The New Emergency System for Mental Illness in Tokyo

Japanese Association of Mental Health Services (NPO)

Mental Health & Welfare Section, TOKYO Metropolitan Government
The system consists of two subsystems

Subsystem I

The system for the person who is under the protection of the police because of the obvious possibility that he/she would hurt himself/herself or others because of his/her mental disorder

Subsystem II

The system for the person who needs medical care and protection, and is thought not to have a clear possibility of the condition as described to the above
Subsystem I consists of

1. Four metropolitan general hospitals with 16 beds

2. The information center called Himawari with 2 clerks
Subsystem II consists of

1. Two private hospitals with 3 beds open 5pm to 9am
2. One private mental clinic open 5pm to 10pm
3. One general hospital for the psychosomatically complicated open 5pm to 9am
4. Metropolitan Emergency Information Center for the Mental Illness (MEICMI) with two or three para-medical staff
Institutions participating Subsystem Ⅱ

1. The private mental clinics participating in subsystem Ⅱ are the members of the Tokyo Association of the Mental Clinics

2. The private mental hospitals participating in subsystem Ⅱ are the members of the Tokyo Association of the mental hospitals

3. The general hospitals participating in subsystem Ⅱ are miscellaneous. For example, several Metropolitan hospitals, several hospitals attached to the medical universities, etc.
Subsystem I
Subsystem I
Number of the emergency cases of mental illness dealt with by the 4 metropolitan general hospitals at night and on holidays

- urgent involuntary hospitalization
- hospitalization consented by the family
- total emergent cases
Male/Female ratio of the patients accepted by Subsystem I

N=2347

41% female
59% male

('02-Sep to ‘03-Mar)

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Subsystem II
### Number of the cases telephoned to MEICMI (’02-Sep to ’03-Mar)

<table>
<thead>
<tr>
<th></th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of the cases</strong></td>
<td>831</td>
<td>945</td>
<td>889</td>
<td>941</td>
<td>904</td>
<td>727</td>
<td>959</td>
<td>6196</td>
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<tr>
<td>cases triaged as out-patients</td>
<td>11</td>
<td>10</td>
<td>9</td>
<td>16</td>
<td>23</td>
<td>13</td>
<td>10</td>
<td>92</td>
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<tr>
<td>cases triaged as in-patients</td>
<td>19</td>
<td>19</td>
<td>16</td>
<td>19</td>
<td>22</td>
<td>24</td>
<td>27</td>
<td>146</td>
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<tr>
<td>cases triaged as the psycho-somatically complicated</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>3</td>
<td>3</td>
<td>15</td>
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</table>
Who made the emergency call to Metropolitan Emergency Information Center for Mental Illness (MEICMI)?

N = 5384

('02-Sep to '03-Mar)

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Where is the patient?

N=5384

- in his/her own house: 233
- in his/her acquaintance house: 15
- on the street: 53
- At the police station: 68
- In the ambulance car: 77
- Admitted to the physical hospital: 162
- Admitted to the psychiatric hospital: 224
- Out-patient of the medical hospital or clinic: 101
- Out-patient of the psychiatric hospital or clinic: 89
- Others: 678
- Uncertain: 3684

('02-Sep to '03-Mar)

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Male/Female ratio of the patients accepted by MEICMI

N = 5384

(‘02-Sep to ‘03- Mar)
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Distribution of the Age of the patients phoned to MEICMI

('02-Sep to '03-Mar)

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Incidence of patients as to age and sex

(’02-Sep to ’03- Mar)

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Distribution of the type of disorder according to the information from patient or his/her family (Male)

- F2: Schizophrenia
- F3: Mood disorder
- F4: Neurotic disorder
- F5: Eating disorder / sleeping disorder
- F6: Personality disorder
- F0: Dementia
- F1: Mental and behavioral disorders due to psychoactive substance use
- F7/8: Mental retardation
- F9: Behavioral and emotional disorders
- G4: Epilepsy
- Others
- Unspecified

('02-Sep to '03-Mar)
TOKYO Metropolitan Government / NPO-JAM
Distribution of the type of disorder according to the information from patient or his/her family (Female)

- F0: Dementia
- F1: Mental and behavioral disorders due to psychoactive substance use
- F2: Schizophrenia
- F3: Mood disorder
- F4: Neurotic disorder
- F5: Eating disorder / sleeping disorder
- F6: Personality disorder
- F7/8: Mental retardation
- F9: Behavioral and emotional disorders
- G4: Epilepsy
- Others

(’02-Sep to ’03- Mar)

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What MEICMI did for the emergency phone calls

- Listening and giving advice
- Introduction of medical facilities
- Introduction of counseling facilities
- Advice to call police
- Advice to call fire department
- Advice by the triage doctor
- Triaged as the primary emergent case
- Triaged as the secondary emergent case
- Triaged as the psychosomatically complicated

N = 5384

(‘02-Sep to ‘03-Mar)

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Major reason for phone call to MEICMI

- Disorder of consciousness
- Paranoid-hallucinatory state/strange behavior
- Excitement/distraction
- Epileptic seizure
- Anxiety and depression
- Eating disorder/sleeping disorder
- Attempted suicide/desire to suicide
- Violence
- Running out of medicine
- Side effect of medicine
- Request to introduce medical facilities
- Request to get consultation
- Others

N = 5384

('02-Sep to '03-Mar)

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Measure of transportation

N=238

- Public transportation facilities: 73
- By car: 58
- By taxi: 67
- Ambulance of the fire department: 11
- Patrol car of the police department: 18
- Ambulance of the private transportation company: 2
- Others: 9

('02-Sep to '03-Mar)

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What decision was made finally for the patient being triaged and brought to the mental clinic, mental hospital or facility for the psycho somatically complicated.

- **Triaged as the psycho somatically complicated**
- **Triaged as the secondary emergent case**
- **Triaged as the primary emergent case**

The graph shows the distribution of patients based on the triage level, with categories for out-patients, voluntary admission, involuntary admission (with the consent by the family), and cancel for getting therapy, from September 2002 to March 2003.
Distribution of diagnoses of patients being triaged as out-patient, in-patient or psycho-somatically complicated

N=238

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