

Oregon Behavioral Health Coordination Center (OBCC) Overview: What It Is and How It Works



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Operations Manager

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Medical Director

Introductions OBCC Team



Daily Oversight & Operations

- ▶ Aaron Kerr - OBCC Operations Manager
- ▶ Mackie Johnson - Administrative Coordinator
- ▶ Kristen Ritter - Patient Transfer Coordinator
- ▶ Becca Hulme - Patient Transfer Coordinator
- ▶ Peter Irving- Patient Transfer Coordinator

Strategic Leadership & Oversight

- ▶ Stephanie Gilliam, RN - Nursing Director, OHSU Mission Control
- ▶ Dr. Matthias Merkel, MD, Ph.D - Sr. Associate CMO, OHSU
- ▶ Dr. Andrea Hughes, DNP, PMHNP, FNP - OBCC Medical Director

Glossary

OBCC

Oregon Behavioral Health Coordination Center

OBCS

Oregon Behavioral Health Capacity System

- ▶ The dashboard where the data is displayed; “Tile”

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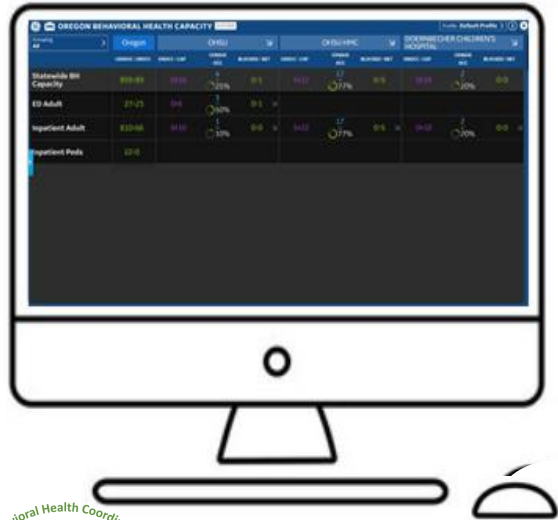
General Electric Healthcare

- ▶ Makers of the Command Center Tiles

What is OBCC?

1

Oregon BH Capacity System



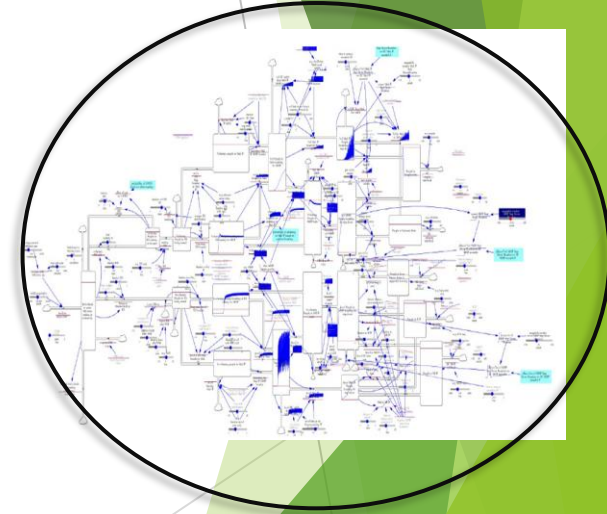
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Staffed Coordination Center

