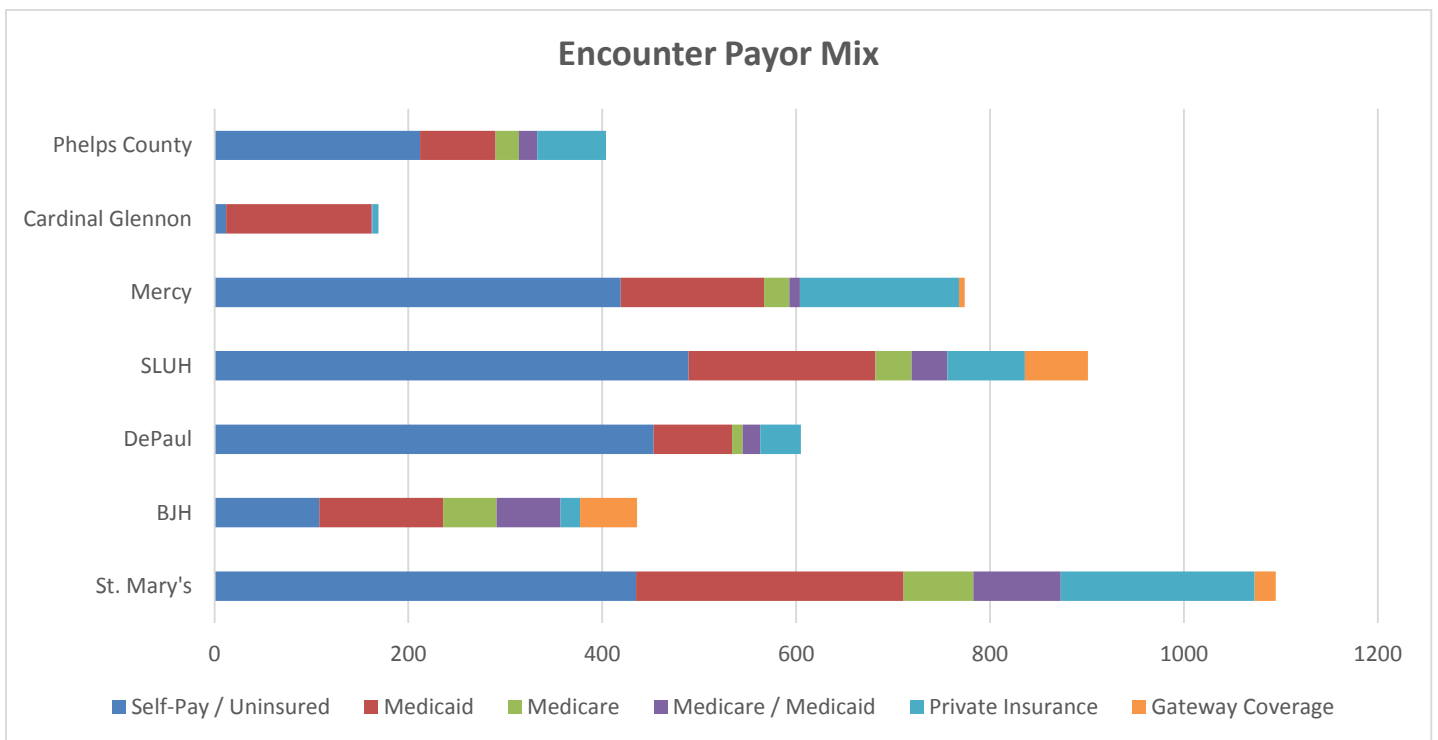




## COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE July 1<sup>st</sup> – September 30<sup>th</sup>, 2015 (3<sup>rd</sup> Quarter)

### ENCOUNTERS: July 1<sup>st</sup> – September 30<sup>th</sup> (3<sup>rd</sup> Quarter 2015)

- The Community Referral Coordinator Program has provided 85,073 patient encounters since June 2007. The Community Referral Coordinator Program provided **4,384 patient encounters for July 1<sup>st</sup> – September 30<sup>th</sup> of 2015. This is an 18% increase from the previous quarter (3,728).**
  - 2,313 (53%)** occurred in the Emergency Department
  - 2,071 (47%)** occurred in the Inpatient side of the hospital
  - 3,051 (70%)** 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 3<sup>rd</sup> Quarter of 2015

