ‘Complete’ to finalize the reassignment.



Version History

Version	Author	Date	Changes
1.0	Tammy Prickett	4/1/24	First Release
2.0	Gina Gibson	8/5/24	Added additional usage options and incorporated applicable product enhancements through 8/7/24 scheduled release