The North Carolina

Behavioral Health Crisis Referral System

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What is BH-CRSys?

North Carolina Behavioral Health Crisis Referral System

- Secure web-based application to assist in timely and appropriate placement of individuals experiencing a behavioral health crisis
    - Search tool, a referral submission system AND a communication platform
        - User-informed design
        - Users of this system will be staff at facilities who routinely see and refer individuals (all ages) experiencing a behavioral health crisis (i.e. EDs) and the facilities that can accept these referrals for inpatient or facility-based care (i.e. psychiatric hospital)
        - Estimated that 250 – 300 facilities are eligible to participate at go live time

- Single point of access for:
    - Up-to-date detailed profiles for Behavioral Health Facilities
    - Crisis facility initiated criteria-based search to identify facilities accepting referrals for behavioral health inpatient and facility-based care
    - Transmission of referrals and communication to move crisis individuals into higher levels of care

- Developed and managed by DMH/DD/SAS
    - Funding appropriated by the NC Legislature
    - Dedicated program staff

- Voluntary* & No Cost to Users

> **BH-CRSys will be available statewide in December 2017**

*3-Way Contract Facilities are required to use BH-CRSys under terms of contract

Identified Needs of the System

- Addresses workflow processes that are time-consuming, redundant, inefficient and ineffective that contribute to delays in appropriate placement

- Provides a single location for placement searches, update availability and access up-to-date information for receiving facilities including populations served, services offered, exclusions and more

- Takes into account the multiple organizations, providers, policies and procedures involved

- Considers that there are multiple entry points as well as changes in discharge date/times that result in changes in availability by minutes not hours or days

- Recognizes that there are many factors at the individual and facility level that must be considered if individuals are going to be placed appropriately

- Improves communication of referral information and follow up

Web-based Application & Program

- BH-CRSys is a web-based application being built into an existing tool, Continuum, that has several other applications for NC Office of Emergency Medical Services

- System developer: EMS Performance Improvement Center, UNC-CH Department of Emergency Medicine

- Secure access system will be available to providers and staff at facilities that routinely encounter behavioral health patients in crisis (Referral Facilities) and facilities that can assess and treat these individuals (Receiving Facilities)

- Two DMH/DD/SAS Staff: Program Manager and Administrative Assistant
  - Overseeing development, implementation and ongoing activities
  - Training and onboarding of new facilities
  - Direct support to users once system goes live
  - Additional staff are supporting various aspects of the project when needed

Goals of the System

- To develop an efficient and effective web-based behavioral health crisis referral system that will:

    - Reduce the length of time behavioral health crisis patients wait to be placed in an appropriate treatment facility

    - Increase efficiency and timeliness of the psychiatric inpatient bed acceptance process for both referring and receiving facilities

    - Potentially reduce the distance a patient/family has to travel for inpatient treatment

    - Collect information that can help inform the system to meet the need of persons served

Key Components

- **Search Features:** Criteria-based search for facilities including demographics, acuity, commitment status and location

- **Referral Features:** In-system communication of key information needed to make a tentative decision on acceptance

- **Notification Features:** Facilities are notified when a referral has been made and when a response has been received

- **Facility Profiles:** An up-to-date detailed profile of each participating facility, including location, services, specialties, exclusions and availability status

System Users

| Primary Referral Facilities	Primary Receiving Facilities
• Emergency Departments • Mobile Crisis Providers • Behavioral Health Urgent Care Centers (Open 24/7)	• Community Hospital Psychiatric Inpatient Units* • Private Psychiatric Hospitals • State Psychiatric Hospitals • State Alcohol and Drug Abuse Treatment Centers • Facility Based Crisis Centers • Non-hospital Medical Detoxification Facilities *Voluntary participation for all facilities with exception facilities that have agreed to participate as condition of 3-Way Contract (NC DMH/DD/SAS, LME/MCO & Facility) Funding*

