

RIGHT Care Team - Rapid Integrated Group Healthcare Team

THE TEAM



A FIRE DEPARTMENT PARAMEDIC
(DALLAS FIRE- RESCUE)



A LAW ENFORCEMENT OFFICER
(DALLAS POLICE DEPARTMENT)



Parkland

A LICENSED MASTERS LEVEL
MENTAL HEALTH CLINICIANS
(PARKLAND HEALTH &
HOSPITAL SYSTEM)

The RIGHT Care Team determines patient disposition, to include on-scene crisis de-escalation and stabilization in place, navigation to outpatient resources, or transport directly to a behavioral health facility.

OBJECTIVE

A MULTIDISCIPLINARY TEAM CAPABLE OF IMMEDIATE MOBILIZATION AND RESPONSE AIMING TO:

Rapid Integrated Group Healthcare Team

- Reduce the number of behavioral health calls addressed by law enforcement.
- Increase the ability of law enforcement officers to focus on public safety related issues.
- Provide comprehensive on-site services to persons experiencing a behavioral health crisis.
- Ensure continuity of care following stabilization on scene, hospital transport or emergency detention.
- Provide prevention and intervention services for persons who chronically use emergency systems for behavioral healthcare needs; reducing the risk of law enforcement and justice system involvement.

ROLES

- **Paramedic** performs field assessment, including physical examination of vital signs and assessment of the need for emergency treatment &/or transport.
- **Law enforcement officer** provides scene safety, assesses for victimization, and addresses law enforcement issues.
- **Behavioral health clinician (Field)** provides a definitive mental health evaluation and assesses for ongoing needs, providing service linkage and appointments.
- **Behavioral health clinician (Dispatch)** Works directly with the 911 call center staff to assist callers who are experiencing a mental health crisis, identify the most appropriate resources for the caller, and

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assist Multidisciplinary Team in the field.

PROACTIVE COMMUNITY OUTREACH AND INTERVENTION

- Deployment of the RIGHT Care team in Dallas provides immediate proactive intervention and follow-up services.
- Evaluating call data and accepting referrals from law enforcement, hospitals, family members and community behavioral health.
- Reducing over-utilization of emergency services for chronic needs with engagement and outreach services linking to care.
- Mobile integrated care for a “360-degree assessment” and service linkages.
- Follow up from emergency detentions to ensure appropriate service linkages and engage patient into care systems.

RAPID RESPONSE FOR MENTAL HEALTH EMERGENCY CALLS

- Relieve officers who are not equipped to do a complete assessment and allow them to return to community safety activities.
- Full assessment of social needs, medical needs, mental healthcare needs, victimization and safety factors.
- Determine most appropriate action, which may not always be hospital transport and emergency detentions.

Deployment of the RIGHT Care team is currently only available in the South-Central Patrol District and can serve as resource and support element to officers on patrol.