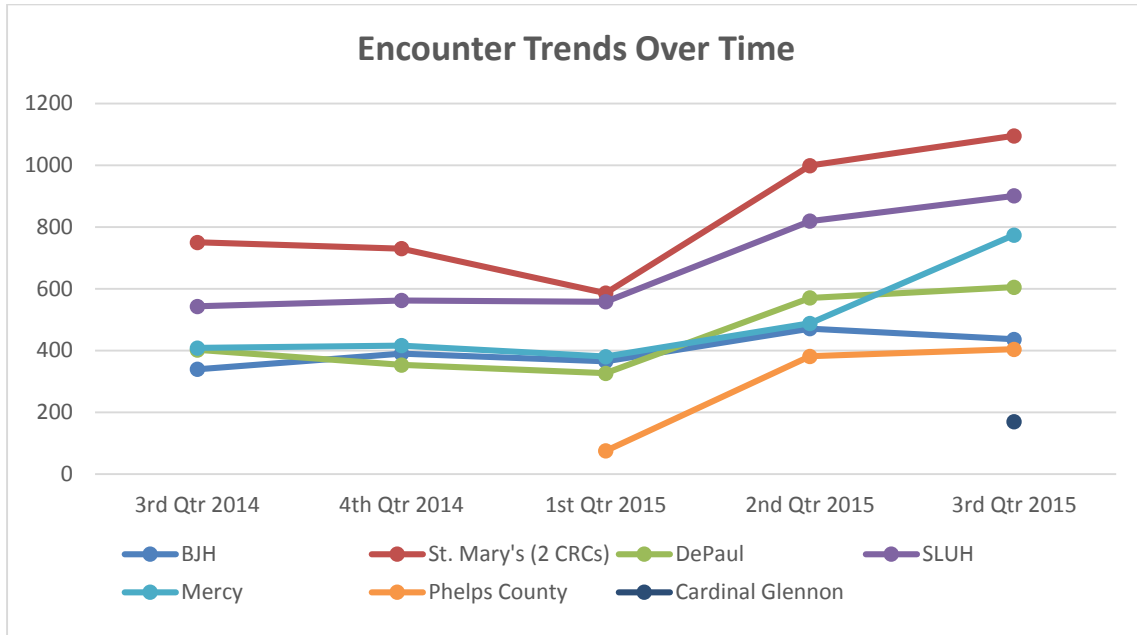


*\*Note: Gateway patients fall into the Self-Pay/Uninsured category at many hospitals.*

- 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
<b>Encounters</b>	3,179 (73%)	1,205 (27%)	4,384 (100%)
• <b>Inpatient</b>	1,243 (60%)	828 (40%)	2,071 (47%)
• <b>ED</b>	1,936 (84%)	377 (16%)	2,313 (53%)

