

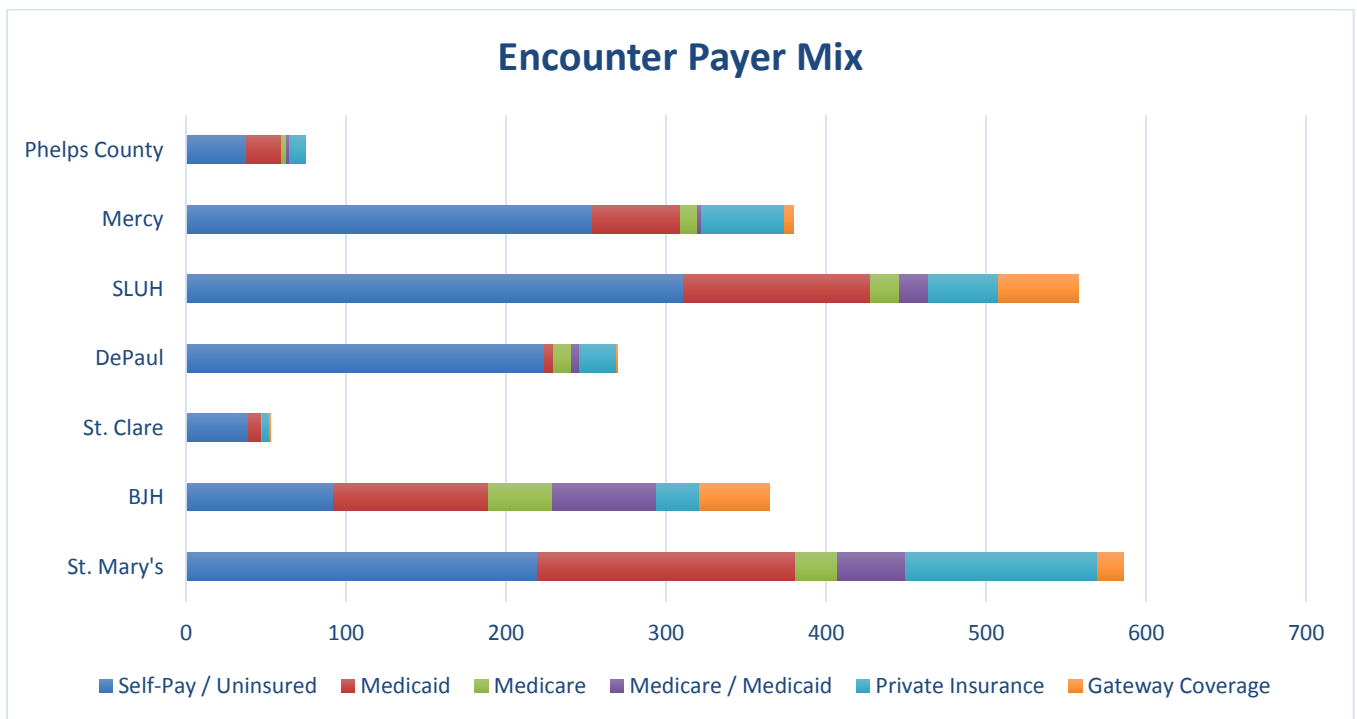


COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE January 1st – March 31st, 2015 (1st Quarter)

Factors impacting quarterly data are listed on page 7 of this report.

ENCOUNTERS: January 1st – March 31st (1st Quarter 2015)

- The Community Referral Coordinator Program has provided 76,961 patient encounters since June 2007. The Community Referral Coordinator Program provided 2,343 patient encounters for **January 1st – March 31st** of 2015. **This is an 11% decrease from the previous quarter (2,644).**
 - 930 (40%)** occurred in the Emergency Department
 - 1,413 (60%)** occurred in the Inpatient side of the hospital
 - 1,774 (76%)** patient encounters were with individuals who have a chronic disease
- The following table details the payer mix associated with each site's encounters for the 1st Quarter of 2015

