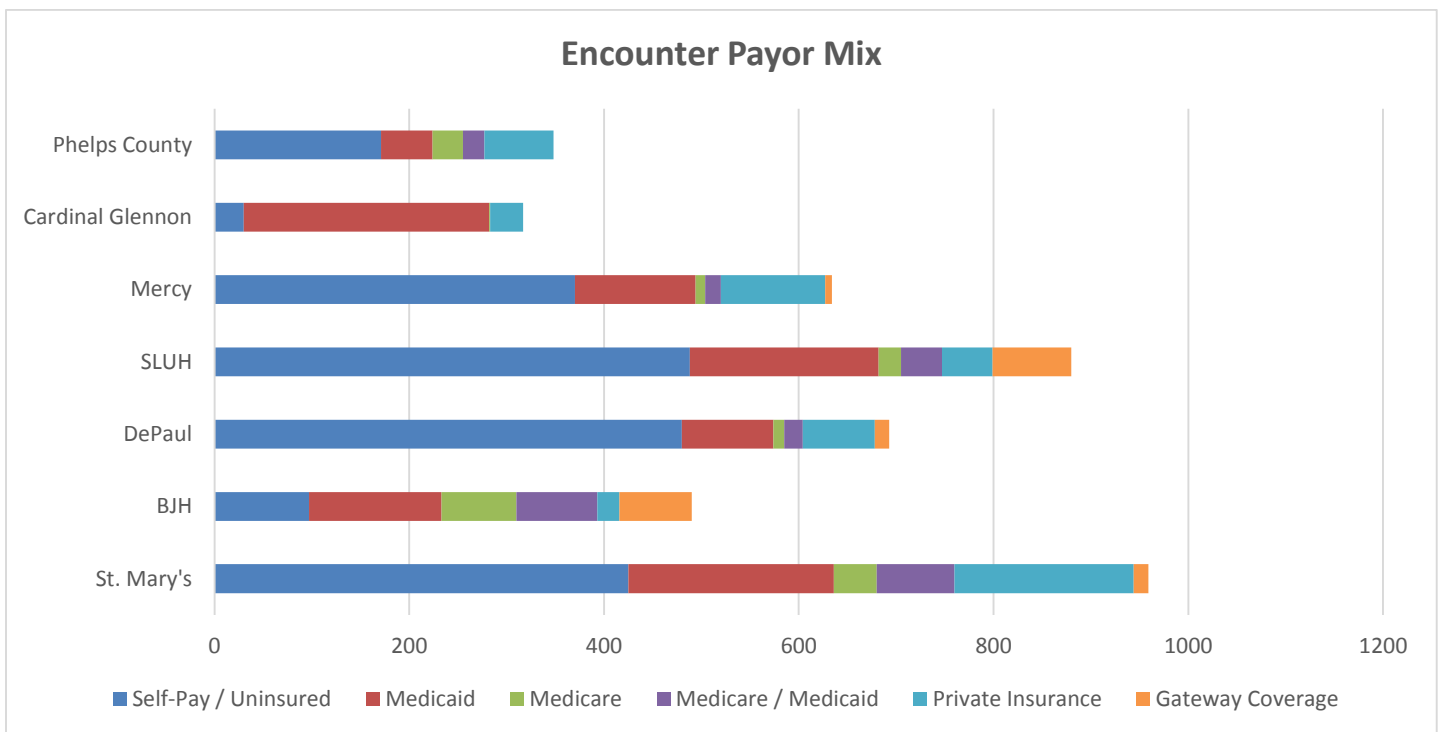




COMMUNITY REFERRAL COORDINATOR PROGRAM UPDATE October 1st – December 31st, 2015 (4th Quarter)

ENCOUNTERS: October 1st – December 31st (4th Quarter 2015)

- The Community Referral Coordinator Program has provided 89,394 patient encounters since June 2007. The Community Referral Coordinator Program provided **4,321 patient encounters for October 1st – December 31st of 2015. This is a 1% decrease from the previous quarter (4,384).**
 - 2,408 (56%)** occurred in the Emergency Department
 - 1,913 (44%)** occurred in the Inpatient side of the hospital
 - 3,003 (69%)** 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 4th Quarter of 2015