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

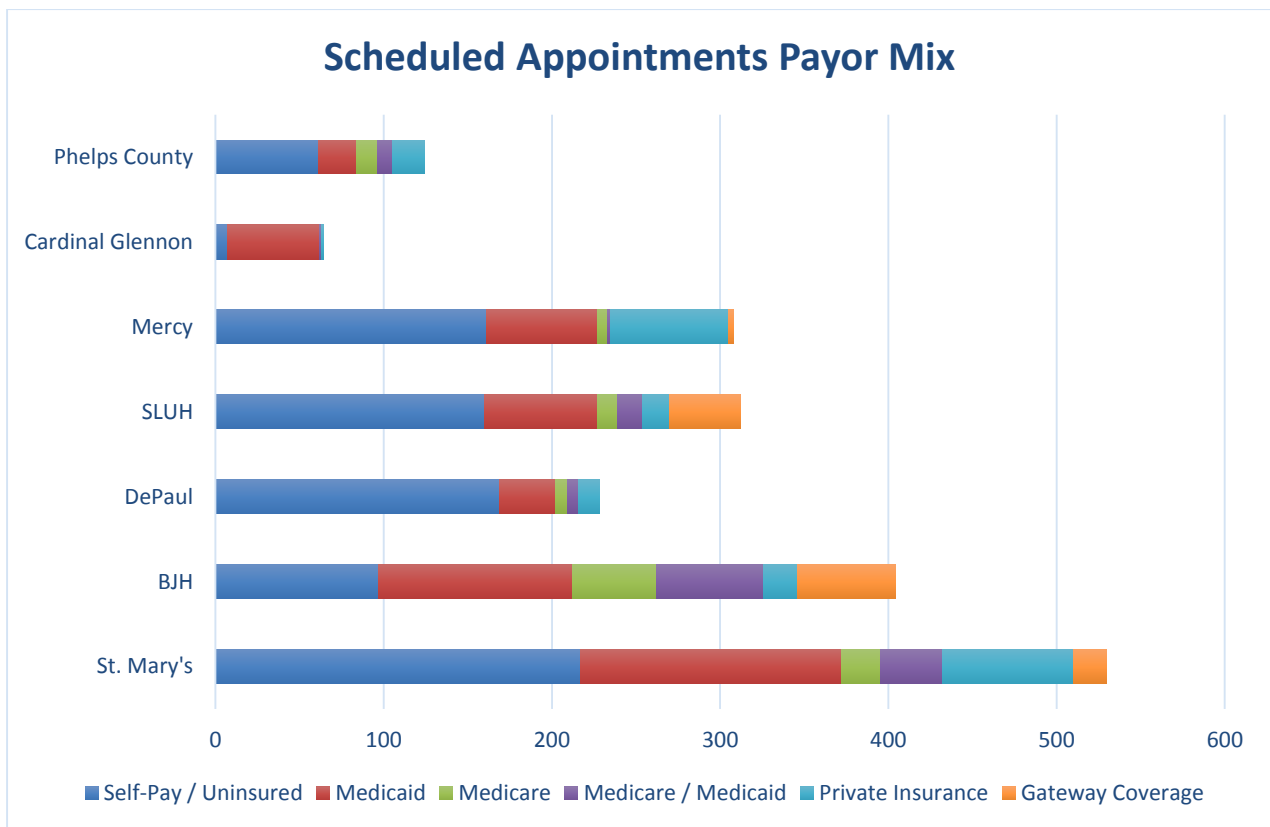


- The following table displays Gateway to Better Health engagement strategies employed by CRC staff.

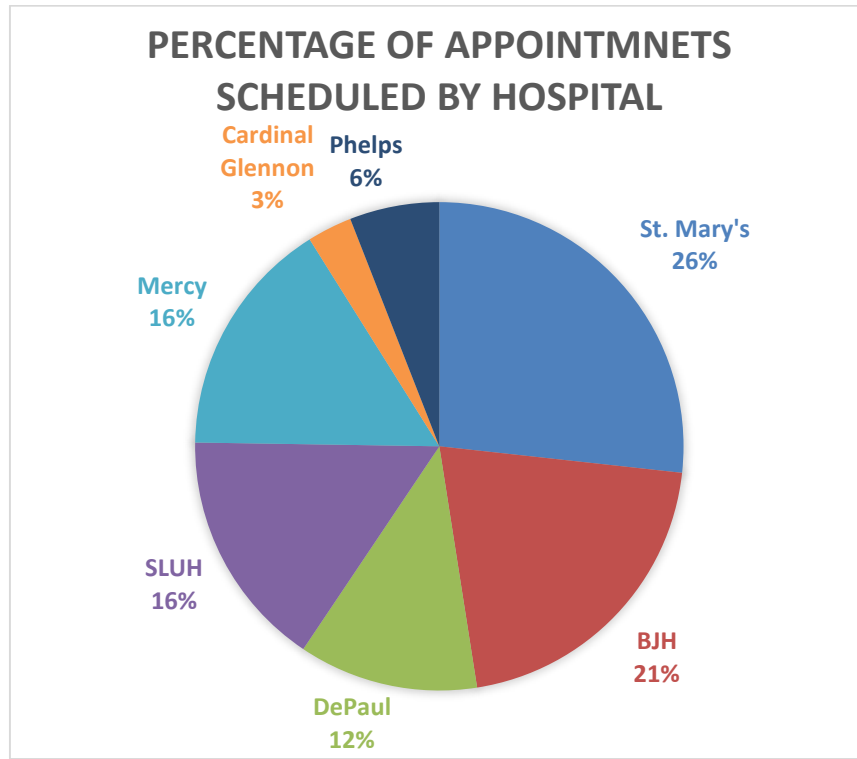
<b>Gateway to Better Health Patient Engagement</b>	
Application	140
Brochure	52
Call Center	34
RHC Issue Resolution	1
<b>Total</b>	<b>227</b>
<b>Encounters</b>	<b>152</b>
<b>Appointments</b>	<b>123</b>