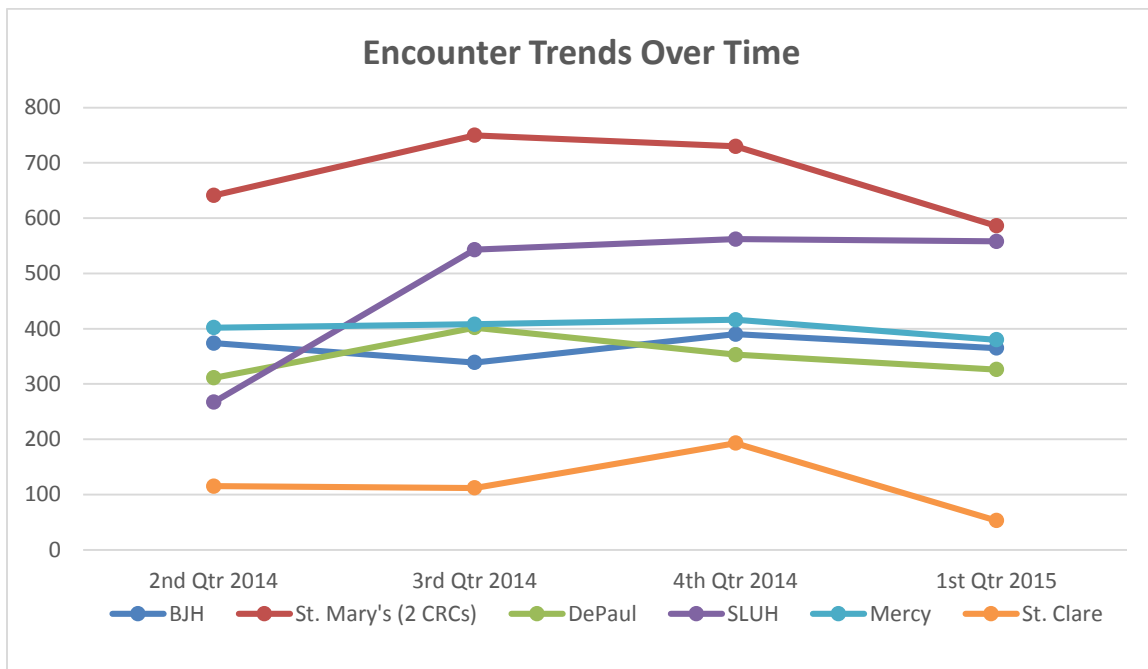


*Note: Gateway patients fall into the Self-Pay/Uninsured category at many hospitals.

- The following table details which encounters were with patients who are established with a primary care home versus those who are not.

Primary Care Home	New	Established	Total
Encounters	1,575 (67%)	768 (33%)	2,343 (100%)
• Inpatient	798 (56%)	615 (44%)	1,413 (60%)
• ED	777 (84%)	153 (16%)	930 (40%)

- Following is a summary of encounters over time across both Emergency Departments and Inpatient Settings

