



Certified
EMHD

Emergency Mental Health Dispatching™

Combined with...

THE
LIFEBRIDGES
Guiding FlexProtocol
&
LifeBridges
DirectShare System™

A new Science-driven Best Practice approach optimizing
911 care for callers with Serious Mental Illness

An Introduction for Community Stakeholders

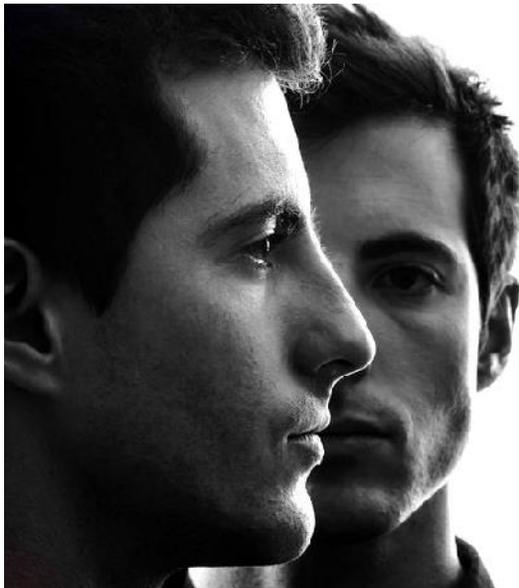
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An Introduction to EMHD

Premise



A model for **Emergency Mental Health Dispatch** is needed because...

With **seriously mental ill callers**, there is greater risk of violent outcomes, caller disconnects and refusal to call back if dispatchers are not equipped to:

- Build a solid alliance when possible
- Understand and relate skillfully to their disorders and their current mental state.

Specifically...



An Introduction to EMHD

Premise



The seriously mentally ill caller is...

- Often **ambivalent** to disclose vital info
- **Prone to escalate** distorted thinking and emotion that can produce hair-trigger violence*
- Often **uncooperative**, especially if perceiving that a responder doesn't "get it", is uncaring, or threatened

*Current research does not support the popular assumption that individuals with SMIs are at greater risk for violence than those without SMIs. Yet for those callers with SMIs that are prone to violence, that risk can increased with emotional escalation.



An Introduction to EMHD

Premise



Emergency MEDICAL Dispatch (EMD) was founded on the belief that telecommunicators can do far more than “send”. They are capable and positioned to serve as the **Very First Responder (VFR)**.

EMDispatchers have helped saved **many lives** that would not have been spared without immediate intervention and superior data transfer...



An Introduction to EMHD

Premise



Our 911TCs* strive to offer quality care to callers in **psychiatric crisis**, but current EMD offers limited guidance...

Most 911Pros perceive themselves as **underprepared** for the suicide caller. This leads to...

- Anxiety, sense of Helplessness
- Impaired Alliance with caller
- Diminished influence. All these fuel...
- <confidence+>errors= >risk of 911CF**

*Abbreviation for 911 Telecommunicator

**911CF is an abbreviation for Compassion Fatigue experienced by 911 Telecommunicators



An Introduction to EMHD

From Premise to Promise



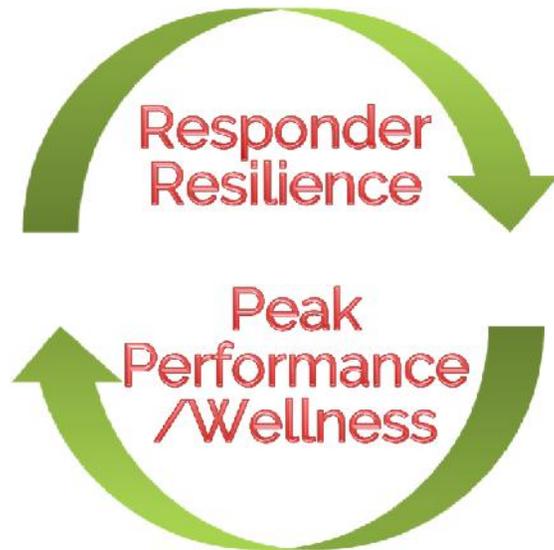
Emergency Mental Health Dispatching is an approach to 911 call management that assures optimal human caring and 911 response to high-risk callers with mental illness.

EMHD applies scientific knowledge of psychiatric crises to the unique role of the telecommunicator as the Very First Responder to callers for Best Practice assessment and intervention.



An Introduction to EMHD

Call Mastery also promotes 911 Resilience...