**SCHEDULED APPOINTMENTS: July 1<sup>st</sup> – September 30<sup>th</sup> (3<sup>rd</sup> Quarter 2015)**

- Out of the **4,384** encounters that occurred during the 3<sup>rd</sup> quarter of 2015, **1,970 (45%)** resulted in a **scheduled appointment**. This represents an overall **15% change** in appointments scheduled; however, adjusting for differences in the number of encounters, this represents a **1% decrease** in appointments scheduled since the last quarter (1,718).
  - **666 (34%)** appointments were the result of an ED encounter
  - **1,304 (66%)** appointments were the result of an Inpatient encounter
  - **1,510 (77%)** 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 **1,970** 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
<b>All Encounter Types</b>	1,186 (60%)	784 (40%)	1,970 (100%)
• <b>Inpatients</b>	648 (50%)	656 (50%)	1,304 (66%)
• <b>ED Patients</b>	538 (81%)	128 (19%)	666 (34%)
• <b>Patients with Chronic Disease</b>	814 (54%)	696 (46%)	1,510 (77%)

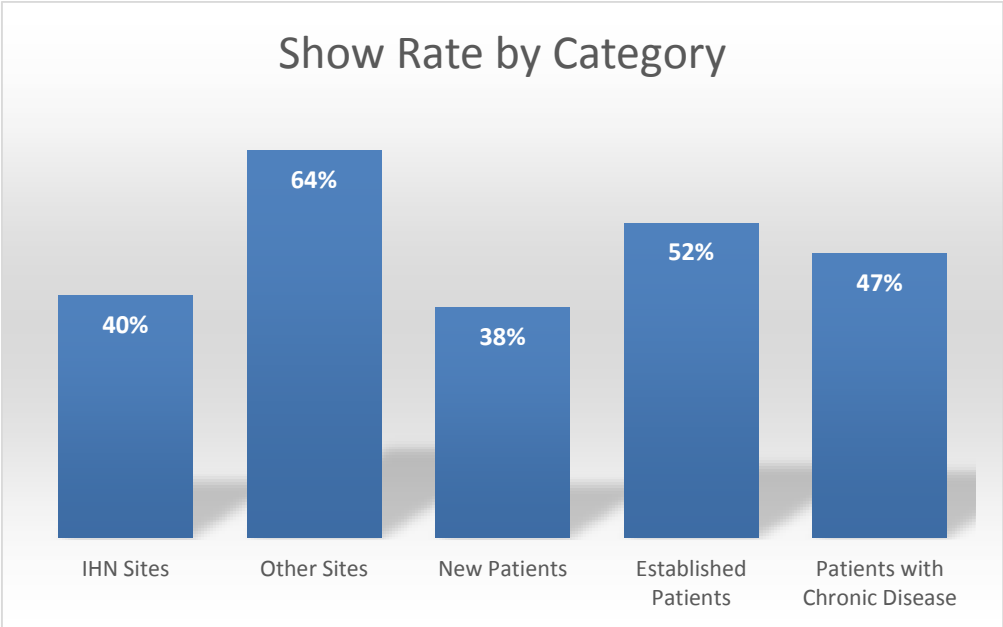
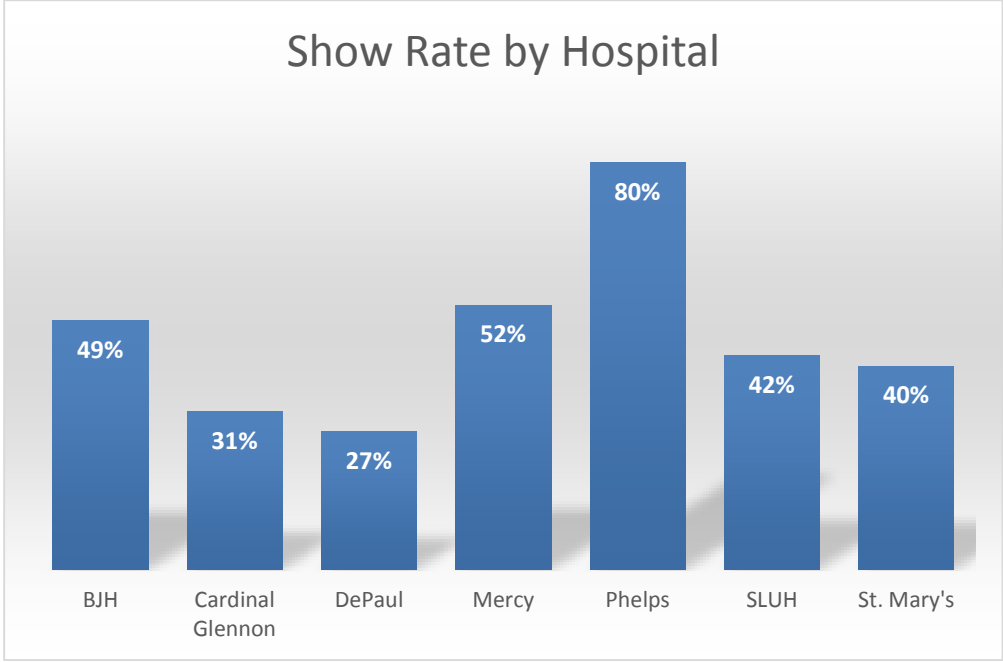
**APPOINTMENTS KEPT: July 1<sup>st</sup> – September 30<sup>th</sup> (3<sup>rd</sup> Quarter 2015)**