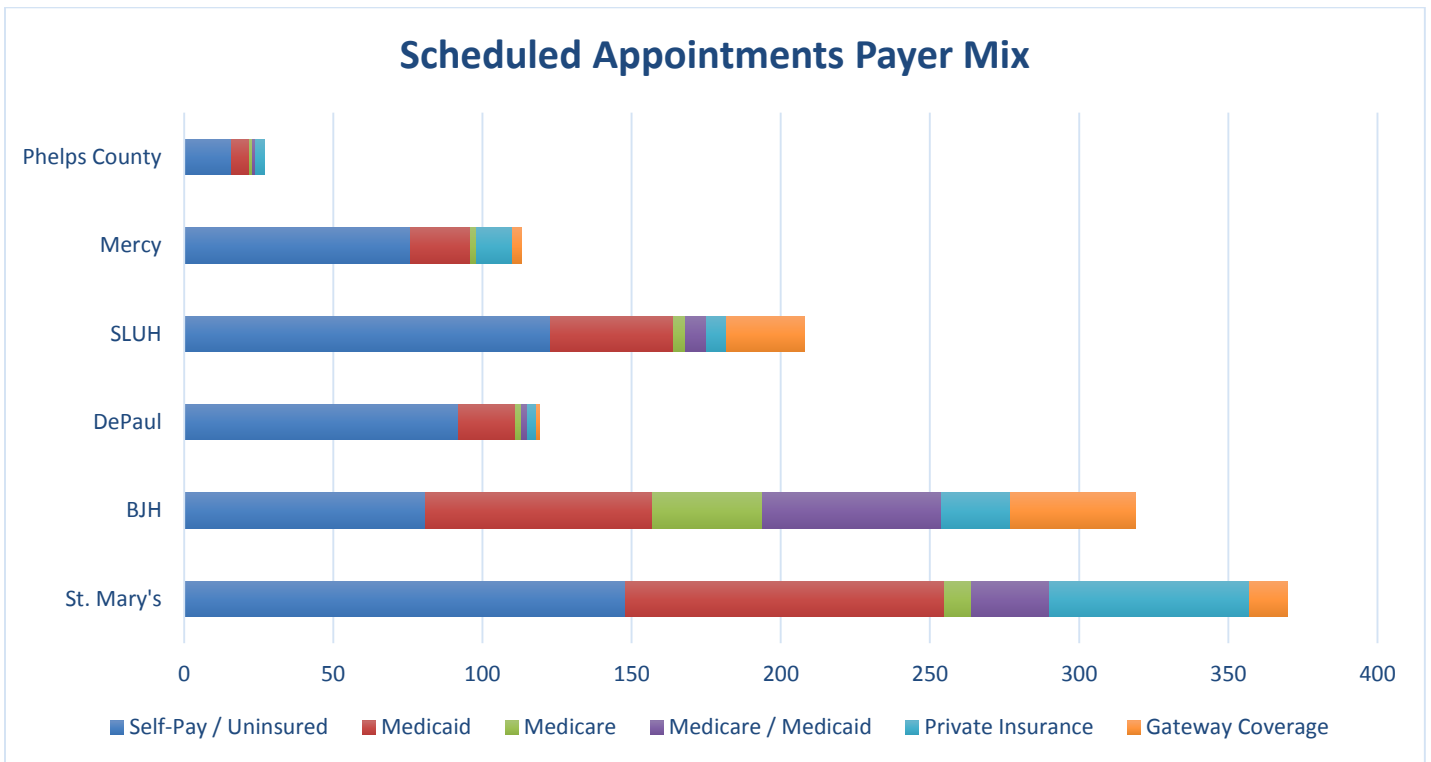


- The following table displays Gateway to Better Health engagement strategies employed by CRC staff.

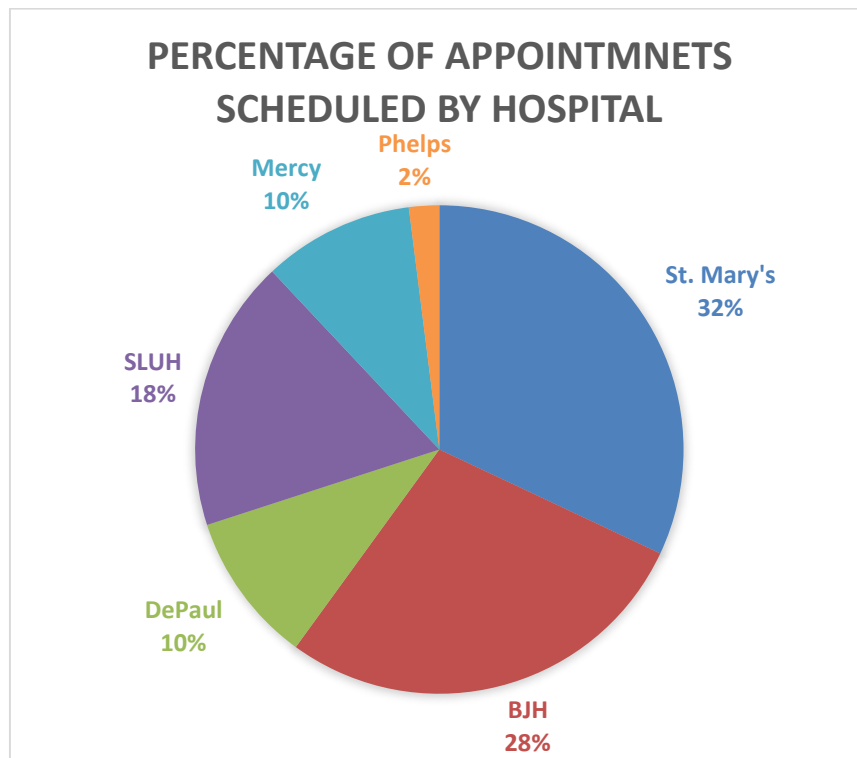
Gateway to Better Health Patient Engagement	
Application	119
Call Center	45
RHC Issue Resolution	0
Total	164
Encounters	118
Appointments	85