Estimated that 250-300 Facilities are eligible to participate in first year

Process Diagram

BH-CRSys Referral Process: Referral & Receiving. NC DHHS DMH/DD/SAS. September 7, 2017
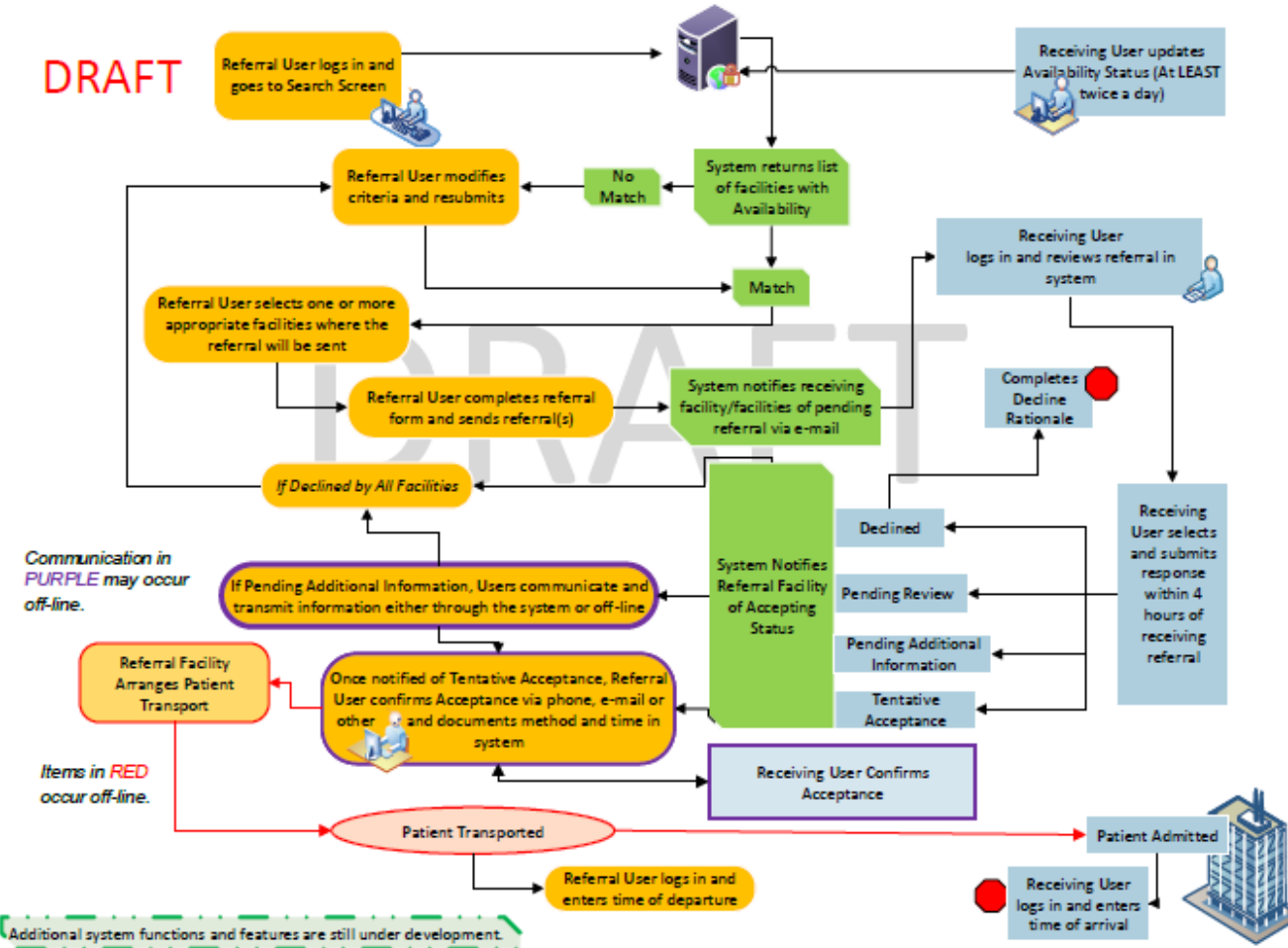
Referral Process: Steps

- An individual in the ED has been assessed and determined to need psychiatric inpatient placement

- The Case Manager logs into BH-CRSys and begins a new search
  - Enters information such as miles from facility, Age, Gender, Facility Type, IVC, and more

- BH-CRSys returns a list of facilities reporting availability and matching criteria entered above
  - "Immediate Availability" with more detailed information, will appear at the top of the list; Facilities will then initially appear in order of distance

- The Case Manager can look at more detailed profile information or, if familiar with the facilities, Initiate Referral
  - Select all facilities to send the referral
  - Enter referral information that helps the receiving facilities determine if the individual may be appropriate for their facility, be able to quickly examine information that could exclude the individual from acceptance
  - Submit referral; wait for responses

Receiving Facility Process when Referral Received

- E-mail received that a non-specific referral has been received

- Log in to BH-CRSys and review referral information
  - Examine information to determine if the individual seems like a good fit, if there are exclusions that could immediately rule out the individual or if further information is needed for review

- Respond to referral facility within 4 hours with INITIAL response
  - If further information is needed, follow up with referral facility through a chat/thread feature or attachment sent through BH-CRSys or via phone
  - If not accepted, after sending response complete reason for not accepting individual

Benefits of BH-CRSys

For Users

- User-Informed Design
- Reduction of time spent calling and sending records to receiving facilities
- Reduction in time spent by receiving facilities reviewing and gathering referring information
- Single access point for facility information
- In-system communication features with tracking and notification

At Every Level

- Individuals
- Professionals at Facilities
- Facility/Organization
- Communities
- Systems/Statewide
- Policy

Implementation

- Development is underway

- Testing has started

- Training in early December

- System will be live and available statewide in mid-December

Participation in BH-CRSys

Required for Participation

- Unit/Facility/organization must be in the Referral or Receiving Facilities Categories (or both)

- Completion of appropriate documents/information (packet)

- Training
  - Standardized training for a new system that crosses multiple fields and services
  - On-site, remote, and web-based options

Contact Program Staff

- Further information
  - Request additional materials, diagrams, etc.
  - Schedule call/conference call for presentation or discussion with all appropriate representatives from your facility
- Request packet with all documents needed for participation
- Get on the list for scheduled training

Contact

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