Yes, optimal call management **helps protect** the caller and our field responders. But it also helps protect the **Telecommunicator**: Implementing the EMHD program can...

- Boost 911 **RESILIENCE** and...
- **CONFIDENCE**: "...But I know I did my best."
- Fortify the 911Pro's Professional Identity
- Buffer risk of **PTSD** and other stress-related conditions

Call mastery is achieved by Four EMHD Objectives...



An Introduction to EMHD

EMHD equips 911Pros to...

-  1 Regulate Psycho-physio Distress to Build Strong Alliances
-  2 Implement Research-based Suicide Assess & Intervention
-  3 Apply Strategies to de-escalate High-Risk Mental States
-  4 Share caller's Life-Saving 911 Assessment data with HCPs*

EMHD recognizes the need for a special Protocol...

*HCP is an abbreviation for Health Care Professionals, referring here to those care providers involved in emergent evaluation and treatment of the transported Person-at-Risk (PAR). These include licensed mental health professionals, physicians and nurses.



An Introduction to EMHD

Protocols deliver best 911 Response



In 2008, NENA said;
“The research, development, and implementation of call-processing protocols is endorsed by NENA as the most effective way to ensure the highest standard of care for both the emergency responders as well as the public.”*

But a “Suicide Protocol”? Yes. Just as 911Pros have effectively used medical protocols, they can use a suicide protocol. *if it flexes...*

**National Emergency Number Association: NENA Emergency Call Processing Protocol Standard/Model Recommendation NENA 56-006 June 7, 2008 Page 5*



The lifeBridges Guiding FlexProtocol™

Customizing Assessment and Intervention to the 911Pro's Role

The LifeBridges FlexProtocol is a tool designed specifically for telecommunicators to use in the EMHD care process. This tool empowers 911TCs for Best practice in assessment and *intervention* with callers at risk of suicide and homicide. In its *software/cloud version* the protocol will transform traditional care of those at risk by enabling real-time transfer of 911 assessment data to responders en route to scene and to the involved *crisis mental health providers* .

We call this data-gathering and sharing process the LifeBridges DirectShare System. This system represents ground-breaking interagency collaboration that can **boost scene safety and revolutionize the way mental health crisis care is coordinated and delivered.**

911 Training Institute proposes that best practice in delivery of mental health crisis care originating from 911 will be achieved by integration of the LifeBridges protocol with existing emergency medical and police protocol systems. (See next slide.)

Those wishing to observe the protocol may contact the institute at: info@911Training.net.



The LifeBridges DirectShare System

What if...



- High value LifeBridges **suicide-assessment data** gathered by 911 as the VFR was transmitted not only to field responders but also **directly to the crisis mental health workers and medical professionals** who will evaluate the patient?
- We'd achieve unprecedented collaboration between 911 and local clinical care providers. And...

That's why we need a system that creates flow between Life-Saving Efforts of our 911 centers and our behavioral health care facilities.



The LifeBridges DirectShare Program

DEFINITION

An Innovative process in which suicide assessment data is gathered by the 911 EMHD using a science-based protocol and made immediately available to emergency mental health providers, with an audio record of the call.