SCHEDULED APPOINTMENTS: January 1st – March 31st (1st Quarter 2015)

- Out of the **2,343** encounters that occurred during the 1st quarter of 2015, **1,156 (49%)** resulted in a **scheduled appointment**. This represents an overall **14% change** in appointments scheduled; however, adjusting for differences in the number of encounters, this represents a **2% decrease** in appointments scheduled since the last quarter (1,352).
 - **236 (20%)** appointments were the result of an ED encounter
 - **920 (80%)** appointments were the result of an Inpatient encounter
 - **950 (82%)** of the referrals were individuals with a chronic disease diagnosis
- The following graph details the payer mix associated with each hospital site's encounters that resulted in a scheduled appointment.



- The following graph details the program sites from which these **1,156** appointments originated.



- The following table details the number of patients new to community health centers versus those established with a primary care home.

Primary Care Home	New	Established	Total
Appointments	596 (52%)	560 (48%)	1,156 (100%)
• Inpatient	414 (45%)	506 (55%)	920 (80%)
• ED	182 (77%)	54 (23%)	236 (20%)

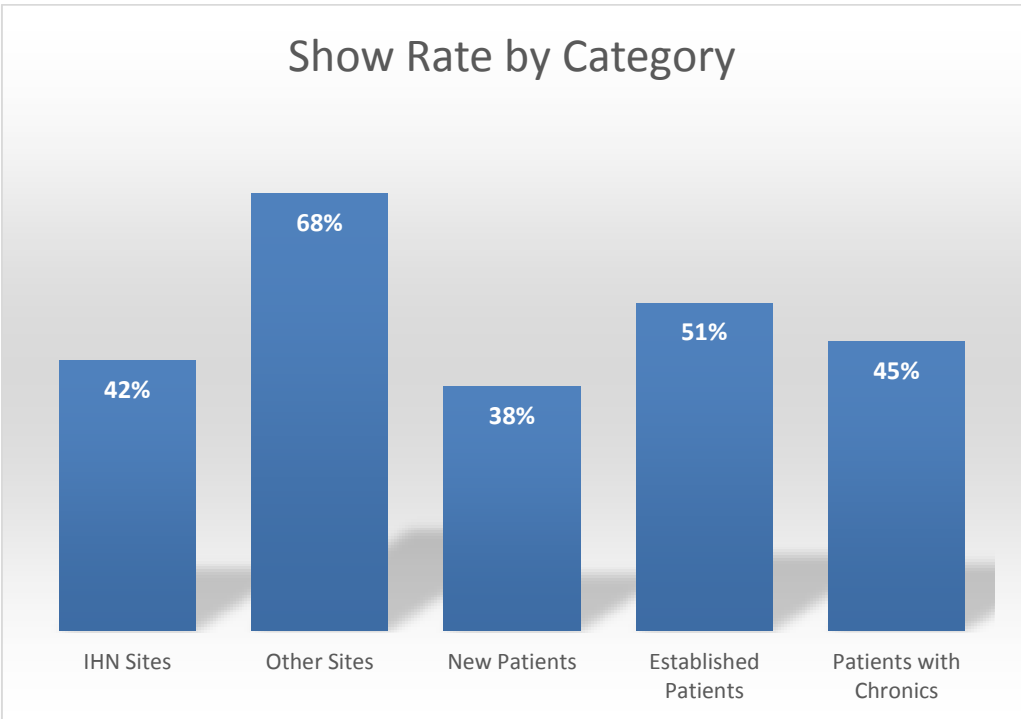
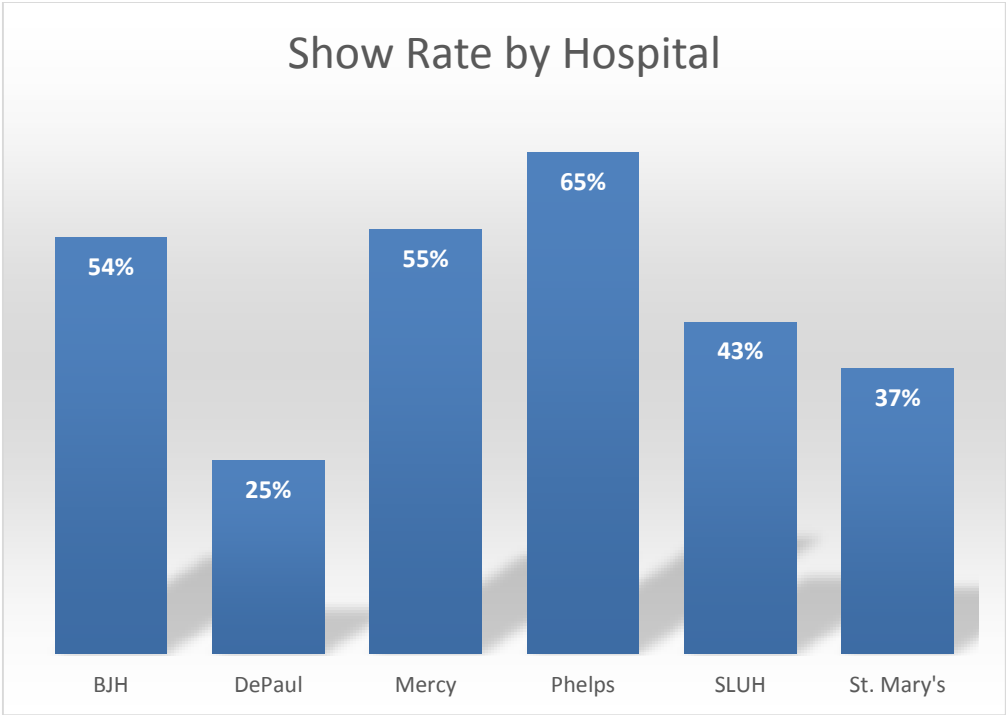
APPOINTMENTS KEPT: January 1st – March 31st (1st Quarter 2015)

