Empowering Person-Centered Behavioral Healthcare Beyond Video Conferencing and EHRs

Cloud 9 Software and Consulting

Key Features:

1. Data Sharing
2. Communications
3. Workflows
   - Crisis Intervention
   - Ongoing Prevention

Cloud 9 Data Sharing & Analytics

Integrated Care Coordination
Tracking, Managing and Serving Patients with Behavioral Health Needs

MOBILE APPLICATION

PATIENTS & COLLABORATIVE CARE TEAMS
SHARE DATA & COMMUNICATE

CFR 42 | HIPAA COMPLIANT | CJIS

SECURE DATABASE GATHERS, SHARES & INTEGRATES PATIENTS & CARE TEAM INFORMATION

COMMUNITY DATA SHARING
(SYSTEMS INTEGRATIONS)

- Healthcare Records
- Health Info Exchanges
- EMS / Law Enforcement
- Social Services

DATA ANALYTICS DASHBOARD
MAKING INFORMED DECISIONS
MANAGING & MEASURING SUCCESS

Cloud 9

Connects Patients / Familiar Faces to Collaborative Care Teams

TELEHEALTH DATA & COMMUNICATIONS FLOW FREELY & SECURELY

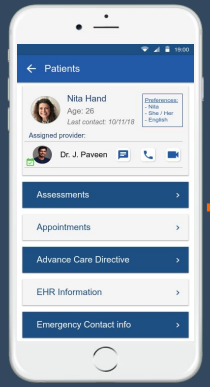
Deliver Wrap-Around Services

Timely Interventions

Care Coordination

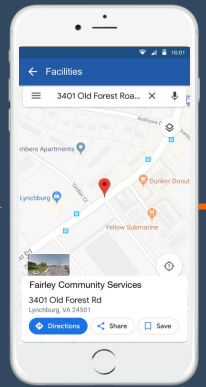
Cloud 9 Proprietary Workflows that Work Together

INTERVENTION
Emergency Crisis Treatment



Data

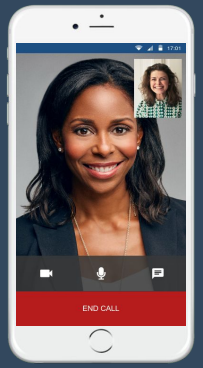
Talk



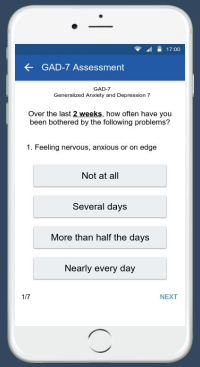
Treat

PREVENTION
Ongoing Behavioral Health Treatment

Track



Talk



Test

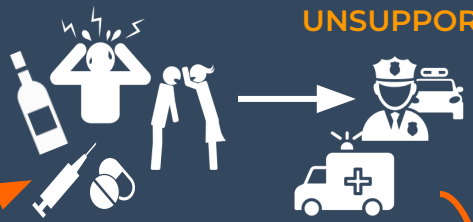
Closed loop system, building longitudinal data to keep patients in treatment and out of crisis

Cloud 911 Intervention

The Problem

PATIENTS IN CRISIS

RESPONDERS ARRIVE UNSUPPORTED



BREAK
THE FAILED CYCLE

JAIL

EMERGENCY DEPARTMENT

Our Solution

REMOTE CARE TEAMS RESOLVE CRISIS AT THE SCENE, PRESCRIBE MEDS OR ROUTE TO:

SOCIAL SERVICES

FAMILY / FRIENDS

MOBILE CRISIS TEAMS

DIVERSION / RECOVERY CENTER

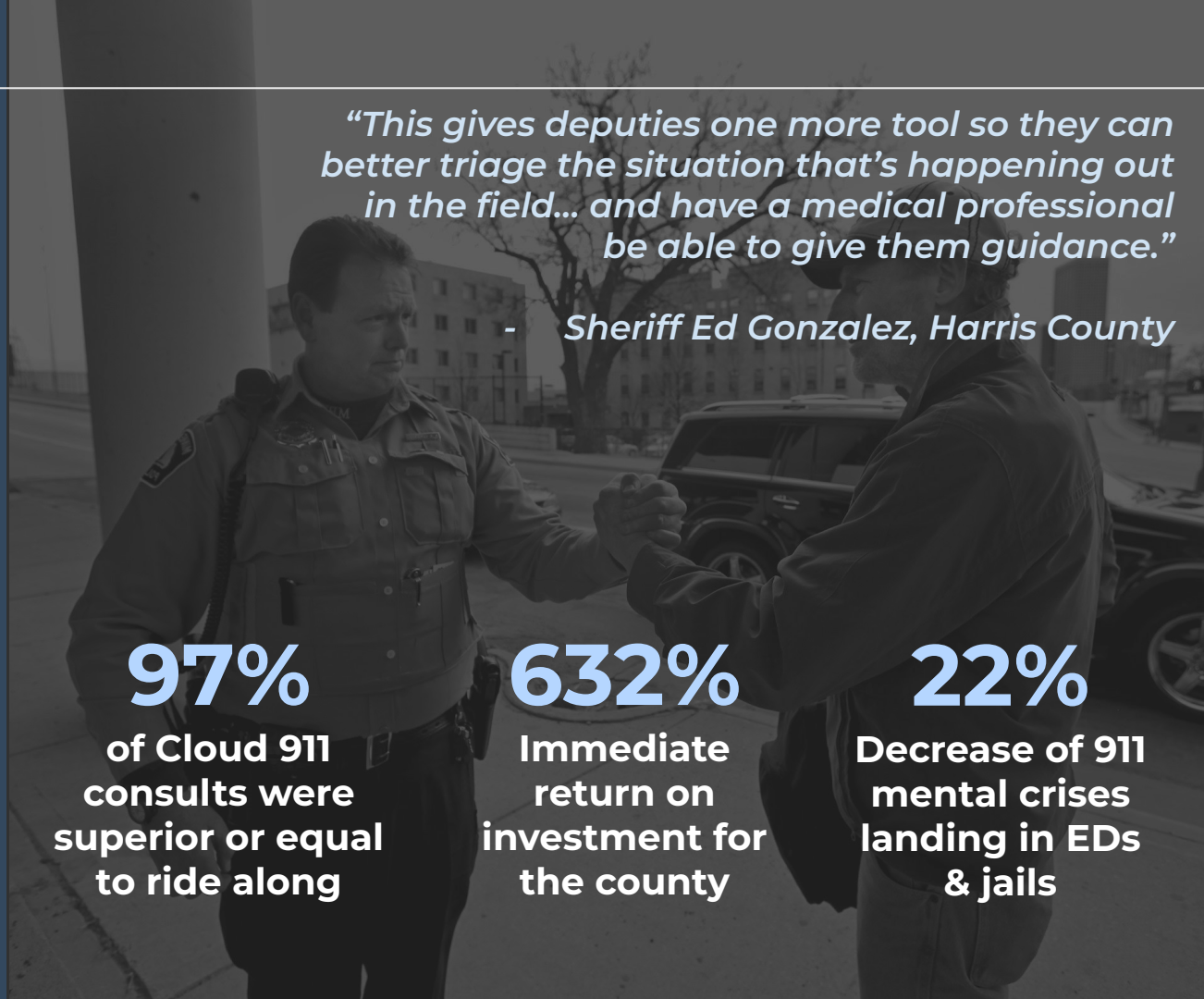
HOSPITALS

+ UTHealth

Case Study

HOUSTON TELEHEALTH CRISIS INTERVENTION

Harris County CIT officers used Cloud 911 mobile app for remote care vs. ride along clinicians



"This gives deputies one more tool so they can better triage the situation that's happening out in the field... and have a medical professional be able to give them guidance."

- Sheriff Ed Gonzalez, Harris County

97%
of Cloud 911 consults were superior or equal to ride along

632%
Immediate return on investment for the county

22%
Decrease of 911 mental crises landing in EDs & jails

Cloud 9 - Prevention

The Problem

PATIENTS NEED ONGOING CARE

BARRIERS TO CARE:

- *TIME*
- *TRANSPORTATION*
- *STIGMA*
- *PROVIDER STAFFING SHORTAGES*

Our Solution

REMOVES BARRIERS, INCREASES EFFICIENCY & CREATES ACTIONABLE ENGAGEMENT

TELEMENTAL HEALTH, PEERS, SUBSTANCE USE SPECIALISTS

TELEMEDICINE

SOCIAL SERVICES

PREVENT CRISES IMPROVE OUTCOMES & QUALITY OF LIFE

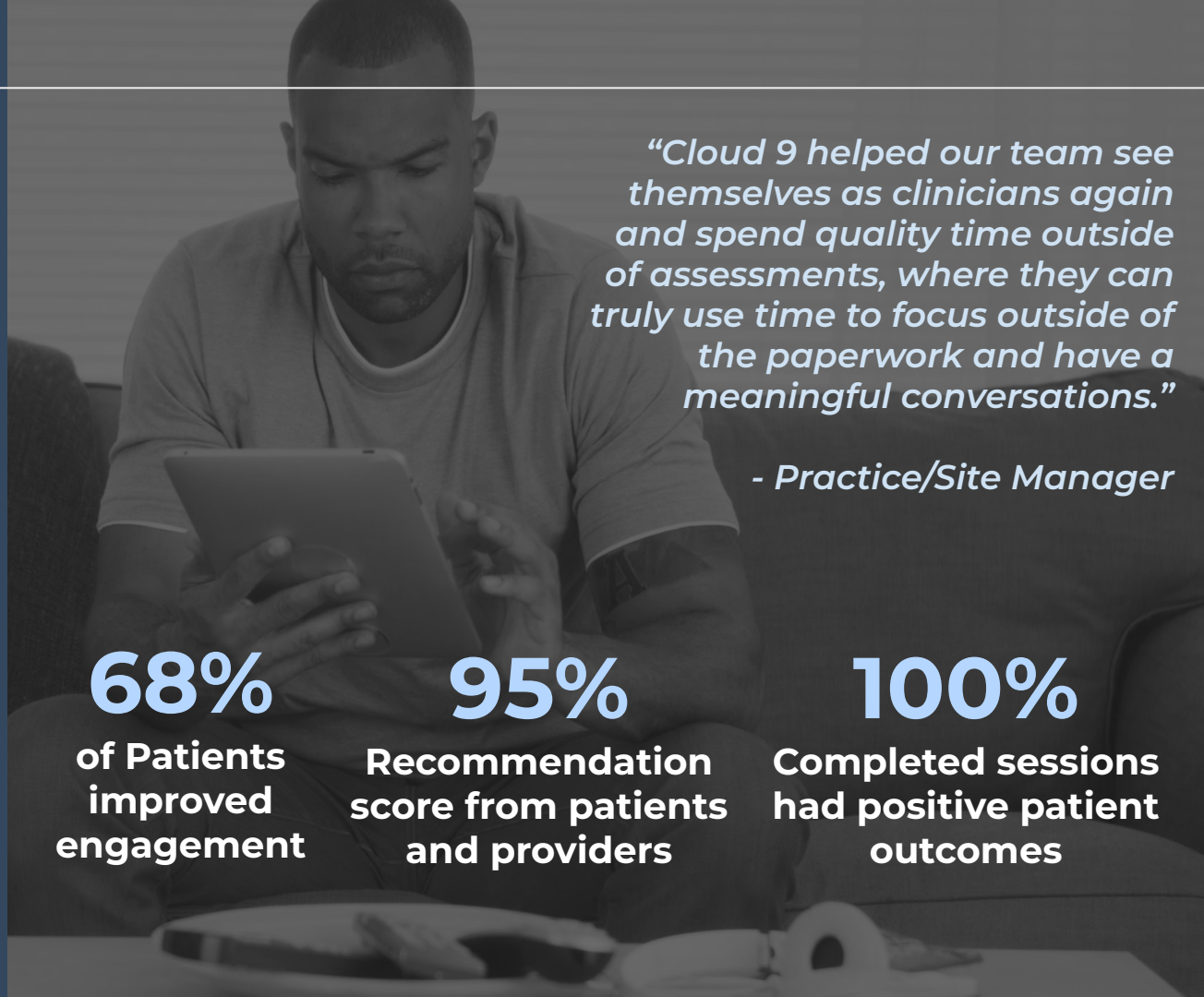
+ verizon

Case Study:

AUSTIN "HEALTH PHONE" PATIENT ENGAGEMENT

Community Mental Health Providers used Cloud 9 for low income patients with serious mental illness.

Cloud 9 app provided with a smartphone, data plan & other digital therapeutics



"Cloud 9 helped our team see themselves as clinicians again and spend quality time outside of assessments, where they can truly use time to focus outside of the paperwork and have a meaningful conversations."