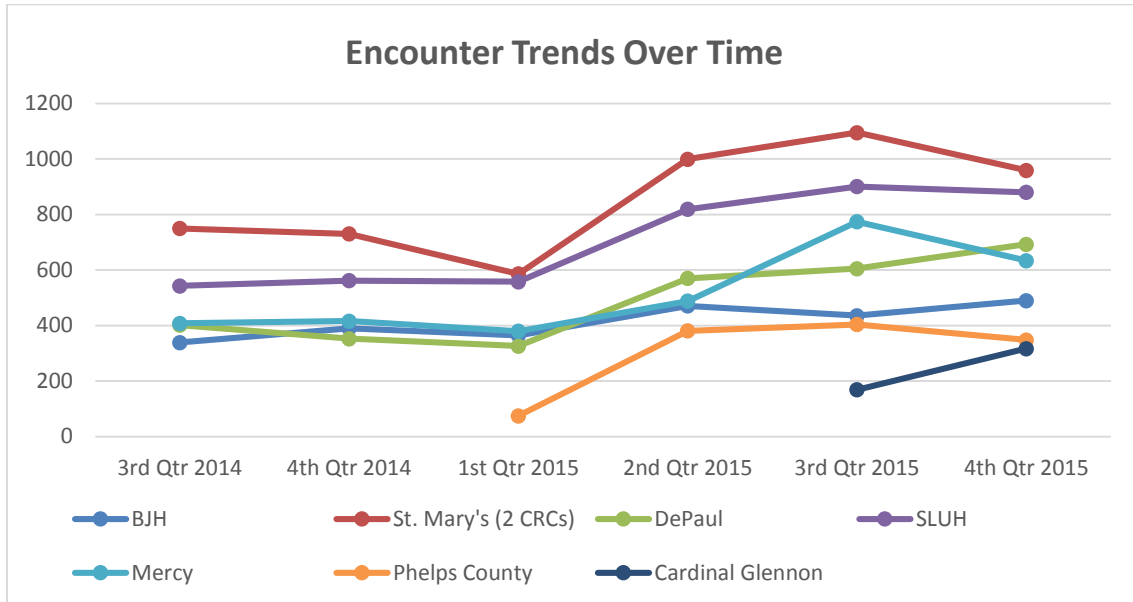


**Note: Gateway patients fall into the Self-Pay/Uninsured category at many hospitals.*

- 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	2,836 (66%)	1,485 (34%)	4,321 (100%)
• Inpatient	998 (52%)	915 (48%)	1,913 (44%)
• ED	1,838 (76%)	570 (24%)	2,408 (56%)