- The CRC program has resulted in **10,983** kept appointments since January of 2008. 8,924 (81%) of those have occurred since the beginning of 2011.
- Of the 1,180 appointments scheduled to occur in the 1st quarter of 2015, **416 (44%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **2% decrease** in the kept appointment rate since the last quarter. 237 (20%) of scheduled appointments were cancelled, unknown, or rescheduled. 527 (56%)* of scheduled appointments resulted in a no show.
 - **98 (47%)** out of **209** scheduled patients encountered in the ED kept their appointment
 - **318 (43%)** out of **734** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - **352 (45%)** out of **781** scheduled patients with a chronic disease diagnosis kept their appointment
 - **290 (45%)** out of **641** scheduled patients from the inpatient side of the hospital who kept their appointment had a chronic disease diagnosis
- Following is a summary table of kept appointment data for visits that were scheduled to occur **between January 1st and March 31st 2015**

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Crider Health	3	3	1	33%
Family Care	63	53	27	51%
Affinia	227	173	97	56%
Myrtle Hilliard Davis	292	244	112	46%
People's	289	248	76	31%
St. Louis County	150	129	40	31%
Your Community Health Center	17	17	11	65%
Barron Family Medicine	4	4	3	75%
BJH Primary Medicine Clinic	21	13	4	31%
Mercy JFK Clinic	29	24	17	71%
Mercy Providers	19	11	10	91%
SSM Medical Group at St. Mary's	21	13	10	77%
SSM St. Mary's Internal Medicine Clinic	16	11	8	73%
Other SSM Providers	4	*	*	*
Phelps County Regional Medical Ctr	2	*	*	*
Other Providers**	23	*	*	*
TOTAL	1,180	943	416	44%

*Please note that appointments that were rescheduled/cancelled/unknown for the 1st quarter of 2015 are not included in the calculation of the appointment kept rate or no show rate for the 1st quarter of 2015.