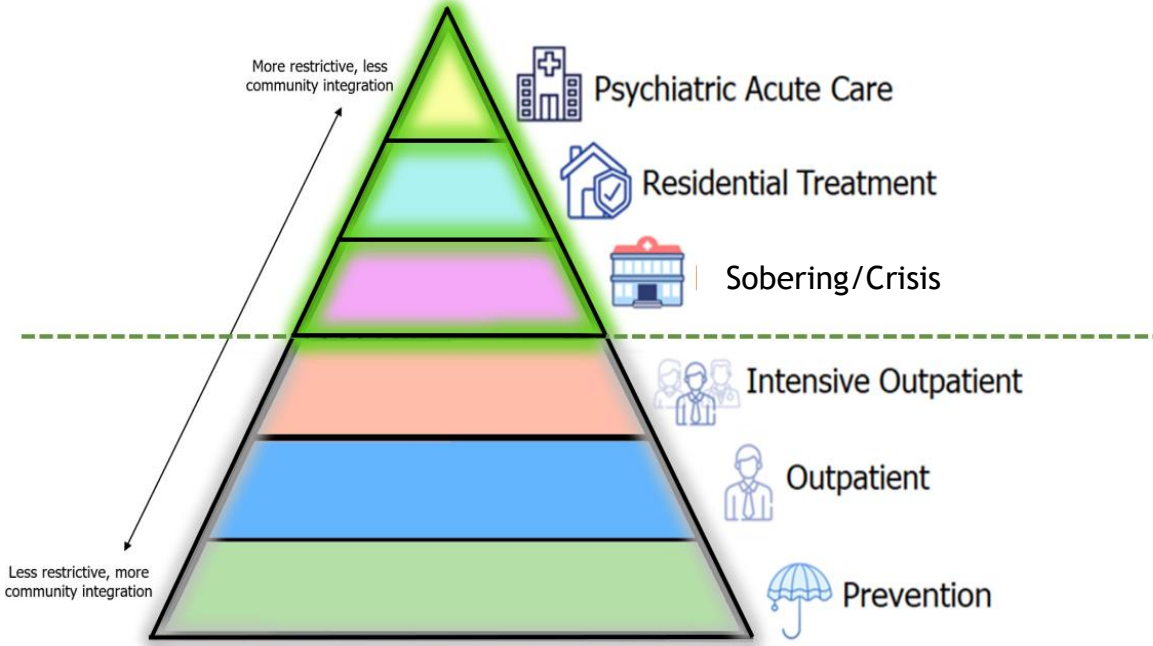


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Simulation Modeling



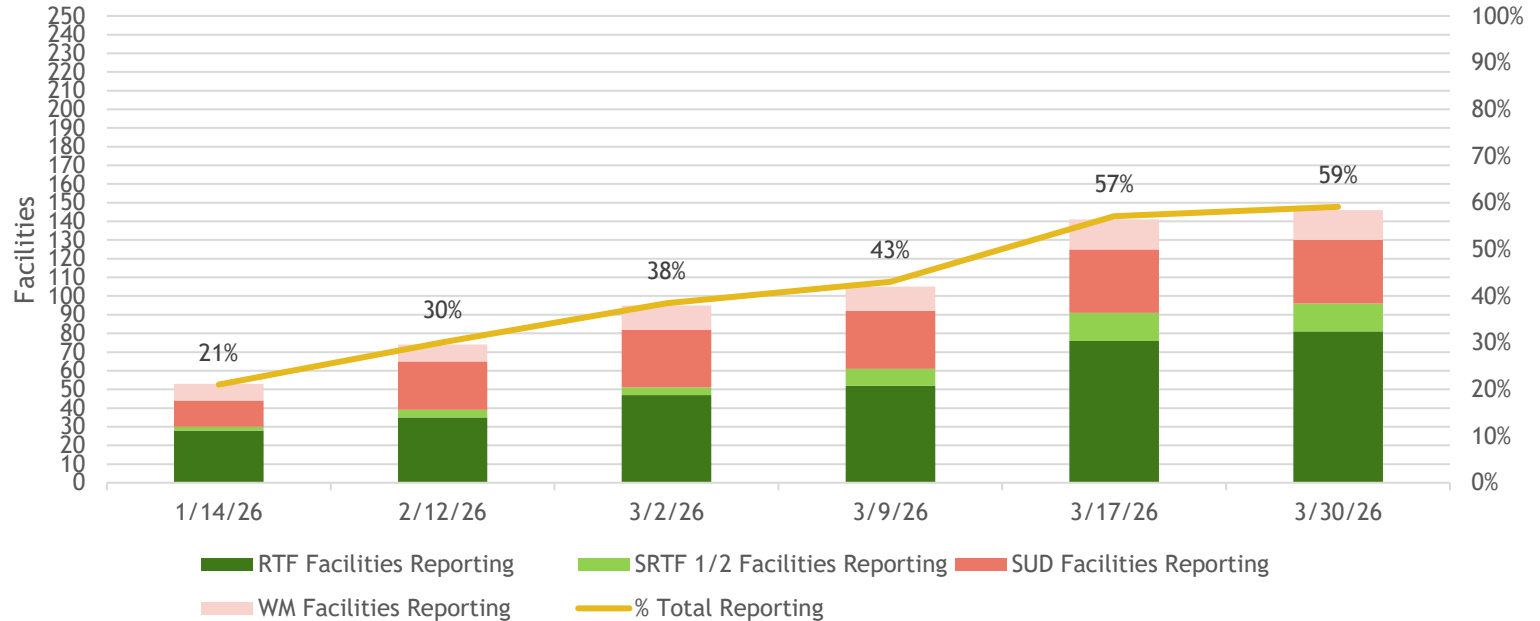
Scope



Oregon Behavioral Health Capacity System

- ▶ Participating facilities report census via automation through their EHR or manually input capacity data
- ▶ Waitlist status:
 - Open/Closed
 - Gender
 - Shared/Private room
- ▶ Exploring
 - ▶ Referral pathways
 - ▶ Insurance accepted
- ▶ Hospitals, residential facilities, and referral coordinators can view this data

