



SPOTLIGHT ON **PREVENTION**

Best Practices for Responding to Medical Emergencies

This toolkit was created to provide information and resources about responses to medical emergencies involving people in settings under Justice Center Jurisdiction.

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The Issue

People receiving services often have complex medical needs. As a result, staff may have to respond to medical emergencies. A timely and well-executed response is critical to ensure immediate assistance is provided by first responders. A delay in accessing medical care can have potentially catastrophic consequences. People with special needs are living increasingly longer lives, and multiple studies have identified that they are more likely to have co-occurring conditions including heart disease, diabetes, and epilepsy than the general population, making timely access to quality health care even more critical.

The Scope of the Problem

In 2021, the Justice Center substantiated nearly 250 cases involving inadequate medical care, including cases where a lack of a timely and appropriate response to a medical emergency was identified as a contributing factor. This toolkit was developed to provide agencies with resources to help staff respond appropriately to medical crises.

This Toolkit Contains:

- ◇ Guide to Recognizing Medical Emergencies
- ◇ Recommended Staff Actions
- ◇ Agency Best Practices
- ◇ Training Tips
- ◇ Could This Happen in Your Program?
- ◇ CALM Chart
- ◇ Medical Emergencies At-A-Glance
- ◇ Sample pain picture
- ◇ Resources

