The Upstream Team: An Interdisciplinary Approach to Mental Health

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Chicago EMS

- Illinois EMS Region XI (EMS System for City of Chicago)
- EMS Medical Directors Consortium (4 Hospitals/Offices)
- 33 receiving hospitals
- Chicago population of 2.8 million
- Fire based multi-tiered system
- 1,700 Paramedics
- 3,400 EMTs
- 287,662 annual CFD transports
Mental Illness in the U.S.

• Mental illness is more common than cancer, diabetes or heart disease.
• 1 in every 5 adults in America will experience a mental illness
• 1 in 25 adults in America live with a serious mental illness
3 Chicago police officers shot
Crisis Intervention Team (CIT)

- 40 hour course
- Voluntary
- 30% of force currently trained

This directive:

A. outlines procedures for CIT response to mental-health-related incidents.
B. continues the Mental Health - Crisis Intervention Report (CPD-15.520)
C. CIT members are Department members who have voluntarily attended and successfully completed the 40-hour Basic CIT Training and have been certified by the Illinois Law Enforcement Training and Standards Board (ILETSB) as CIT officers. The Basic CIT Training is an in-depth specialized training course that provides officers with education about mental illness signs and symptoms and de-escalation techniques.
B. CIT members may field test equipment related to CIT responses, as determined by the Superintendent of Police.
C. Any sworn member assigned to a mental-health-related assignment may complete and submit a Mental Health - Crisis Intervention Report, in addition to any other required reports.
D. CIT members are authorized to wear the Chicago Police Department CIT pin on the right pocket flap of their outer uniform garment, aligned under the name plate.
E. The CIT Program will maintain an updated listing of CIT members and their unit of assignment via the eLearning application.
F. No officer will continue under the provisions of this directive when the circumstances clearly indicate that an Active Shooter, Special Weapons and Tactics (SWAT) Incidents, or School Violent Incident Plan (SVIP) situation exists. Members will follow the procedures as delineated in the appropriate Department directive.

I. PURPOSE
II. GENERAL INFORMATION
III. PROCEDURES

Chicago Police Department

Special Order S05-14-01

CRISIS INTERVENTION TEAM (CIT) RESPONSE

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<th>13 December 2016</th>
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<td>29 February 2012 Version</td>
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<td>Extraordinary Responses</td>
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The Scope

• **40,663**  **Total CIT Events**
  – Mental Health Disturbance
  – Attempt Suicide
  – Threatening Suicide
  – Mental Health Transports

• **24,158**  **Total Mental Health calls**
  – Psychiatric emergencies
  – Altered Mental Status
  – Suicide Attempts

8-10% of EMS Call Volume
The History
Mental Health Field Responders

• FIRE/EMS
  – 4,000

• POLICE
  – 13,000
2016

• Mayors office:
  – Mental Health Steering Committee (MHSC)
    • Coordinated Crisis Response Group
      – establish a coordinated protocol for crisis response
      – train personnel in best practices
Crisis Identification and Management Training (CIM)

- 8 hour class
- Multidisciplinary instruction
- Created for Dispatch, EMS, Police and Hospital Personnel
How class works

• Basic review of mental health topics
• Collaborative education about and for each stakeholder
  • Dispatch policies
  • Police policies
  • EMS policies
  • Hospital capabilities
• Focus on total response and scene management
Case scenarios

- Group format working through real cases with trained actors
CFD Simulation Lab
Communication Skills & De-escalation

- You may not be talking, but you are saying plenty
- Information communicated:
  - Verbal Communication 7%
  - Tone and Volume 38%
  - Body language 55%
Why is this important to EMS?

- Responding to people in crisis is part of our jobs
- It is essential, for our safety and the safety of citizens, that we respond effectively
- Each responder with distinct training backgrounds and professional mandates affecting the response to crisis calls
- Mental health training for all emergency response personnel is a critical step in ensuring a baseline effective response
Future Directions

ALTERNATE DESTINATION PILOT

- Direct transport to Roseland Community Treatment Center
Thank You

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