Adult Facilities Reporting to the OBCS by Type



Total System Res & WM Beds

3605

Total Beds on Tiles Today

2606

Child & Adolescent Facilities

- ▶ Currently child and adolescent reporting is collected in RCM.
- ▶ Data to be displayed on OBCS once data sharing agreement in place.
- ▶ OBCC can assist with pediatric and young adult placement!

Total Pediatric Facilities: 18

Young Adult in Transition: 8

Previously on the OBCS

- Trillium
- Albertina Kerr
- Unity

Currently on OBCS

- Kairos NW
- Prineville Youth Residential
- Lifeworks NW
- Providence CAPU

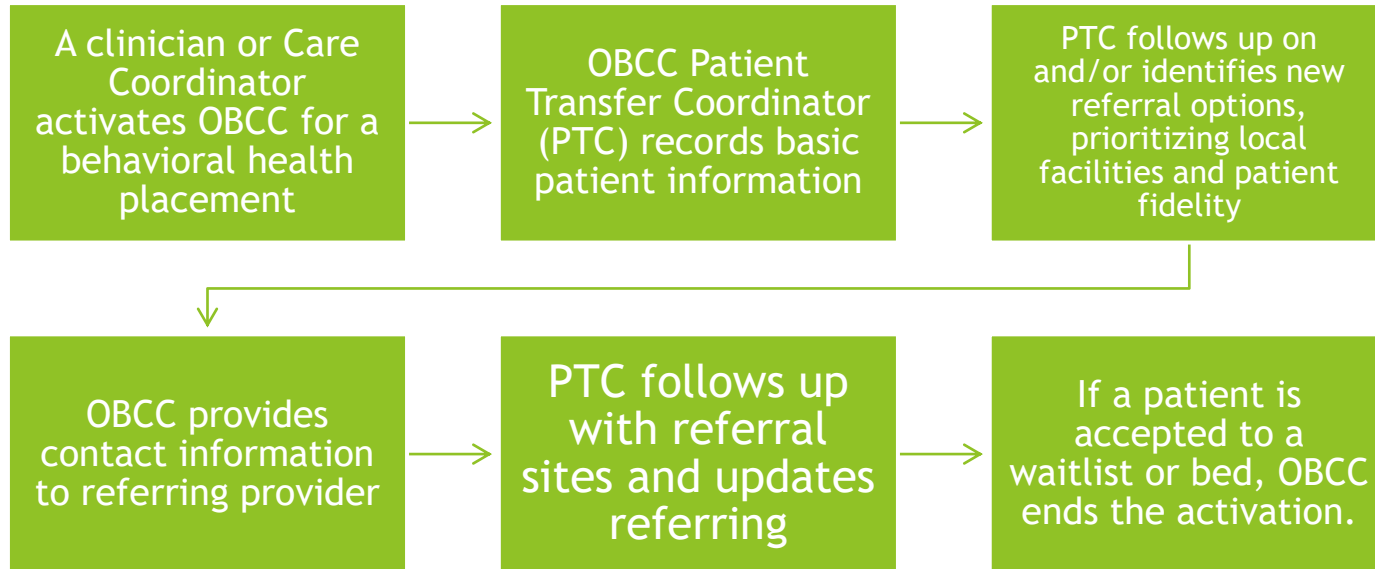
BEHAVIORAL HEALTH CAPACITY SYSTEM

Region County State

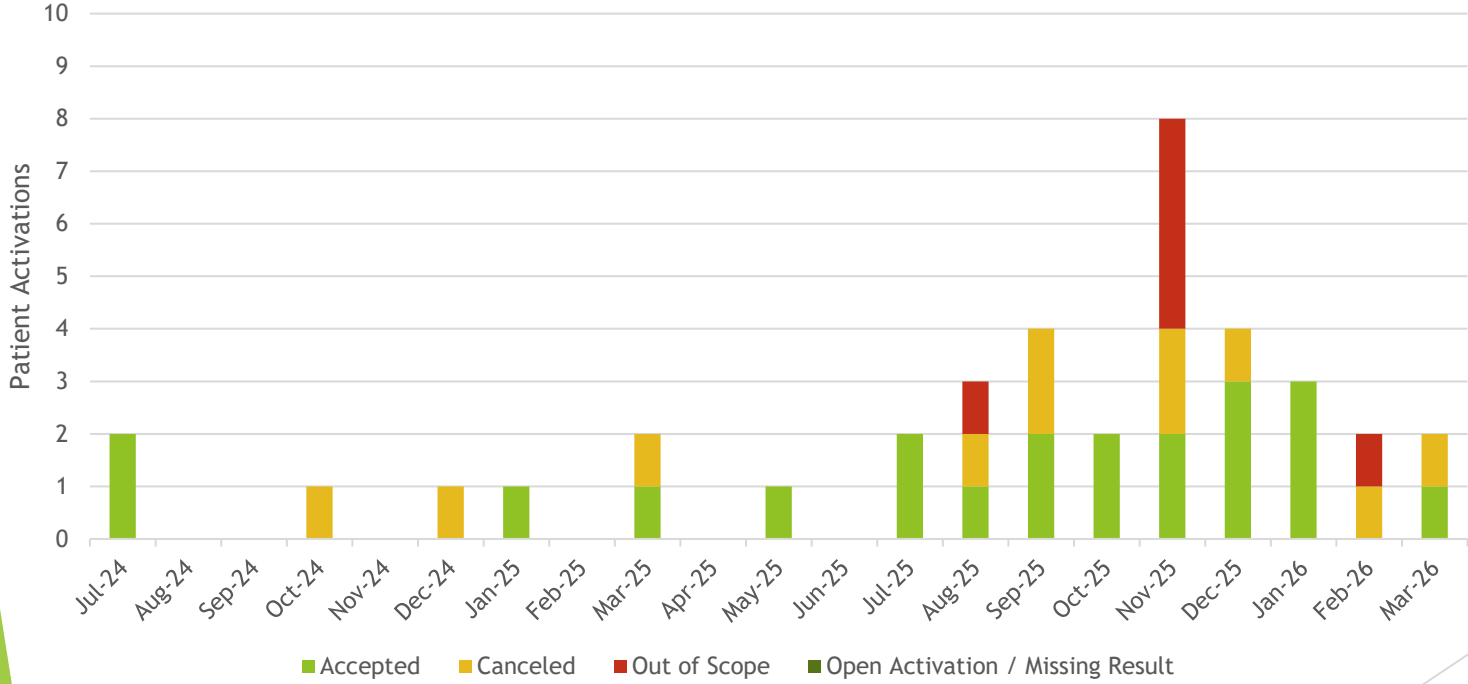
OBCS Tour

Facility Name	Capacity	Net Beds	FLAGS	ALL BEDS	ADULT TOTAL	TOTAL	ACUTE	SUB-ACUTE
				2118 81%	2086 82%	804 89%		
			16	100%	16	100%	-	
			15	100%	15	100%	-	
			15	94%	15	94%	-	
			14	100%	14	100%	-	
			14	93%	14	93%	-	
			13	100%	13	100%	-	
			12	100%	12	100%	-	
			10	100%	10	100%	-	
...RE HOMEME, INC.			10	100%	10	100%	-	
...RE HOME, INC.			10	100%	10	100%	-	

Coordination Center



Oregon Behavioral Health Coordination Center - Patient Activations





Oregon Behavioral Health Coordination Center

844-440-OBCC (6222)

AVAILABLE Monday-Friday | 7:30am-7:30pm

WHO WE ARE

The Oregon Behavioral Health Coordination Center (OBCC) is a state-funded program with a mission to improve access to behavioral health and substance use disorder beds in Oregon. We are led and operated by Oregon Health & Science University and function as a resource to behavioral health collaborators across the state.

OUR GOALS

- Accurately track and report behavioral health and substance use disorder bed census across Oregon in real-time.
- Facilitate transfers to treatment facilities by identifying resources in a timely manner.
- Improve equitable access to care.
- Reduce work for Oregon behavioral health practitioners.

HOW TO ACTIVATE



Call OBCC to begin an activation for a patient or client of any age.



Provide us with basic demographics and referral information.



Patient Transfer Coordinators will locate facilities by prioritizing appropriate level of care, relative distance to the client's home county, and fidelity of service.