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

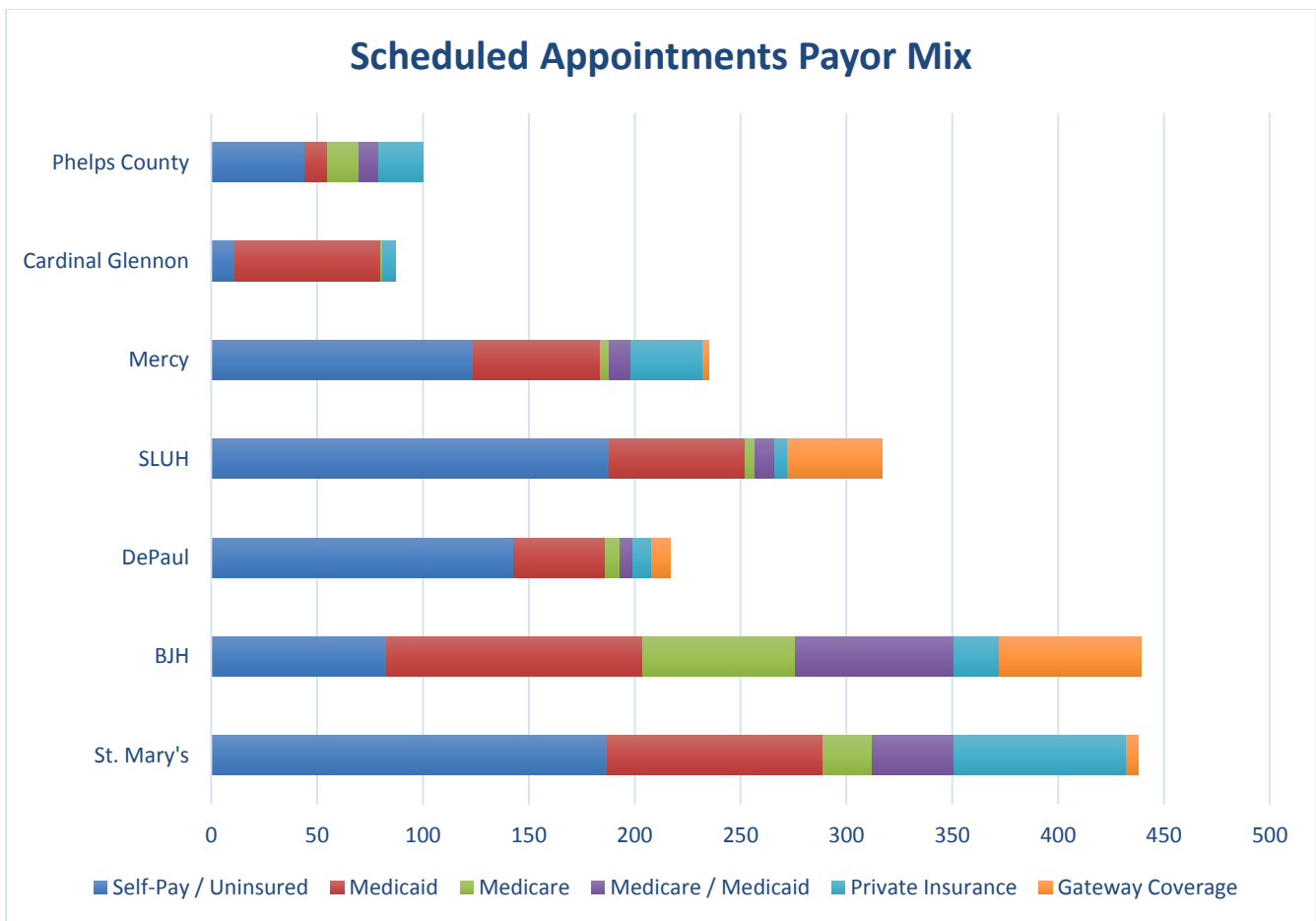


- The following table displays Gateway to Better Health engagement strategies employed by CRC staff.

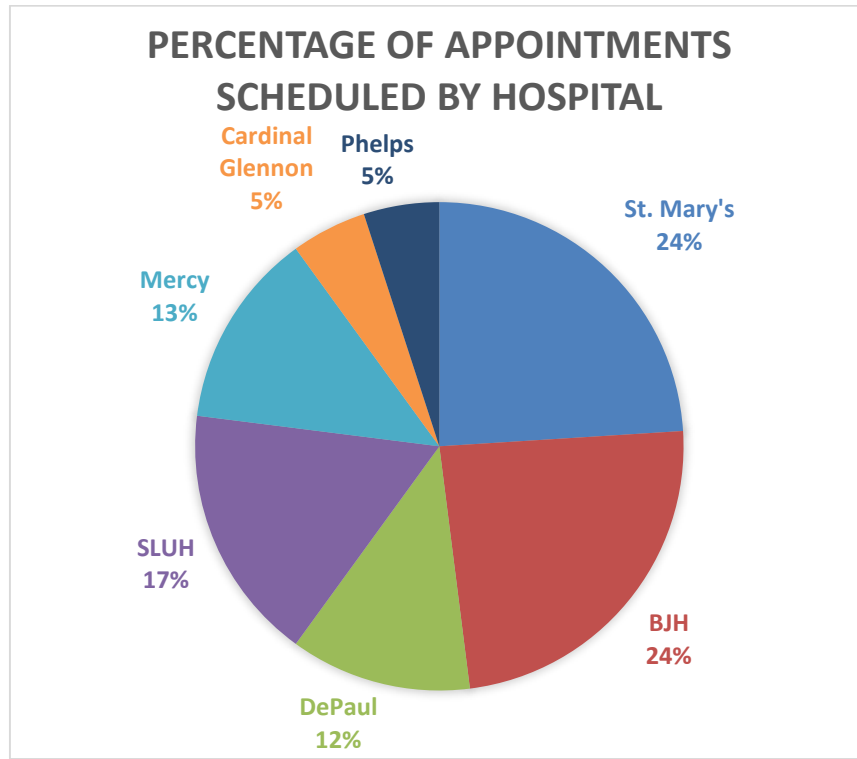
Gateway to Better Health Patient Engagement	
Application	104
Brochure	25
Call Center	26
RHC Issue Resolution	4
Total	159
Encounters	192
Appointments	130

