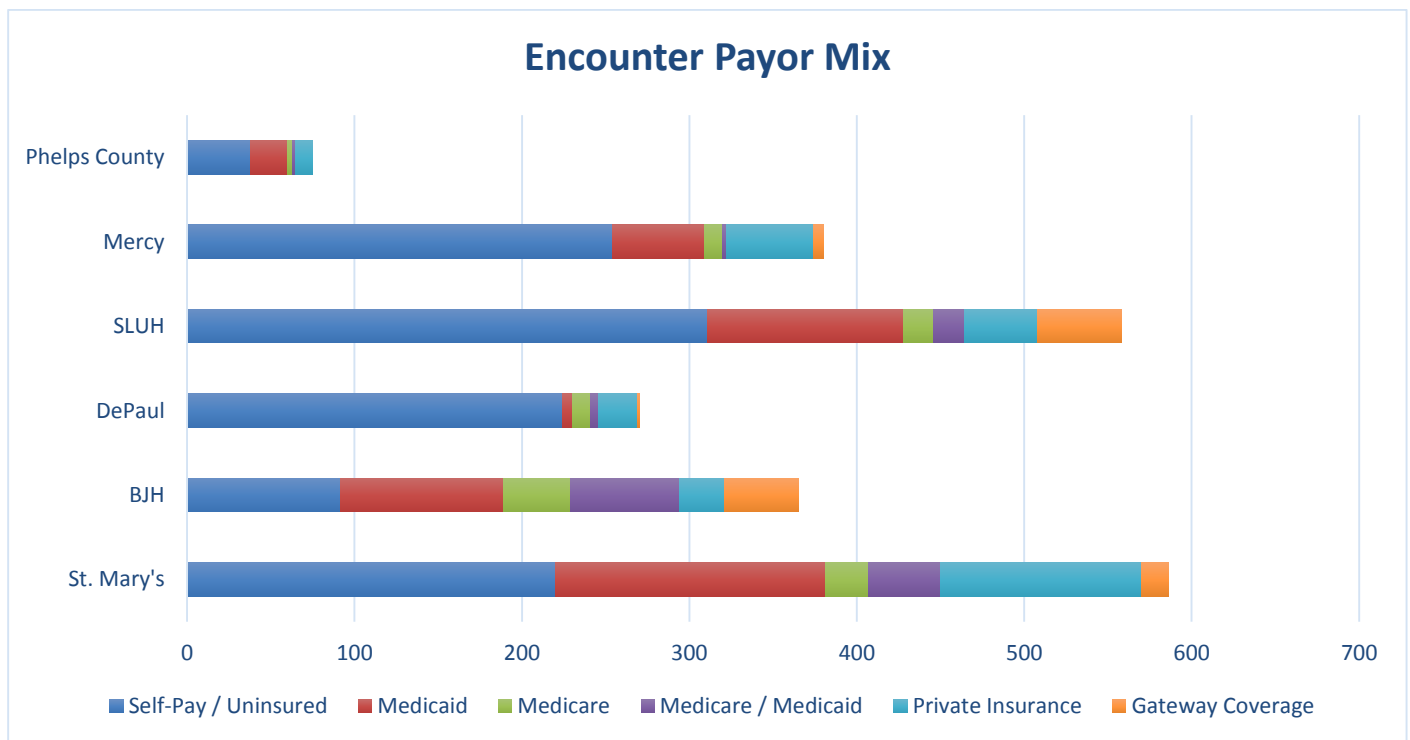




COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE April 1st – June 30th, 2015 (2nd Quarter)

ENCOUNTERS: April 1st – June 30th (2nd Quarter 2015)

- The Community Referral Coordinator Program has provided 80,689 patient encounters since June 2007. The Community Referral Coordinator Program provided **3,728 patient encounters for April 1st – June 30th of 2015. This is a 59% increase from the previous quarter (2,343).**
 - 1,823 (49%)** occurred in the Emergency Department
 - 1,905 (51%)** occurred in the Inpatient side of the hospital
 - 2,719 (73%)** 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 2nd Quarter of 2015

