

RIGHT CARE RIGHT TIME

EVERY SECOND COUNTS

EMERGENCY COMMUNICATIONS NURSE SYSTEM

Right Care. Right Time.

PROGRAM

In 2019 CONFIRE and San Bernardino Council of Governments (SBCOG) implemented a successful pilot program to serve our community called the Emergency Communication Nurse System (ECNS). ECNS is an innovative program by which dispatch operators work alongside trained Registered Nurses stationed in the County's 9-1-1 call center network to quickly assess the level of response required for medical calls.

Not every 9-1-1 call needs a lights and sirens response. The goal of this program is to serve San Bernardino County by providing timely, reliable, and appropriate responses to emergency and non-life-threatening situations. ECNS helps all emergency service providers (ambulance, fire, police) optimize resources and outcomes by providing the *Right Care at the Right Time*.

HOW IT WORKS

Upon receiving a call:

- 9-1-1 dispatchers will determine if a traditional response (fire, ambulance, police) is required
- If a traditional response is not deemed necessary, the caller will be routed to a trained Registered Nurse at the County's 9-1-1 call center
- Trained Registered Nurses provide callers with non-life-threatening conditions with services such as local urgent care, all while preserving fire, ambulance, and police assistance for emergencies

BENEFITS

The ECNS program has launched in several other states and has shown success in diverting non-critical calls to the care of nurses. Benefits include:

- Safely managing the growing demands on health care providers by assessing and directing 9-1-1 callers to the appropriate recourses and care
- Reducing the demand of already impacted ambulance transportation services
- Reducing unnecessary ER visits and wait times, allowing physicians to quickly assess and care for patients with critical conditions
- Providing patients with appropriate care while being responsive to their needs
- Establishing efficient and effective use of emergency medical services (EMS) and community provider resources
- From a lights and siren response, to speaking to a trained Registered Nurse for additional non-emergency services, ECNS ensures that all 9-1-1 callers will get the *Right Care at the Right Time*

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