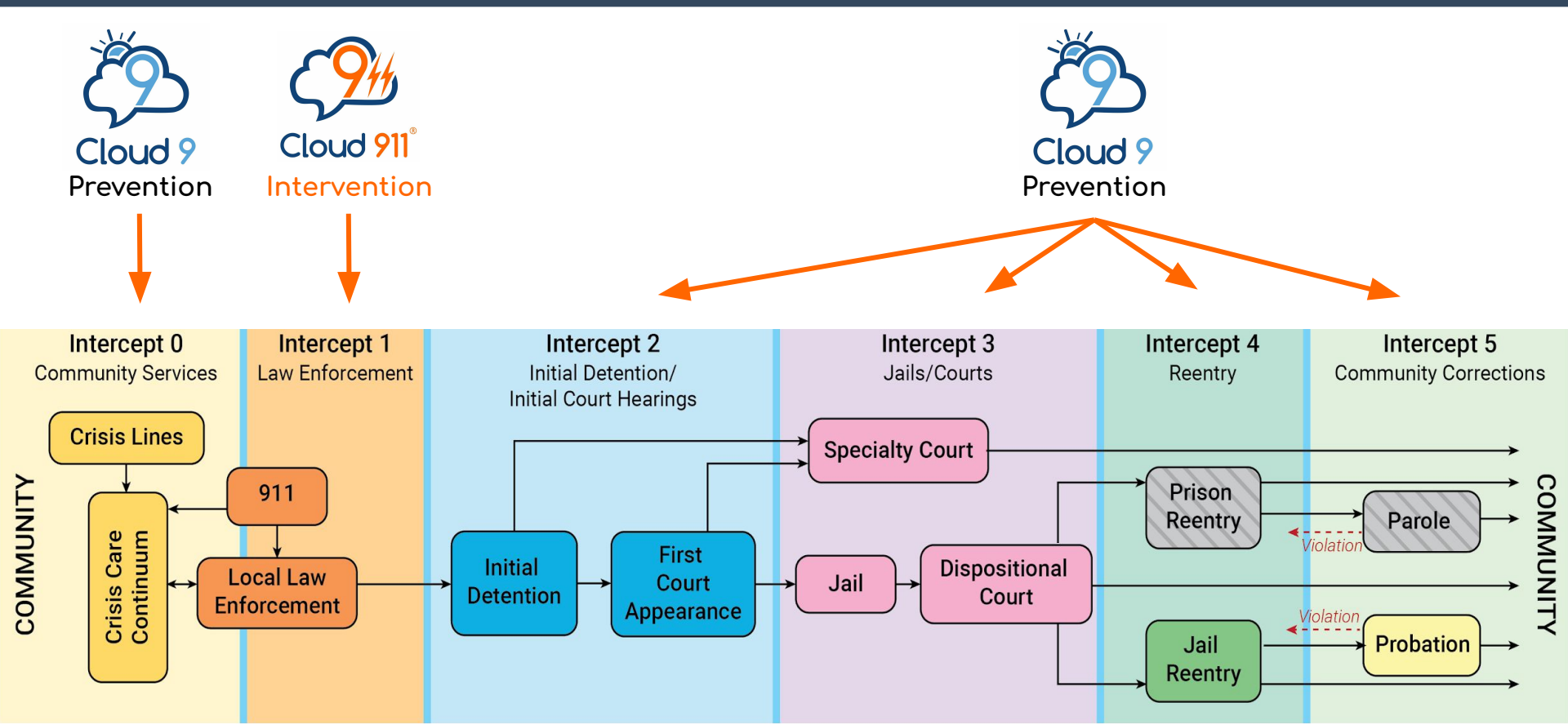
- Practice/Site Manager

68%
of Patients improved engagement

95%
Recommendation score from patients and providers

100%
Completed sessions had positive patient outcomes

Cloud 9 + 911 Roles in the Sequential Intercept Model



Data-Driven Benefits

Analytics customized
for your community's needs

PATIENTS

Increase Access, ED & Jail Diversions, Referrals, Improve Outcomes

MENTAL HEALTH TEAMS

Increase Efficiency, Improve Efficacy, Improve Patient Outcomes

MEDICAL & ADDICTION

Increase Efficiency, Improve Efficacy, Improve Patient Outcomes

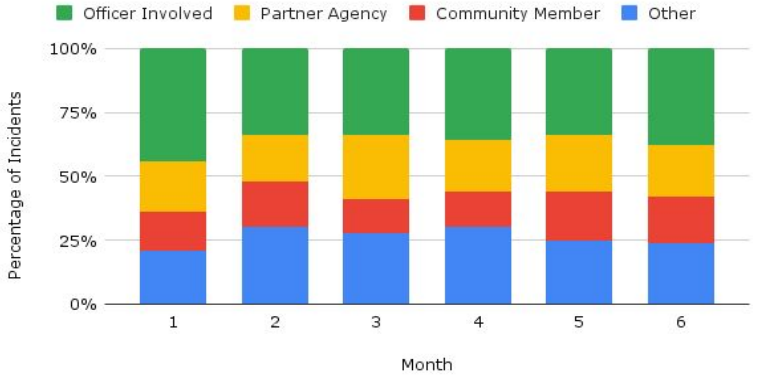
FIRST RESPONDERS

Faster Crisis Resolution, Officers Relieved from Scene, Clinical Support

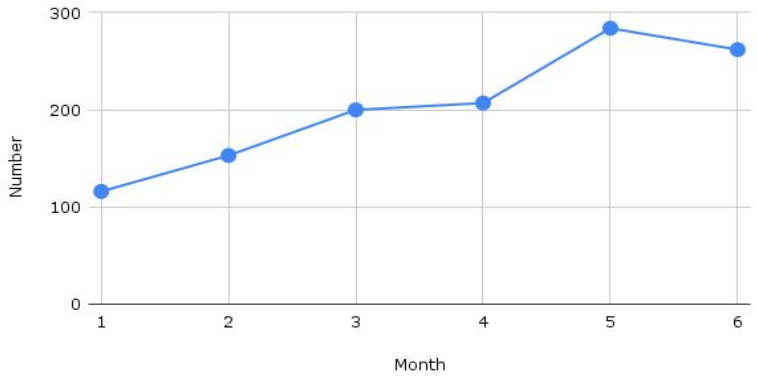
COUNTY

Program Visibility, Improve Population Health, Decrease High-Utilizer Costs

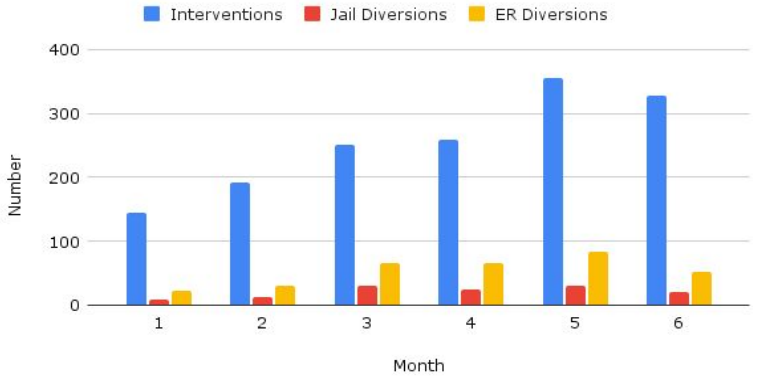
