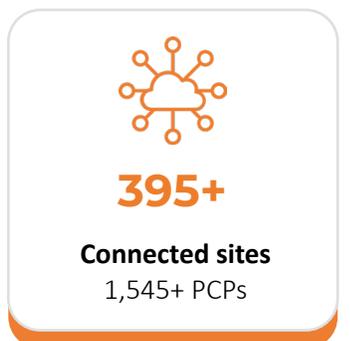


Southern California Regional eConsult Programs: Four-Pillar Community Value Analysis

Transforming Healthcare Access Across Four Counties

Across southern California, low-income and safety-net patients struggle to receive the care they need. While key state initiatives have expanded coverage to include more providers for these patients to choose from, lack of specialty care options can often lead to long wait times—up to several months or even a year.

Four counties are revolutionizing specialty care access through coordinated eConsult and care management programs. Los Angeles, Orange, Riverside, and San Bernardino counties have each enacted regional virtual networks with eConsult and care management solutions, enabling physicians to conduct specialist consultations electronically. In partnership with Safety Net Connect, **the program facilitates 306,000 electronic consultations annually**, serving a combined population of over **3 million patients who are either part of the networks of public and regional hospitals, and/or members of designated county-designated health plans.**



The program's success has led to a total annual community value of up to \$150 million.

Examining SoCal's success

Along with dramatically speeding and improving access to specialty care, these counties have uncovered a rich return on value (ROV) with the widespread eConsult program, determined through four distinct types of measurable value:

- 1. Return on Investment:** Direct financial value through cost savings and operational improvements
- 2. Return on Impact:** Quantifiable improvements in healthcare access and outcomes
- 3. Return on Innovation:** Long-term enhancements in care delivery efficiency
- 4. Return on Individuals:** Patient experience, equity, and individual benefits

[DISCLAIMER: THE DATA PRESENTED HEREIN IS BASED ON NATIONWIDE AND THEORETICAL MODELS. The documented outcomes presented are not based on the unique financial measures from the listed counties. More information about methodology and citations can [be found here.](#)]

Transforming Healthcare Access Across Four Counties

Using eConsult's known virtual resolution rate and current operational volume of 306,000 annual consults, we can estimate potential ROV and impact based on direct evidence from peer-reviewed studies and documented outcomes.

RETURN ON INVESTMENT — \$25 Million

- Avoided Specialty Visits — \$10M — 128,000 prevented visits regionwide
- Operational Efficiency — \$12M — Provider time savings, streamlined workflows
- Infrastructure Savings — \$3M — Reduced facility and administrative costs

RETURN ON IMPACT — \$65 Million

- ED Prevention — \$28M — 15,600 emergency visits avoided annually
- Hospital Prevention — \$25M — Prevented admissions and readmissions
- Chronic Care Management — \$12M — Improved control for 61,000 patients

RETURN ON INNOVATION — \$40 Million

- Clinical Decision Support — \$16M — Enhanced diagnostics and treatment
- System Integration — \$14M — Cross-county care coordination
- Population Health — \$10M — Preventive care and quality improvements

RETURN ON INDIVIDUALS — \$20 Million

- Patient Savings — \$15M — Transportation, lost wages, childcare costs
- Health Equity — \$5M — Improved access for underserved populations

TOTAL ANNUAL COMMUNITY VALUE: **\$150 million**

Impact Summary: Specialist access is a critical element of care, especially for safety net populations, but physician shortages and long wait times create imposing barriers for patients and their providers. Southern California's multi-county initiatives to transform specialty care access with virtual solutions not only returns value to the community—up to \$150 million worth annually—but also creates a cohesive, connected network to boost other success factors:

- **Access transformation:** Up to 99% reduction in wait times
- **Scale achievement:** 306,000+ annual consultations
- **Network effect:** 395+ connected sites across region
- **Quality improvement:** Consistent HEDIS measure gains

The success across Los Angeles, Orange, Riverside, and San Bernardino counties provides a replicable framework for other regions seeking to improve specialty access, reduce health disparities, and create sustainable value in public health systems.

To explore how this model might apply to your organization's specific context and patient population, we offer a complimentary community value analysis. Contact jomostarke@safetynetconnect.com for more information.