SCHEDULED APPOINTMENTS: October 1st – December 31st (4th Quarter 2015)

- Out of the **4,321** encounters that occurred during the 4th quarter of 2015, **1,833 (42%)** resulted in a **scheduled appointment**. This represents an overall **7% 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 (1,970).
 - **612 (33%)** appointments were the result of an ED encounter
 - **1,221 (67%)** appointments were the result of an Inpatient encounter
 - **1,451 (79%)** of the referrals were with individuals who have a chronic disease
- 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 **1,833** 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
All Encounter Types	964 (53%)	869 (47%)	1,833 (100%)
• Inpatients	515 (42%)	706 (58%)	1,221 (67%)
• ED Patients	449 (73%)	163 (27%)	612 (33%)
• Patients with a Chronic Disease	704 (49%)	747 (51%)	1,451 (79%)

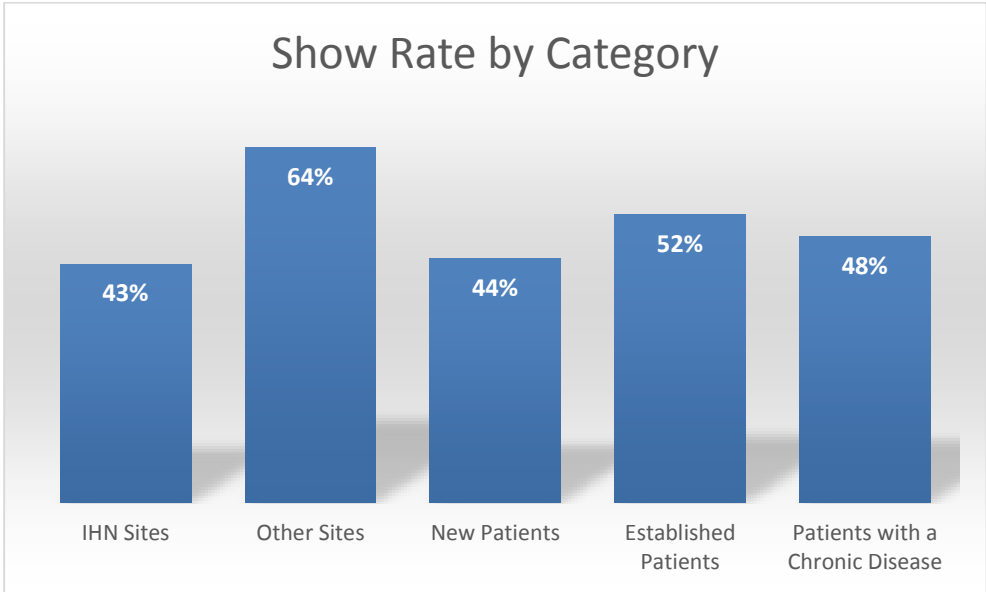
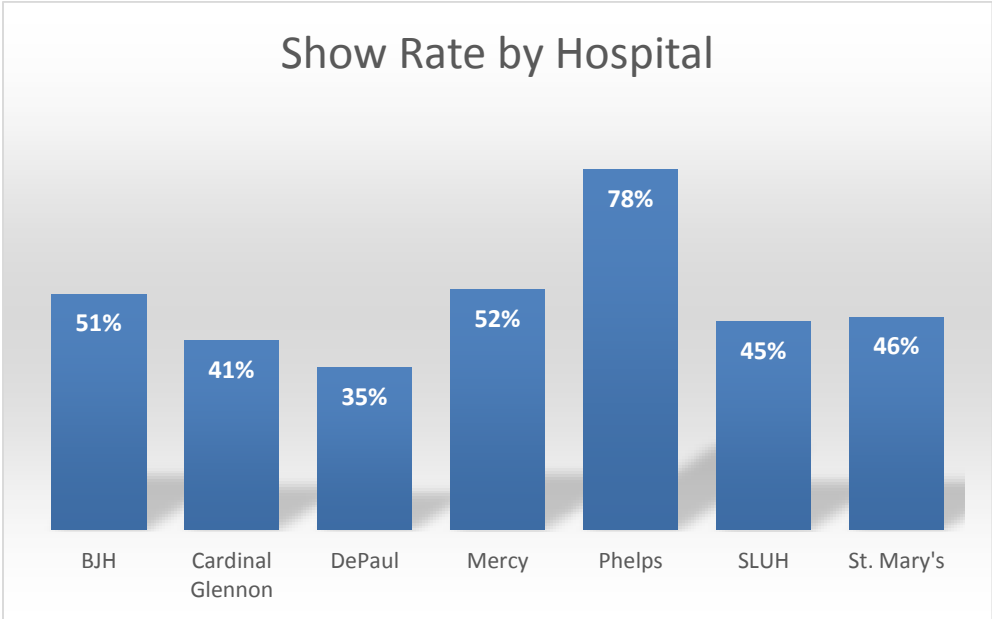
APPOINTMENTS KEPT: October 1st – December 31st (4th Quarter 2015)

