

"Creating a single site for everyone to see available long term and crisis beds would be a big help in managing resources."

–Yara Sutton, Project Director

NASMHPD

TTI 2021 STATE BED REGISTRY PROFILE:

HAWAII

Current Approach and Need for Change

Hawaii's Adult Mental Health Division (AMHD) manages 1000 long term, transitional, and crisis care beds and supported living arrangements provided by more than 30 agencies across the islands. Because all referrals for housing and services move through and are approved by AMHD, an accurate daily census is critical to ensuring that consumers live in the least restrictive environments conducive to their care. AMHD has had to rely upon daily updates emailed and faxed from providers to monitor utilization and approve placements. This outmoded process plays out every morning requiring hours of staff time to gather, assemble, and organize the updates to track usage and availability.

AMHD used TTI funds to procure a contract to explore pathways to implement a web accessible database of beds and recommend a feasible approach. As recommendations were completed, the **CDC Foundation**, assigned to support AMHD during the COVID-19 pandemic, began to assist AMHD in designing a web-based registry dashboard that can automatically organize data and provide daily reports on bed utilization. In the short term, the platform will support a web-based application that will permit housing providers to manually update bed availability, generate reports and support electronic referrals. The dashboard is integrated in AMHD's new Electronic Medical Record (EMR) system, also in development that will include consumers who reside in AMHD-managed housing programs. In the long term, it is expected that the EMR platform will be able to generate a separate daily report on bed availability based on clients' admissions and discharges from housing programs. The system will differentiate beds and facilities by location, eligibility (age, insurance, gender), and acuity level (type of housing). Figure 1. Illustrates a transitional housing program funded by AMHD.

The bed registry is anticipated to launch in early 2023.

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Planning Partners

Partners have included AMHD program staff, information technology staff, utilization management staff, mobile crisis teams, stabilization units, and case managers, the CDC Foundation, and provider agencies.

Type of Bed Registry

The bed registry is a search engine. Referrals are made separately through a sharepoint site.

Crisis System Beds To Be Included in the Registry

The registry will include crisis stabilization units (>24 hours) and five level of community housing settings:

1. Acute beds are in secure facilities for up to 90 days.
2. Therapeutic living provides a step down from the acute level with staff on duty 24/7.
3. Semi-supervised settings have staff on duty 8–16 hours per week.
4. Semi-independent settings have staff checking in up to 8 hours per week.
5. Supported housing residents live on their own and receive support as needed.

Registry Development Vendor

Netsmart is the platform for the new EMR and will support the bed registry.

Access to the Registry

The system will be accessible only to AMHD staff and housing providers.

Refresh Rate and Entry Process

Housing providers will manually update residential settings once per day at 8 a.m. Crisis stabilization settings will update mornings and evenings. In the long term, integration with electronic health records will support real-time automatic updates on bed availability.

Meaningful Metrics

AMHD intends to develop metrics to collect and analyze data on:

- Vacancy rates,
- patient transfer time into and between facilities, and
- patient health outcomes/disposition

FIGURE 1: A TRANSITIONAL HOUSING PROGRAM FUNDED BY AMHD



Impact of the Covid-19 Pandemic on the Bed Registry

The pandemic caused housing providers to initiate quarantining procedures for new residents and or to quarantine entire group residences because of exposure. In addition, AMHD rented some 300 hotel rooms to create space to quarantine individuals between moves. Other departments of Hawaii's state government also used these hotel rooms to quarantine individuals. The CDC Foundation became involved during the pandemic to assist AMHD to design and develop a data dashboard to manage housing programs and hotel use for quarantine.

System Oversight

The AMHD Services Coordinator oversees the Dashboard.

For more information on this project, contact Yara Sutton at yara.sutton@doh.hawaii.gov.