

The Upstream Team: An Interdisciplinary Approach to Mental Health



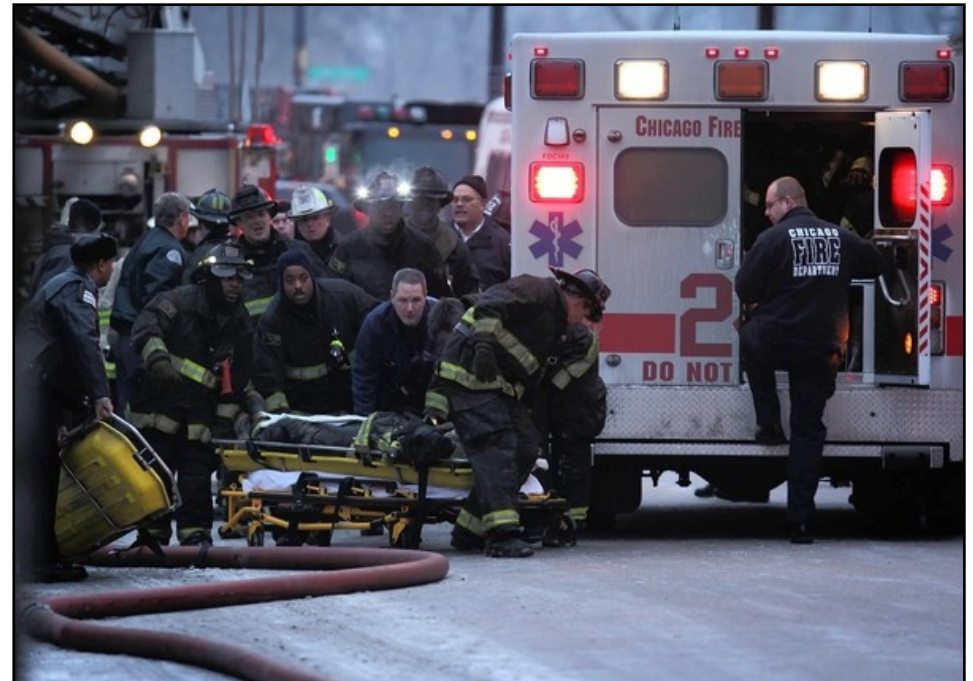
Joseph Weber MD, EMS Medical Director, Chicago West EMS System
Katie Tataris MD, EMS Medical Director, Chicago South EMS System



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





U.S. » Crime + Justice | Energy + Environment | Extreme Weather | Space + Science



3 Chicago police officers shot



Crisis Intervention Team (CIT)

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



	Chicago Police Department	Special Order S05-14-01	
CRISIS INTERVENTION TEAM (CIT) RESPONSE			
			
ISSUE DATE:	13 December 2016	EFFECTIVE DATE:	13 December 2016
RESCINDS:	29 February 2012 Version		
INDEX CATEGORY:	Extraordinary Responses		

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

ktataris@medicine.bsd.uchicago.edu
jweber@cookcountyhhs.org