- The CRC program has resulted in **12,989** kept appointments since January of 2008. 10,930 (84%) of those have occurred since the beginning of 2011.
- Of the 1,834 appointments scheduled to occur in the 4th quarter of 2015, **706 (48%)*** were kept. Adjusting for differences in the number of appointments scheduled, this represents a **4% increase** in the kept appointment rate since the last quarter. 357 (19%) of scheduled appointments were cancelled, unknown, or rescheduled. 771 (52%)* of scheduled appointments resulted in a no show.
 - **240 (49%)** out of **490** scheduled patients encountered in the ED kept their appointment
 - **466 (47%)** out of **987** scheduled patients encountered in the Inpatient side of the hospital kept their appointment.
 - **561 (48%)** out of **1,162** scheduled patients who have a chronic disease diagnosis kept their appointment
 - **408 (48%)** out of **847** 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 October 1st and December 31st 2015**

Provider	Appointments Scheduled <i>(including those cancelled or rescheduled)</i>	Appointments Scheduled <i>(excluding those cancelled or rescheduled)</i>	Appointments Kept	Appointment Kept Rate*
Crider Health	2	2	2	100%
Family Care	96	73	39	53%
Affinia	323	256	156	61%
Myrtle Hilliard Davis	462	423	161	38%
People's	372	311	100	32%
St. Louis County	139	101	49	49%
Your Community Health Center	31	28	20	71%
Barron Family Medicine	5	5	4	80%
BJH Primary Medicine Clinic	17	12	2	17%
COMTREA	12	12	8	67%
Cardinal Glennon Specialty Care	8	7	6	86%
Danis Pediatrics	16	11	6	55%
Mercy JFK Clinic	24	23	17	74%
Mercy St. Louis Providers	87	71	38	54%
SSM Medical Group at St. Mary's	40	33	21	64%
SSM St. Mary's Internal Med Clinic	15	13	10	77%
SLU Care	4	4	2	50%
PCRMC Providers	47	42	35	83%
Other SSM Providers	7	2	2	100%
Southern Illinois Healthcare Found	55	48	28	58%
Healthcare & Dentalcare for Kids	11	*	*	*
All Other Mercy Providers (Rolla)	12	*	*	*
Other Providers**	49	*	*	*
TOTAL	1,834	1,477	706	48%

*Please note that appointments that were rescheduled/cancelled/unknown for the 4th quarter of 2015 are not included in the calculation of the appointment kept rate or no show rate for the 4th 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.

