

# Patient Bed Matching

## Web-based Tool to Match Patients with Mental Health Treatment and Services

### Background

Throughout emergency departments (EDs) in Tennessee, there are patients that are in the midst of a mental health/substance abuse crisis and they are waiting days if not longer for appropriate definitive care. Lack of timely admissions to appropriate care facilities can lead to:

- Poor outcomes for behavior health patients
- Decreased capacity to care for other patients needing emergent care
- Increased safety concerns for staff and patients

### The Solution

Through the expansion of the State's Healthcare Resource Tracking System (HRTS), a Patient Bed Matching (PBM) application is now available to assist admission staff, crisis response personnel, social workers, and case managers in finding appropriate care for patients needing definitive mental health care. By creating this web based bed registry, mental health facilities report open beds and the type of patients they can admit, speeding the process for proper placement of the patient.

### Benefits

- Web-based and mobile access enables Crisis Stabilization Units (CSUs), Acute Care, and Psychiatric hospitals to search for psychiatric bed availability at all behavioral health facilities statewide, 24/7.
- Tool for crisis staff, admissions, ED staff, and others to identify available inpatient treatment resources at various hospitals, saving time by eliminating the need for continuous faxing and phone calls.
- Preserves precious Emergency Department availability.

### Implementation Strategy

- Facility profiles will be checked before training to include the following information:
  - Facility demographics and shift phone numbers/direct contact lines
  - Bed types and counts; available and total capacity levels
  - Services and designations, users and roles
- This information is input into HRTS; training is then provided to demonstrate how to update bed counts and other associated fields depending on user role
- Each Health Care Coalition region will assist facilities in choosing HRTS/PBM Champion(s)
  - Perform Train-the-Trainer workshops for the facilities in their respective regions
  - Provide support and assistance for questions
  - Training and Go Live to happen at one time across the state

### Build Patient Profile > Search > Find Interested > Place > Transport > Arrive:

