



# Emergency Care Systems Initiative

A partnership to shape the future  
of emergency care services



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# Emergency Care Systems Initiative



Californians are turning to hospital emergency departments in record numbers, often because they cannot get the care or assistance they need elsewhere. How do we get people to appropriate care in the right place and at the right time?

The Emergency Care Services Initiative was formed to address this question head-on. ECSI stakeholders — leadership from California's hospitals, government agencies, local and state emergency medical services, first responders and trade associations — are committed to creating a roadmap for change that will transform delivery of emergency care services.

**The time for action is now.**



**15 million**

California ED visits were made in 2015

## What will the Emergency Care Systems Initiative do?

- 1 Convene a Consortium**

All stakeholders must come together, including LEMSAs, hospitals, doctors, ambulance companies, mental health providers, police and fire services, community partners, post-acute care providers and others.
- 2 Gather Data and Information**

Who is coming to the emergency departments and why? Where are there gaps in services in our communities? By gathering objective data we can get to the root of the problem.
- 3 Analyze Findings and Provide Solutions**

Examining the findings and having input from all stakeholders will lead us to solutions. A consensus document will be prepared to explain what was learned and provide a roadmap for the future of emergency care services.
- 4 Establish Emergency Services Metrics**

The objective data gathered will inform development of clear metrics that will be used to measure progress or areas for improvement in emergency care services.
- 5 Create Tools and Best Practices**

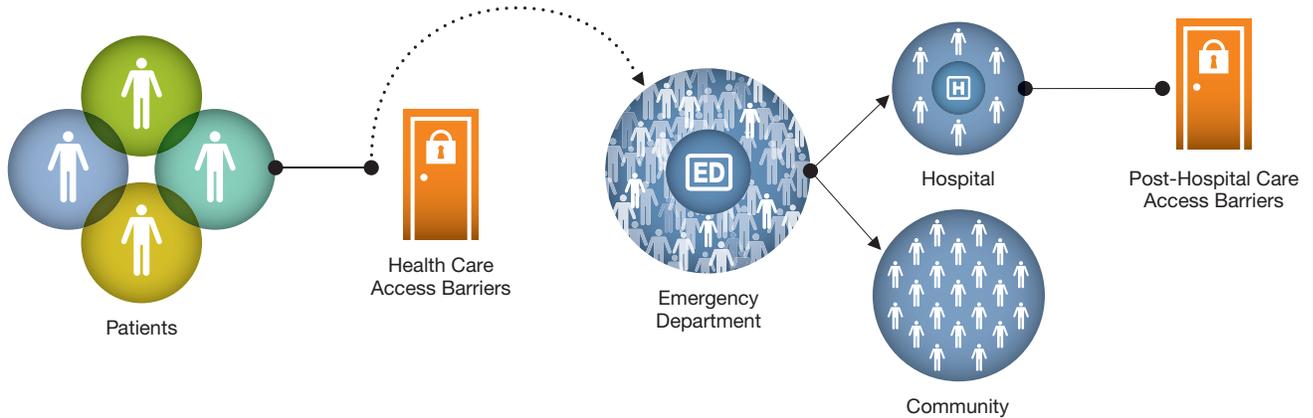
Working with stakeholders, ECSI will develop processes and procedures to improve emergency services operations and programs.
- 6 Promote Advocacy Action Plan**

What we learn will help us drive policy. A strategic advocacy plan will be rolled out at local, regional and statewide levels to promote change and provide recommendations to policymakers.

Californians deserve the right care, at the right time, at the right place.

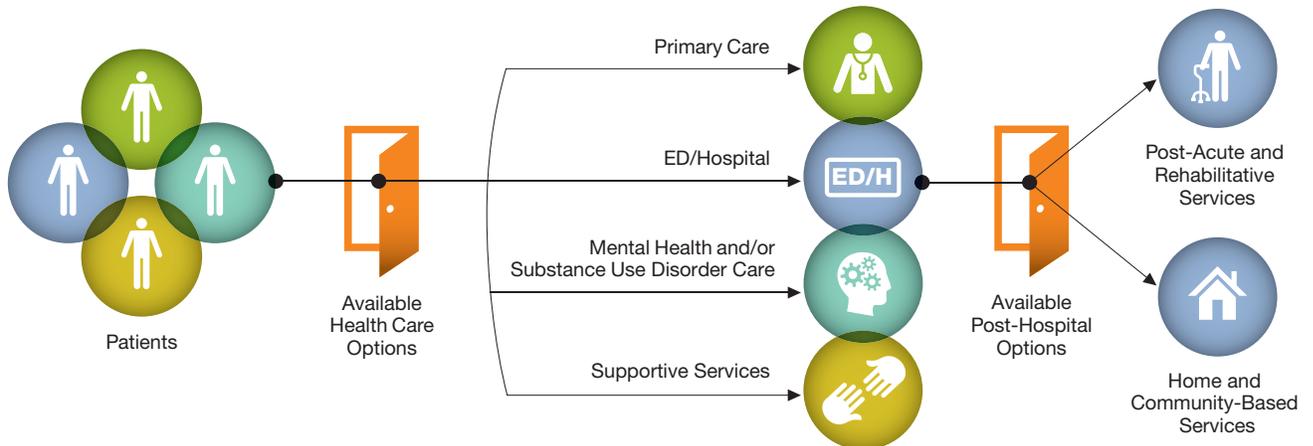
### The Problem: Poor access, impacted Emergency Departments

When patients can't get the care they need, they often turn to hospital emergency departments (EDs) as a last resort. Alternative care settings should be available to patients, particularly those in need of mental health care or substance use disorder treatment. In addition, some patients stay in hospitals longer than necessary due to the lack of available post-acute care and supportive services in the community.



### The Solution: Open the door to access

Caring for patients in the appropriate setting can lower costs and improve patients' well-being.



### How can you support this important work?

Funders require support letters from stakeholders who will benefit from ECSI activities. Please send CHA a brief letter on your organization's letterhead to express support for ECSI's efforts and explain how ECSI could benefit your organization. We are happy to provide a letter template to help you get started. Email [bjbartleson@calhospital.org](mailto:bjbartleson@calhospital.org) for sample language. When your letter is complete, send it to:

#### California Hospital Association

Attn: BJ Bartleson, RN, MS, NEA-BC, 1215 K Street, Suite 800, Sacramento, CA 95814

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## What is ECSI?

The Emergency Care Systems Initiative is a bold approach to transform emergency care services by bringing stakeholders together to develop a roadmap for change through a culture of respect and professionalism.

## Vision

California will lead the nation in emergency care, demonstrated by unsurpassed emergency care services, injury prevention and disaster response, to optimize the health of our communities.

## Mission

To advance and accelerate California's emergency care services through a coordinated statewide approach as a roadmap for change.



### For more information contact:

California Hospital Association  
Attn: BJ Bartleson, RN, MS, NEA-BC  
1215 K Street, Suite 800  
Sacramento, CA 95814  
[bjbartleson@calhospital.org](mailto:bjbartleson@calhospital.org)