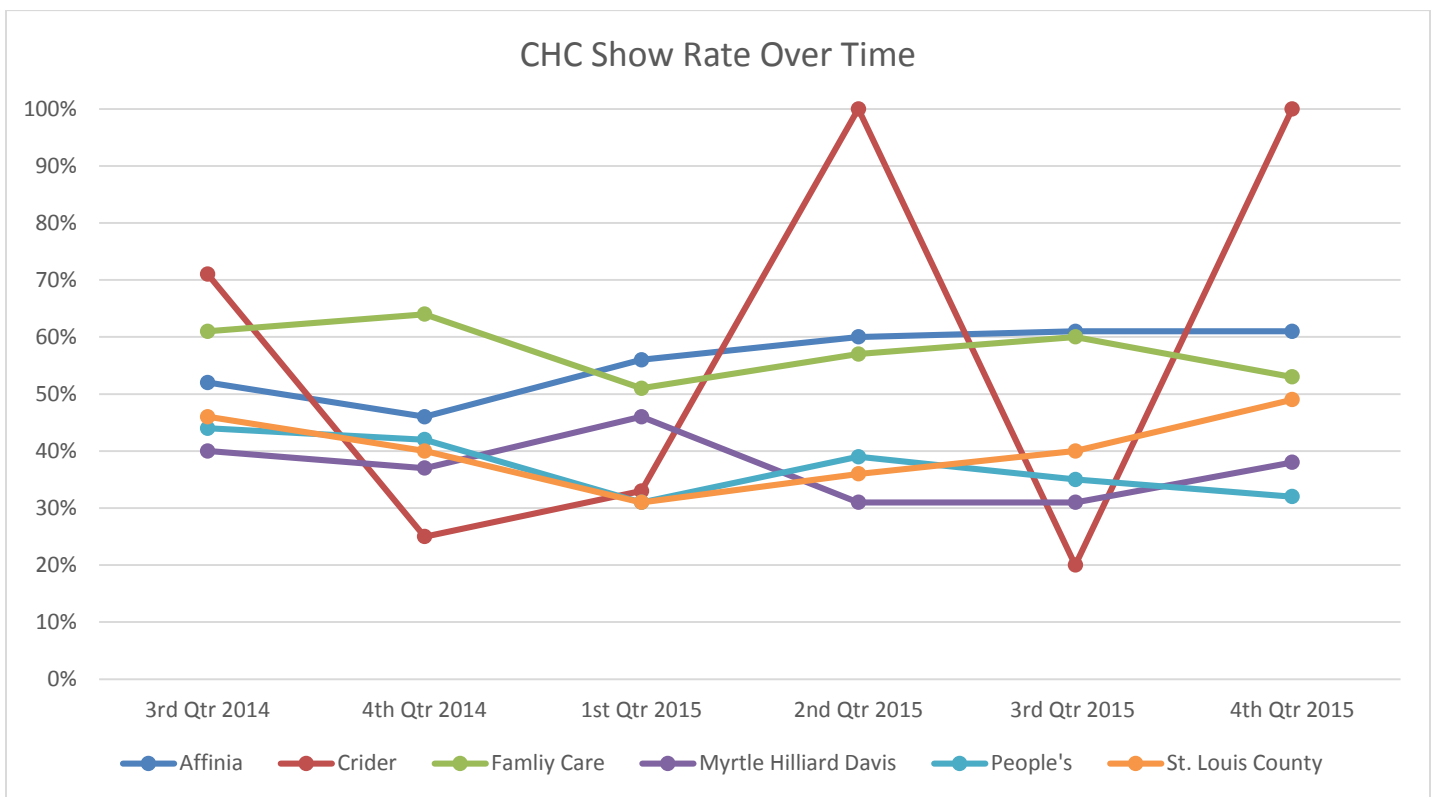


- The following table shows the origin of appointments scheduled outside of the Integrated Health Network.

Site	Non-IHN Provider* Appointments Scheduled
St. Mary's	85
BJH	49
Cardinal Glennon	43
DePaul	9
Mercy	130
PCPMC	99
SLUH	25
TOTAL	440

**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 4th quarter of 2015 include: SSM Cardinal Glennon Children's Medical Center was without a full-time CRC for most of the quarter but had limited coverage from the Lead Referral Coordinator.