



Division of Public and Behavioral Health Technical Bulletin

Date: August 29, 2019

Topic: Statewide Implementation of OpenBeds

Contact: Elyse Monroy, Office of Public Health Informatics and Epidemiology,
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To: Hospitals and All Providers of Health Care in the State of Nevada

In Nevada, there have been ongoing challenges in identifying and accessing healthcare and social services in the community. This has caused delays for patients being referred into behavioral health (mental health, including civil commitment/L2K and substance use treatment) or other healthcare services, challenges for patients and family members to identify community services and refer themselves or their family member into care, and an inability to understand true gaps in services and why delays in care are being encountered. Not only does this impact patient outcomes and decreases the quality of life but also it increases healthcare costs.

In order to address these barriers to ensure Nevadans receive the most appropriate and timely level of care, the Nevada Division of Public and Behavioral Health (DPBH) has purchased through federal grant funds, the OpenBeds Platform for use statewide through 2022 with ongoing sustainability plans being developed after that point.

OpenBeds is cloud-based platform that provides real-time behavioral health services availability, connection to social support services, evidence-based assessment tools, and therapy offerings. This improves process efficiency through digital referrals and two-way provider communication, integrated notifications, and data aggregation and analytics.

The platform is highly configurable, allowing OpenBeds users to adapt the platform to a facility existing protocols. It is exceedingly scalable, permitting the rapid inclusion of additional referral, treatment, and support services. The platform and service are fully compliant with the federal Health Insurance Portability and Accountability Act (HIPAA) and 42 CFR Part 2 requirements regarding security and confidentiality.

In order to ensure a transparent and successful implementation in Nevada, the proposed timeline and activities are as follows:

- DPBH and OpenBeds will send an executive letter of invitation to hospitals, treatment facilities, and other referral agencies by **September 6, 2019**. This executive letter will describe the network and outline next steps, which includes a web demonstration of the system. This correspondence will include a No-fee Subscription Agreement (NSA) for the OpenBeds Platform.
- OpenBeds and DPBH will provide technical assistance through the onboarding process. OpenBeds and DPBH will work with each facility to review business processes, understand workflow and ensure the appropriate staff are trained.
- In order to develop a robust network of referral agencies, DPBH has opted for a regional implementation.



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- NSAs signed by October 30, 2019; implementation by November 30, 2019: Treatment Facilities in Washoe County and Carson City, and Inpatient Psych Facilities statewide.
 - NSAs signed by February 1, 2020; implementation by March 1, 2020: Treatment Facilities in Churchill County, Douglas County, Elko County, Esmeralda County, Eureka County, Humboldt County, Lander County, Lincoln County, Lyon County, Mineral County, Nye County, Pershing County, Storey County, and White Pine County.
 - NSAs signed by May 1, 2020; implementation by July 1, 2020: Treatment Facilities in Clark County

Acute care facilities can enroll at any time.

The executive invitation letters will include an invitation to participate in a webinar demo of the system. If you have questions about the system or the network prior to participating in that demo, please email Elyse Monroy at: emonroy@health.nv.gov.

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