

Emergency Communication Nurse System

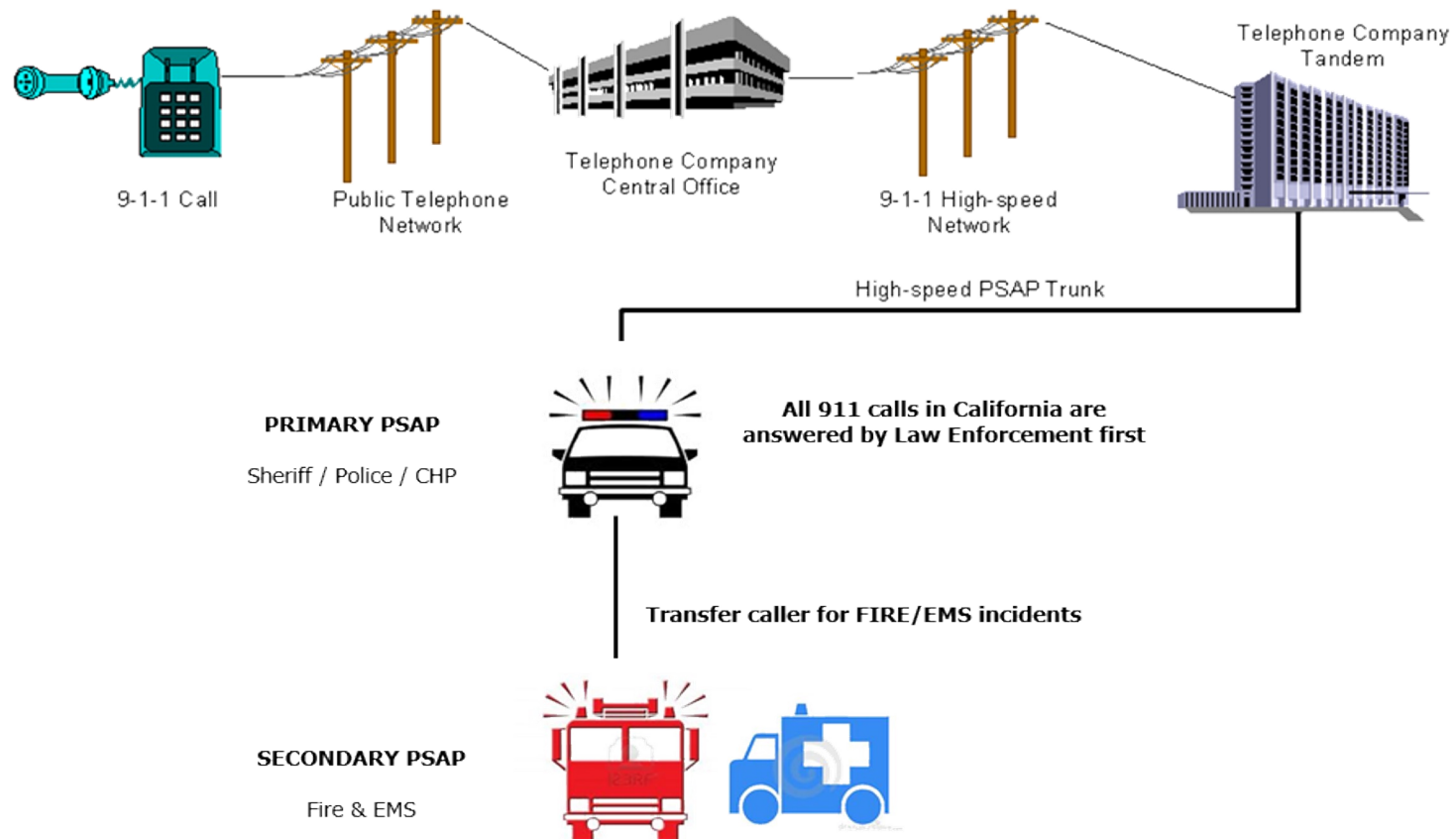


Discussion Panel



- Moderator: John Gillison, City Manager, City of Rancho Cucamonga
- Panelist: Art Andres, Director of CONFIRE
- Leslie Parham, Emergency Nurse at Chino Valley Fire
- Dan Munsey, Fire Chief for San Bernardino County Fire
- Harris Koenig, President Harris Koenig and Associates and former CEO of San Antonio Regional Hospital

911 Call

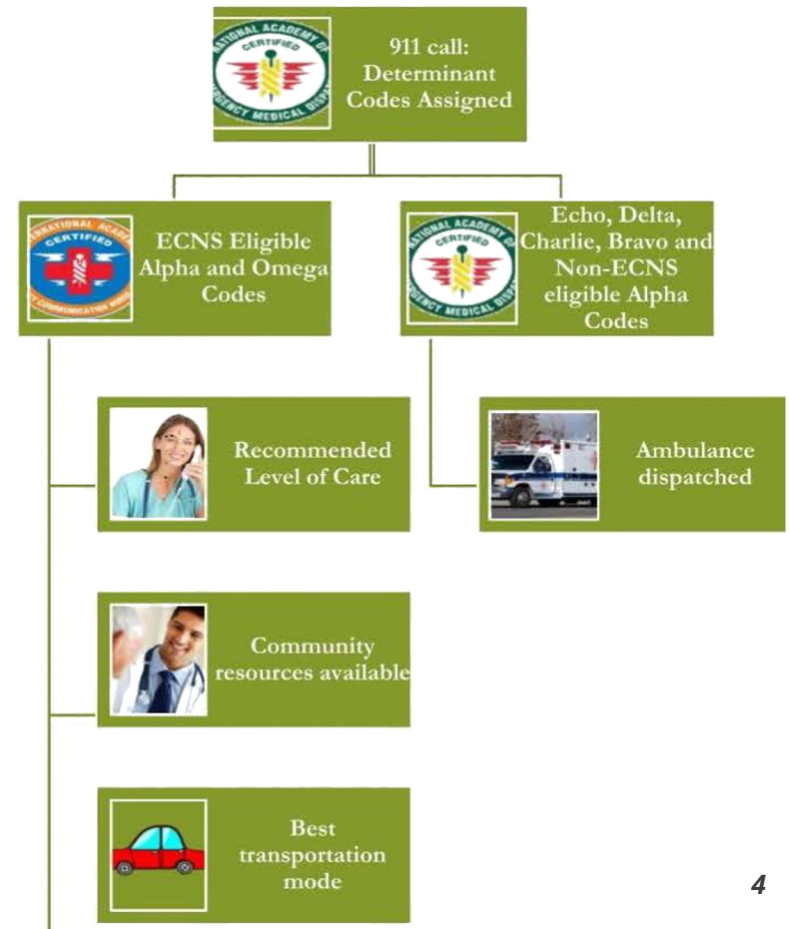


ECNS

How Does ECNS Work?

ECN provides a thorough telephonic assessment, and then determines the patient's Recommended Care Level (RCL):

- Emergency response (911) →
- Emergency care as soon as possible
- Seek medical care within 1-4 hours
- Consult medical provider to review symptoms
- Consult regional poison control center
- See medical provider within 12 hours
- See medical provider within 1-3 days
- Routine appointment with provider
- Routine appointment with dentist
- Self-care/Home care instructions
- Others



How ECNS Works



<https://vimeo.com/688980614/8a329cfba3>

ECNS Results
6 Months, May – Oct 2021

• Total 911 Calls with determinant code	63,600
• ECNS / Low Code Eligible Calls	7,649
• Percent ECNS / Low Code	12%
• Calls that ECNS processed	1,917
• Percent of low code calls processed	25%

Note: Program operating at 40% of expected volume

ECNS Results

Continued



- Care deferred – all payors 454
- **Percent Deferred 34%**
- **Patient Satisfaction (CY 2021)**
 - Overall 4.7 out of 5
 - Follow nurse recommendation 90%
 - **Would use in future 95%**

Note: Data for calls where insurance information was obtained.

Outreach



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