Once a bed is found, we will connect the two facilities and close the activation.



State-wide bed visibility



Staffed coordination center



Data informed decision making

ALL BEDS	
Capacity	Net Beds
417	75%
121	66%
109	62%
27	75%
11	52%
11	63%



Oregon Behavioral Health Coordination Center

(844) 440-6222

FAQs

How do I contact OBCC?

The Oregon Behavioral Health Coordination Center (OBCC) can be reached Monday through Friday from 7:30am to 7:30pm by phone at 1-844-440-6222. If calling outside normal business hours, please leave a voicemail and we will return your call at our earliest opportunity.

What does OBCC do?

OBCC is a state funded project, guided by Oregon Health & Science University (OHSU), in a collaborative approach with other health systems and community partners. The Coordination Center will efficiently and ethically:

- Help facilitate placement of adult & pediatric individuals within Oregon in need of acute or residential behavioral health or substance use disorder services.
- Provide real-time data to improve transparency, efficiency, and placement coordination efforts.

Which facilities are eligible to use OBCC?

Oregon medical providers, emergency departments, hospital units, and behavioral health or substance use disorder facilities can voluntarily choose to activate OBCC in the event they are experiencing hardship in transferring a patient.

What types of transfers will OBCC coordinate?

OBCC will assist in connecting facilities to support referrals for patients requiring placement within an inpatient or residential behavioral health or substance use disorder facility. Our team will help identify potential locations for transfer and support the referral process.

Does OBCC assist with transport after the patient is accepted?

OBCC is unable to assist with coordinating patient transport between facilities. Transportation will continue to be coordinated by the referring and/or admitting care locations.

Who determines where a patient goes?

The patient's treatment team will make recommendations regarding the appropriate placement. Accepting facilities will make final determinations based on program availability and appropriateness. OBCC will help identify placement options according to available services and geographic location.

What about the patient's insurance?

OBCC will rely on the referring care team to provide the patient insurance information as well as any prior authorization requirements. This will help target treatment location options for each patient.