- The CRC program has resulted in **12,283** kept appointments since January of 2008. 10,224 (83%) of those have occurred since the beginning of 2011.
- Of the 1,972 appointments scheduled to occur in the 3<sup>rd</sup> quarter of 2015, **707 (44%)\*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **1% decrease** in the kept appointment rate since the last quarter. 369 (19%) of scheduled appointments were cancelled, unknown, or rescheduled. 896 (56%)\* of scheduled appointments resulted in a no show.
  - **215 (43%)** out of **500** scheduled patients encountered in the ED kept their appointment
  - **492 (45%)** out of **1,103** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
  - **583 (47%)** out of **1,244** scheduled patients with a chronic disease diagnosis kept their appointment
  - **426 (47%)** out of **913** 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 July 1<sup>st</sup> and September 30<sup>th</sup> 2015**

Provider	Appointments Scheduled (including those cancelled or rescheduled)	Appointments Scheduled (excluding those cancelled or rescheduled)	Appointments Kept	Appointment Kept Rate*
Crider Health	5	5	1	20%
Family Care	69	62	37	60%
Affinia	326	259	157	61%
Myrtle Hilliard Davis	448	426	134	31%
People's	501	417	144	35%
St. Louis County	220	179	71	40%
Your Community Health Center	52	43	32	74%
Barron Family Medicine	9	9	6	67%
Mercy JFK Clinic	21	17	16	94%
Mercy St. Louis Providers	102	79	39	49%
SSM Medical Group at St. Mary's	46	36	19	53%
SSM St. Mary's Internal Med Clinic	13	10	8	80%
SLU Care	4	2	2	100%
PCRMC Providers	50	40	35	88%
Other SSM Providers	5	3	1	33%
Danis Pediatrics	3	2	2	100%
Southern Illinois Healthcare Found	19	14	3	21%
BJH Primary Medicine Clinic	14	*	*	*
COMTREA	12	*	*	*
All Other Mercy Providers (Rolla)	13	*	*	*
Other Providers**	40	*	*	*
<b>TOTAL</b>	<b>1,972</b>	<b>1,603</b>	<b>707</b>	<b>44%</b>

\*Please note that appointments that were rescheduled/cancelled/unknown for the 3<sup>rd</sup> quarter of 2015 are not included in the calculation of the appointment kept rate or no show rate for the 3<sup>rd</sup> 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.