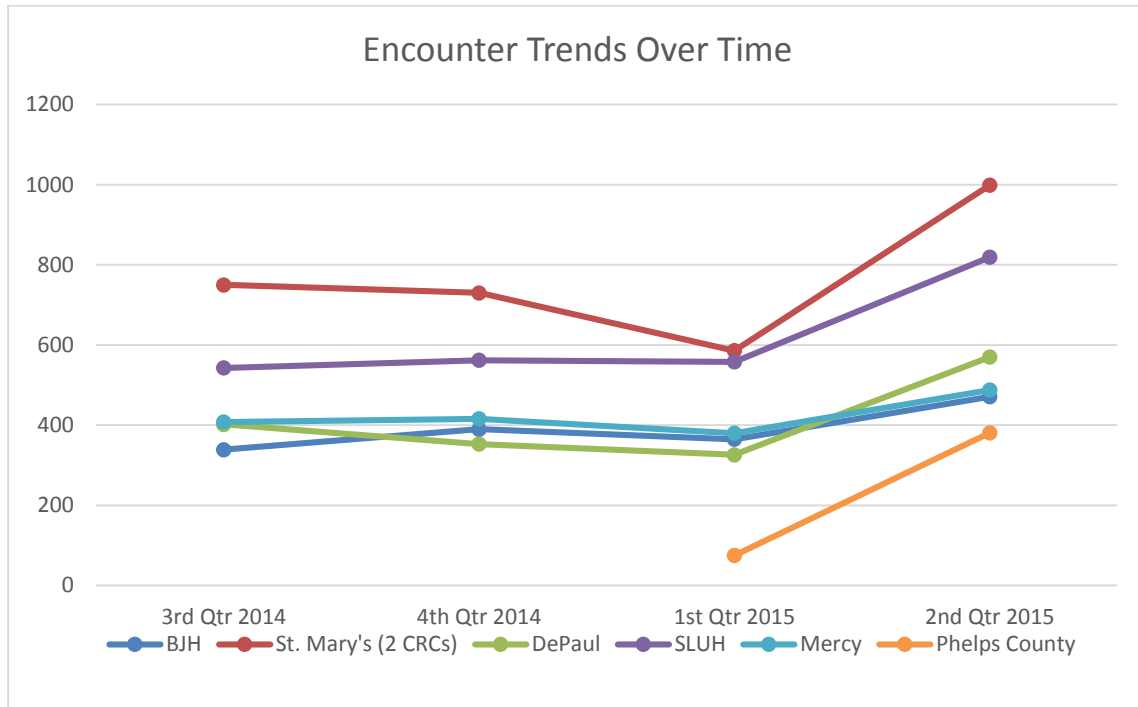


**Note: Gateway patients fall into the Self-Pay/Uninsured category at many hospitals.*

- 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 | 2,536 (68%) | 1,192 (32%) | 3,728 (100%) |
| • Inpatient | 1,054 (55%) | 851 (45%) | 1,905 (51%) |
| • ED | 1,482 (81%) | 341 (19%) | 1,823 (49%) |