- The following graphs summarize the kept appointment data by hospital site, patient type, and for both IHN network providers and other providers.

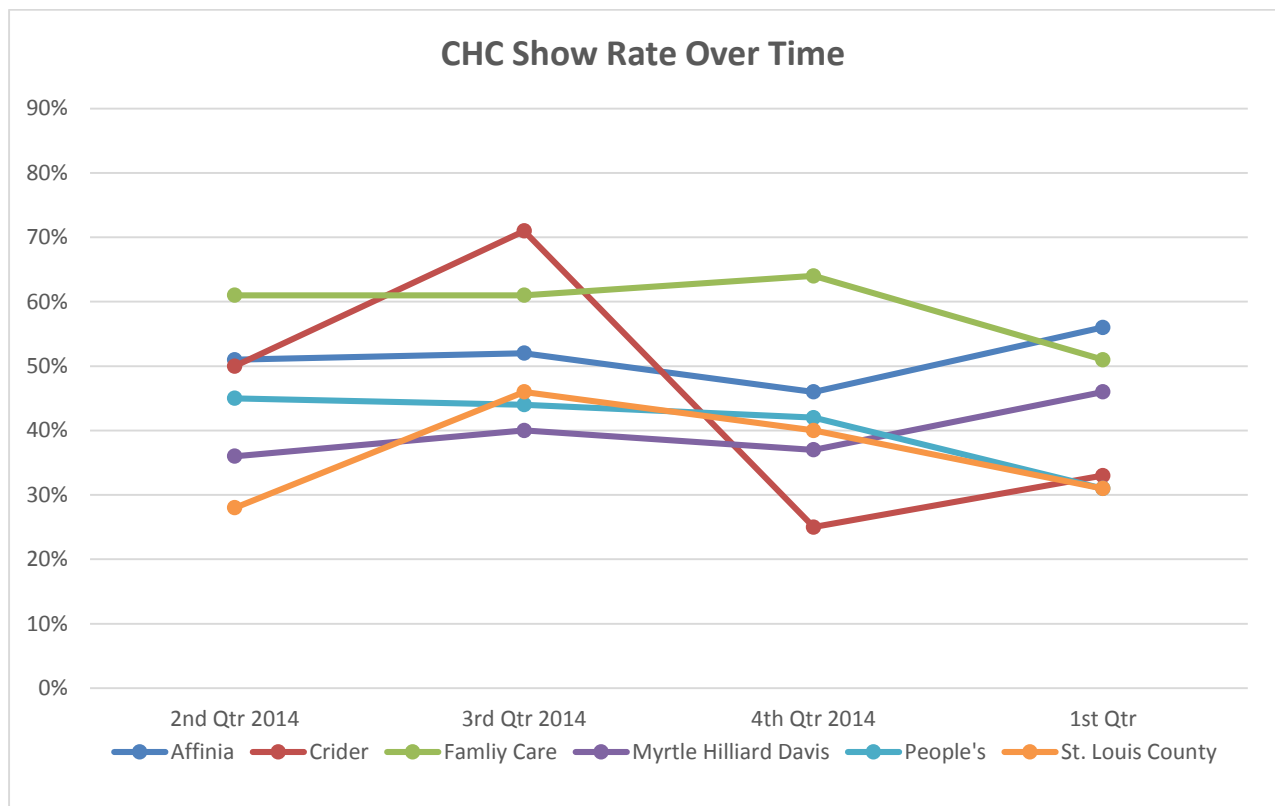


- The following table shows the origin of appointments scheduled outside of the Integrated Health Network.

Site	Non-IHN Provider* Appointments Scheduled
St. Mary's	61
BJH	14
DePaul	1
Mercy	53
PCRMC	23
SLUH	4
St. Clare	0
TOTAL	156

**These appointments include private primary care doctors, hospital medicine/resident clinics, and specialty care doctors*

- The following is a summary of kept appointment data over time for the Integrated Health Network sites.



Please note, factors impacting data during the 1st quarter of 2015 include: CRC staff out on maternity leave and medical leave thus the same number of sites were covered with two less staff members, turnover in the hospital staff who CRCs work with, change in IHN CEO leadership, and services at SSM St. Clare hospital were discontinued.