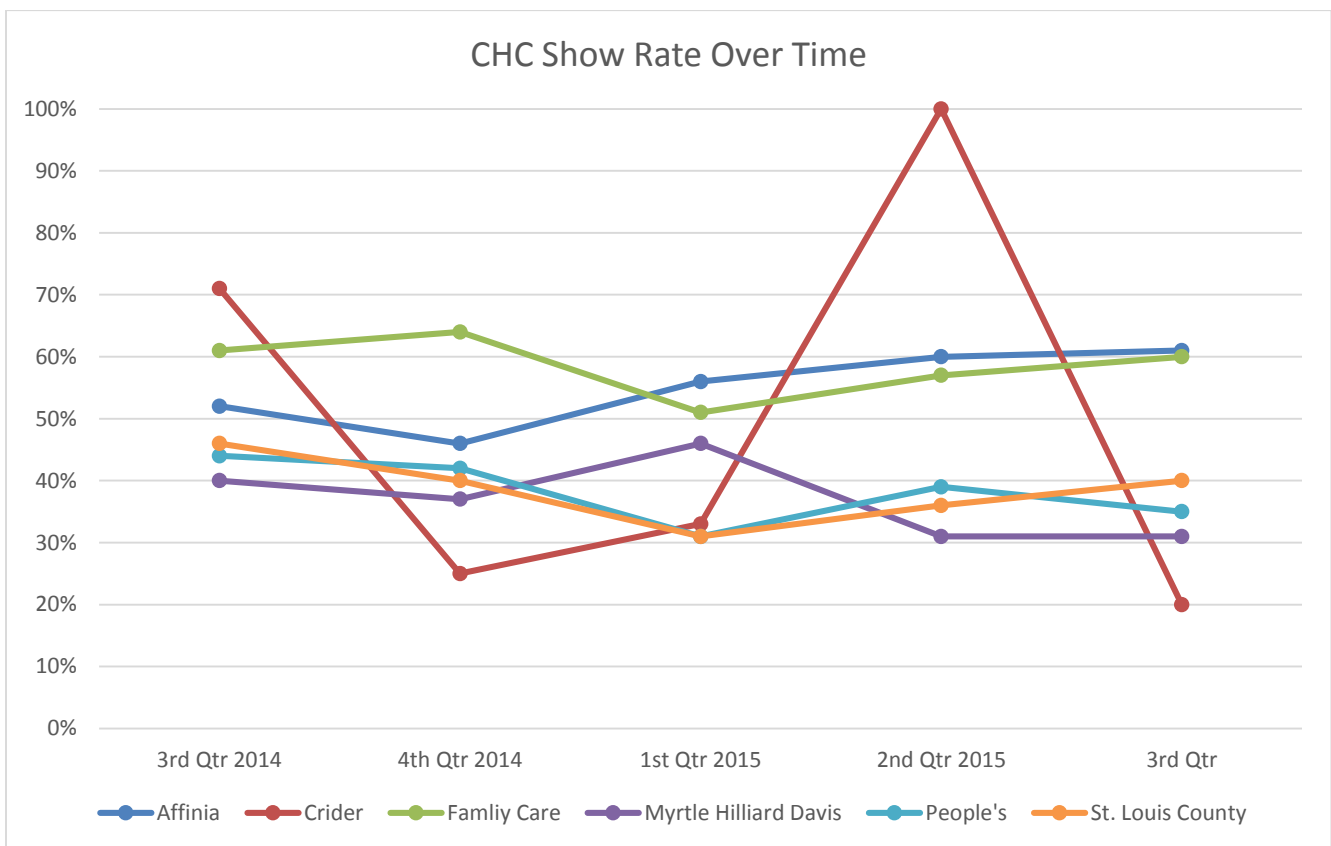


- The following table shows the origin of appointments scheduled outside of the Integrated Health Network.

Site	Non-IHN Provider* Appointments Scheduled
St. Mary's	99
BJH	19
Cardinal Glennon	4
DePaul	4
Mercy	145
PCRMC	118
SLUH	14
<b>TOTAL</b>	<b>403</b>

*\*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 3<sup>rd</sup> quarter of 2015 include: CRC program began at SSM Cardinal Glennon Children's Medical Center on September 1, 2015.*