Referral Type



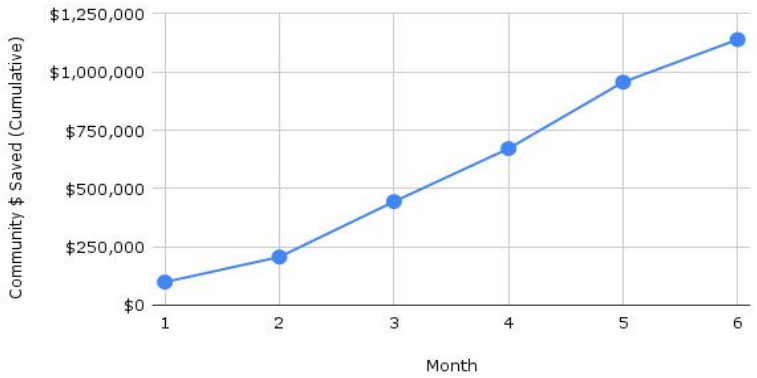
First Responders Relieved from Scene



Interventions, Jail and ER Diversions



Community $ Saved



"I helped verbally de-escalate the patient and adjust her medication to reduce suffering on the spot, and prevented a dehumanizing, unnecessary stay in the ED."

- **Dr. Flavio Casoy, Psychiatrist**

"This gives deputies one more tool so they can better triage the situation that's happening out in the field and have a medical professional be able to give them guidance."

- **Sheriff Ed Gonzalez, Harris County**

"This program has a lot of potential. It can help people access mental health treatment and keep people out of settings that they don't need to be in."

- **Greg Hansch, N.A.M.I.**

Cloud 9®

Q&A

Contact Us – Learn How to Apply Care Coordination in Your Community

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