Simulation Modeling

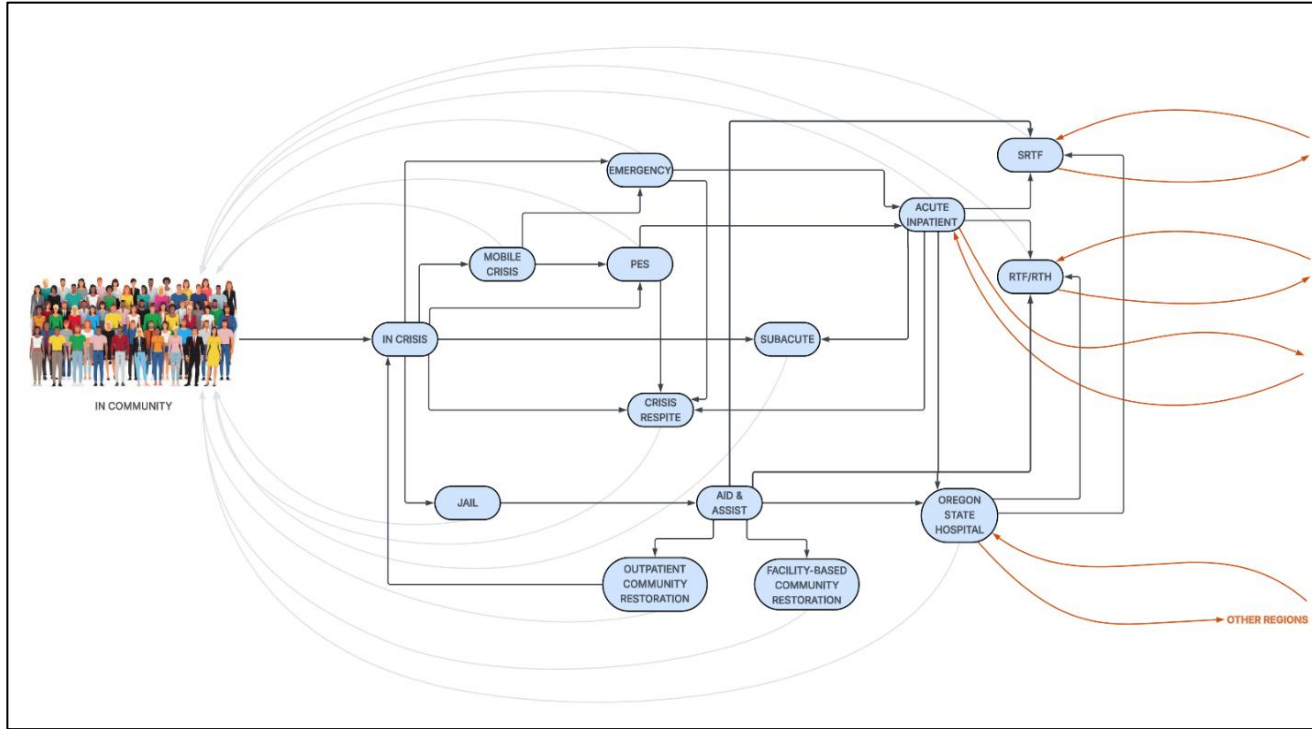


Figure 2: Simplified representation of region 1 (including OSH).

Simulation Scenario

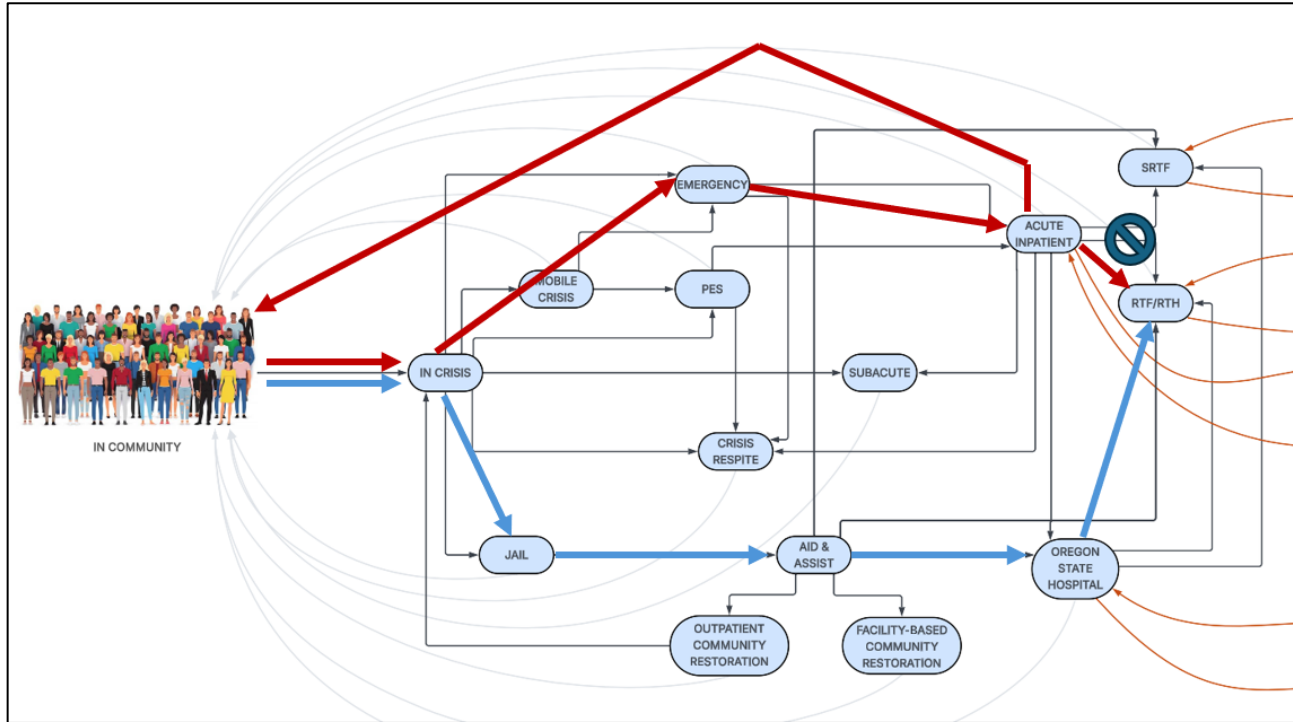


Figure 3: Example of one person's possible trajectories through health and justice facilities.

Discussion

- ▶ How might you see your staff using OBCC?
 - ▶ OBCS?
- ▶ Would assisting with follow up calls save your staff time or create a new degree of separation?
- ▶ How would you or your staff prefer to interact with the data: via the Coordination Center? A Teams channel? Phone activations?
- ▶ What other data would you or your staff be interested in seeing in real-time to support operations?



Thank You

OBCC@ohsu.edu



Q & A