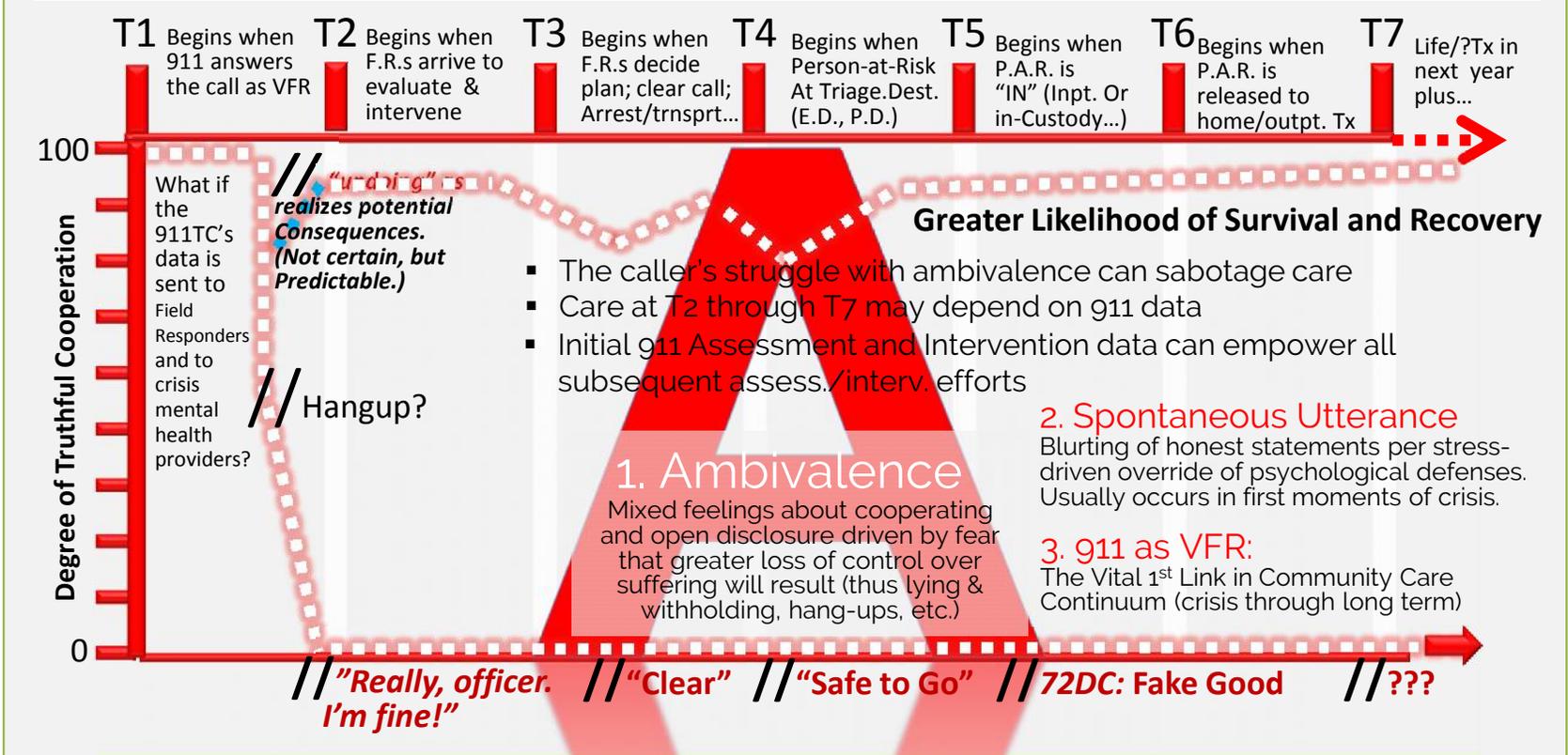




The Life-Saving Premise of The LifeBridges DirectShare Program

The EMHD is the Very First Responder, uniquely positioned and prepared to gain vital life-saving information from the distressed caller who may withhold it from others later. Without this data, mental health providers are at a major disadvantage in evaluating the patient's treatment needs. Sharing of this data can save more lives.

This diagram illustrates how critical data from 911 assessment can impact all subsequent intervention efforts and outcomes through seven time periods (T1 - T7).





The LifeBridges DirectShare Program

How it works...



The EMHD responds to the caller utilizing *the LifeBridges Guiding FlexProtocol™*. The LifeBridges System collects the data (optionally with the audio record of the call) for dissemination as permitted by all pertinent laws.

Immediately upon verification that the field response team will transport the caller for follow-up emergency care, *LifeBridges DirectShare System™* identifies the responding mental health providers (mobile or hospital) and uploads the data to the secure cloud where they as credentialed users can review it (in accord with interagency agreements.)



The LifeBridges DirectShare System

Using the DirectShare System...



- ...Mental health professionals will have far richer data upon which to build their assessments and treatment planning. So...
- 911 callers at-risk of suicide are more likely to be alive one year from the call.

Here's the bottomline...



The LifeBridges DirectShare System

We could help save more lives!



That's the goal of the LifeBridges DirectShare System. The program's success requires genuine partnership and the shared devotion of all stakeholders and providers in your community to succeed. Together we can do it.

Here's how we're launching EMHD/LifeBridges...

The Emergency Mental Health Dispatching (EMHD) Certification/LifeBridges DirectShare Program represent a First-in-the-Nation partnership initiative of Alachua County Sheriff's Office (ACSO), and 911 Training Institute.

Thank you for exploring...

	<p>Certified EMHD</p>	<p>Combined with...</p> <p>THE LIFEBRIDGES Guiding FlexProtocol & LifeBridges DirectShare System™</p>
<p><i>Emergency Mental Health Dispatching™</i></p>		

For more information, contact...

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