



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Honour Roll

Mobile Crisis Rapid Response Teams (MCRRT)

The MCRRT model started in 2013 as a collaboration between St. Joseph's Healthcare Hamilton and Hamilton Police Services. MCRRT partners a police officer with an experienced mental health crisis worker and differs from typical crisis services in that the team is dispatched and responds to 911 calls as first responders. MCRRT serves individuals in crisis presenting with symptoms of mental illness, behavioural disturbance or substance-use problems. Outcomes from over 4000 contacts (2015-2016) across all Hamilton Niagara Haldimand Brant LHIN regions include: a significant diversion of recipients from the emergency room compared to police only response; connecting more individuals in crisis to community based services for follow up; and improving police to hospital transfer times.

MCRRT helps to provide individuals with timely access to care in appropriate settings, addresses inequities related to social determinants of health, and reduces the stigma and criminalization of individuals experiencing a mental health-related crisis. The program also demonstrates significant system value by redirecting individuals away from the criminal justice system, providing a better patient experience, and making more efficient use of health and social system resources.

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*The information provided above is taken directly from 2016 Minister's Medal applications –
Facts and information herein have been updated in 2016 but have not been verified for accuracy.*