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

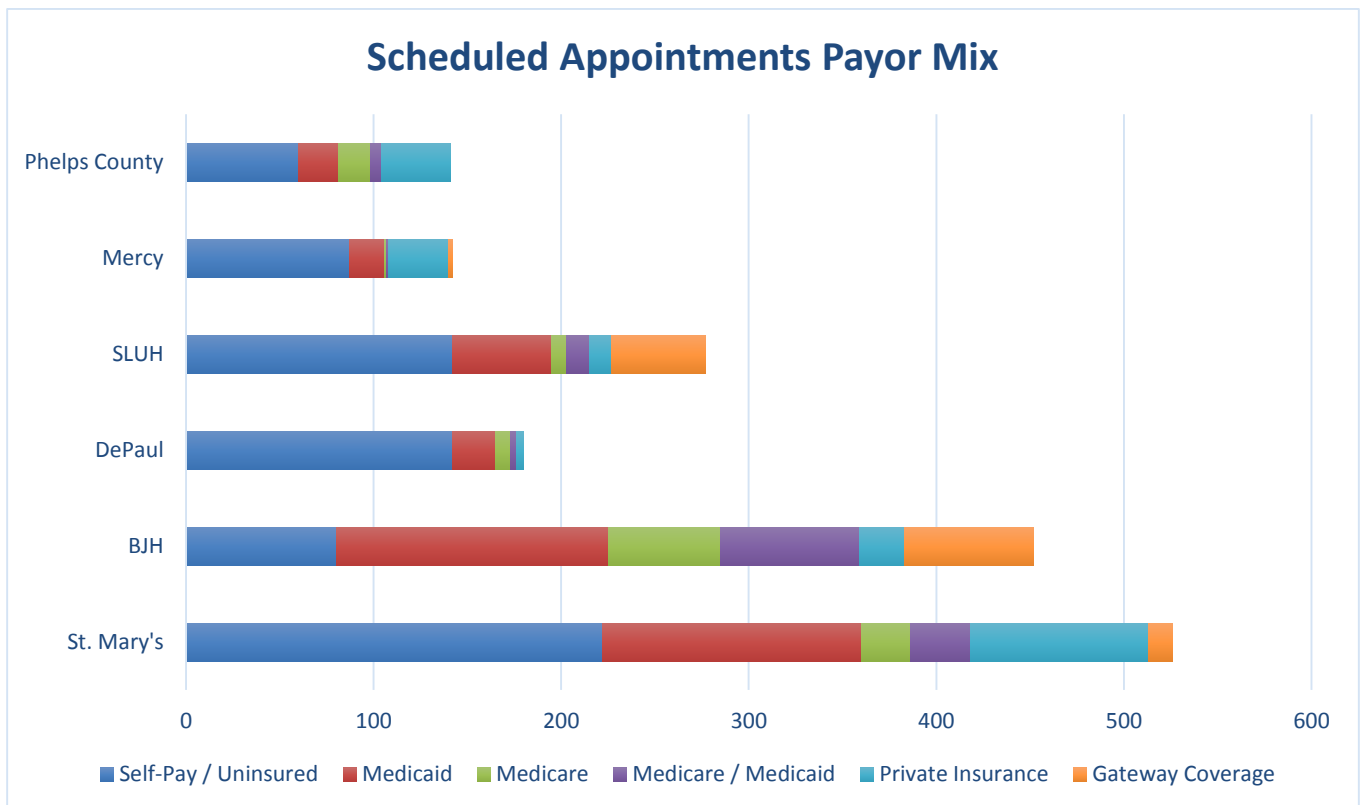


- The following table displays Gateway to Better Health engagement strategies employed by CRC staff.

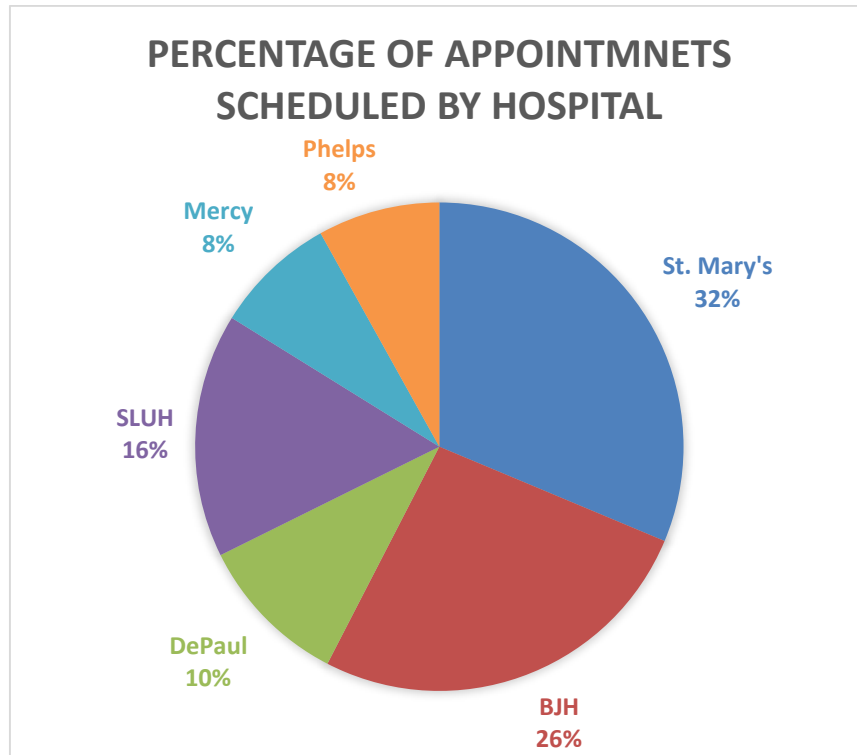
| Gateway to Better Health Patient Engagement | |
|---|------------|
| Application | 147 |
| Brochure | 62 |
| Call Center | 26 |
| RHC Issue Resolution | 1 |
| Total | 236 |
| Encounters | 173 |
| Appointments | 134 |

