

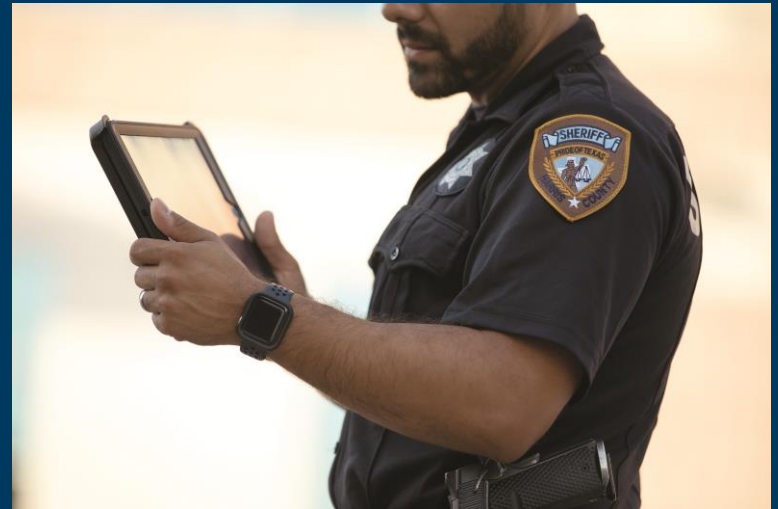
TELEHEALTH IN PATROL

The Future of Policing

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Dr. Avrim Fishkind



March 2017



Telepsychiatry Pilot December 2017

CLINICIAN & OFFICER REMOTE EVALUATION (CORE) PROGRAM

Collaboration



- Harris County (TX) Sheriff's Office
- Harris Center for Mental Health (THC)

Goals



- Civilian & Deputy Safety
- Quick & Affordable Access to MH Professionals
- Jail Diversion
- Assessment and Triage of Calls by MH Professionals
- Elimination of Unnecessary Transports to Hospital ERs

What's Needed

- HIPAA-Compliant Video Conferencing Software



- Telecommunications Provider



- Device (tablet, smart phone, etc.)



- Behavioral Health Professionals



Phase 1

- December 2017 – January 2018
- 3 Deputies
- 31 Calls
- 3 Weeks
- Psychiatrists
- JSA Telehealth, Cloud 9, Verizon, University of Texas

Phase 2

- July 2018 – September 2018
- Same 3 Deputies
- 49 Calls
- 11 Weeks
- Masters Level Clinicians from LMHA
- LMHA (THC), Lifesize, Verizon

Phase 3

- December 2018 – December 2019
- 20 Deputies
- Grant from Arnold Ventures
- Evaluation by University of Houston Downtown

Phase 3 Mid-Term Evaluation

- 40% of calls resolved on scene
- 81% of deputies stated they would have called for a specialized unit if they did not have the tablet
- 63% would have transported the person to the hospital ER if not for the tablet
- 77% stated the clinician helped identify resources

Phase 3 Mid-Term Evaluation

- 73% stated the clinician helped them de-escalate the person in crisis
- 83% stated the clinician helped them decide the course of action to take
- 71% stated the clinician helped them handle the call in a shorter period of time

Lessons Learned

- Found it best to locate the clinicians in a virtual chat room
- Utilize Otter boxes to protect the tablet
- Utilize two-way speakers to assist in some instances
- Utilize clip-on lights to assist in some instances
- Have the deputy hold the tablet for the consumer **ONLY** if the deputy has backup

Lessons Learned

- Make sure the individual is safe to handle the tablet
- Body cameras may remain on during the assessment
- Tablets are not used on active in-progress calls or with individuals who may be combative
- Tablets may be used with juveniles w/consent from parent or legal guardian

Training

- All CORE deputies have the 40-hour CIT class
- All receive a two-hour orientation class prior to receiving the tablet

Current Program

- 100 deputies (80 of these are FTOs)
- 24/7 coverage
- Permanent program in agency
- HC Commissioners Court allocated \$905K to The Harris Center (THC) for the program for one year

Current Program

- 6 clinicians (LPC or LCSW)
- 1 team lead

Implementation Guide

- Collaboration of Arnold Ventures, University of Houston Downtown, The Harris Center for Mental Health, The Harris County Sheriff's Office
- Can be found at: www.harriscountycit.org or by emailing Frank Webb

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