BACKGROUND

MHA developed the Minnesota Mental Health Access website in 2007 through a grant offered by DHS, with the following goals:

- Create a statewide internet-based website for improving access to regional mental health services and psychiatric inpatient hospital bed availability.
- Maintain and improve utilization of the website.
- Expand participation in and access to the website throughout the state.
- Perform ongoing maintenance and website improvement.

Since 2007, the site has expanded to include not only acute care hospital beds, but also intensive residential treatment services (IRTS) and residential crisis stabilization services (crisis beds).

FREQUENTLY ASKED QUESTIONS

Q. *What's the purpose of the website?*
A. The site makes it more efficient for mental health care personnel to locate potential openings in mental health services for the purpose of referring patients for care. With easier access to information, personnel will save time searching for openings.

There is no government tracking or data-gathering function for the site.

Q. *Who will use the website?*
A. The site is designed for - but not limited to - use by hospital emergency department personnel, hospital or clinic staff, county caseworkers, crisis social workers, crisis response teams, therapists for mental behavioral health, tribal agencies, and other mental health care providers in Minnesota.

Q. *Is the site open to the public?*
A. This site is not open to the public. Users should not share login information with patients or outside groups. Sharing login information could result in termination of a provider's access.

Patients and families searching for real-time availability for outpatient mental health and substance use disorder resources within Minnesota are encouraged to use Fast-Tracker at www.fast-trackermn.org.

Q. *Who made this website?*
A. Based on input from an advisory group of mental health professionals and with a grant from the Minnesota Department of Human Services (DHS), the Minnesota Hospital Association (MHA) created this website. The day-to-day management of the site is also provided by MHA.

Q. *If I locate an opening on the site, does that mean I'm guaranteed that opening for my patient?*

A. No. The site only helps speed up the search for possible openings. All the standard steps to secure admission are required. It is essential that you first review the referral information provided and contact the facility to arrange for patient transfer and admission and to be sure that the patient is appropriate for admission in the facility.

Q. *What is the difference between total capacity and available capacity?*
A. Total capacity should be reported as the total number of licensed beds or the number of licensed to serve. Available capacity should be reported as the number of current openings to fill or available for referral.

Q. *What mental health services are searchable on the site?*
A. Currently the following mental health services are searchable:

- Acute care/ short-term hospital inpatient treatment
- Residential crisis stabilization services (crisis beds)
- Day treatment
- Detox
- Intensive Residential Treatment Services (IRTS)
- Partial hospitalization

The mental health services listed on the site are defined by DHS:
https://mn.gov/dhs/people-we-serve/adults/health-care/mental-health/programs-services/

Q. *Where does the data come from?*
A. The mental health service providers who are participating on the website update their current bed/service availability with the goal of updating at a minimum of every 24 hours or at the beginning of each shift. Within the site, users can see how recently the facility's information was updated. Each facility will continue to manage their facility openings and admissions and all the facilities' admission and transfer policies will continue to apply.

Q. *Is this system available to providers outside of Minnesota?*
A. At this time, it is only accessible to Minnesota facilities. The advisory group is considering including facilities in bordering states.

Q. *How do I provide feedback on the site?*
A. Click "Contact us" on the website footer to share ideas or concerns.

Q. *What do I do in the case of technical troubles?*
A. If you are having problems accessing the website, check with your IT department. If you are having trouble logging onto the site, contact Patrick Merrigan, senior web applications developer, MHA at (651) 603-3525, or pmerrigan@mnhospitals.org.