SCHEDULED APPOINTMENTS: April 1st – June 30th (2nd Quarter 2015)

- Out of the **3,728** encounters that occurred during the 2nd quarter of 2015, **1,718 (46%) resulted in a scheduled appointment**. This represents an overall **49% change** in appointments scheduled; however, adjusting for differences in the number of encounters, this represents a **3% decrease** in appointments scheduled since the last quarter (1,156).
 - **479 (28%)** appointments were the result of an ED encounter
 - **1,239 (72%)** appointments were the result of an Inpatient encounter
 - **1,388 (81%)** 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 1,718 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 | 930 (54%) | 788 (46%) | 1,718 (100%) |
| • Inpatient | 555 (45%) | 684 (55%) | 1,239 (72%) |
| • ED | 375 (78%) | 104 (22%) | 479 (28%) |
| • Chronic | 671 (48%) | 717 (52%) | 1,388 (81%) |

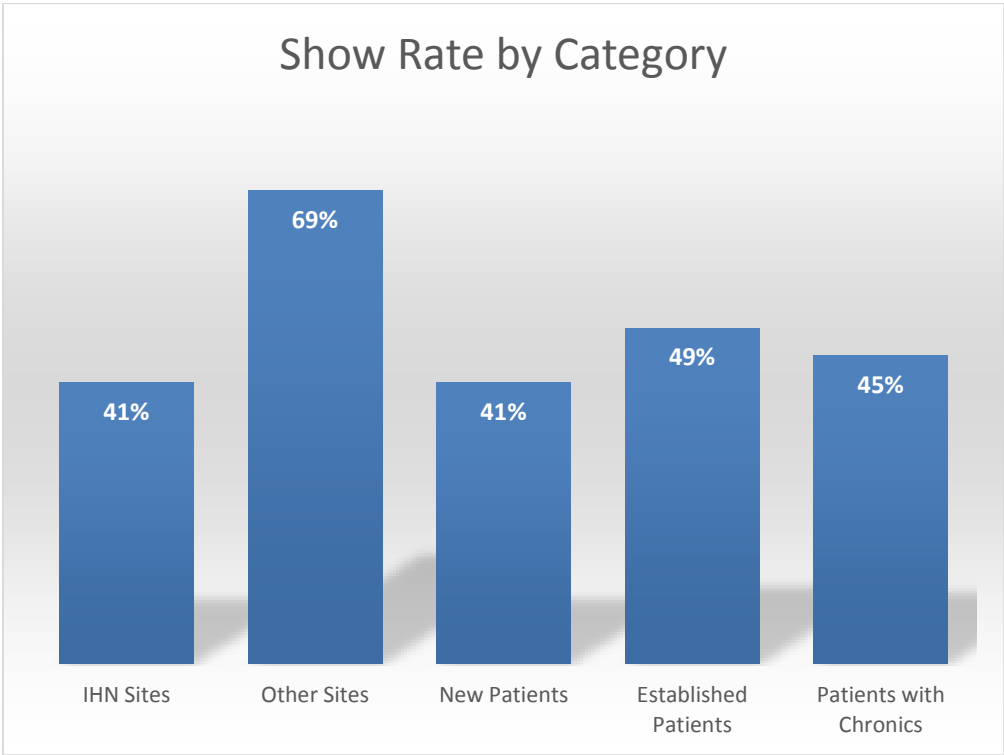
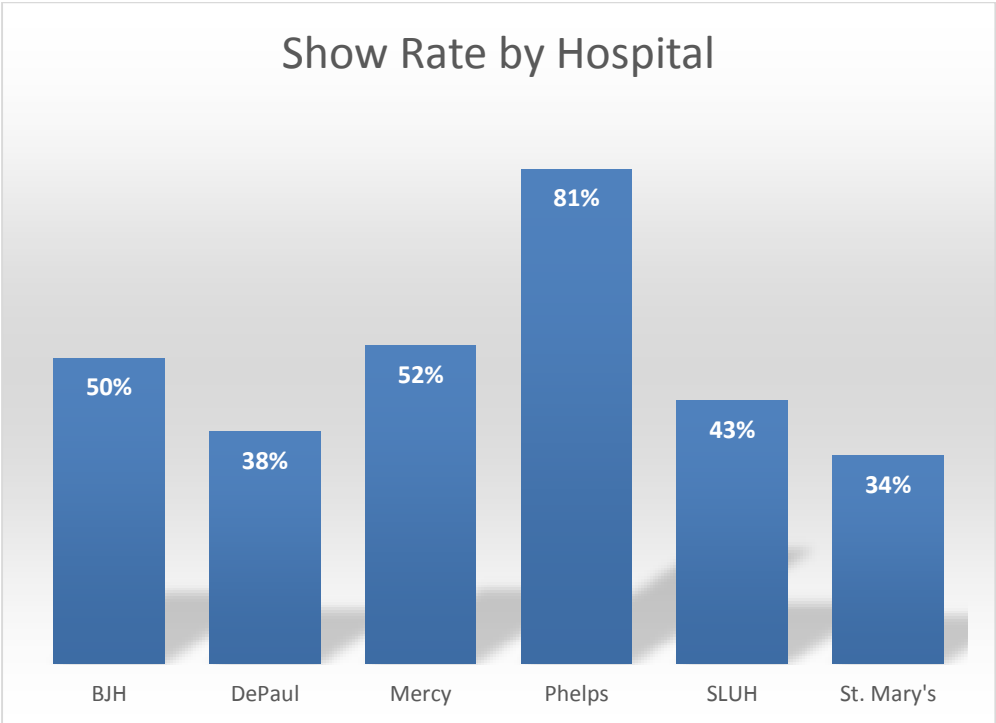
APPOINTMENTS KEPT: April 1st – June 30th (2nd Quarter 2015)

- The CRC program has resulted in **11,576** kept appointments since January of 2008. 9,517 (82%) of those have occurred since the beginning of 2011.
- Of the 1,646 appointments scheduled to occur in the 2nd quarter of 2015, **593 (45%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **1% increase** in the kept appointment rate since the last quarter. 330 (20%) of scheduled appointments were cancelled, unknown, or rescheduled. 723 (55%)* of scheduled appointments resulted in a no show.
 - 189 (51%)** out of **368** scheduled patients encountered in the ED kept their appointment
 - 404 (43%)** out of **948** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - 484 (46%)** out of **1,060** scheduled patients with a chronic disease diagnosis kept their appointment
 - 358 (44%)** out of **822** 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 April 1st and June 30th 2015**

| Provider | Appointments Scheduled (including those cancelled or rescheduled) | Appointments Scheduled (excluding those cancelled or rescheduled) | Appointments Kept | Appointment Kept Rate* |
|------------------------------------|--|--|-------------------|------------------------|
| Crider Health | 2 | 2 | 2 | 100% |
| Family Care | 67 | 63 | 36 | 57% |
| Affinia | 266 | 218 | 130 | 60% |
| Myrtle Hilliard Davis | 440 | 399 | 122 | 31% |
| People's | 318 | 272 | 105 | 39% |
| St. Louis County | 206 | 158 | 57 | 36% |
| Your Community Health Center | 63 | 56 | 42 | 75% |
| Barron Family Medicine | 5 | 4 | 4 | 100% |
| BJH Primary Medicine Clinic | 13 | 7 | 3 | 43% |
| Mercy JFK Clinic | 32 | 22 | 12 | 55% |
| Mercy St. Louis Providers | 26 | 18 | 12 | 71% |
| SSM Medical Group at St. Mary's | 41 | 27 | 12 | 44% |
| SSM St. Mary's Internal Med Clinic | 25 | 18 | 10 | 56% |
| CMHCs (through EDE Program) | 8 | 7 | 5 | 71% |
| SLU Care | 5 | 5 | 5 | 100% |
| PCRMC Providers / Bond Clinic | 42 | 40 | 36 | 90% |
| Other SSM Providers | 6 | * | * | * |
| All Other Mercy Providers (Rolla) | 32 | * | * | * |
| Other Providers** | 49 | * | * | * |
| TOTAL | 1,646 | 1,316 | 593 | 45% |

*Please note that appointments that were rescheduled/cancelled/unknown for the 2nd quarter of 2015 are not included in the calculation of the appointment kept rate or no show rate for the 2nd 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.

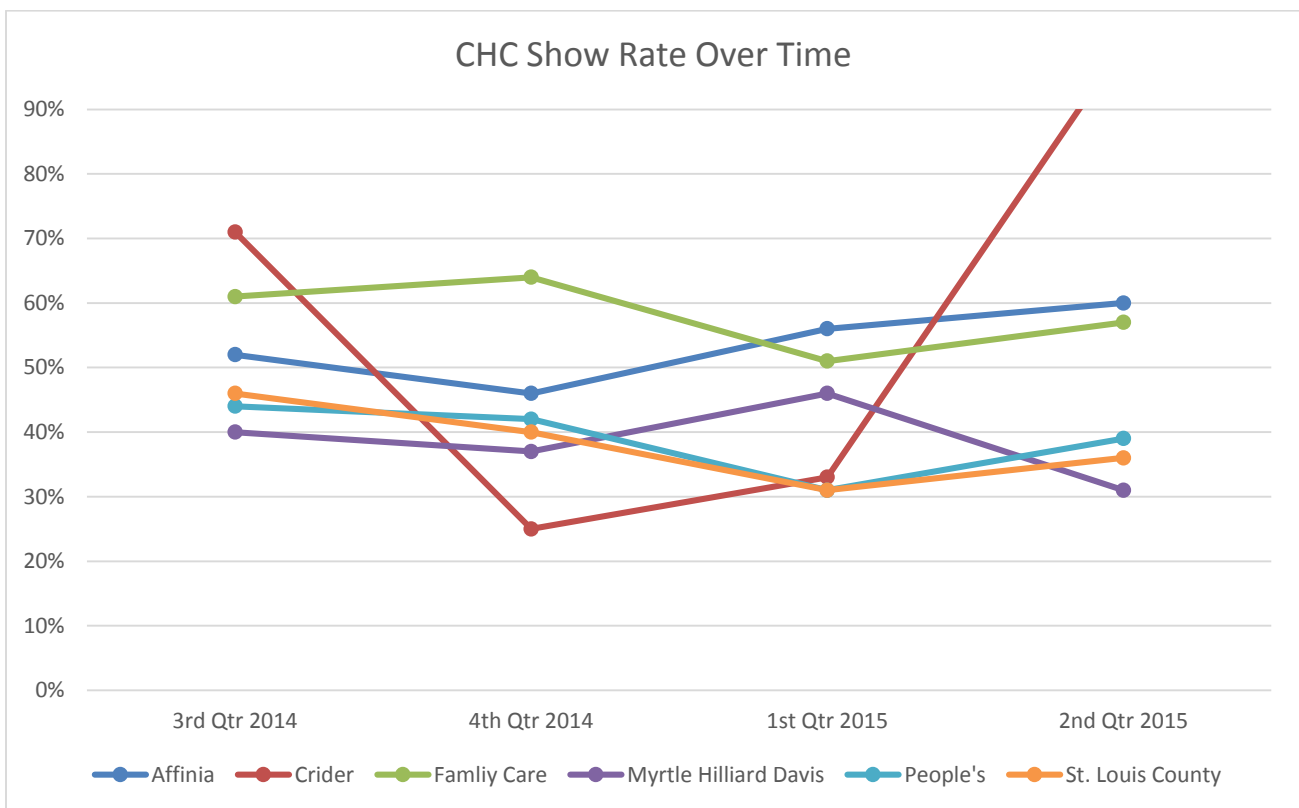


- The following table shows the origin of appointments scheduled outside of the Integrated Health Network.

| Site | Non-IHN Provider* Appointments Scheduled |
|--------------|---|
| St. Mary's | 118 |
| BJH | 13 |
| DePaul | 2 |
| Mercy | 65 |
| PCRMC | 140 |
| SLUH | 9 |
| TOTAL | 347 |

**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 2nd quarter of 2015 include: CRC staff transition at Mercy Hospital – St. Louis and the quarter of full CRC program implementation at Phelps County Regional Medical Center.